



NEW ZEALAND
POLICE
Ngā Pirihimana o Aotearoa

10 July 2019

Andrew Crow
fyi-request-10285-20234852@requests.fyi.org.nz

REF: IR-02-19-14767

Dear Andrew

I refer to your OIA request made on 10 May 2019 where you requested:

"I am looking to understand the choice of 105 as the new non-emergency number.

Under OIA I request documents that show the options and decisions around using 105

I am not interested in the need to a new non-emergency number, but the choice of 105

Of note, I am interested in if this is related to the police radio calls numbers such as 10-7 and 10-3"

In response to your request for '...documents that show the options and decisions around using 105', I am denying this request under Section 18(f) due to the fact that the information requested cannot be made available without substantial collation or research. Some of the considerations around the single non-emergency number go back over ten years and a number of the people involved no longer work for Police, so obtaining the information you requested could prove difficult.

I can say however that in the final deliberations, there were a number of considerations taken into account as to just what the new single non-emergency number would be for Police. Some principles applied were that it should be easy for the public to remember and not so similar to the emergency number that 111 could be misdialled by anyone wanting to ring the non-emergency number. Following that principle led us to a preference for a three digit short dial number that was similar to current contact numbers (111, *555) but also sufficiently different.

There were also technical and potential commercial considerations that were taken into account such as avoiding the use of short dial numbers in use by other organisations. Phone numbers starting with numerals other than a 1 are in use as current residential or business dialling numbers throughout New Zealand so the preference was for a number that started with 1. There was then a process of

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elimination that settled on 10-5 because the use of 1 and 5 were already a part of our short dial numbers (111 and *555). The connection with the 'radio call numbers' you have listed was also noted but did not have a significant influence on the final decision.

If you are not satisfied with my response to your request, you have a right under section 28(3) of the Official Information Act 1982 to ask the Office of the Ombudsman to seek an investigation and review of my decision.

Yours sincerely

A handwritten signature in black ink, appearing to be 'I. Harris', written over the words 'Yours sincerely'.

IR

Inspector Ian Harris
Acting National Operations Manager
Communications Centres