

Port Hills Written Correspondence

The following correspondence captures written correspondence between:

- The Chief Executive/National Commander and senior leaders (including other agencies)
- Senior Leaders and the Board or Ministers
- Emails sent from NZ Fire Service senior leadership to staff

It also captured correspondence from the Christchurch City Council to the review team.

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 and 9(2)(g)(ii) to protect members of organisations and employees from improper pressure or harassment.

Some material that was out of scope of the Port Hills has also been redacted.



9 May 2017

Mr Alan Goodwin
Chairperson
Port Hills Fires Operational Review Team

Dear Mr Goodwin

FEEDBACK FROM RESIDENTS FOLLOWING THE PORT HILLS FIRES – MARCH 2017

As the Christchurch City Port Hills Fires Recovery Manager, I would like to convey to you the feedback received at meetings held with those Christchurch families who lost their homes, and residents from Kennedys Bush, Westmoreland, Worsleys & Marley's Hill, and Upper Dyers Road communities who were also impacted or had to be evacuated due to the fires.

A Port Hills Fires Recovery Plans are being developed by the Christchurch City and Selwyn District Councils. The Christchurch City Port Hills Recovery Plans notes the feedback received and recommends that the feedback be referred to the Port Hills Fires Operational Review Team for their consideration.

Three recommendations are included in the Recovery Plan in relation to the 'fire response' and read as follows:

1. That the issues/concerns raised at the various community recovery meetings are forwarded to the Port Hills Fires Operational Review Team for their consideration as part of the fire operation review; and
2. That those significantly affected by the fires have the opportunity to meet with the Port Hills Fires Operational Review Team to discuss their concerns as part of the review process; and
3. That the Fires Operational Review conclusions are shared with those property owners that were most affected by the fires, prior to the conclusions being released to the public.

Below is the feedback received at the various community meetings for your consideration as you undertake the review into the Port Hills Fires.

- *There was confusion between Rural Fire and Urban Fire and who was responsible at what time and how the decision was made, why was that?*
- *Why did it take so long for a fire appliance to arrive at Worsleys Rd?*
- *Will there be an enquiry about why no fire appliances on Worsleys Road before 3.00 pm?*
- *Why was my home destroyed but my neighbours saved?*
- *Would you not have recognised Worsleys Road was in the middle of the two fires and so therefore might have been a bit a risk?*
- *Why did it get to the point that embers were settling in the gutters?*
- *My house survived the whole firestorm and the whole night – why wasn't there anyone there attending hotspots on the Thursday morning? (NB: house destroyed on Thursday).*

- *Why weren't fire breaks put in at the beginning?*
- *There is no way a fire could have come from Hoon Hay Valley to take us out – why weren't fire breaks put in?*
- *It was so long after the safety briefings that it took to get going (to the fires).*
- *Why weren't more resources pulled together straight away on the Monday evening?*
- *Why weren't there more resources on the ground?*
- *Where we were in early Valley the only firefighters were the helicopters.*
- *Is it possible to find out how many fire fighters were on the ground at different times?*
- *Tell us about rural fire fighters – volunteers from Geraldine, Woodend etc. that weren't called until Wednesday and then were stood down while things were organised.*
- *Could you have had more helicopters in the air fighting this?*
- *Given we are in the Christchurch urban fire district why did we have to wait for fire engines to come from Woodend? And why such a long wait?*
- *Hierarchy of Fire Service was hopeless. (We are) not knocking the fire fighters on the ground, but the hierarchy in the organisations.*
- *Army should have been mobilised earlier.*
- *Dreadful times. Could have saved more houses had they (residents) been allowed to stay and help fight the fires.*
- *What is the definition of 'a contained fire'? (This term was used during the fire response but gave a false sense that the fire was under control).*
- *What future plan is in place for minimum firefighting requirements (monsoon bucket response) at peak fire season time?*
- *Can residents get a record of the process – residents don't opinions/recommendations, just exactly what happened – when, where, why.*
- *How do residents go about getting an independent inquiry?*
- *Will agencies seek public feedback (on process and events)?*

Both the NZ Fire Service and National Rural Fire Authority should be commended for agreeing to have a review undertake into one of the most devastating rural fires to occur have in New Zealand.

I would urge your team take the time to meet with those most affected by the Port Hills fires, namely those that lost their homes and the larger commercial operators.

