



National Headquarters
Fire and Emergency New Zealand
National Headquarters
Spark Central, Level 7
42-52 Willis Street
Wellington Central
Wellington 6011

Phone +64 4 496 3600

29 May 2026

Ref: 21558

Harwood Wilson
fyi-request-34532-28fbc3b9@requests.fyi.org.nz

Tēnā koe Harwood

We refer to your request of 23 April 2026 to Fire and Emergency New Zealand requesting the following information under the Official Information Act 1982 (OIA):

- *The number of career appliances (including pumps, ladders, and specials) that were not operating at full capacity (either out of service or short-crewed) during the months of January, February, March, and April 2026.*

Please table the number of hours these appliances were not operating at full capacity, by month and by reason (i.e. mechanical issues, no crew, short-crewed, industrial action, special events, etc.). This should exclude appliances recommissioning post-incident or callback appliances.

If any data is not available, please detail the reason it is not recorded and outline any plans Fire and Emergency New Zealand has to improve data collection and address issues contributing to appliances being out of service or short-crewed.

Out of service

Fire and Emergency records appliance availability by callsign. When a frontline appliance is out of service, any relief appliance deployed to replace it uses the same callsign. Our systems do not record the hours during which a relief appliance was substituting for a frontline appliance in a way that can be separated from the frontline appliance's own availability record.

As a result, Fire and Emergency does not hold information identifying the number of hours that appliances were not operating at full capacity once relief appliance usage is taken into account. Producing the information you have requested would require reconstructing appliance movements and availability on a case by case basis and creating a new dataset. This would require initiating a project to extract, analyse, and compile information that is not currently recorded in a form that can be provided.

For this reason, this aspect of your request is refused under section 18(g) of the OIA, as the information requested is not held by Fire and Emergency, and we have no grounds for believing that it is either held by another agency or more closely connected with the functions of another agency.

Short-crewed

Due to how information is recorded in our systems we are unable to provide data on how many incidents were responded to short-crewed. In order to provide data in relation to short-crewed appliances, we would need to extract appliance information from two sources and cross-examine the data between sources to confirm its accuracy. For this reason, this aspect of your request is refused under section 18(f) of the OIA, as the information requested cannot be made available without substantial collation or research.

Work is underway to improve the recording of data in regards to fleet and we hope with developments in a fault management platform we may be able to better track appliance availability in the future.

Additionally, Fire and Emergency is currently preparing information for the Governance and Administration Select Committee's inquiry into fleet. The terms of reference for that inquiry includes "examining any current faults, breakdowns and serviceability issues with the current fleet". While we are unable to provide the specific information you have requested, it is likely that information provided to the Select Committee may touch on similar themes, and will be made publicly available via the parliamentary website.

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.

If you require further information, please email officialinformationrequests@fireandemergency.nz

Nāku noa, nā



Aidan Saunders
Manager, Information Requests

