

7 March 2022

Alan Thompson  
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Tēnā koe Alan

**Request for Information – Local Government Official Information and Meetings Act (LGOIMA) 1987**

We refer to your official information request dated 11 February 2022, in which you request Hutt City Council's Standard Operating Procedures (SOP) that were implemented in the Hutt River flooding event on 6 December 2021.

This information is enclosed. Personal information has been withheld from this document pursuant to section 7(2)(a) of the LGOIMA, to protect the privacy of natural persons.

It is important to note that Hutt City Council's SOP is not a standalone document. There are many factors to be considered in the assessment of emergency management risk and response, and the SOP is always complemented by the experience and judgement of emergency management responders.

Greater Wellington Regional Council (GWRC) is responsible for management of the Hutt River, including the forecasting of flood events. GWRC is in the process of revisiting its current alert/trigger levels. This will help Hutt City Council build a more robust capability for understanding the factors that might lead to a flooding event.

You have the right to seek an investigation and review by the Ombudsman of this response. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or freephone 0800 802 602.

Please note that this letter may be published on the Council's website.

Nāku noa, nā



Susan Sales  
**Senior Advisor, Official Information and Privacy**

Encl: Flood Activation Procedures

# Flood Activation Procedures

## Heavy rain / rivers

HR: Hutt River (Birchville)  
 WR: Wainui River  
 WS: Waiwhetu Stream

**After hours – told**  
**Note: to be looked at in conjunction with variable factors including rainfall, location of rainfall and tides**

	HCC	WREMO	INTERGROUP	CONTROLLER	OTHER
<b>HR LEVEL: 3500-3800</b> <b>WR LEVEL: 1500</b> <b>WS LEVEL: 1300</b> <b>and/or Heavy Rain</b> <b>MONITOR</b>	<ul style="list-style-type: none"> <li>HCC liaise with Intergroup and monitor</li> <li>Comms to put out message that Block Road closed – email to Contact Centre to advise</li> </ul>	<ul style="list-style-type: none"> <li>WREMO duty officer notified by GWRG</li> <li>Telemetry text to DO</li> <li>Starts monitoring</li> <li>Start log</li> <li>Check telemetry</li> <li>Advice AA to contact Controller</li> <li>Controller attends to EOC</li> <li>DO contact HCC Comms</li> <li>Contact WR river residents <b>Section 7(2)(a)</b> (to move livestock). For contact details please turn over</li> </ul>	<ul style="list-style-type: none"> <li>Intergroup liaise with HCC and monitor</li> <li>Close Block Road as required (liaise with NZTA)</li> <li>Email Contact Centre, WREMO DO and Comms team</li> <li><b>Section 7(2)(a)</b></li> <li>Advise Intergroup to move cars (6am-11pm)</li> <li>Email to Comms and Contact Centre and DO that car park is closed</li> <li>Monitor and close carpark as required</li> </ul>	<ul style="list-style-type: none"> <li>Controller attends to EOC</li> <li>Active monitoring</li> <li>Controller/EMA to liaise with HCC Duty Council Officer</li> </ul>	
<b>HR LEVEL: 3800-4000</b> <b>WR LEVEL: 2200</b> <b>WS LEVEL: 1800</b> <b>Heavy Rain</b>	<ul style="list-style-type: none"> <li>River car park closed</li> <li>Comms team etext to car users 6am-11pm</li> <li>Comms team emails Contact Centre to advise</li> <li>Advise Riverbank Market manager to leave/not set up (only open Saturdays) – task to Contact Centre</li> </ul>	<ul style="list-style-type: none"> <li>Prepare to activate EOC as requested by Controller</li> <li>Liaise with UHCC Infrastructure Division</li> <li>EMA Contacts:               <ul style="list-style-type: none"> <li>Police, Fire Service, Hutt Hospital, HCC Duty Officer – advise situation</li> </ul> </li> </ul>			
<b>HR LEVEL: 4000-4500</b> <b>WR LEVEL: 2500</b> <b>WS LEVEL: 2000</b> <b>General Flooding</b>	<ul style="list-style-type: none"> <li>Call in other EMAs</li> <li>Start webpages</li> <li>Media liaison</li> <li>Email all Council/ Mayor/ Councillors</li> <li>Text carparkers</li> <li>Send message to HV Welfare Committee of situation</li> </ul>		<ul style="list-style-type: none"> <li>Heavy Rain:               <ul style="list-style-type: none"> <li>Monitor streets</li> <li>Liaise with recon team</li> <li>Monitor schools and ECCs situation</li> </ul> </li> </ul>	Call: <ul style="list-style-type: none"> <li>CEOs, GMs, Mayors (after 7am or 24 hrs at 5000)</li> </ul>	
<b>HR LEVEL: 4500-5000</b> <b>WR LEVEL: 2700</b> <b>WS LEVEL: 2000</b>	HCC to Call Customer Services to commence ED <ul style="list-style-type: none"> <li>Customer Contact Manager to set up contact centre</li> <li>Call EOC staff to assist</li> </ul>	<ul style="list-style-type: none"> <li>Consider evacuations of Coast Rd, Riverside Dr, Haywards Tce, Hinemoa</li> </ul>	Intergroup to: <ul style="list-style-type: none"> <li>Close Block Road</li> <li>Empty carpark</li> <li>Monitor Harcourt Werry /recon teams</li> </ul>		<ul style="list-style-type: none"> <li>Bush Fire Force for assistance with clearing streets</li> <li>Put HCERT and UHCR teams on standby</li> </ul>
<b>HR LEVEL: 5000</b> <b>WR LEVEL: 2700</b> <b>WS LEVEL: 2500</b> <b>ACTIVATION</b>	<ul style="list-style-type: none"> <li>Email to all ECCs, schools, EMOs <b>Section 7(2)(a) to ask Section 7(2)(a) if CC can do this</b></li> <li>Co-ordinate evacs and welfare when necessary (refer to SOPs)</li> </ul>		<ul style="list-style-type: none"> <li>Monitor SH2 at Birchville</li> <li><b>Hutt River +5800</b> Contact Hathaway Ave Group</li> </ul>		<b>Ongoing Actions:</b> <ul style="list-style-type: none"> <li>GWRC telemetry for all river levels</li> <li>Metconnect and Met Service weather updates</li> <li>EMO website updates</li> <li>Media liaison</li> <li>Notify pre-determined community groups in UH</li> </ul>
<b>FULL ACTIVATION – STATE OF LOCAL EMERGENCY</b>	<ul style="list-style-type: none"> <li>Contact additional EOC staff to assist</li> </ul>	<ul style="list-style-type: none"> <li>Refer to specific Operating Procedures</li> </ul>		<ul style="list-style-type: none"> <li>Notify CDEM Group of intention to declare a state of local emergency</li> </ul>	

CONTROLLER MAKES THE CALL TO ACTIVATE

CONTACT DETAILS OVERLEAF