I know there are many other residents who have expressed a desire to meet with the Review Team to express their concerns regarding the overall fire management but I appreciate this may not be possible due to the timeframe set down to complete this review.

Please feel free to contact me should you require any clarification of the points raised in this letter.

Yours faithfully



Murray Sinclair
Port Hills Fires Recovery Manager
Community & Customer Group

National Rural Fire Authority

All Fire Permits Suspended in Canterbury Region

Due to events currently taking place in Canterbury the National Rural Fire Officer is withdrawing all current fire permits for the whole of Canterbury.

Under section 20 of the Forest & Rural Fires Act the National Rural Fire Officer has the power in extreme cases to put in place a Prohibition of Fires During Extreme Fire Hazard periods

This notice takes effect immediately and is in place until the National Rural Fire Officer removes the notice.

Dated 16th February 2017.

Kevin O'Connor

National Rural Fire Officer

From: National Commander
Sent: Thursday, 16 February 2017 1:14 PM
To: Whole Country
Subject: Port Hills Fire Update - 16 February

PORT HILLS FIRE UPDATE – 16 FEBRUARY

Hi all,

As you'll be aware, National Rural Fire Authority and the New Zealand Fire Service are operating a joint National Coordination Centre (NCC) to support the response to the major Port Hills fire in Christchurch, which has been declared a Civil Defence Emergency.

There is a high level of resourcing on the ground, and on standby, but the intensity and size of the fire – 20km² - restricts the number of firefighters we can safely put right on the ground.

The main tactic at present is an aerial attack to fight the most intense parts of the Port Hills fire. This is supported by firefighters on the ground who are strategically positioned at points around Christchurch to protect life and property. There are currently 20 rural and 20 urban crews on site along with 3 fixed wing aircraft and 13 helicopters.

When the fires broke out on 13 February, four helicopters and 18 units including water tankers and fire appliances fought the blaze throughout the night. On 14 February, the wind changed to a Nor' Wester so resources were focused on an air attack, with 8 rural tankers protecting life and property.

By the end of 15 February, the fire had continued to grow and 15 NZFS appliances and 15 rural tankers were stationed at 4 strategic points around Christchurch - at Hoon Hay Road, Worsley Valley Road, Early Valley Road and Summit Road.

Crews are now going up from Dunedin to assist with the fire, and executive officers are deploying from other areas.

Civil Defence are managing the overall response for this so are managing all public information. We're working with them on their specific requirements, but the NZFS, NRFA and New Zealand Defence are all able to mobilise equipment and personnel across the country at short notice.

We'll keep you updated on our response activity – in the meantime, we're pleased to say that the Hastings fires have now been contained, with weather conditions helping to suppress the fires after some hard work from North Island crews. We expect the Rural National Incident Management Team and deployed firefighters to demobilise and hand over to the local team by Friday afternoon.

Finally, we'd like to express our appreciation to everyone involved for their tireless efforts to contain these fires in very difficult conditions. Public feedback so far has been extremely positive, so rest assured the country is absolutely behind you.

We also extend our sympathies to the family, friends, and workmates of David Steven Askin, who was tragically killed helicopter crash while fighting the Port Hills fire on Tuesday.

While the circumstances of the crash are still to be determined, it's a sad reminder of the risks involved in firefighting, and why we all need to do everything we can to ensure safety is at the core of everything we do.

Stay safe and look after yourselves out there.

Paul Baxter
Chief Executive & National Commander, NZFS

Kevin O'Connor
National Rural Fire Officer, NRFA

From: [REDACTED]
Sent: Thursday, 16 February 2017 2:56 PM
To: Crawford, Greg; Stackhouse, Dave
Cc: Turek, Steve
Subject: Fires in Christchurch

Good afternoon

We are writing to thank you and members of your brigades for the superb work you are doing to save and protect the lives and properties of people in the Christchurch area.

We are very much aware of the efforts you are making in this dangerous environment and also the sacrifices you are making for those people in areas in the danger zones.

If there are any ways we can assist or provide support to you now or in the aftermath of this terrible event, please contact us.

Kia kaha
Kia maia

George Verry
Chief Executive Officer

[REDACTED] | [REDACTED]
86 Main Road | PO Box 56079 | Tawa, Wellington 5249
P. [REDACTED] | M. [REDACTED] | E. [REDACTED]@ufba.org.nz



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From: "Sarah Stuart-Black [DPMC]" <Sarah.Stuart-Black@dpmc.govt.nz>
To: "Baxter, Paul" <Paul.Baxter@fire.org.nz>
Sent Date: Fri Feb 17 11:10:40 NZDT 2017
Processed Date: Fri Feb 17 11:10:44 NZDT 2017
Subject: RE: Port Hills Fire key information 17.2 0615 hrs

[UNCLASSIFIED]

Thanks Paul.

