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111 Review
Ministry of Economic Development
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Submission on the 111 Emergency Calling Review

1. Vector Limited ("Vector") welcomes the opportunity to make this submission on the Ministry of Economic Development's ("MED") discussion paper, *111 Emergency Calling Review* ("the Review"), dated February 2012. No part of this submission is confidential and Vector is happy for it to be made publicly available.
2. Vector generally supports the Review, particularly the identification of opportunities to improve 111 emergency calling services. Vector considers there is a good opportunity through this Review to improve the quality, including the consistency and availability, of 111 calling information.
3. Vector takes the discharge and fulfilment of its emergency obligations seriously. As a user of 111 calling information, particularly in responding to emergency call outs, Vector seeks greater certainty that the information it uses is reliable.

Standardisation of 111 calling information

4. To ensure the quality and timely delivery of emergency services to the public, it is vital that there is a shared expectation amongst emergency service providers and parties that rely on the information the emergency services provide regarding:
 - what information is collected; and
 - how the information is produced/compiled for other users and/or the public, as well as for the emergency services themselves.

5. Vector believes improvements in the reliability and timeliness of 111 calling information would enable immediate users of this information to better respond to emergencies, which will potentially reduce the loss of lives and property.
6. In addition, consistency of this information across service providers and users would lower the costs for parties intending to access and verify the reliability of this information. For example, electricity and gas network operators also use this information for audit and review purposes. The availability of standardised 111 calling information would reduce the number of disputes regarding which information should their performance in relation to safety or emergency responses be assessed against.
7. Vector **recommends** that MED consider the standardisation of 111 calling information across emergency service providers and parties that rely on this information. Vector would be happy to participate in any working group facilitated by MED or the relevant government agency/emergency service providers to work towards this end, and suggest an information template that can be used to start discussions on this process.

Information sharing protocol

8. It is also important that there is a shared understanding among the parties producing and using 111 calling information on how information should be shared between them, including access rights, confidentiality, and timing of release of information, etc.
9. Vector **recommends** that MED also consider the development of guidelines or a protocol with the above parties, in relation to the handling and sharing of 111 calling information. Again, Vector would be happy to participate in the development of such guidelines or protocol.

Closing comment

10. Improvements in the delivery and sharing of 111 calling information would provide the users of this information the comfort and certainty that the information is reliable, and should ensure the delivery of quality and timely emergency services to the New Zealand public.
11. Vector is happy to further discuss and share its insights and experience with MED and relevant government agencies/emergency service providers to progress the above proposals.

12. If you have any questions, or require further information, please contact Luz Rose, Senior Regulatory Analyst, on 04 803 9051 or Luz.Rose@vector.co.nz.

Kind regards



Bruce Girdwood
Manager Regulatory Affairs