

22 May 2026

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Tēnā koe James

Request for information

Thank you for your Official Information Act 1982 (OIA) request of 13 March 2026. You asked for information regarding Police radio callsigns and codes.

My response to each part of your request can be found below.

1. *I would like to request the most current list of Police Radio callsigns. If possible, I would like the list to include Callsign, location, and unit Descriptor. An example of this would be WLN1, Wellington, Senior Sergeant (Or appropriate).*

The list of Police Radio call signs is withheld pursuant to section 6(c) of the OIA as the making available of the information would be likely to prejudice the maintenance of the law including the prevention, investigation and detection of offences and the right to a fair trial.

There is a national guideline on the makeup of call signs, however there are also variations in police districts and workgroups which are decided at a local level. There are currently over 30,000 call signs in use nationally and call signs in use can change daily.

Call signs are made up of component parts and are generally (but not always) constructed as follows:

Call Sign Construction & Components (in order)		Available codes (refer)
National, District, Area, Station Code	2 letters	Scene Stations Code
Unit Identifier	1-2 letters	Unit Codes
Letter identifying supervisory role	1 letter (optional)	Unit Codes
Group number identifier	1-2 numbers	

2. *I would also like updated versions of the following information: (Similar to <https://fyi.org.nz/request/8908/response/30917/attach/8/Holmes%20Thomas%20code%20ir%2001%2018%2014122%20signed.pdf>):*

We have interpreted your request as relating to codes in the Computer Aided Dispatch (CAD) system. CAD is an operational system designed to enable unit dispatch and event management.

- a. *A list of current event type codes;*
- b. *A list of current Incident codes;*

Information is provided in the attached spreadsheet ('CAD Event (incl Incident) Codes' worksheet).

When Police communication centres receive a request for service, an event is entered in the CAD system. CAD events can only have one code type, and Police practice is to code the most serious risk or alleged offence.

Events may be later categorised in more detail when they are transferred to the National Intelligence Application (NIA). NIA allows more information to be recorded, such as one or more precise offence, incident, or task codes.

- c. *A list of current result codes;*
- d. *A list of current status codes;*
- e. *A list of 2 digit station codes and associated station*

Information is provided in the attached spreadsheet ('Disposition (Result) Code', 'Status Codes', and 'Scene Station Codes' worksheets).

- f. *A list of unit types and definitions i.e. 1 – 2-up PST vehicle*

While unit codes and definitions have been released previously, an updated list of these codes is withheld pursuant to section 6(c) of the OIA as the making available of the information would be likely to prejudice the maintenance of the law including the prevention, investigation and detection of offences and the right to a fair trial.

3. *Any policy documents relevant to implementation or use of the above information operationally.*

Police has published externally a document called 'National Recording Standard'¹. This chapter is the standard for recording information about offences and incidents. It sets out the rules for what must be recorded and when. It also includes definitions and examples to help people apply the rules correctly and consistently.

For information on call signs, including requests or changes refer to Call Signs SOP.

A copy of the Call Signs Standard Operating Procedure (SOP) is provided as an attachment. Sections of this document recording unit codes and definitions have been withheld pursuant to section 6(c) of the OIA as the making available of the information would be likely to prejudice the maintenance of the law including the prevention, investigation and detection of offences and the right to a fair trial.

4. *Can you also advise the callsigns used by the Police ART (Armed Response Teams) during their use.*

Police ran a pilot programme for Armed Response Teams (ART) from 30 August 2019 until 26 April 2020. ART has been discontinued and the call signs denoting those units are no longer in use. Call signs that were used by ART during the pilot programme are detailed in the attached 'ART Call Signs' spreadsheet.

Please note that as part of its commitment to openness and transparency, Police proactively releases some information and documents that may be of interest to the

¹ <https://www.police.govt.nz/sites/default/files/publications/national-recording-standard-nrs.pdf>

public. An anonymised version of this response may be publicly released on the New Zealand Police website.

You have the right to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

Nāku noa, nā

SS Sagar

Stefan Sagar
Acting Director Emergency Comms and Dispatch
New Zealand Police

⚠ You are viewing this in print mode, this means website features have been removed, document information and any district contacts are found further down the document.

