

# SMS Incident Report

14/09/2023 11:23:47

## Summary

**CAD Number** F3812425 **Status** Closed

**Station** Invercargill Station

**Incident Started** 06/09/2023 00:59:57 **Incident Ended** 08/09/2023 14:08:14

**Incident Type** 1101: Structure fire with damage

**Common Name** PALL MALL ARCADE

**Address** 104-106 Dee Street Invercargill

**Alarm Method** 111 Telephone **Alarm Level** 3

**PFA Number**

**Zone** 382101

**Map Grid E** 1242384 **Map Grid N** 4849883

**First Caller** **First Caller Contact** [REDACTED]

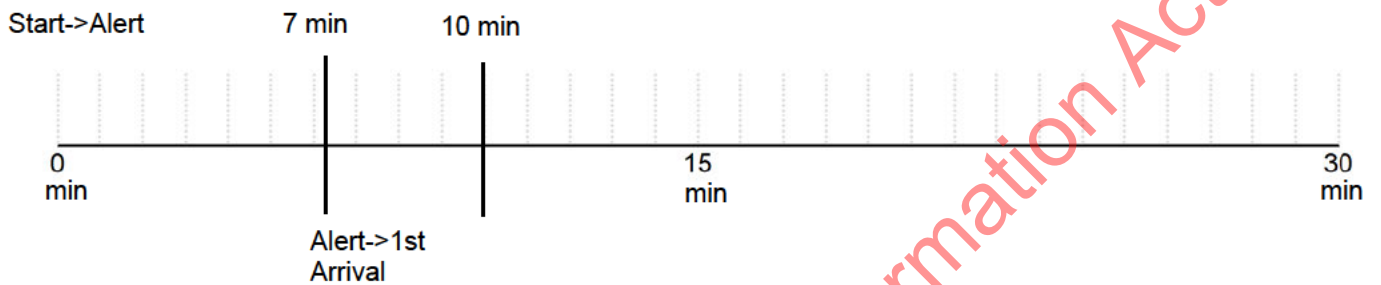
**Incident Closed** 08/09/2023 14:08:14

**Report Completed** 21:18, Wed 13 Sep 2023 by [REDACTED]

## Responses

Call Sign	Type	Station Alert	Enroute Time	Arrival Time	Departed
INVE211	P1	01:00:58 06 Sep 2023	01:02:30 06 Sep 2023	01:09:19 06 Sep 2023	11:24:06 06 Sep 2023
INVE214	PM	01:00:58 06 Sep 2023	01:02:48 06 Sep 2023	01:09:24 06 Sep 2023	01:10:48 07 Sep 2023
KING227	PR	01:05:28 06 Sep 2023	01:05:58 06 Sep 2023	01:13:52 06 Sep 2023	04:59:28 06 Sep 2023
INVE213	P3	01:05:25 06 Sep 2023	01:14:12 06 Sep 2023	01:18:25 06 Sep 2023	06:42:09 06 Sep 2023
GMSOUTH01	OF	01:19:20 06 Sep 2023	01:19:32 06 Sep 2023	01:21:02 06 Sep 2023	05:29:59 06 Sep 2023
INVE2120	LRV	01:05:25 06 Sep 2023	01:19:39 06 Sep 2023	01:21:31 06 Sep 2023	06:55:57 06 Sep 2023
WALL241	P1	01:07:38 06 Sep 2023	01:12:38 06 Sep 2023	01:21:45 06 Sep 2023	06:04:00 06 Sep 2023
FISOUTH02	FSO	01:22:55 06 Sep 2023	01:22:56 06 Sep 2023	01:29:51 06 Sep 2023	14:01:28 08 Sep 2023
DMSOUTH	OF	01:22:48 06 Sep 2023	01:22:49 06 Sep 2023	01:31:39 06 Sep 2023	03:28:34 06 Sep 2023
BLUF231	P1	01:07:40 06 Sep 2023	01:12:51 06 Sep 2023	01:32:11 06 Sep 2023	04:49:43 06 Sep 2023
INVE212	P2	01:05:31 06 Sep 2023	01:36:46 06 Sep 2023	01:42:33 06 Sep 2023	05:00:29 06 Sep 2023

INVE2118	CUHU	01:05:31 06 Sep 2023	01:48:08 06 Sep 2023	01:49:58 06 Sep 2023	05:26:37 06 Sep 2023
VSOSOUTH02	VSO	04:43:29 06 Sep 2023	04:43:30 06 Sep 2023	06:47:29 06 Sep 2023	07:35:34 06 Sep 2023
FISOUTH01	FSO	07:48:09 06 Sep 2023	07:48:10 06 Sep 2023	07:54:42 06 Sep 2023	13:21:11 08 Sep 2023
DUNE216	TL	10:49:33 06 Sep 2023	10:49:34 06 Sep 2023	14:02:15 06 Sep 2023	21:42:59 06 Sep 2023
DUNE2126	SU	10:59:57 06 Sep 2023	10:59:58 06 Sep 2023	14:17:32 06 Sep 2023	21:31:35 06 Sep 2023
EVENTSCC1	OT				06:34:02 08 Sep 2023



**Elapsed Times**

Call Sign	Start To Alert	Alert To Arrival	Start To Arrival	Start To Departed
INVE211	00:01:01	00:08:21	00:09:22	10:24:09
INVE214	00:01:01	00:08:26	00:09:27	24:10:51
KING227	00:05:31	00:08:24	00:13:55	03:59:31
INVE213	00:05:28	00:13:00	00:18:28	05:42:12
GMSOUTH01	00:19:23	00:01:42	00:21:05	04:30:02
INVE2120	00:05:28	00:16:06	00:21:34	05:56:00
WALL241	00:07:41	00:14:07	00:21:48	05:04:03
FISOUTH02	00:22:58	00:06:56	00:29:54	61:01:31
DMSOUTH	00:22:51	00:08:51	00:31:42	02:28:37
BLUF231	00:07:43	00:24:31	00:32:14	03:49:46
INVE212	00:05:34	00:37:02	00:42:36	04:00:32
INVE2118	00:05:34	00:44:27	00:50:01	04:26:40
VSOSOUTH02	03:43:32	02:04:00	05:47:32	06:35:37
FISOUTH01	06:48:12	00:06:33	06:54:45	60:21:14
DUNE216	09:49:36	03:12:42	13:02:18	20:43:02
DUNE2126	10:00:00	03:17:35	13:17:35	20:31:38
EVENTSCC1				53:34:05

