



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

Ref: 19511



Tēnā koe [REDACTED]

Thank you for your email of 29 September 2025 to Fire and Emergency New Zealand, requesting information about in-lane bus stops under the Official Information Act 1982 (OIA). We copy and respond to each aspect of your request below.

1. Can you please provide FENZ's official stance on In-Lane Bus Stops?

Fire and Emergency do not have a general position on in-lane bus stops. 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. Does FENZ support Councils across the country in utilising In-Lane Bus Stops, for the purpose of keeping bus schedules running on time? It is very common for drivers to block buses from merging back into traffic flow, delaying the service, and making passengers late.

We consider this to be a request for an opinion. The primary purpose of the OIA is to allow requesters to seek information that is held by an agency. It is not a mechanism for requesters to seek an agency's explanation or opinion. Opinions are not covered by the OIA as they are considered the creation of new information.

As we noted in our answer to question one, 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.

3. *What complaints has FENZ received from front line fire Officers regarding In-Lane Bus Stops.*

Thank you for your correspondence with us on 2 October 2025 confirming you are happy to refine this part of your request to be for details of such complaints as they relate to in-lane bus stops in Hamilton.

We did not identify any complaints made by frontline staff in Hamilton about in-lane bus stops. 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.

4. *Does FENZ agree that the primary reason for delays to emergency services is the sheer volume of vehicles clogging up our roads, particularly during peak times, as opposed to a small handful of In-Lane Bus Stops?*

We also consider this question to be a request for an opinion. As above, such requests are not covered by the OIA. As noted in our answer to question one, many factors influence our ability to respond to emergencies.

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

