

More, Hamish

To: Wellington Professional Firefighters Union
Subject: Director ICT's piece on mobile tech for PFU

The use of mobile phones (smart phones) in the NZFS will change over time (in the next 2 plus years) as the devices will continue to be developed to provide key functions such as paging and other critical applications for day-to-day frontline activities.

A key transition point for us using smart phones to page or text our staff (with reliability and speed) will be when the telco carriers e.g. Spark, Vodafone can guarantee delivery of the paging or text message in normal and congested situations. The later is the key issue to overcome and while there is a level of prioritisation provided today it is not sufficient to prevent a grossly overloaded network from grinding to a halt.

Where there is an operational need for a member of NZFS to have a mobile device, it is a reasonable expectation that the NZFS will provide this. Where the use of a mobile device is a personal choice, the NZFS will not provide a device or plan. As we look to the future, testing of smart phone applications will continue so that NZFS is well informed on what is available and when emergency services grade connections will be available.

We envisage a point in the future when all NZFS staff will have 'mobile devices' – however we cannot predict when this will be yet, but it is our intent to work towards this desired outcome.