**Notifications**

Date	Time	Party Notified
06 Sep 2023	01:03:15	POWER (POWERNET)

06 Sep 2023	01:04:27	AMBULANCE VIA INTERCAD
06 Sep 2023	01:04:28	POLICE VIA INTERCAD
06 Sep 2023	01:05:40	TOC - WILL RESPOND CONTRACTORS TO ASSIST WITH TRAFFIC CONTROL
06 Sep 2023	01:06:26	INVERCARGILL WATER TOWER
06 Sep 2023	01:08:35	SOUTHLAND WAKATIPU BUILT PAGED RE 3RD ALARM
06 Sep 2023	01:09:01	FI TE KEI PAGED RE 3RD ALARM (NOTIFICATION ONLY)
06 Sep 2023	01:09:50	DMSOUTH [REDACTED] ACKNOWLEDGED VIA AMS
06 Sep 2023	01:13:31	SOUTHLAND WAKATIPU BUILT (DM [REDACTED]) ACK PAGE - WILL RESPOND
06 Sep 2023	01:13:39	REGION TE KEI PAGED RE 3RD ALARM
06 Sep 2023	01:16:30	FISOUTH02 ([REDACTED]) ACK NOTIFICATION RE 3RD ALARM - GOING TO ATTEND -
06 Sep 2023	01:19:58	DMSOUTH [REDACTED] ACKNOWLEDGED VIA AMS
06 Sep 2023	02:36:49	INVERCARGILL CITY COUNCIL
06 Sep 2023	03:00:15	INVERCARGILL CITY COUNCIL RE BUILDING REP
06 Sep 2023	03:02:44	TOC - ASKING HOW LONG TRAFFIC CONTROL MAY BE REQUIRED - APPROX AT LEAST ANOT
06 Sep 2023	03:04:48	INVERCARGILL WATER TOWER - WILL CONTINUE FOR AT LEAST ANOTHER 2 HOURS - WANT
06 Sep 2023	03:19:46	INVERCARGILL WATER TOWER
06 Sep 2023	04:25:13	VSO TE KEI (DUTY)
06 Sep 2023	04:30:58	VSO [REDACTED] ACK PAGE AND TRANSFERRED TO GM [REDACTED]
06 Sep 2023	06:37:55	NATIONAL MEDIA SUPPORT RE TX 3RD ALARM
06 Sep 2023	08:48:00	INVERCARGILL STATION - THEY ARE CHECKING IF AVAILABILITY HAS BEEN STOOD DOWN
06 Sep 2023	09:03:34	ON CALL SOUTHLAND WAKATIPU PAGED TO CALL INTO SHIFT MGR
06 Sep 2023	09:07:24	DMSOUTH [REDACTED] ACKNOWLEDGED VIA AMS
06 Sep 2023	10:31:55	DUNEDIN CITY FIRE SSO PHONED AND PATCHED THROUGH TO INVE214
06 Sep 2023	17:15:48	INVE214 TO FIND OUT WHAT THE STORY IS WITH DUNEDIN APPLIANCES - THEY WILL BE

### Message Log

Time	Message
01:00:20	<a href="https://web.pcl.govt.nz/?ecn=[REDACTED]">https://web.pcl.govt.nz/?ecn=[REDACTED]</a>
01:00:20	INC INFO: BUILDING FIRE
01:00:21	** LOI search completed at 06/09/23 01:00:21
01:00:52	ARCADE BUILDING
01:00:52	** Recommended unit INVE211 for requirement PUMP (>2.5 km) ** Recommended unit
01:00:52	INVE214 for requirement PUMP (>2.5 km)
01:00:54	PA Selcal used to Initiate Alerting. (INVE211 at 3821 INVERCARGILL 196211)
01:00:55	PA Selcal used to Initiate Alerting. (INVE214 at 3821 INVERCARGILL 196211)

01:00:58 ALERTING\_COMPLETED INVE211  
01:00:58 ALERTING\_COMPLETED INVE214  
01:02:30 Unit INVE211 [ K1 : PROCEEDING TO INCIDENT]  
01:02:37 \*\* Event Location changed from "DEE ST,/BAY RD,PRESTONVILLE,INVERCARGILL CITY" t  
01:02:37 o "DEE ST,/SPEY ST,INVERCARGILL,INVERCARGILL CITY" at: 06/09/23 01:02:37  
01:02:39 \*\* LOI search completed at 06/09/23 01:02:39  
01:02:49 Unit INVE214 [ K1 : PROCEEDING TO INCIDENT]  
01:03:08 Unit INVE214 [ K1 : PROCEEDING TO INCIDENT]  
01:03:56 \*\*\*\*\*  
01:04:06 FIR2AMB FYI SH NOTIFICATION  
01:04:12 FIR2POL FYI SH NOTIFICATION  
01:04:14 \*\*\*\*\*  
01:04:23 \*\* Event A01145865 of AMBO/S copied from F3812425 of NZFS/SL at: 06/09/23 01:04:  
01:04:23 23  
01:04:24 AMBO EVENT 0014-3-2023/09/06-FIR LINKED AT 06/09/2023 01:04:24  
01:04:25 Unit INVE211 [ KP : PRIORITY MESSAGE]  
01:04:25 \*\* Event P055928115 of NZP/IV copied from F3812425 of NZFS/SL at: 06/09/23 01:04:  
01:04:25 :25  
01:04:54 Unit INVE211 [ SITREP : ] K99 PROCEEDING, TX 2ND ALARM  
01:05:05 \*\* Event Location changed from "DEE ST,/SPEY ST,INVERCARGILL,INVERCARGILL CITY"  
01:05:05 to "104-106 DEE ST,INVERCARGILL,INVERCARGILL CITY: @PALL MALL ARCADE" at:  
01:05:05 06/09/  
01:05:05 23 01:05:05  
01:05:07 \*\* LOI search completed at 06/09/23 01:05:07  
01:05:07 INC INFO: BUILDING FIRE - TX 2ND ALARM  
01:05:15 \*\* Alarm level updated to 2  
01:05:15 \*\* Recommended unit KING227 for requirement PUMP (>4.5 km)  
01:05:15 \*\* Recommended unit  
01:05:15 INVE2118 for requirement COMU (>0.7 km)  
01:05:15 \*\* Recommended unit INVE2120 for requir  
01:05:15 ement LRV (>0.7 km)  
01:05:15 \*\* Recommended unit INVE212 for requirement PUMP (>0.7 km)  
01:05:15 \*\* Recommended unit INVE213 for requirement PUMP (>0.7 km)  
01:05:20 PA Selcal used to Initiate Alerting. (KING227 at 3822 KINGSWELL 196221)  
01:05:20 PA Selcal used to Initiate Alerting. (INVE2118 at 3821 INVERCARGILL 196211)  
01:05:21 Pager used to Initiate Alerting.  
01:05:21 PA Selcal used to Initiate Alerting. (INVE212 at 3821 INVERCARGILL 196212)  
01:05:22 Station Selcal used to Initiate Alerting. (INVE213 at 3821 INVERCARGILL 196212)  
01:05:25 ALERTING\_COMPLETED INVE213  
01:05:25 ALERTING\_COMPLETED INVE2120  
01:05:28 ALERTING\_COMPLETED KING227

