



Port Hills 111 Phone calls

A number of emergency calls were made by the public during the Port Hills fires. On 15 February a number of homes were lost and there has been interest in the calls that were made to our communications centre during this time. The following pages are transcripts of the calls received by our Southern Communications Centre between 7am and 7pm on 15 February.

Redactions

Redactions have been made to this report in line with section 9(2)(a) of the Official Information Act to protect the privacy of natural persons.



FIRE AND EMERGENCY CALLS FROM THE PUBLIC

PORT HILLS, CHRISTCHURCH

Date: 15 February 2017, 0700 – 1900 hours

659249891

Fire service where is your emergency?

It's in Governor's Bay obviously, Ohinetahi Valley. Yeah obviously there's a lot of fires at the moment road but there's a block of pines just catching fire at the moment.

Okay, so what area?

Ohinetahi Valley.

How do you spell that?

Ah O H I N E T A H I, it's where the Police have dropping – the helicopters were dropping off buckets yesterday.

Okay one moment. So is that the street or is it the area?

No the main area road, main road.

How do you spell that area again? O H

O H I N E T A H I.

Okay.

Maybe it's Allandale after that.

Sorry, Allandale?

I don't know...

Sorry, what was that, you're quite hard to hear.

Allandale. A L L A N – [REDACTED] Main Road, Governors Bay is my address.

Okay. And so you're at that address now, is that correct?

Yes.

And so a pine at your address has caught fire, is that correct?

No, no there's an inlet in the valley in Ohinetahi Valley there's a block of pines, you know, maybe 400 pine trees and they're just starting to take fire now.

Okay. Alright. So from your address where is the fire?

It's across the valley, so it's 200, 400 metres away.

Okay. Alright we'll notify them that there are pine trees that have caught fire, okay, thanks for the call.

Yeah, the whole valleys on fire.

Okay.

You know.

Alright, okay thanks for the call. Bye.

659250788

Hello Tim speaking.

Hello I'm ringing from Lyttelton, I've just been put through to you. There's smoke, you can't see very far and there's ash in my garden, do we need to be concerned.

Whereabouts do you live?

Above the fire.

What's that sorry?

Above the fire above Governors Bay in Allandale.

Yeah but whereabouts exactly are you?

Oh where am I? I'm ringing on my behalf on Oxford Street but also on behalf of a work colleague who lives in Walkers Road which is over on the west side.

Yep I can see on the map. So what we're telling people at the moment is that – we don't have any information that's there an issue for your location. But there are appliances there you know for property protection and things but if you feel at any point you're unsafe or the fires too close to you then you need to make your own decision whether you want to move, you know evacuate or not. We are well aware of the fire obviously and do have...

Obviously, yes.

Yeah and we do have appliances there for that very reason. But because it's individual case by case...

Absolutely.

...and where each property is located without being physically being there I can't really say to you.

No.

If you feel unsafe and you think that it's too close then you need to make some, you know a decision whether you stay there or not.

Yeah but where do you go?

Well there are welfare centres set up if you need – so there's one at the Governors Bay Primary School.

But not at Lyttelton at the moment.

No okay.

So the information we have is that there's not an issue there at the moment but obviously we've got appliances there monitoring it.

Okay thank you.

Yeah helicopters are starting up, you should be able to see helicopters flying shortly. They are on the way.

Okay. And Walkers Road isn't more of an issue?

Walkers, so I'll – just let me look on the...

It's quite high up and it's over on the left I understand.

Yep. I'll just have a look on the map so I can make sure I'm looking at the right place. Is that person at Walkers Road still home are they?

Yes, yes. She text me to say 'are we are risk'.

Yeah, well so the main issue we're facing at the moment is the Governors Bay end.

Yeah I thought so, yep.

Over the hill, and there will be significant smoke, there will be a lot of smoke.

Because that will carry a long way.

Correct yeah because of the breeze but again the advice is that if they at any point feel unsafe then they umm evacuate and then contact us for directions where to do, what would be there nearest welfare centre.

