

From: [Kristy Rusher](#)
To: ["Georgina.O'Reilly@parliament.govt.nz"](mailto:Georgina.O'Reilly@parliament.govt.nz)
Cc: [Grace Ockwell](#)
Subject: LGOIMA Requests - June Flooding in Dunedin
Date: Friday, 31 July 2015 04:38:08 p.m.
Attachments: [image001.png](#)
[image002.jpg](#)
[image003.jpg](#)
[image004.jpg](#)

Hi Georgina,

I refer to the eight requests for information made on behalf of Clare Curran on 16 June relating to the June 2015 flooding event in Dunedin. We are working through collating the information for each request and we are able to advise the answers to the first request made by your office as follows:

- 1 How many calls were logged at the Dunedin City Council between 9:00AM Wednesday 3 June and 9:00 AM Thursday 4 June?

DCC Response: Of the 3211 calls which were received by the Dunedin City Council over the 24 hour period, 2163 were answered. This was three times the usual volume of calls for a day.

- 2 How many of the calls logged at the Dunedin City Council in the 24 hour period from 9.00AM Wednesday 3 June were related to severe weather conditions?

DCC Response: 1167 calls were related to the severe weather conditions.

- 3 How many of the calls logged at the Dunedin City Council in the 24 hour period from 9.00AM Wednesday 3 June were related to water contamination?

DCC Response: We are unable to supply this information as this information was not recorded.

- 4 How many of the calls logged at the Dunedin City Council in the 24 hour period from 9.00AM Wednesday 3 June were from members of the public requiring sand-bags?

DCC Response: We are unable to supply this information as this information was not recorded.

- 5 How many of the calls logged at the Dunedin City Council in the 24 hour period from 9.00AM Wednesday 3 June were referred to Civil Defence?

DCC Response: During the 24 hour period seven matters were escalated by email to Civil Defence and four calls were transferred to Civil Defence.

In respect of your questions about the calls logged at the Dunedin City Council between 9.00PM Wednesday 3 June and 9.00AM Thursday 4 June, calls during this period were handled by the Council's after hours telephone service. They advise that on this day they were experiencing a fault with the reporting functionality for their telephony system. No call data was recorded. They were able to confirm that a lot of calls were received on the evening of 3 June, particularly the earlier part of the evening, and several calls were transferred to Civil Defence. We are unable to supply information as to the exact number of calls that were transferred to the Fire Service, Civil Defence, Dunedin Police Service, or the St Kilda Surf Life Saving Club.

For completeness I advise that the information not supplied is refused on the grounds set out in section 17(e) of the Local Government Official Information and Meetings Act 1987 in that the information does not exist or cannot be found. You do have a right of complaint to the Ombudsman under section 27 of that legislation as to the refusal of the information requested.

Kind regards,

Kristy Rusher
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