01:05:31 ALERTING\_COMPLETED INVE2118  
01:05:31 ALERTING\_COMPLETED INVE212  
01:05:38 Unit INVE214 [ KP : PRIORITY MESSAGE]  
01:05:48 COVERING UNIT INVE21AMS2 DISPATCHED TO STATION INVERCARGILL AT 06/09/23  
01:05:48  
01:05:54 Unit INVE214 [ KP : PRIORITY MESSAGE]  
01:05:58 Unit KING227 [ K1 : PROCEEDING TO INCIDENT]  
01:05:58 COVERING UNIT INVE21AMS6 DISPATCHED TO STATION INVERCARGILL AT 06/09/23  
01:05:57  
01:06:26 Unit INVE214 [ SITREP : ] TX 3RD ALARM, BUILDING WELL INVOLVED, 2ND STORY,  
GTWW  
01:06:26 LPD AND MONITORS  
01:07:12 \*\*\*\*  
01:07:15 Unit INVE211 [ KP : PRIORITY MESSAGE]  
01:07:25 INC INFO: BUILDING FIRE - TX 3RD ALARM  
01:07:28 FIR2POL FIRE IS WELL INVOLVED - CREWS SETTING UP ON SCENE. TOC SENDING  
CONTRACTO  
01:07:28 RS FOR TRAFFIC CONTROL  
01:07:31 \*\* Alarm level updated to 3  
01:07:31 \*\* Recommended unit WALL241 for requirement PUMP (>10.0 km)  
\*\* Recommended unit  
01:07:31 BLUF231 for requirement PUMP (>21.1 km)  
01:07:36 Station Selcal used to Initiate Alerting. (WALL241 at 3824 WALLACETOWN 196241)  
01:07:36 Station Selcal used to Initiate Alerting. (BLUF231 at 3823 BLUFF 196231)  
01:07:39 ALERTING\_COMPLETED WALL241  
01:07:41 ALERTING\_COMPLETED BLUF231  
01:07:44 FIR2AMB FIRE CREWS ADVISING PERSONS REPORTED. CAN YOU RESPOND PLEASE  
01:07:46 \*\*\*\*  
01:07:47 Unit INVE211 [ K11A : AMBULANCE REQUIRED] PERSONS REPORTED  
01:08:01 \*\* Cross Referenced to Event # F3812426 at: 06/09/23 01:08:01  
01:08:46 .  
01:09:05 .  
01:09:19 Unit INVE211 [ K99 : PROPERTY FIRE WELL INVOLVED] ENTERED BY FIRECOM  
01:09:19 ENTERED BY FIRECOM  
01:09:24 ENTERED BY FIRECOM  
01:09:25 Unit INVE214 [ K2 : IN ATTENDANCE AT INCIDENT] ENTERED BY FIRECOM  
01:09:36 Unit INVE211 [ KP : PRIORITY MESSAGE]  
01:10:09 Unit INVE211 [ K11A : AMBULANCE REQUIRED] WE HAVE SOME PEOPLE THAT HAVE  
BEEN BUR  
01:10:09 NT, JUST TRYING TO ASSESS THE BURNS AT THIS STAGE  
01:11:00 AL: PAGING ACK TIMED OUT FOR STATION: 3824 at 06-09-23 01:11:00  
01:12:38 Unit WALL241 [ K1 : PROCEEDING TO INCIDENT]  
01:12:51 Unit BLUF231 [ K1 : PROCEEDING TO INCIDENT]

01:13:16 \*\*

01:13:52 Unit KING227 [ K2 : IN ATTENDANCE AT INCIDENT]

01:14:12 Unit INVE213 [ K1 : PROCEEDING TO INCIDENT]

01:15:40 Unit INVE211 [ KC : UNIT CALLING]

01:15:40 Unit BLUF231 [COMCEN COM : MESSAGE] FURTHER INFO PASSED

01:15:40 Unit INVE213 [COMCEN COM : MESSAGE] FURTHER INFO PASSED

01:15:41 Unit WALL241 [COMCEN COM : MESSAGE] FURTHER INFO PASSED

01:16:08 .

01:16:30 K1 IN 10 MINS

01:16:33 .

01:16:56 Unit INVE211 [ SITREP : ] SSO [REDACTED] 1 LARGE BUILDING FIRE, BUILDING 2 STORY A

01:16:56 PPROX 10M BY 15M, 2 CREWS ON EXTERNAL ATTACK, ESTABLISHING THE BRONTO FOR WATER

01:16:56 PROTECTION, [REDACTED]

01:16:56 [REDACTED]

01:17:25 Unit INVE211 [COMCEN COM : MESSAGE] ARE THERE ANY FURTHER PEOPLE UNACCOUNTED FOR

01:17:25 ? (AT THIS STAGE NEGATIVE, BUT TRYING TO ASSESS INFORMATION)

01:17:31 .

01:18:01 FIR2AMB/FIR2POL - [REDACTED]

01:18:01 [REDACTED]

01:18:02 .

01:18:05 Unit INVE211 [ KC : UNIT CALLING]

01:18:25 Unit INVE213 [ K2 : IN ATTENDANCE AT INCIDENT]

01:18:50 Unit INVE211 [ SITREP : ] COULD YOU ADVISE ALL FURTHER APPLIANCES, SFP NORTH OF

01:18:50 SPEY BELOW YARROW

01:19:09 Unit BLUF231 [ SITREP : ] ACK

01:19:10 Unit WALL241 [ SITREP : ] ACK

01:19:19 Pager used to Initiate Alerting.