Okay, okay, thank you very much.

No problem.

Thank you.

Bye.

659289206

Fire Service where is your emergency?

Yeah umm I'm in the Le Bons Bay and I can smell fire coming up from the beach, I don't know where it's coming from but I thought I'd let you know.

Okay. We have had a fire in Governors Bay.

No this is Le Bons Bay.

Yes, okay so you're definitely sitting that would be in Le Bons Bay, it wouldn't be a smoke drift from...

I couldn't tell you. All I can do, I can smell smoke coming up from the beach.

Okay which beach?

Le Bons Bay.

So it's at Le Bons Bay beach you think?

Yeah from down in that direction. I can't tell you anything more and I can't go and look.

Okay, so what do you think the best access would be? The best road access?

Look, I'm sorry, all I can tell you is I can smell smoke coming up from the direction of the beach, I'm at the top of Le Bons Bay.

Okay. Alright, so where are you calling from?

Le Bons Bay, [REDACTED] Le Bons Valley Road.

Okay, alright so you think it's on – if we go to Le Bons Road, that would be the general area?

It would be – the road down to the beach at Le Bons Bay, it's somewhere there, I don't know what it is. I'm just ringing to let you know, I can't tell you more than that.

Okay then. Alright we'll get them on the way. What was your name?

My name is [REDACTED].

Okay and your first name?

[REDACTED].

Okay. Thanks for the call.

Alright, bye.

Bye.

659297457

Fire Service, where is your emergency?

Hi, I don't know, I've got information and I'm not sure who else to talk to about it.

Okay.

Umm I'm in Christchurch and I live on the side of the Port Hills where they are currently putting out fire.

Yes.

Umm, from my house, I was just trying to get some photos of you know the smoke coming down the hill.

Yes.

And I can see two people sitting on the top of the hill where the smoke is coming down, that's not a good place to sit right? That's dumb.

Okay so whereabouts – what's your address?

I am ■■■ Grange Street.

Grange?

Yeah G R A N G E.

Okay.

Now my camera lens isn't strong enough to zoom in any further so I thought if you just got someone who might have a good telescope who could just come and have a look or maybe they are official people who are down there doing something, I don't know.

Okay so whereabouts are you looking from, whereabouts are you looking to?

So I'm looking from Hillsborough up into the Port Hills.

Okay. Which area of the Port Hills, because it's obviously quite a large area.

I don't know. If you are on Opawa Road and you looked straight ahead up into the Port Hills and then if you looked on a clock it would be between 10 and 11 on a clock, from Opawa Road.

Okay. Alright just having a look. So you think it's somewhere in the Hillsborough area?

Yeah and I wasn't sure who to ring about it, 'cos maybe they're legit as and you know maybe it's just kids hanging out and it's not even anything naughty. I don't want to waste resources and waste anybody's time sending them out to look but I thought if you've got someone...

So it would be kind of Mt Vernon Park, do you know where that is?

I'm new to Christchurch, no I don't know the area.

Okay.

I can only tell you where I live and that's on Grange Street which is up at the Opawa end and when I look out my back yard they are at my 10 o'clock so from Opawa they would be...

Do you know where Summit Road is at the top of the hills there?

I don't know, no I'm sorry.

No you can't...

I'm not very informative am I?

You can't see as far as the road on the top of the hill?

I can't see the road but I have seen umm a dump truck up the very top of the hill which – I'm just sort of guessing because it's a long way from where my eyes are, that dump truck would have probably been maybe 200 or 300 metres behind where these two outlines are.

Okay, alright, that area, I'm just having a look, doesn't look to be evacuated there.

Okay.

Yeah. Umm but...

It's probably fine, it's probably nothing but I just thought if you have you know helicopters who aren't fighting the fire, who are just you know sort of scouting and looking out for things, maybe just ask them to fly over there and look at it and make sure that it's nothing, you know?

