



NEW ZEALAND  
**POLICE**  
Ngā Pirihimana o Aotearoa

5 March 2019

Cody C

Dear Cody

**Request for information – Our Reference 01-19-1988**

I refer to your email request of 21 January 2019 where you requested information on the emergency 111 text service statistics. In particular you requested:

- 1. the number of emergency text messages received to 111 in the most recent calendar year*
- 2. the number of users registered for the emergency text message service*
- 3. what happens if someone texts 111 for an emergency but they are not registered with Police*
- 4. the number of times that #3 happened in the most recent calendar year*

I have considered your request in accordance with the Official Information Act 1982 and am happy to provide the requested information:

1. There were a total of 525 111 text messages received during 2018. This total includes a significant number of test messages that we send ourselves on a regular basis to ensure the system is operating correctly.
2. The number of phones registered to use the 111 Text system is 1495
3. If someone who is not registered with the service sends a text message to 111 they receive the following response: *"Your number is not registered for this service. In an emergency dial 111"*
4. The number of times that this message has been sent to phones that are not registered for the service in 2018 was 223.

If you are not satisfied with my response to your request you have the right to complain to the Office of the Ombudsmen and seek an investigation and review of my decision.

Yours sincerely

*PA-*  
  
**Inspector Ian Harris**  
**A/National Operations Manager**  
Communications Centres

**P** +64 4 470 7351

**E** [ian.harris@police.govt.nz](mailto:ian.harris@police.govt.nz)

**Police National Headquarters**

180 Molesworth Street. PO Box 3017, Wellington 6140, New Zealand  
Telephone: 04 474 9499. Fax: 04 498 7400. [www.police.govt.nz](http://www.police.govt.nz)