Cheers,
Norm

Sarah Stuart-Black | Director
Ministry of Civil Defence & Emergency Management Te Rkau Whakamarumaru
Phone: [REDACTED] | www.civildefence.govt.nz<<http://www.civildefence.govt.nz/>>
Level 4, Bowen House, Parliament Buildings | PO Box 5010, Wellington 6145, New Zealand

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[long-strong-gone-email-signature]<<http://www.civildefence.govt.nz/get-tsunami-ready/>>

From: Baxter, Paul [mailto:Paul.Baxter@fire.org.nz]
Sent: Friday, 17 February 2017 7:45 a.m.
To: Sarah Stuart-Black [DPMC] <Sarah.Stuart-Black@dpmc.govt.nz>
Subject: Re: Port Hills Fire key information 17.2 0615 hrs

Morena Sarah

I have confirmed this morning that the retardant was purely a commercial arrangement transported by NZDF.

I have had fantastic communication from Oz agencies with offers of support, equipment and personnel, aircraft, basically anything we need.

We have mature written agreements through AFAC (which is what our NZ firefighters deploy to Oz under) and can utilise that whenever required.

Sorry I cant offer any more but that is the situation.

Paul

On 17/02/2017, at 7:20 AM, Sarah Stuart-Black [DPMC] <Sarah.Stuart-Black@dpmc.govt.nz<mailto:Sarah.Stuart-Black@dpmc.govt.nz>> wrote:
Hi Paul,

Here's what came through in the sitrep this morn about the Redardant.

After your discussion with Kevein, are you still able to pass me something in email by 9.30am?

Cheers

Norm

Sent with BlackBerry Work (www.blackberry.com<http://www.blackberry.com>)

From: ncmc32 [REDACTED]

Date: Friday, 17 Feb 2017, 06:38

To: Controller [REDACTED]

<controller [REDACTED] ncmc26

<ncmc26 [REDACTED]

welfare [REDACTED]

<welfare [REDACTED] ^NCMC: Pim

<Pim [REDACTED]

firelo [REDACTED]

<firelo [REDACTED]

[REDACTED]

David.Coetzee [REDACTED]

[REDACTED] Sarah-Jayne McCurrach [REDACTED]

[REDACTED] Sarah

Stuart-Black [DPMC] <Sarah.Stuart-Black@dpmc.govt.nz<mailto:Sarah.Stuart-Black@dpmc.govt.nz>>, Dana MacDiarmid [REDACTED]

[REDACTED] Libby Clifford

<Libby.Clifford [REDACTED] Iona Wassilieff

[REDACTED] Rosalind Wilton

[REDACTED] Anthony Frith

[REDACTED] Jo Guard [REDACTED]

Alex Hogg

Jenna Rogers

Pip Swaney

Duty Pim [DPMC]

John.beaglehole

Andrew

Kibblewhite [DPMC]

<Andrew.Kibblewhite@dpmc.govt.nz<mailto:Andrew.Kibblewhite@dpmc.govt.nz>>, Fiona Illingsworth

Michael Player

Eoc.pim

<Eoc.pim

howard.broad

NSSD [DPMC]

<[REDACTED]@dpmc.govt.nz>>

Subject: Port Hills Fire key information 17.2 0615 hrs

Hi,

Updated key messages are attached, the most recent updates are also included in the body of this email. Please note, the situation is evolving, information in the email is current to the best of our knowledge as a 0615hrs.

Latest Info at 0615hrs, 17 February 2017

- It is currently raining in Christchurch, with puddles on the ground and approximately 95% humidity.
- The fire situation was quiet overnight. There were a few flare ups, but they either went down themselves or were handled by the ground crew.
- The Government has accepted an offer of support from the United States Coast Guard icebreaker Polar Star, which is currently in Lyttleton. Crew members are assisting Police and NZDF with managing cordons.
- One welfare centre is open in Halswell, where 11 people were staying overnight. Other welfare centres have now closed, but are still on standby.
- 126 houses are without power, expecting an update from Orion this morning
- Fire personnel will inspect the cordon area (NOTE Currently not for broadcast) Canterbury Civil Defence are working with Police today to set up a protocol for people who need vital access

to their properties (eg to feed stock).