01:19:20 ALERTING\_COMPLETED GMSOUTH01

01:19:32 Unit GMSOUTH01 [ K1 : PROCEEDING TO INCIDENT]

01:19:39 Unit INVE2120 [ K1 : PROCEEDING TO INCIDENT]

01:19:50 Unit GMSOUTH01 [COMCEN COM : MESSAGE] SFP DEE ST NORTH OF SPEY ST SOUTH OF YARRO

01:19:50 W ST

01:20:14 Unit INVE2120 [COMCEN COM : MESSAGE] SFP DEE ST NORTH OF SPEY ST SOUTH OF YARROW

01:20:14 ST

01:21:02 Unit GMSOUTH01 [ K2 : IN ATTENDANCE AT INCIDENT]

01:21:31 Unit INVE2120 [ K2 : IN ATTENDANCE AT INCIDENT]

01:21:45 Unit WALL241 [ K2 : IN ATTENDANCE AT INCIDENT]

01:22:49 Unit DMSOUTH [ K1 : PROCEEDING TO INCIDENT]

01:22:56 Unit FISOUTH02 [ K1 : PROCEEDING TO INCIDENT]

01:23:30 Unit DMSOUTH [COMCEN COM : MESSAGE] [VIA PHONE] WOULD YOU LIKE WINT377  
DOWN FOR

01:23:30 COVER?

01:23:48 Unit DMSOUTH [ SITREP : ] [VIA PHONE] NOT AT THIS STAGE. WILL ASSESS WHEN ON  
SCE

01:23:48 NE

01:24:10 Unit FISOUTH02 [COMCEN COM : MESSAGE] SFP DEE ST NORTH OF SPEY ST SOUTH  
OF YARRO

01:24:10 W ST

01:24:32 Unit DMSOUTH [COMCEN COM : MESSAGE] SFP DEE ST NORTH OF SPEY ST SOUTH  
OF YARROW

01:24:32 ST

01:28:36 Unit INVE211 [ KC : UNIT CALLING]

01:29:30 Unit INVE211 [ K45 : COMMAND RESPONSIBILITY CHANGED TO (STATE NAME)]  
ASSISTANT C

01:29:30 OMMANDER [REDACTED]

01:29:51 Unit FISOUTH02 [ K2 : IN ATTENDANCE AT INCIDENT]

01:31:07 Unit INVE211 [ SITREP : ] 3 STORY BUILDING, APPROX 30M BY 30M WELL INVOLVED  
ON T

01:31:07 HE 2ND AND 3RD FLOOR [REDACTED]  
[REDACTED]

01:31:07 [REDACTED]

01:31:39 Unit DMSOUTH [ K2 : IN ATTENDANCE AT INCIDENT]

01:32:11 Unit BLUF231 [ K2 : IN ATTENDANCE AT INCIDENT]

01:35:16 FIR2POL - [REDACTED]

01:36:46 Unit INVE212 [ K1 : PROCEEDING TO INCIDENT]

01:37:04 Unit INVE212 [COMCEN COM : MESSAGE] SFP DEE ST NORTH OF SPEY ST SOUTH OF  
YARROW

01:37:04 ST

01:41:19 Unit INVE211 [ KC : UNIT CALLING]

01:42:33 Unit INVE212 [ K2 : IN ATTENDANCE AT INCIDENT]

01:43:59 Unit INVE211 [ SITREP : ] CURRENTLY HAVE CREWS CONDUCTING AN INTERNAL  
OFFENSIVE

01:43:59 ATTACK USING 2 LPD, 2 GROUND MONITORS, 1 AERIAL APPLIANCE, CREWS ARE IN  
DEFENSIV

01:43:59 E MODE, CAN YOU CONFIRM IF INVE2118 IS K1 YET? (NEGATIVE, INVE212 IS. IS THE  
COM

01:43:59 MAND UNIT REQUIRED?) AFFIRM

01:48:08 Unit INVE2118 [ K1 : PROCEEDING TO INCIDENT]

01:48:37 .

01:48:57 FIR2POL - KEYHOLDER WE HAVE LISTED FOR SNAP FITNESS IS RUTH STEVENSON  
[REDACTED]

01:49:58 Unit INVE2118 [ K2 : IN ATTENDANCE AT INCIDENT]

01:58:02 Alarm Timer Extended: 0

01:58:03 Alarm Timer Extended: 0

01:58:04 Alarm Timer Extended: 0

02:00:05 Alarm Timer Extended: 0

02:05:00 Unit INVE2118 [ KC : UNIT CALLING]

02:05:24 Unit INVE2118 [ K44 : COMMAND OR CONTROL POINT ESTABLISHED (STATE OIC AND LOCATI  
ON)] DEE STREET COMMAND

02:05:48 Alarm Timer Extended: 0

02:05:49 Alarm Timer Extended: 0

02:05:50 Alarm Timer Extended: 0

02:08:08 Unit INVE2118 [ KC : UNIT CALLING]

02:08:39 Unit INVE2118 [ SITREP : ] GM [REDACTED] K25 WINT371 TO INVERCARGILL STATION

02:08:53 COVERING UNIT WINT371 DISPATCHED TO STATION INVERCARGILL AT 06/09/23  
02:08:53 >>

02:10:02 Unit INVE2118 [ KC : UNIT CALLING]

02:11:36 Unit INVE2118 [ SITREP : ] CREWS ON SECTOR 1 AND SECTOR 4 CONDUCTING  
INTERNAL SE

02:11:36 ARCHES OF ADJACENT BUILDINGS LOOKING FOR STRUCTURAL BREACHES AND  
FIRE SPREAD, CR

02:11:36 EWS ARE CONTINUING EXTERNAL ATTACK WITH LOW PRESSURE DELIVERIES AND  
GROUND MONIT

02:11:36 ORS

02:11:42 Alarm Timer Extended: 0

02:11:43 Alarm Timer Extended: 0

02:13:26 Alarm Timer Extended: 0

02:17:20 Unit INVE2118 [ KC : UNIT CALLING]

02:17:51 Unit INVE2118 [ SITREP : ] NOTIFY US WHEN WINT371 ARE K9

02:23:41 Unit INVE211 [ K99 : PROPERTY FIRE WELL INVOLVED]

02:28:55 Unit INVE2118 [ KC : UNIT CALLING]