Yeah, okay, alright well I'll pass that information on.

Do we know if these are arson fires?

Ah I'm not able to comment on that.

Yeah, fair enough, I'll leave that info with you.

Alright, thank you.

Thanks, bye.

Bye.

659318612

Fire Service where is your emergency?

Oh ... I rang earlier on today and I informed that I saw a proper fire and umm now I see it again, a proper fire in the forest on the hill.

Yes we are there now.

Yes, well I think you need to do better because this fire extends and people can burn and this is not a joke, you need to mobilise more people, you need to put the ... because it's a lot of forest, a forest can burn and the fire extend.

We are aware of that, we are in attendance there.

Yes, alright, well I think there needs to be a better attendance because I should not see a fire through the window of my house. This needs to be done faster because this way these people will not burn.

Okay then, alright thank you for the call.

Thank you, bye bye.

Bye.

659326284

Fire Service where is your emergency?

Umm I'm not too sure where it is but I'm down Avonside Torlesse Street in Christchurch and I'm looking towards the river on Avonside Drive and there's a lot of blue smoke coming down in the Red Zone at Avon Park.

Okay. Could it be from the fire up in the hill?

No, no we haven't had any smoke from that. We're way over on the east side, this is blue fresh smoke.

Okay, so whereabouts do you think it was coming from, down by Avonside Drive?

Yeah, well I'm on Torlesse Street, I back onto the park that's down Avonside Drive, I think it's Avon Park.

Yep.

Yep and there's Avonside Drive and there's a river, I'm standing right here and I can see blue smoke going down Avonside Drive.

Okay, so you think it's coming down Avonside Drive?

Yep.

Okay, so near the intersection of Torlesse and Avonside Drive?

Umm no, just down Avonside Drive, right across the road from the park. My house backs on to the park so I can't see anything else, we've got massive trees in front of me but there's definitely fresh blue smoke all down there.

Okay, alright we'll get the fire service on their way.

Right, thank you very much. Bye.

Bye.

659328926

Fire Service, where is your emergency?

Yeah hi there, I'm just at my house at the moment and I'm not sure there's whole bunch of smoke coming from Hagley Park.

Okay, it's probably coming from the fire up in Port Hills.

It looks like it billowing right up above Hagley Park though.

Yeah, yeah we're not too far from Hagley Park and I can tell you it's from the hills, okay?

Ah, so it's just coming off from the hills is it?

Yeah, yeah it's coming off there now. You'll be able to see it.

I just saw it and thought another one's going up in Hagley, I know there's been a few round town.

Yeah, no, understandable. Thanks for the call.

Alright, see ya bye.

Bye.

659328967

Fire Service, where is your emergency?

Hi I'm in Bottle Lake, well I'm on the edge of Bottle Lake Forest and I've just gone outside and I can smell smoke and I can see smoke.

Okay so whereabouts are you calling from?

Well I'm calling from Ruahine Place but I've just looked out the front, do you think it could be blowing from the hills, all this way?

It could possibly be but we can umm get them around to have a look anyway. So you're on the edge of Bottle Lake Forest is that correct?

Yeah, yeah, but I can't see where any smokes coming from like in the forest when I've seen fires before I can smoke coming up, it's just like wafting across and I suddenly thought maybe I should just phone just in case anyway else has phoned.

Right, okay. Yep we have actually had another call.

Oh have you? I can't see – I back onto the forest, I can't see any smoke on the tree line.

Yep.

But I've gone out the front, and you know it's looking really smoky and the wind is blowing in this direction from the hills so it could be just that, but I was already on the phone by then so I thought I'd better phone.

Yeah we'll get them on the way anyway and see what we can see. Hopefully it is just from the hills.

Yes, yeah.

Hopefully. Oh gosh. Alright thank you, and sorry it might a false alarm, hopefully it is.

Better safe than sorry.

Yes, yeah that's what I thought.

Thanks for your call.

Thank you so much, thank you.

Bye.

Bye.