- Cordons will remain in place as long as they are needed. The areas behind the cordons are still very dangerous, the situation is reviewed regularly. Police have not reported any trouble at cordons overnight.
- There were no further evacuations overnight and no further damage to buildings.
- The fire has covered an area of 2075 hectares (2000 rugby fields) and is not actively growing in any significant way. The fire has a 30km perimeter.
- A New Zealand Defence Force C-130 Hercules aircraft will return today from Australia with fire retardant chemicals. The flight was at the request of the National Rural Fire Authority as they need to replenish stocks that have been significantly depleted.
- (NOTE: Potential issue, not for broadcast) There is a local supplier who offered stocks of retardants. The regional council will have conversations with the supplier after the event.

We will circulate new messages as they become available.

Helpful on-the-ground information channels are:

<https://www.facebook.com/ChristchurchCDEM/>

<https://ccc.govt.nz/the-council/newsline/>

If you wish to be removed from this list, or have someone added please let us know.

Bridget Cheesman

NCMC PIM

National Crisis Management Centre



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From: Deuchars, Leigh
Sent: Friday, 17 February 2017 7:24 PM
To: McLaren, Blair; Ashby, Lucy; O'Connor, Kevin (National Manager Rural); Paterson, Matt; McGill, Paul
Subject: Fwd: Firefighters union calling for independent inquiry

FYI

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----- Forwarded message -----

From: "Jason Hewett" <Jason.Hewett@parliament.govt.nz>
Date: Fri, Feb 17, 2017 at 7:12 PM +1300
Subject: RE: Firefighters union calling for independent inquiry
to: "Deuchars, Leigh" <leigh.deuchars2@fire.org.nz>

No - those lines from Kevin are perfect until next week

Jason Hewett
Private Secretary | Hon Peter Dunne

Sent with Good (www.good.com)

From: Deuchars, Leigh
Sent: Friday, 17 February 2017 7:10:19 p.m.
To: Jason Hewett
Subject: Re: Firefighters union calling for independent inquiry

Need anything from us?

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On Fri, Feb 17, 2017 at 6:52 PM +1300, "Jason Hewett" <Jason.Hewett@parliament.govt.nz> wrote:

FYI

Jason Hewett
Private Secretary | Hon Peter Dunne

Sent with Good (www.good.com)

From: Hon Peter Dunne
Sent: Friday, 17 February 2017 6:44:22 p.m.
To: Carla Penman
Cc: Rob Eaddy; Jason Hewett
Subject: RE: Firefighters union calling for independent inquiry

No decision has been taken on any form of inquiry into the Christchurch Fires - the immediate focus is on putting out the fires. In the meantime I am seeking information from the Fire Service about the union's claims. My expectation would be that any inquiry would be into the totality of the event, including the performance of fire and emergency services, not a separate one, but I repeat no decisions have been made on that score. That will be a matter for Cabinet to resolve in due course.

Hon Peter Dunne
MP for Ohariu
Leader, UnitedFuture
Minister of Internal Affairs
Associate Minister of Health
Associate Minister of Conservation
T: (64)(4)8179410
W: www.unitedfuture.org.nz
T: @PeterDunneMP

Sent with Good (www.good.com)

From: Carla Penman
Sent: Friday, 17 February 2017 6:32:41 p.m.
To: Hon Peter Dunne
Subject: Re: Firefighters union calling for independent inquiry

Hello Peter,

Is/will an independent inquiry into what went wrong on Monday with fire fighters being pulled from battling the Port Hills blaze, be considered?

Cheers
Carla

Carla Penman | Journalist
Radio New Zealand | Level 3 | 171 Hobson St
PO Box 2209 | Auckland | New Zealand 1040 www.radionz.co.nz <<http://www.radionz.co.nz/>>
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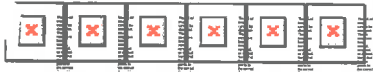
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From: Jason Hewett <Jason.Hewett@parliament.govt.nz>
Sent: Sunday, 19 February 2017 6:33 PM
To: Ashby, Lucy; O'Connor, Kevin (National Manager Rural)
Cc: Deuchars, Leigh; McLaren, Blair; Paterson, Matt
Subject: RE: Talking points for minister

