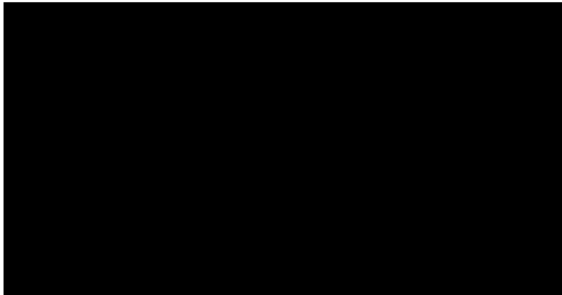




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30 April 2019



**Information Request – 111 calls, Nelson fires**

I refer to your official information request dated 4 March 2019 asking for the 111 calls made during the Pigeon Valley fire.

On 5 April 2019, Fire and Emergency provided you with a sample of 111 calls regarding the Pigeon Valley fires. I now attach transcripts of the initial 111 calls regarding the Iwa Road fires. Some information has been redacted under section 9(2)(a) of the Official Information Act to protect the privacy of natural persons.

We were unable to identify any 111 calls made from the public relating to the evacuation of the Wakefield Township.

Please advise if you require any further information. As previously noted, if you require the audio we are happy to consider a follow up request.

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](http://www.ombudsman.parliament.nz) or freephone 0800 802 602.

Yours sincerely

Raewyn Bleakley  
Deputy Chief Executive, Office of the Chief Executive

encl

## EMERGENCY CALLS

### IWA ROAD FIRE

Date: 8 February 2019

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**8 Feb 2019, 14:32 (1<sup>st</sup> 111 Call)**

Fire. Where is your emergency?

FIRE!

Whereabouts?

Umm, fifty, at the back of [REDACTED] Atawhai Drive, umm, on the hill, you can't miss it.

So at the back of [REDACTED] ...

[child yelling in background] FIRE!

...Atawhai Drive, what town or city is that in?

Nelson. It is *really* big and we've got to go.

Okay. What, what [child screaming in background], what exactly is on fire?

The bush! The bush is on fire!

The bush is on fire up the hill behind—?

It's a hill, it's a hill of, it's a hill of, umm, trees.

Yes, okay.

[child in background] FIRE!

I've gotta go!

Yes, we've — stay well away from it, we're on our way.

[child screaming]

Okay, I've got to go! Bye!

Al ight.

**8 Feb 2019, 14:33 (111 Call 1)**

Fire. Where is your emergency?

Iwa Road.

Iwa Road? What town or city?

Nelson.

Okay. What, what's happening there?

Forest fire.

Alright.

How did it start? Do you know?

We don't know. It's just started now and it's spreading fast.

Okay. Right. Look, we've had a few calls, we're on our way there now, we'll be there very soon.

Thank you.

Alright, bye.

Bye.

**8 Feb 2019, 14:34 (111 Call 2)**

Fire. Where is your emergency?

Ah, in Nelson, central, up Walter's Bluff.

Okay. What, what road will we use to access it?

Umm, we're calling from Tasman Street and it looks like it's the road just under Walter's Bluff in Nelson.

Okay. Right. Do you know, umm, Atawai Drive?

Ah, yes, Atawai Drive, it would be on that one.

It would be along there? Okay.

Yes.

And what exactly's happening there?

It's a bush fire. It's gone straight up the Walter's Bluff hillside. And within 30 seconds it's already halfway up.

Okay. I see. Look, we've had multiple calls to this, we are on our way there now, we'll be there very soon, okay.

Perfect, thank you so much.

Alright, thanks, bye.

Okay. Bye.

**8 Feb 2019, 14:34 (840366820)**

—the flames are huge! [muffled]

Caller, where's your emergency?

Ah, this is on Iwa Road. There's been a fire that's started and it's picking up real fast. Flames are getting pretty big.

Okay. This, this is in Nelson, right?

Nelson. Yep.

