

02 JUN 2017

Ministry for Primary Industries
Manatū Ahu Matua



OIA17-0232

Loren Theobald
Care of FYI website

Dear Loren Theobald

OFFICIAL INFORMATION ACT REQUEST

I refer to your official information request on 21 April 2017 relating to information and supporting data on the Ministry for Primary Industries (MPI) 0800 4 POACHER line. I shall quote and respond to your queries accordingly.

1. *What is the process for MPI when members of the public report illegal poaching through the MPI 0800 4 POACHER line?*

If the call is received between 7am and 7pm New Zealand standard time (or 7am and 10pm daylight saving time) the call will be answered by a member of MPI's National Communications Centre (NCC). If the call is received outside these times the call is recorded and an operator will contact the caller the next day. The NCC operator will establish the nature and details of the complaint or information request. If an offence has occurred, or is likely to occur, or if the NCC operator is unsure on the answer, the details of the complaint are passed to the duty fishery officer of the district the complaint is in. The details of the caller are passed to the fishery officer for follow up. However, callers have the option to remain anonymous if they desire.

Around 60 - 70% of the calls received are dealt with immediately by the NCC operators.

2. *Please advise the number of calls made to 0800 4 POACHER by year, for the past 3 years. Please provide a breakdown of the poaching reported: i.e. the number of calls received relating to the taking of excess shell fish, undersize fish ect.*

Prior to 15 May 2016 MPI's phone system did not record the number of calls made to the 0800 4 POACHER line. Therefore, prior to May 2016 there are no records of how many phone calls were received on the POACHER line. From 15 May 2016 to 21 December 2016, 2823 calls were received on the POACHER line.

At 21 December 2016 there were 1179 entries in the fisheries database, indicating the number of POACHER line referrals for follow up by MPI officers. These "jobs" were all generated in 2016, but were generated from calls prior to and post 15 May 2016.

From 1 January 2017 to 30 April 2017 there were 2278 calls to the POACHER line, resulting in 588 entries in the fisheries database for follow up.

Under the Official Information Act 1982 (OIA) I am releasing two excel spreadsheets which contain breakdowns of the call data received by region since 2014. The data is separated into the following:

- Data for all calls made to the MPI POACHER line from 2014 – 2016 that resulted in follow up procedures by MPI fishery officers. This data is broken down into detailed regions of New Zealand, most of which are not used anymore (in favour of a more simplified grouping system).
- Data for all calls made to the POACHER line that resulted in follow up procedures by MPI fishery officers for 2017. This data is broken down into the new simplified regions format.

MPI cannot provide a breakdown of what specific topics the pre-15 May 2016 phone calls covered, as MPI does not hold data on any of the calls that were not referred to fishery officers for follow up. The information on the subjects of calls that were referred to fishery officers for follow up will be covered in part three of this response.

3. *Please advise the actions taken as a result of these calls in terms of the number of vehicles sent by MPI to respond, the number of warnings issued, the number of infringement notices issued, and the number of prosecutions. Please break down this data by region if possible.*

To determine the details, subjects, and outcomes of the calls forwarded for follow up, each of the entries in the fisheries database would need to be opened and the case summary, if it exists, read to determine the outcome. This process is estimated to take 3 - 4 minutes on average per case file. The cost in time to review the 2016/17 files is estimated below:

1767 case files x 4 minutes each = 7068 minutes or 117.8 hours.

This would equate to 14.7 days work for a single operator. I am therefore refusing this part of your request under section 18(f) of the OIA, that the information requested cannot be made available without substantial collation or research.

You have the right under section 28(3) of the OIA to seek an investigation and review by the Ombudsman of our decision to refuse parts of your request.

Yours sincerely



Samuel Leske
Director Intelligence, Planning & Coordination Services

REGIONS:	DATES/TIME PERIOD:	NUMBER OF FOLLOW UP JOBS LOGGED IN MPI DATABASES RESULTING FROM CALLS:
Northland (old)	2014	0
	2015	84
	2016	111
North Harbour (old)	2014	0
	2015	52
	2016	149
Manukau (old)	2014	0
	2015	154
	2016	298
Waikato/Bay of Plenty (old)	2014	0
	2015	103
	2016	156
Poverty Bay (old)	2014	0
	2015	22
	2016	67
Hawkes bay/Wairarapa (old)	2014	0
	2015	23
	2016	99
Wellington/Taranaki (old)	2014	0
	2015	89
	2016	131
Nelson Bays/Marlborough (old)	2014	2
	2015	28
	2016	49
Canterbury/Westland (old)	2014	0
	2015	25
	2016	53
Otago (old)	2014	0
	2015	16
	2016	41
Southland (old)	2014	0
	2015	11
	2016	16
North Region	2014	0
	2015	0
	2016	0
Central Region	2014	0
	2015	0
	2016	0
South Region	2014	0
	2015	0
	2016	0

REGIONS:	DATES/TIME PERIOD:	NUMBER OF FOLLOW UP JOBS LOGGED IN MPI DATABASES RESULTING FROM CALLS:
Upper North Island	2017 to date	126
Mid Central North Island	2017 to date	129
Eastern & Lower North Island	2017 to date	87
Upper South Island	2017 to date	39
Lower South Island	2017 to date	33
National	2017 to date	12
Not identifiable bt region	2017 to date	162
Total year to date 2017		588