Call Signs

This SOP outlines the purpose, structure, and process for creating or amending Police radio call signs. Due to the large number of call signs, a full list is not included.

Call signs are not assigned to individual QIDs in the CAD Callsign Register. Districts, Areas, and Workgroups manage allocation. Staff must log into CRA via Enterprise terminal or Mobile Responder at the start of each shift.

Purpose of Call Signs

Call signs allow Police personnel to be contacted by dispatchers via Police Radio.

Requests for call signs for staff without radios (e.g. for secondary applications) are not supported, as they pose safety and operational risks.

Create or Amend Call Sign

Creating a new call sign or making changes to an existing call sign must be requested via **Service Portal**.

Before Making a Request

- Endeavour to follow the established protocols for the make-up of call signs. See definitions below.
- If creating new call signs for an office or station, consider future proofing so that it will not be necessary to create additional call signs again in a few months.
- If amending existing callsigns make sure it is clear in the business reason what the actual change is that you are requesting.
- Units should not have permanent QIDs assigned to them in the description as this makes them less versatile if someone moves into or out of that role or is relieving in it.
- Consider what is the most appropriate station for the unit to be assigned to and whether or not the unit is instead a District or Area unit and should be using a District or Area code.
- Help Desk will reply (*usually via email*) advising when the call sign(s) is available for use and awaiting approval.

Complete a Change Request

1. Go to **Service Desk Portal: New/Amend Call Sign Request**, will be required to login with enterprise username and password

Home > All Catalogs > ICT Services > Employee Management > New/Amend Call Sign Request

Search

New/Amend Call Sign Request

This form is to be used when needing to add new call signs, or make changes to existing ones.

All requests for call signs should adhere to the guidelines in place for each Communication Centre:

- [North Comms](#)
- [Central Comms](#)
- [South Comms](#)

Request

Required information

Select your communications centre

I require the following

- Call Sign/Unit ID:
- Station that the Call Sign/Unit ID should be attached to:

2. Follow the instructions in this form and ensure all compulsory fields are completed.

Once submitted, the Service Desk will create a ticket and respond (usually via email) when the call sign is ready.

Alternatively, can phone Service Desk on ☎ **Section 9(2)(a) Official Information Act 1982**

Call Sign Definition

A Call Sign is used to identify a unit over radio.

The table below uses examples to illustrate how a typical call sign is structured, e.g. the meaning of the letters, suffix, etc.

Examples	National, District, Area, Station Code (2 letters)	Unit Identifier (Usually 1 or 2 letters)	(Optional) Letter Identifying Supervisory Role (S, N, A,)	Group Number Identifier (1-2 numbers)
WDXN1	WD (Waitemata District Code)	X s.6(c) OIA	N (Snr/Sgt)	1 (Group 1)

	PM (Palmerston North Station)	YZ s.6(c) OIA		12 (Group 1, second unit)
WLC41	WL (Wellington District)	C s.6(c) OIA		41 (Group 4, Unit 1)
FNI1	FN (Far North Area)	I s.6(c) OIA █		1 (Group 1)

Specialist District (and National Units usually based in a particular district most of the time) usually use District Codes. Some National Units use PC, HQ, or NZ.

Unit Identifier

- Follow standard coding for clarity and ease of use
- Avoid ending identifiers in S, N, A unless used for supervisory roles
- Some identifiers (e.g. “Intel”) are spoken as words, not phonetically
- Supervisory roles may omit the unit identifier

List of Unit Identifiers

Most of the call signs in use nationally align across the ECD’s allowing for lower learning curves, cross-channel interoperability and more efficient **Business Continuity Plans (BCP)**.

Unit	Description
█ s.6(c) OIA	█
█	█
█	█

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Document Information

Category:

Support SOP

Classification:

IN CONFIDENCE

Business Owner(s):

ECD Operations Team

Last modified:

23/10/2025

Related Resources

Related SOPs

- **Business Continuity Plans (BCP)**
- **CAD (Computer Aided Dispatch)**
- **Card Resource Allocation (CRA) - Login Link**
- **I/NetViewer and I/NetDispatcher**

Ten One Resources

- **Unit Identification Grid (PDF, Jan 2020)**

External Resources

- **Service Portal**