Yep, alright. Look, we are on our way there now, we've had a few calls. Thank you for that.

Okay. Yep, cheers. Thanks, bye.

Bye.

**8 Feb 2019, 14:35 (840366864)**

Fire. Where is your emergency?

Umm, there's a, another decent fire going up at Neale skate park in Nelson. Just up on the hill.

At the Neale Park skate park?

Yep.

Oh. Is it, is it across from the Neale Park skate park?

Yep. Just climbing up the hill. There's a big fire breaking out. It's way up behind all the houses there.

Climbing up the hill. Okay, look, we are on our way there now, okay, we'll be there very soon.

Okay. We're just running over to try and get some people out the houses.

Okay. How, how close is it to the houses?

Ah, very, very close. Right next to them.

Okay. I see. Look, we'll be there very soon, okay.

Yeah, okay, sweet, thank you guys.

Alright, cheers. Bye.

Bye.

**8 Feb 2019, 14:36 (840367017)**

Fire. Where is your emergency?

Oh hi. I was just standing, umm, at Sealord's looking out towards Atawhai and there's a massive fire on the hill, I think it's by Founders Park.

Oh yep. We, we are aware of that and we're on our way there now, we'll be there very soon.

Okay, great, thank you very much.

Alright, thank you very much. Bye.

Thank you, bye.

**8 Feb 2019, 14:37 (840367134)**

Fire. Where is your emergency?

Atawhai, Walter's Bluff – are you aware of it?

Ah, fire going up the hillside there?

Yeah.

Yep, we are on our way there now, we'll be there very soon.

Okay. You need choppers, there's no point sending ah it's, umm, it's about, I'm picking about 700 metres up the valley already

Seven hundred metres up the valley?

Up, up, up the hill.

Okay.

There's no road access...

Yeah, the, the—.

...there's no, none at all.

The, the fire trucks have already let us know that from what they can see, helicopters' already on their way there mate, we'll be there very soon.

Yeah, good, thanks mate.

Alright, thanks for that. Bye.

**8 Feb 2019, 14:37 (840367204)**

Fire. Where is your emergency?

Umm, I live on Washington Road, so it's directly above me, going towards Nelson town.

Okay. What exactly is happening there?

Ah, there's a whole lot of smoke, or lots of fire, I can't tell what it is...

Okay.

...but there's smoke everywhere.

Is that out near Founders Park way is it?

Umm, no, it looks like it's on the hill...

Oh.

...from where I am.

Oh, from where you are, yeah, you're looking from more of a distance.

Yeah, like, yeah, so it's from Russell Street side, that kind of hillside.

Oh, okay. Yep, I see.

They'll be able, they'll be able, they'll be able to see it from the fire station.

Yeah, yeah, the truck's just arriving now and the helicopters are going as well...

Okay, awesome.

...alright. Thank you very much.

Okay. Thank you.

Cheers, bye

Bye.

**8 Feb 2019, 14:38 (840367243)**

Fire. Where is your emergency?

Hi. I'm calling from the Maitai Valley and I've just noticed there's a huge – you might have already been notified about it – but there's like a bush kind of fire, umm, it would be like Founders Park kind of area.

Yes, we are aware of that. We've just arrived, got helicopters on the way as well.

Okay, amazing.

Thank you very much. Bye-bye.

Thanks so much. Bye.

**8 Feb 2019, 14:40 (840367360)**

Fire. Where is your emergency?

Okay. I'm phoning from Nelson. There is a large scrub blaze in the hills above Milton Street. It is in the, I think it's the Stanley Whitehead Reserve and it's heading south towards the centre of New Zealand. It's going up the hill, I can see the flames.

Okay, I see, yes, we, ah, do have fire trucks there now and helicopters on their way. Thank you very much.

Yeah, I was going to say, you need, you need helicopters in there.

Yeah, absolutely. Thank you very much.

Okay.

Bye.

Cheers.