659332074

Fire Service, where is your emergency?

■ Worsleys Road, Christchurch.

Okay what's happening there?

Ah scrub fire in the Christchurch Adventure Park.

Okay, yep we're aware of it.

Great. Just letting you know we're evacuating the village.

You're evacuating the Adventure Park Village?

Correct.

Okay, alright thanks for that, we'll let them know.

Copy thank you.

Thank you, bye.

659332645

Fire Service, where is your emergency?

Umm we're at the top of Worsleys Road, right amongst the fire.

Yes.

Umm the – I've just gone up to Bengal Drive to have a look over and it's spreading rapidly across towards the houses at the top of Worsleys Road. Now you've got fire hydrants up there, there's houses up there, there's no power, why haven't you got fire engines up there?

We are aware of the fire, we do have fire appliances on Summit Road.

Yeah, well that's no use with the fire, that's no use with the fire heading towards the houses on the end of Worsleys Road because it's nowhere near Summit Road.

Okay, we are umm we do know about it so I will pass it on. So you're saying Worsleys Road and...?

Well just Worsleys Road. It's a no exit road, the fire engine came up there a couple of days ago when this fire started. They've checked – I mean there's fire hydrants all the way along the road and the fire is moving rapidly towards the houses on Worsleys Road and there's no fire engine there.

Okay, alright we'll pass that information on. So is it Worsleys Road on the Westmorland side or Worsleys Road on the Summit Road side?

Well it's coming from the Adventure Park so if they drive to the end of Worsleys Road from Cashmere Road, not from the Summit Road because you can get to a stretch of Worsleys Road off the top of Summit Road but it's the Worsleys Road that goes off of the end of Hoon Hey Road.

Yep.

And as I say the fire – there's no point in turning up there after the houses have burnt down.

Right, okay. And you're saying – how close is it to the property?

Well the wind is blowing, the wind has picked up and it's umm, it's just raged away. It was sort of at the top of the Adventure Park but now unfortunately it's got into the trees and it just seems to be out of control and is blowing straight towards all the houses – I mean there's dozens of houses on Worsley Spur and the fire is moving rapidly towards them and you guys are not even there.

Okay. Alright, well like I said we'll pass that information on.

Righto.

Alright, thank you.

See ya.

Bye.

659334205

Fire Service, where is your emergency?

Umm in the Bottle Lake Plantation.

Okay.

Umm, in Spencerville.

Okay what's happening there?

We're just at, we're at [REDACTED] Spencerville Road and we can see smoke in the forestry coming from somewhere.

Okay.

It might just pay to check it out, yeah.

Alright we've got crews on the way there now.

Is there something going on there?

Alright, thanks for the call.

Okay, bye.

Bye.

659334322

Fire Service, where is your emergency?

Umm in Kainga. I'm at Riverslea Estate Drive, there's smoke coming through the park from the forest out the back.

Okay.

I'm not sure, there was a fire there last night.

Okay so what was your address?

I'm at [REDACTED] Riverslea Estate Drive. I'm [REDACTED] so I can't go and find out where it is.

Okay, so where do you think the fire is coming from?

Ah the forest in Kainga Road.

So in Stewarts Gully?

Yeah, that area yeah.

Alright so you think it's coming from the forest there?

Yeah it's just thick smoke coming through across the park over the road and it's coming from that direction.

Alright we'll get them on their way and they'll be there shortly.

Yep.

Alright, thanks for that.

Bye.

Bye.

659334844

Fire Communications Brittany speaking.

Oh hi there, I'm not sure if this is the number to call, can't sort of figure it out but I don't want to ring 111.

Yeah.

Umm I just live in Kainga and just in the last half hour like there's smoke everywhere.

Okay.

And I think the direction of it because I can see quite a thick long cloud.

Yep.

Sort of around the Chaney Forest area.

Sort of in Stewart's Gully would that be right?

Umm possibly, has there been something reported there?

Someone else has said that they've noticed smoke coming from the forest as well.