02:29:13 Alarm Timer Extended: 0

02:30:27 Unit INVE2118 [ SITREP : ] CREWS HAVE SEARCHED ALL SURROUNDING BUILDINGS,  
CONFIR

02:30:27 MED THAT THERE HAS BEEN NO FIRE SPREAD OUTSIDE ORIGINAL BUILDING,  
CREWS ARE NOW

02:30:27 CONDUCTING INTERNAL ATTACK OF BUILDINGS UPPER FLOORS FROM SECTORS 1  
AND 4

02:30:30 Unit INVE2118 [ K43 : ALL AVAILABLE PERSONNEL FULLY UTILISED]

02:34:59 Unit INVE2118 [ KC : UNIT CALLING]

02:36:35 Unit INVE2118 [ SITREP : ] NOTIFY LOCAL COUNCIL THAT WE HAVE A POTENTIAL  
DANGERO

02:36:35 US BUILDING (DO YOU REQUIRE A BUILDING ENGINEER TONIGHT OR JUST A  
NOTIFICATION F

02:36:35 OR THE MORNING?) JUST A NOTIFICATION, WILL GET BACK TO YOU IF WE REQUIRE  
ANYTHIN

02:36:35 G URGENTLY



02:39:26 Unit INVE2118 [ KC : UNIT CALLING]

02:41:26 Unit INVE2118 [ SITREP : ] CAN YOU CONFIRM LOCATION OF WINT371? (PASSING THROUGH INTERSECTION OF DEE AND GUTHRIE, AVENAL) ACK

02:41:26

02:46:16 .

02:46:22 WINT371 NOW K9 AT INVERCARGILL STATION

02:46:23 .

02:55:37 Unit INVE2118 [ KC : UNIT CALLING]

02:56:34 Unit INVE2118 [ K26-1 : APPLIANCE STILL ENGAGED, NO ADDITIONAL DEVELOPMENTS] ASS

02:56:34 T CMDR CHALMERS.

02:56:59 Unit INVE2118 [ KC : UNIT CALLING]

02:57:54 Unit INVE2118 [ SITREP : ] GM [REDACTED] CAN YOU SEE IF THEY CAN PAGE THE BUILDIN

02:57:54 G INSPECTOR TO ARRIVE TONIGHT FROM THE COUNCIL IF POSSIBLE? (WILL TRY AND GET BA

02:57:54 CK TO YOU WITH UPDATE) ACK

03:00:17 \*\*\*

03:00:51 INVERCARGILL CC REQUESTS WHEN WE ARE FINISHED USING LARGE AMOUNTS OF WATER TO LE

03:00:51 T THEM KNOW AS THEIR REP IS HAVING TO DO LOTS OF ACTIVE WATER PRESSURE BALANCING

03:00:51

03:01:28 Unit INVE2118 [ KC : UNIT CALLING]

03:01:38 INVERCAGILL CC IS GOING TO TRY GET A BUILDING REP TO THE SCENE NOW. HAVE GIVEN T

03:01:38 HEM COMCEN GENERAL NUMBER AND ADVISED OF SFP

03:01:39 \*\*\*

03:02:44 HER 3 HOURS

03:02:47 ..

03:03:07 Unit INVE2118 [ SITREP : ] BOTH NORTHBOUND AND SOUTHBOUND SH6 WILL NEED TO BE CL

03:03:07 OSED FOR AT LEAST 3 HOURS, SIGNIFICANT WATER USAGE WILL CONTINUE FOR AT LEAST 2

03:03:07 HOURS

03:03:29 .

03:04:48 S A CALL 5-10 MINS BEFORE IT NEEDS TO BE CUT OFF SO TECH CAN CONTROL THE PRESSUR

03:04:48 E

03:04:49 .

03:05:11 Alarm Timer Extended: 0

03:18:15 Unit INVE2118 [ KC : UNIT CALLING]

03:18:50 Unit INVE2118 [ K42 : FIRE SUPRESSED, COMMENCING OVERHAUL]

03:19:09 Unit INVE2118 [ SITREP : ] CREWS ARE NOW COMMENCING OVERHAUL, NOTIFY COUNCIL THA

03:19:09 T WATER USAGE SHOULD DRAMATICALLY DECREASE FROM NOW ON

03:19:59 INVERCARGILL CC STILL HAVING TROUBLE GETTING HOLD OF THEIR BUILDING INSPECTOR. T

03:19:59 HEY ARE STILL TRYING

03:28:34 Unit DMSOUTH [ K6 : ON PAGER (STATE LOCATION)]

03:36:33 .

03:36:52 GMSOUTH01 [REDACTED] ) AVAILABLE TO SPEAK TO MEDIA UFN

04:02:34 Unit INVE2118 [ KC : UNIT CALLING]

04:02:51 Unit INVE2118 [ K26-1 : APPLIANCE STILL ENGAGED, NO ADDITIONAL DEVELOPMENTS]

04:24:08 Unit INVE2118 [ KC : UNIT CALLING]

04:24:43 Unit INVE2118 [ SITREP : ] COULD YOU HAVE THE ON CALL VSO CONTACT GM [REDACTED] ON

04:24:43 HIS MOBILE

04:30:18 .

04:34:13 .

04:43:31 Unit VSOSOUTH02 [ K1 : PROCEEDING TO INCIDENT]

04:49:44 Unit BLUF231 [ K3 : ON RT OUTSIDE NORMAL TURNOUT AREA]

04:59:13 Unit KING227 [ KC : UNIT CALLING]

04:59:28 Unit KING227 [ K10 : RE-COMMISSIONING APPLIANCE]

05:00:30 Unit INVE212 [ K4 : ON RT INSIDE NORMAL TURNOUT AREA]

05:08:00 Unit INVE2118 [ KC : UNIT CALLING]

05:08:29 Unit INVE2118 [ SITREP : ] DEE STREET COMMAND SHUTTING DOWN

05:08:36 Unit INVE2118 [ K44 : COMMAND OR CONTROL POINT ESTABLISHED (STATE OIC AND LOCATI

05:08:36 ON)] INVE211

05:13:16 Unit FISOUTH02 [ K6 : ON PAGER (STATE LOCATION)]

05:13:55 Unit FISOUTH02 [ SITREP : ] CLEAR OF THE SCENE, WILL BE RETURNING LATER IN DAYLI

05:13:55 GHT

05:26:38 Unit INVE2118 [ K4 : ON RT INSIDE NORMAL TURNOUT AREA]

05:29:36 Unit GMSOUTH01 [ KC : UNIT CALLING]

