



National Headquarters
Fire and Emergency New Zealand
National Headquarters
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10 October 2025

Ref: 19408



Tēnā koe [REDACTED]

Thank you for your email of 16 September 2025 to Fire and Emergency New Zealand requesting information relating to cycleways and emergency response times. Thank you for your correspondence with us on 24 September 2025, amending your request. Your request has been considered under the Official Information Act 1982 (OIA), and we copy and respond to each aspect of it below.

- 1. Does FENZ have an official position on the issue of any form of cycleway, protected or otherwise, and raised safety platforms, both at intersections and pedestrian crossings? If so, what is it?*

Fire and Emergency do not have a general position on any and all forms of cycleway and raised safety platforms. However, we do support the overall goal of safer roading networks. Cycleways and raised safety platforms are one set of tools that can work towards this goal, with increased response times being an occasional trade-off. These changes are, however, only one of many factors that influence our ability to respond to emergencies in urban environments.

Fire and Emergency leadership is proactive in working with local government and stakeholders to ensure emergency access and response requirements in the urban environment are top of mind. We work closely to ensure that the intervention trade-offs are well understood and considered when designing appropriate measures to achieve safer roading networks for our communities.

- 2. Have there been any incidents reported to FENZ, or recorded by FENZ, or known of, to FENZ, made by front line staff both officially and privately, in each of Hamilton and Tauranga, that any cycleway and raised safety platforms (as in question 1) have negatively or positively impacted the response time to get to emergencies? If so, please provide details of each instance.*

We did not identify any specific incidents where frontline staff in Hamilton or Tauranga reported that cycleways or raised safety platforms negatively or positive impacted the response time to get

to emergencies. For this reason, we are refusing this aspect of your request under section 18(e) of the OIA, as the document alleged to contain the information requested 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

