

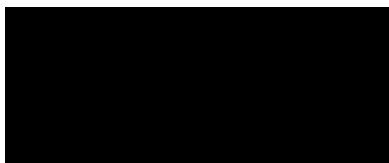


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11 July 2025

Ref: 18365



Tēnā koe [REDACTED]

Thank you for your email of 17 June 2025, to Fire and Emergency New Zealand requesting information relating to the Waikato District. Your request has been considered under the Official Information Act 1982 (OIA) and our response is below.

- 1. I would appreciate if you could provide the following monthly data for the past five years (2019–2024, or as far back as records allow):*
- 2. The number of times any fire station in Waikato was unstaffed or could not respond due to a lack of available personnel.*

Please find attached, as **Appendix One** to this response, data showing non-responses to incidents broken down by station and year since January 2019. For career stations Te Rapa, Chartwell and Hamilton, non-responses relate to the duty crews having already been committed at another incident and they would not have been able to respond. In these instances, an alternative available station will have subsequently responded, as is usual practice for our dispatchers.

- 3. The number of active FENZ volunteers in the Waikato region.*

We can confirm there are 2,087 active Fire and Emergency volunteers in the Waikato region. This number is liable to change as volunteers come and go.

- 4. The number of career (paid) staff employed by FENZ in Waikato.*

There are 72 career firefighters across four duty crews in the Waikato region.

- 5. The number of callouts received, broken down by district or station within Waikato.*

Please find attached, as **Appendix Two** to this response, a copy of the requested information.

6. *A list of all current fire stations in the Waikato region, including whether they are volunteer, career, or composite.*

Please find attached, as **Appendix Three** to this response, a copy of the requested information.

7. *Definitions or criteria used by FENZ to determine when a station is considered “unmanned” or unable to respond.*

Fire and Emergency classify unstaffed or unable to respond when a station is:

- already committed to another job;
- has insufficient crew numbers;
- has no driver or officer available; or
- the appliance is unable to respond due to breakdown.

8. *Any internal reports or commentary (where available) on staffing challenges or volunteer recruitment/retention in the region.*

We have been unable to locate any documents or information that fall within the scope of this portion of your request. For this reason, we are refusing this portion of your request under section 18(e) of the OIA, as the document alleged to contain the information does not exist or, despite reasonable efforts to locate it, cannot be found.

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 or freephone 0800 802 602.

We trust that the information being provided is of assistance. If you require further information, please email officialinformationrequests@fireandemergency.nz

Please note that because of the identified public interest in the information that you have requested, we intend to publish this response (with your personal details removed) on our website.

Nāku noa, nā



Aidan Saunders
Manager, Information Requests