05:29:54 Unit GMSOUTH01 [ K45 : COMMAND RESPONSIBILITY CHANGED TO (STATE NAME)] SSO [REDACTED]

05:29:54 ON

05:30:00 Unit GMSOUTH01 [ K6 : ON PAGER (STATE LOCATION)]

05:43:53 Unit INVE213 [ K22-1 : APPLIANCE AVAILABLE FOR A FURTHER INCIDENT]

06:04:00 Unit WALL241 [ K4 : ON RT INSIDE NORMAL TURNOUT AREA]

06:42:09 Unit INVE213 [ K4 : ON RT INSIDE NORMAL TURNOUT AREA]

06:47:29 Unit VSOSOUTH02 [ K2 : IN ATTENDANCE AT INCIDENT]

06:55:23 ON CALL NATIONAL MEDIA SUPPORT SEDES CALLS IN TO ACKNOWLEDGE

06:55:58 Unit INVE2120 [ K7 : AT NORMAL STATION]

07:16:20 Unit INVE211 [ KC : UNIT CALLING]

07:17:15 Unit INVE211 [ SITREP : ] SO [REDACTED] CURRENTLY MONITORING FIRE CONDITIONS, NO CH

07:17:15 ANGE FROM PREVIOUS UPDATES

07:27:37 Alarm Timer Extended: 0

07:33:15 Unit INVE211 [ KC : UNIT CALLING]

07:34:02 Unit INVE211 [ SITREP : ] K10 AND LEAVING IN HANDS OF INVE214

07:34:06 Unit INVE211 [ K10 : RE-COMMISSIONING APPLIANCE]

07:35:34 Unit VSOSOUTH02 [ K6 : ON PAGER (STATE LOCATION)]

07:48:10 Unit FISOUTH01 [ K1 : PROCEEDING TO INCIDENT]

07:48:34 Unit FISOUTH02 [ K1 : PROCEEDING TO INCIDENT]

07:54:42 Unit FISOUTH01 [ K2 : IN ATTENDANCE AT INCIDENT]

07:55:14 Unit FISOUTH02 [ K2 : IN ATTENDANCE AT INCIDENT]

07:56:14 Unit FISOUTH01 [ SITREP : ] REQUEST FROM DM FOR DRONE SUPPORT TO ASSIST WITH FIR

07:56:14 E INVESTIGATION - HAS TRIED CONTACTING INVERCARGILL POLICE AS THERE PHOTOGRAPHER

07:56:14 S HAVE ACCESS BUT NO ANSWER SO PUTTING IN A FORMAL REQUEST

08:00:12 Unit FISOUTH01 [ SITREP : ] FURTHER TO REQUEST FOR DRONE - NOT THROUGH USAR - RE

08:00:12 QUEST FOR LOCAL INVERCARGILL POLICE PHOTOGRAPHY DRONE IF POSSIBLE

08:00:36 Unit INVE214 [COMCEN COM : MESSAGE] HAD A REQUEST FROM INVERCARGILL FIRE FOR YOU T

08:00:36 O CONTACT [REDACTED] ON HIS MOBILE (ACK)

08:04:26 FIR2POL HAD A REQUEST FROM FIRE INVESTIGATORS ON SCENE FOR POSSIBLE DRONE ASSIST

08:04:26 ANGE FROM THE INVERCARGILL POLICE PHOTOGRAPHY UNIT - ARE YOU ABLE TO ASSIST?

08:09:30 FIR2POL FENZ POINT OF CONTACT FOR DRONE PHOTOS REQUEST - [REDACTED]

08:09:30 [REDACTED]

08:24:31 Unit INVE214 [ KC : UNIT CALLING]

08:25:08 Unit INVE214 [ K45 : COMMAND RESPONSIBILITY CHANGED TO (STATE NAME)] SSO FREW

08:27:19 POLICE PHOTOGRAPHY SPEAKING DIRECTLY WITH FISOUTH01

08:34:48 Alarm Timer Extended: 0

08:35:22 Alarm Timer Extended: 0

08:48:00 , WILL CALL US BACK SHORTLY WITH UPDATE

09:01:13 INJURY

09:01:38 INVERCARGILL FIRE CALL IN TO ADVISE AVAILABILITY HAS BEEN STOOD DOWN

09:20:39 Unit INVE211 [ K2 : IN ATTENDANCE AT INCIDENT]

09:20:49 Unit INVE211 [ K38 : ASSOCIATE THIS APPLIANCE TO EVENT (STATE EVENT ADDRESS)]

09:57:28 Unit INVE211 [ KC : UNIT CALLING]

09:58:29 Unit INVE211 [ SITREP : ] SO [REDACTED] CREWS ON ROOF REMOVING ROOFING IRON AND DA

09:58:29 MPENING DOWN

10:01:02 Alarm Timer Extended: 0

10:29:20 Unit INVE214 [ KC : UNIT CALLING]

10:30:02 Unit INVE214 [ SITREP : ] CAN WE HAVE ON DUTY SSO FOR DUNEDIN CITY TO CALL INVE2

10:30:02 14 CELL

10:49:07 SSO [REDACTED] CALLS IN TO STATE DUNE216 AND DUNE2126 ARE RESPONDING TO ASSIS

10:49:07 T AT THIS INCIDENT. DUNE211 WILL BE K0 UFN AND THEY WILL WORK TO BRING COVER IN

10:49:34 Unit DUNE216 [ K1 : PROCEEDING TO INCIDENT]

10:59:58 Unit DUNE2126 [ K1 : PROCEEDING TO INCIDENT]

11:24:07 Unit INVE211 [ K4 : ON RT INSIDE NORMAL TURNOUT AREA]

11:42:06 Unit DUNE216 [ K1 : PROCEEDING TO INCIDENT]

12:24:10 Unit DUNE216 [ K1 : PROCEEDING TO INCIDENT]

13:31:39 Unit DUNE216 [ K1 : PROCEEDING TO INCIDENT]

13:32:01 Unit DUNE216 [ K1 : PROCEEDING TO INCIDENT]

14:02:16 Unit DUNE216 [ K2 : IN ATTENDANCE AT INCIDENT]

14:17:32 Unit DUNE2126 [ K2 : IN ATTENDANCE AT INCIDENT]

14:18:10 Unit FISOUTH01 [COMCEN COM : MESSAGE] CAN YOU CONFIRM IF DUNE2126 HAS ARRIVED? (

14:18:10 AFFIRM)