Thanks Lucy

Jason Hewett
Private Secretary | Hon Peter Dunne

Sent with Good (www.good.com)

From: Ashby, Lucy
Sent: Sunday, 19 February 2017 6:28:17 p.m.
To: Jason Hewett; O'Connor, Kevin (National Rural Fire Officer)
Cc: Deuchars, Leigh; McLaren, Blair; Paterson, Matt
Subject: Talking points for minister

Hi Jason,

Below are some key talking points for the Minister's Radio NZ interview tomorrow:

- Focus right now is on putting the fire out
- There will be a Debrief once the fire is out, and any issues raised will be addressed in the formal operational review.
- An Operational review is undertaken with all large and complex incidents.
- Out of the review we will be able to identify issues and improvements.
- It's inappropriate for us to be speculating while our firefighters are still working hard on putting the fire out.
- We are really proud of the way urban and rural, volunteer and career firefighters have worked together on this large and complex incident.
- The thoughts of the minister and all fire and emergency services across the country are with Steve Askin's family and friends today as they farewell him.

Note: the Minister may want to add in that lessons learnt will add into how the new organisation FENZ will bring all these agencies together.

[REDACTED]

Hope this helps.

Many thanks,

Lucy Ashby
Senior Advisor - External Affairs



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From: Turek, Steve
Sent: Monday, 20 February 2017 10:16 AM
To: Region 4 AAMs; Region 4 AMs; Region 4 Business Services (Region & Area Staff); Region 4 All Region Staff; Region 4 Planning & Performance Team; Southern Comcen Managers & RSM; Southern Comcen; Geddes, Craig; Smith, Rodger; Weston, Jemal; Dombroski, Michael; Fitzell, Patrick; Dunphy, Gavin; Trim, Daryl; Region 5 AM's; Douglas Marshall; Rob Hands (Timaru District); 'Philip.marsh@orfa.org.nz'; Ian Reade; Richard McNamara; BruceJanes; 'calexander@doc.govt.nz'; Greame Knight; Allan Grigg; Tim Shepard; Darren Woods; 'jared.davison@nzdf.mil.nz'
Cc: Ashby, Lucy; O'Connor, Kevin (National Manager Rural); McGill, Paul
Subject: Personal thanks and Congratulations!

Good evening
everyone!

It is now a week since the start of the fires that have been the focus of our lives here in Christchurch and surrounding districts for much of that time. While the fires are not out yet and we now appear to be at a point where we are getting on top of the situation I want to take this opportunity to personally thank and congratulate you all for the fantastic effort you have put in over the last week to bring this situation under control.

This has undoubtedly been one of New Zealand's most complex rural/urban interface fires both in terms of its dimension (*over 2000 hectares in area and approximately 30 Kilometres in circumference*) and its intensity (*at times over 100,000 kw/per M²*). It has also been complicated by the high number of residential properties interlaced within the fire area.

The hard work and effort you have all put in, as well as the professionalism you have exhibited, has ensured that we have not only been able to achieve some outstanding results but have again demonstrated to the community we serve that you deserve the high regard you are all held in.

This campaign has had some outstanding successes and has of course had some tragic low points. The level of collaboration between all agencies has been outstanding and the fact that there have been no further fatalities or serious injuries, both of our own staff and the public, is testament to the focus on safety that has been applied by commanders, managers and crews alike.

Over the past days I have attended a number of briefings and public meetings where there has been an overwhelming appreciation and praise for the work you have all done and this is well deserved.

As well as the frontline commanders, managers and crews there has been a significant support network in place ensuring that the efforts of all those engaged in suppression activities can be effective and I would also like to thank you for your efforts.

You can all be very proud of these achievements. Well done!



Steve Turek
Fire Region Commander, Region 4

New Zealand Fire Service



Email: Steve.Turek@fire.org.nz
Region 4 HQ, 91 Chester Street East,
PO Box 13-747, Christchurch 8141

From: National Commander
Sent: Wednesday, 22 February 2017 2:49 PM
To: Whole Country
Subject: Whole country update

Good afternoon all

Our adaptability has been thoroughly tested over the past six months with the Kaikoura earthquake response, and vegetation fires of the kind we usually see in Australia or the United States, in Canterbury and Hawke's Bay.

These incidents have presented us with a number of difficult challenges, made all the more complicated by significant political and public scrutiny due to their scale. So it has been really great to see the way urban and rural have come together with neighbouring crews and our partner agencies to combat these fires together.