Yeah because there was one last night but yeah just in the last half hour.

Yep.

Umm yeah there's...

Okay. Alright we'll get them on the way.

Okay.

Alright, cheers for that.

Thanks.

Bye.

659341510

Fire Communications Brittany speaking.

Yeah hi Brittany, my name is [REDACTED], I'm calling from a business umm on [REDACTED] Kainga Road.

Yes.

Umm we've got a lot of smoke around us and we're pretty sure we're on fire somewhere.

Okay.

So umm we think that – we're in a rural part of umm Belfast, ECan is behind us. We've just seen the fire engine go down the road but there's smoke all around us. So are we think there might be a fire quite close to my business so...

Okay. Are you there?

Could you check that for me?

Umm we are responding to reports of smoke on Kainga Road.

Yep okay. So do we know anything yet about that in terms of I don't, haven't got a clue you know I don't know if it's threatening or, because of the wind and that kind of thing and the heat I'm thinking 'oh god'. We've got forest behind us and to the side of us you see.

No I understand that. If you've got any concerns about your safety or property then I suggest that you evacuate but at this stage umm we don't know any further information regarding smoke in Kainga.

You don't have any other information?

No not yet.

Okay. Umm I'm not sure, ironically I just last week been talking to Kyle about registering our evacuation plan..

Yes.

And just rang Kyle back, we've been playing phone tag but of course I would imagine that Kyle's pretty tied up in other stuff at the moment because of the Port Hills and what not.

Yes.

So umm we do have a plan umm but I'm not – how close?

How close to...?

When do you, you know, do we just take a stab at it, or...?

A stab at?

Leaving the property.

In regards to doing a trial evacuation or in regards to when you want to leave for this smoke?

Yeah because of the smoke. I'm sort of worried a wee bit and...

If you're worried then I suggest you leave, it'd not my decision I'm not there.

No, no I'm not sure what the process is. We haven't had our umm fire plan evacuation thing actually registered, we don't know, we've never been in a fire like you know this. It's clearing a little bit but obviously we're on fire somewhere quite close to us so, we're just – maybe we just go and look ourselves. It's just that we get in the way of the fire brigade you see.

Right okay. Umm actually we've just had a message saying it's actually smoke drift from the fire on the Port Hills so umm it looks like it's nothing to worry about.

Oh wonderful, thank god for that. Thank you.

Alright, thank you, bye.

659347224

Fire Service, where is your emergency?

Umm it's it is part of the one at Hoon Hay Valley Road.

Okay.

The Port Hills fire. I just want to make sure the fire service is aware that at the bottom of the valley there's a cricket ground, an historic ground that's 85 years old and it's called the Valley of Peace. There are historic buildings in there that are part of it and it could be well hidden by the trees, that's all. So I imagine they would know that but you can't be too careful.

Okay so you're just making us aware that there's a cricket ground there that you want to be saved?

Oh absolutely, yeah. Yep.

First and foremost our priority is for any structures for any property.

Well that is a structure. That's a structure, that's the pavilion, it's all the buildings that go with the ground.

Yep, so like I said first and foremost is people's property, so people's houses.

Yep.

So I'm sure that they are aware of any further umm structures that are around.

They just may not be because of the big tree growth in there.

Okay.

There are big, big trees in there and the fire's coming up, I've been watching it since half past ten last night, so it's coming down the valley, I've just been there again. The [REDACTED] own all the land around it so there's big houses round us but our buildings, our property is tucked away in the trees and that's the point. That's the only thing, I know they've got their hands full, but if that could register with the fire crews that would be great.

Okay, I'll pass that on.

Lovely thank you.

Thank you, bye.

659355905

Fire Service, where is your emergency?

Umm we're in Craycroft Christchurch. We're wondering whether we should be evacuating or not. Some neighbours are packing up and going because the flames are getting a lot closer to the bottom of that hill.

If you feel unsafe we suggest you evacuate. Obviously we're not on the ground so the call is up to you.