14:19:30 Unit DUNE2126 [ K1 : PROCEEDING TO INCIDENT]

14:19:41 Unit DUNE2126 [ K2 : IN ATTENDANCE AT INCIDENT]

14:43:21 Alarm Timer Extended: 0

15:00:19 Alarm Timer Extended: 0

15:10:54 Unit INVE214 [ KC : UNIT CALLING]

15:11:34 Unit INVE214 [ SITREP : ] SSO FREW - 216 IS IN USE REMOVING ROOFING AND RIDGELIN

15:11:34 E TO IDENTIFY AND DAMPEN DOWN HOTSPOTS

15:28:21 Unit INVE214 [ KC : UNIT CALLING]

15:30:46 Unit INVE214 [ SITREP : ] 1 STRUCTURAL ENGINEER ONSITE DOING INSPECTION TO DETER

15:30:46 MIE STRUCTURAL INTEGRITY OF BUILDING, 1 CREW USING HPD ATTACKING MULTIPLE HOTPO

15:30:46 TS INSIDE

16:23:02 Unit FISOUTH02 [ KC : UNIT CALLING]

16:23:47 Unit FISOUTH02 [ SITREP : ] GOING CLEAR OF THE SCENE - LEAVE JOB OPEN FOR NEXT C

16:23:47 OUPLE OF DAYS AS WE WILL BE REQUIRED TO RETURN OVER BOTH DAYS

16:23:50 Unit FISOUTH01 [ K6 : ON PAGER (STATE LOCATION)]

16:24:25 Unit FISOUTH02 [ K6 : ON PAGER (STATE LOCATION)]

17:15:14 Unit INVE214 [COMCEN COM : MESSAGE] (VIA PHONE) WHAT"S HAPPENING WITH THE DUNEDI

17:15:14 N APPLIANCES TONIGHT?

17:15:44 Unit INVE214 [ SITREP : ] (VIA PHONE) THEY WILL BE RELEASED AROUND 1800HRS TO HE

17:15:44 AD BACK TO DUNEDIN, WILL NOT BE REQUIRED TO COME BACK AS THEY HAVE GOT AS MUCH O

17:15:44 F THE ROOF OFF AS THEY CAN. EXPECTING TO START MAKING UP SOON

17:15:48 RELEASED AROUND 1800HRS TO HEAD BACK TO DUNEDIN, WILL NOT BE REQUIRED TO COME B

17:15:48 ACK AS THEY HAVE GOT AS MUCH OF THE ROOF OFF AS THEY CAN. EXPECTING TO START MAK

17:15:48 ING UP SOON

17:33:48 [REDACTED] FROM DUNE216 CALLS IN TO STATE ONCE THEY HAVE HAD A MEAL THEY WILL B

17:33:48 E HEADING BACK TO DUNEDIN, THEY WILL REMAIN ATTACHED TO THE EVENT AND [REDACTED] WILL

17:33:48 HAVE THE SO PHONE ON [REDACTED] IF THEY ARE NEEDED BACK IN DUNEDIN

18:10:18 Unit INVE214 [ KC : UNIT CALLING]

18:11:02 Unit INVE214 [ SITREP : ] SSO [REDACTED] - K45 SSO [REDACTED] - CREWS HAVE CHANGED TO GR

18:11:02 EEN WATCH NIGHT CREW

18:11:11 Unit INVE214 [ K45 : COMMAND RESPONSIBILITY CHANGED TO (STATE NAME)] SSO [REDACTED]

18:11:14 \*

18:24:24 Unit DUNE216 [ KC : UNIT CALLING]

18:25:31 Unit DUNE216 [ SITREP : ] DUNE216 AND DUNE2126 ARE HEADING BACK TO DUNEDIN STATI

18:25:31 ON NOW, WE WILL STAY ATTACHED FOR NOW

18:28:12 \*

18:57:45 Unit DUNE216 [ K2 : IN ATTENDANCE AT INCIDENT]

18:58:13 Unit DUNE216 [ K2 : IN ATTENDANCE AT INCIDENT]

19:23:35 Unit INVE214 [ KC : UNIT CALLING]

19:24:23 Unit INVE214 [ SITREP : ] SSO [REDACTED] - BUILDING STILL BEING OVERHAULED - MINOR H

19:24:23 OT SPOTS FOUND - WE WIL BE HERE FOR A BIT LONGER

19:33:51 \*

19:43:59 Alarm Timer Extended: 0

19:58:32 Unit DUNE216 [ K2 : IN ATTENDANCE AT INCIDENT]

20:07:45 Unit INVE214 [ KC : UNIT CALLING]

20:08:05 Unit INVE214 [ K45 : COMMAND RESPONSIBILITY CHANGED TO (STATE NAME)] SFF [REDACTED]

20:43:59 Alarm Timer Extended: 0

20:53:13 Unit DUNE216 [ K2 : IN ATTENDANCE AT INCIDENT]

21:31:26 Unit DUNE2126 [ K2 : IN ATTENDANCE AT INCIDENT]

21:31:36 Unit DUNE2126 [ K4 : ON RT INSIDE NORMAL TURNOUT AREA]

21:33:51 Alarm Timer Extended: 0

21:42:59 Unit DUNE216 [ K7 : AT NORMAL STATION]

22:03:33 Unit INVE214 [ KC : UNIT CALLING]