There have also been some long nights from those working 'behind the scenes' to coordinate the necessary logistics and incident support – and we're very grateful to all involved for your commitment to getting the job done.

Together you've shown yet again why firefighters are regularly voted New Zealand's most trusted profession. Your efforts were widely acknowledged by MPs at the second reading of the FENZ Bill in Parliament last week, and the public endorsement speaks for itself with thousands of positive comments shared on social media, and home-cooked meals donated to the frontline.

However, we've also seen tragedy with the loss of helicopter pilot David Steven Askin, known to most as 'Steve'. Regardless of his role or uniform, Steve was just one of many who stepped forward to serve their community. Our thoughts are with his family, friends, and workmates.

Fortunately there have been no further fatalities or serious injuries reported, so our thanks to all of you for looking after each other and keeping safety at the forefront in difficult and dangerous conditions.

There will always be lessons learned with incidents of this scale, but it's premature to be drawing any conclusions at this stage. Proper consideration needs to be given to all the facts once the incident is over. In the meantime, the battle's not totally won in Christchurch yet, and that's where the focus needs to be.



So thanks again to everyone for getting on with the job, in spite of everything Mother Nature has thrown at us.

Paul McGill
Deputy National Commander, New Zealand Fire Service

Kevin O'Connor
National Rural Fire Officer, National Rural Fire Authority

From: Muller, Doug
Sent: Tuesday, 28 February 2017 8:52 AM
To: Patterson, Karl
Cc: Turek, Steve; Butler, Rachel
Subject: FW: Fire Service Action from Street Meetings - Worsleys Road

Morning Karl,

We can get the data side of this – response times etc. – but you can likely provide some more context around total calls etc. from a Comcen point of view. Are you able to send through some info, which we'll collate with summary information from the incident reports and get back to Steve / EOC.

Cheers

Doug



Doug Muller
Planning & Performance Manager – Region 4

New Zealand Fire Service



Email: doug.muller@fire.org.nz
Region 4 Headquarters
91 Chester Street East
PO Box 13-747 Christchurch 8141

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From: Turek, Steve
Sent: Monday, 27 February 2017 9:27 p.m.
To: Stackhouse, Dave
Cc: Muller, Doug; Butler, Rachel
Subject: Re: Fire Service Action from Street Meetings - Worsleys Road

Thanks for this Dave,
Rachel/Doug, can you please get me the detail to the times and calls in question so we can provide a response as requested

Regards
Steve

On Mon, Feb 27, 2017 at 3:31 PM +1300, "Stackhouse, Dave" <David.Stackhouse@fire.org.nz> wrote:

FYI



Dave Stackhouse
Area Commander

New Zealand Fire Service



Email: dave.stackhouse@fire.org.nz
Web: www.fire.org.nz
Christchurch Metro - Area 21
91 Chester Street East
PO Box 13747 Christchurch 8141

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From: EOC Controller [[mailto:eoc.controller@ccc.govt.nz](mailto:emailto:eoc.controller@ccc.govt.nz)]

Sent: Monday, 27 February 2017 3:12 p.m.

To: Irvine, Bruce <Bruce.Irvine@fire.org.nz>; Stackhouse, Dave <David.Stackhouse@fire.org.nz>

Cc: Darren Woods <Darrin.Woods@ccc.govt.nz>

Subject: Fire Service Action from Street Meetings - Worsleys Road

Hello,

At Worsleys Road Community Meeting held on Thursday, 23 February (Darrin and Dave were in attendance) – a concern raised by this community related to the 111 response times for example:

- Some residents reported ringing 111 and not seeing a fire engine turn up at Worsleys Road for an hour and half, equally residents were concerned that the operators not knowing where Worsleys Road was or had any idea of the fire situation developing in this area.
- Several residents voiced concerns at the preserved lack of any firefighters visible in the area, when they were needed the most.
- Most referenced this occurred through overnight Tuesday 14, February and Wednesday, 15 February.
- Whilst we release that this can be the nature of 111 calls and expectations by callers, we undertook to have these concerns raised with the fire service.

We think it may be helpful to provide some information back to this community e.g. call volumes at the time, fire engines despatched, resources on the ground, and key staging points rather than Worsleys Road, in order to help this community understand it was a huge response with multiple resources on the ground and whilst it may not have been visible this was certainly the case.

Kind regards,
Anne Columbus –
EOC Controller

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