So you can't give me any information about how the fire containment is going?

If you feel unsafe we suggest you evacuate.

Right.

We're not on the ground so we can't advise whether or not evacuate, that decision is up to you.

So comes round and lets us know at the end?

If you feel unsafe I suggest that you evacuate.

Right.

Okay?

Alright. Okay.

Alright, thank you. Bye.

659357863

Fire Service, where is your emergency?

Umm, hi I've seen a fire from Domain Terrace, it keeps going bigger and bigger.

Okay, where can see it?

Umm around near Domain Terrace.

Is it up on the hills?

Yeah it's massive as.

Yeah we're in attendance there now, okay?

Okay, 'cos I'm really scared, what should I do, should I ring 111 emergency because I heard about the fire one person died.

Okay, yep just long as you stay from the Port Hills you should be fine.

Yeah, we seen it up from our garage and I was like "Oh my god there's a big..." and I said to my dad we should go up and there light a marshmallow.

Haha, alright then, thanks for the call. Bye.

Bye.

659360056

Fire Communications Brittany speaking.

Hi there, I've just been put through to you. I was just wondering if you have any updates on the Marley hill fire as we live on the Heathcote side of umm basically the Rapaki Hill and the fire, the smoke is massive around us and we have ash fall but my biggest concern is we have seven of our own horses and we board a few in the Pony Club which has got 20 horses on it and we're just wondering has it spread or are we sort of...

If you have concern for your safety we suggest that you evacuate.

Yep.

We are obviously not on the – we're not there so the decision has to be left with you whether or not that you do want to evacuate.

Yep.

So if you feel unsafe we do suggest that you evacuate.

Okay. Yeah no I just worry because we've got ash fall now and I mean our hills are as dry as basically as what started over there so.

Yeah, yeah. We can't make that decision for you, that solely lies up to you whether or not you decide to evacuate.

It hasn't sort of headed towards Rapaki way?

Umm.

The fire?

It is – whereabouts are you, what's your address?

Ah we're in Avoca Valley.

No, no that way.

Not that way?

No.

So it's just really the smoke.

Yeah. Um so yeah if you are concerned then evacuate.

Yep.

But if there is evacuations that need to take place we will also door knock or call people.

Okay, no that's great.

In the required areas.

Okay no that's great.

Okay?

Awesome, thank you.

Thanks, bye.

659362878

Fire Service, where is your emergency?

Are you in Christchurch?

Yes.

I've been ringing the Council, Civil Defence, you can't get through, I just spoke to lady. Why haven't we got the Army trying to battle this fire?

Umm, if we require further resources we will umm ask for them.

Well if you can see what I can see from here, they're now evacuating Westmorland.

Yes, yep I'm aware of that.

Do you know how big the front of the fire is now?

Yes we can see it.

And what's happening?

We do have resources on scene at the moment.

What sort of resources.

We have fire trucks on scene fighting these fires.

And you've got some helicopters flying round and two fixed planes.

Correct.

And in three hours' it'll be dark, the hills we be alive again like last night.

Okay, I do appreciate your comments but we are...

Why can't we get the Army, that's what we pay for them. Where do my rates, where do my taxes go?

Okay, unfortunately this is a triple 1 line so I need to keep it free for...

So who can I ring, it shouldn't need a member of the parliament, ah public sorry, member of parliament they're useless anyhow. Should need a member of the public to bloody say where's the help?

Okay, alright, like I said this is an emergency line I need to keep it free.

So you can't give me another line?

No unfortunately I can't.

I hope you live up in the hills then.

Okay then, thank you.

Bye.

659391520

Fire Service, where is your emergency?

Hi this is [REDACTED] umm, I'm worried about the fire so I call you umm just ask you have you try dry ice precipitation.

Umm we have got appliances in attendance, I'm unsure what they are using at the moment.

Oh okay.

Okay.

Yeah.

Thank you though.

Thank you.

Bye.