22:04:31 Unit INVE214 [ SITREP : ] NSOF OR SMOKE - MAKING SCENE SECURE AND RETURNING TO S

22:04:31 TATION - CREWS LIKELY TO DO VISITS OVER NIGHT - JOB TO BE LEFT OPEN FOR FI  
22:04:32 Unit INVE214 [ K22-1 : APPLIANCE AVAILABLE FOR A FURTHER INCIDENT]  
22:12:56 Unit INVE214 [ K4 : ON RT INSIDE NORMAL TURNOUT AREA]  
22:43:35  
00:02:44 Unit INVE214 [ K22-1 : APPLIANCE AVAILABLE FOR A FURTHER INCIDENT]  
00:04:59 Unit INVE214 [ K1 : PROCEEDING TO INCIDENT]  
00:06:58 Unit INVE214 [ K2 : IN ATTENDANCE AT INCIDENT]  
01:09:51 Unit INVE214 [ KC : UNIT CALLING]  
01:10:47 Unit INVE214 [ SITREP : ] SSO [REDACTED] - BUILDING CHECKED - NO HOTSPOTS FOUND  
WE  
01:10:47 MAY CALL BACK LATER IN THE MORNING TO CHECK  
01:10:48 Unit INVE214 [ K4 : ON RT INSIDE NORMAL TURNOUT AREA]  
12:45:31 Unit FISOUTH01 [ K1 : PROCEEDING TO INCIDENT]  
12:50:46 Unit FISOUTH01 [ K2 : IN ATTENDANCE AT INCIDENT]  
12:56:23 Unit FISOUTH02 [ K1 : PROCEEDING TO INCIDENT]  
12:57:53 Unit FISOUTH02 [ K2 : IN ATTENDANCE AT INCIDENT]  
14:09:03 Unit FISOUTH01 [ KC : UNIT CALLING]  
14:09:51 Unit FISOUTH01 [ KC : UNIT CALLING]  
14:10:18 Unit FISOUTH01 [ K6 : ON PAGER (STATE LOCATION)]  
14:10:23 Unit FISOUTH01 [ SITREP : ] LEAVING THE SCENE RETURNING TOMORROW  
14:11:50 Unit FISOUTH02 [ K6 : ON PAGER (STATE LOCATION)]  
16:22:30 Unit FISOUTH02 [ SITREP : ] - MANUAL TIME ENTERED 07/09/23 16:22:13 VIA PHONE -  
16:22:30 KEEP EVENT OPEN PLEASE, LOOKING TO HEAD BACK IN THE MORNING  
06:34:03 Unit EVENTSCC1 [ K7 : AT NORMAL STATION]  
06:34:10 Unit FISOUTH02 [ K1 : PROCEEDING TO INCIDENT]  
06:37:37 Unit FISOUTH02 [ K2 : IN ATTENDANCE AT INCIDENT]  
06:43:02 Unit FISOUTH01 [ K1 : PROCEEDING TO INCIDENT]  
06:43:11 Unit FISOUTH01 [ K2 : IN ATTENDANCE AT INCIDENT]  
07:21:16 Alarm Timer Extended: 0  
07:27:25 Alarm Timer Extended: 0  
13:21:11 Unit FISOUTH01 [ K6 : ON PAGER (STATE LOCATION)]  
14:00:51 Unit FISOUTH02 [ KC : UNIT CALLING]  
14:01:26 Unit FISOUTH02 [ STOP : MESSAGE] SCENE INVESTIGATION HAS BEEN COMPLETED,  
BUILDIN  
14:01:26 G NOW LEFT WITH INSURANCE COMPANY AND COUNCIL, THIS EVENT CAN NOW BE  
CLOSED  
14:01:28 Unit FISOUTH02 [ K6 : ON PAGER (STATE LOCATION)]  
14:08:11 UNIT 'FISOUTH02' ALERT TIME '[NULL]' ADJUSTED TO '20230906012255NS' AT '08/09/20  
14:08:12 UNIT 'DUNE216' ALERT TIME '[NULL]' ADJUSTED TO '20230906104933NS' AT '08/09/2023  
14:08:12 UNIT 'VSOSOUTH02' ALERT TIME '[NULL]' ADJUSTED TO '20230906044329NS' AT  
'08/09/2  
14:08:12 UNIT 'DMSOUTH' ALERT TIME '[NULL]' ADJUSTED TO '20230906012248NS' AT  
'08/09/2023

14:08:13	UNIT 'FISOUTH01' ALERT TIME '[NULL]' ADJUSTED TO '20230906074809NS' AT '08/09/20
14:08:13	UNIT 'DUNE2126' ALERT TIME '[NULL]' ADJUSTED TO '20230906105957NS' AT '08/09/202
14:08:14	** Assigned Result Code: STRU, Detailed Event Type: 1100

## Incident

**CAD Number** F3812425  
**Incident Reporter** [REDACTED]  
**Incident Controller**  
**Distance Travelled (km)**  
**Delay In Receiving Call**

## Property Details

**Occupant** [REDACTED]  
**Building Owner** Rented property  
**General Property Use** Shop, Mall, Supermarket, Gas station, Sales, Other  
**Special Property Use** Shopping mall  
**Purpose Group**

## Actions

**Persons Reported Trapped**  
**Evacuation Status** Fully evacuated  
**Action Prior 1**  
**Action Prior 2**  
**Action Taken** Extinguishment, salvage and ventilation

## Civilians

<b>Civilians Rescued</b>	0
<b>Civilians Extricated</b>	0
<b>Civilians Assisted</b>	0
<b>Civilians Evacuated</b>	6

## Origin

**Location** Bedroom, Sleeping area, Cell: under 5 persons  
**Level** 1st floor

## Equipment Used

Quantity	Equipment
2	Low pressure delivery

2	Monitor
2	Aerial Ladder/Platform
3	Thermal Imaging Camera (TIC)

## Equipment Involved

Equipment Involved

Year

Make

Model

## Fire

**Arrival Condition** Totally involved fire

**Heat Source** Heat from electrical equip: Defective or faulty

**Termination Stage**

**First Object Ignited**

**First Object Material**

**Second Object Ignited**

**Second Object Material**

**Indicated Cause** Other electrical failure

**Certainty of Cause** Low

**Age of Person** [REDACTED]

**Ethnicity** [REDACTED]

**Gender** [REDACTED]

**FAIP Service Offered** Unknown

## Casualties

### Casualty Number 1

**Gender** [REDACTED]

**Age** [REDACTED]

**Apparent Injury** [REDACTED]

**Ethnicity** [REDACTED]

**Severity of Injury** [REDACTED]

**Bleeding**

**Action by Fire Fighters** [REDACTED]

**Condition Before Injury** [REDACTED]

**How Removed** [REDACTED]

**Location at Ignition** [REDACTED]

**Factor Preventing Escape** Nothing



Activity When Injured [REDACTED]  
Cause of Injury [REDACTED]  
Victim Aware of Fire [REDACTED]  
Room Where Victim Found [REDACTED]  
Location Where Victim Found [REDACTED]  
Familiarity With Property Familiar with premises

**Comments**

9/13/2023 9:18:57 PM

Reporter Comments

Fire was well involved on arrival with flames showing from SE windows and heavy smoke coming from the North Side. Initial exterior cut off was carried out on SE side whilst persons were accounted for. The attack was increased with ground monitor and aerial monitor and third alarm had been transmitted and crews began working on the north side trying to access the fire. The fire could be seen through exterior windows but was hard to reach as was as later discovered in a false ceiling

[REDACTED]

Released under the Official Information Act 1982