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19 June 2023



Tēnā koe [REDACTED]

#### **Information Request – RCC/NCC Activation Data**

I refer to your official information request dated 19 May 2023 asking for the following information.

*A list of all RCC and NCC activations, the start and end date for each activation, total duration of each activation in days, a short description for each activation, the total cost to the organisation for each activation, a separate column for catering costs incurred for each activation, a separate column for staffing costs involved in each activation for the period 01 Jul 2020 through 30 Jun 2023.*

#### **Activations**

In accordance with the provisions of the Official Information Act 1982 (OIA), we *enclose* details about all Regional Coordination Centre (RCC) activations and National Coordination Centre (NCC) activations from 1 July 2020 till the date your request was received.

#### **Total costs**

We note your request for the total costs to the organisation for each activation, with a breakdown of catering and staffing costs. We do not hold information in a way that would enable us to accurately report on this.

To accurately report staffing costs would require manually going through every payroll record of any staff member that has assisted with RCC/NCC over this timeframe to calculate an individual cost. The added complexity is some staff assisted as part of the business-as-usual functions with Fire and Emergency, so any costs remain with their home business unit. In some cases, overtime would have been paid, but the way we record these costs will require a considerable effort to separate this, from other incident response costs.

In reference to catering costs, a general search of transactions for references such as RCC/NCC could be completed. However, this is unlikely to be accurate as it will only identify catering costs that specifically refer to the RCC or NCC and the particular activation.

Consequently, this aspect of your request is refused under section 18(e) of the OIA, as the information requested does not exist in the way you have asked for it. We record costs against major incidents that require additional resourcing outside of our standard operational readiness. If you are interested in global costs for specific incidents, please make a fresh request for that information.

To the extent that some information is retrievable via a manual process, we have considered whether extending or charging would allow us to respond to this part of your request. The work required would need to be completed by someone with specialist knowledge of our finance and operational systems. The diversion from their core role would have an unreasonable impact on Fire and Emergency's operations.

Please note, we are taking the opportunity to prepare some financial modelling data so we can assess approximate costs for coordination centre activations. If you would be interested to receive the modelled data, please let us know.

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](http://www.ombudsman.parliament.nz) or freephone 0800 802 602.

*Note also that this response (with your personal details removed) may be published on the Fire and Emergency website.*

Nāku noa nā



Julia McCook-Weir  
Manager, Information Requests

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