



**National Headquarters**

Level 12  
80 The Terrace  
PO Box 2133  
Wellington  
New Zealand

Phone +64 4 496 3600

15 February 2021

C Morton

By email: [fyi-request-14377-0c53ae0c@requests.fyi.org.nz](mailto:fyi-request-14377-0c53ae0c@requests.fyi.org.nz)

Dear C Morton

**Information Request – Alarm response levels**

I refer to your official information request dated 29 December 2020 asking for the following information:

*Please provide the required resources (appliances, personnel, etc) for each "Alarm Level".  
E.g. 2nd Alarm: 2 pumps, 1 aerial, etc*

Escalating alarm levels reflect the firefighting needs at individual incidents. The resources sent to an incident will differ between location, incident type and building type depending on the assessed risk. Each area or district carefully assesses the risk for each locality and building. Based on that assessment, appropriate resources are dispatched for each level of alarm.

Fire and Emergency's Statement of Performance Expectations 2020/21 sets out the service standards for responding to different incident types. The document is available on our website; see pages 23-27: <https://fireandemergency.nz/assets/Documents/About-FENZ/Key-documents/Statement-of-Performance-Expectations-2020-2021.pdf>

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.

This response (with your personal details removed) may be published on the Fire and Emergency website.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Raewyn Bleakley'.

Raewyn Bleakley  
Deputy Chief Executive, Office of the Chief Executive