

# SMS Incident Report

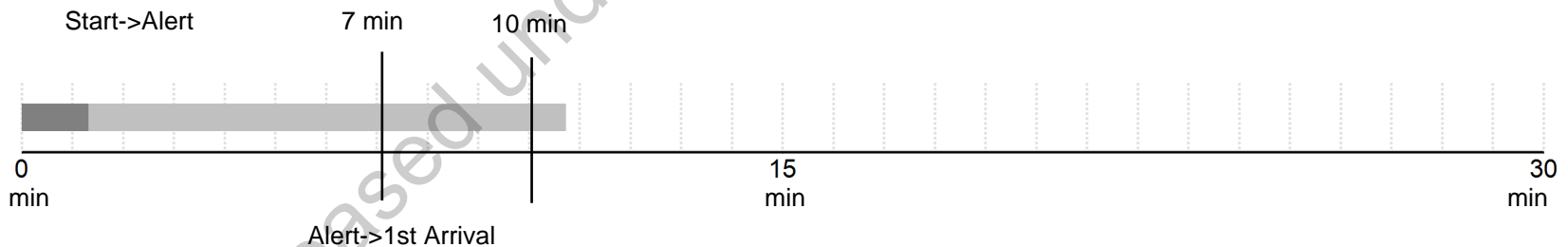
16/08/2017 14:20:02

## Summary

**CAD Number** F2361175 **Status** Closed  
**Station** Warkworth Volunteer Fire Brigade  
**Incident Started** 13/08/2017 04:53:36 **Incident Ended** 13/08/2017 05:49:52  
**Incident Type** 5105: Domestic, Commercial water problem  
**Common Name**  
**Address** 18 NEVILLE STREET WARKWORTH  
**Alarm Method** 111 Telephone **Alarm Level** 1  
**PFA Number**  
**Zone** 149300  
**Map Grid E** 1749283 **Map Grid N** 5970506  
**First Caller** [REDACTED] **First Caller Contact** [REDACTED]  
**Incident Closed** 13/08/2017 05:51:15  
**Report Completed** 19:30, Tue 15 Aug 2017 by [REDACTED]

## Responses

Call Sign	Type	Station Alert	Enroute Time	Arrival Time	Departed
WARK931	P1	04:54:55 13 Aug 2017	05:02:11 13 Aug 2017	05:04:20 13 Aug 2017	05:49:57 13 Aug 2017



## Elapsed Times

Call Sign	Start To Alert	Alert To Arrival	Start To Arrival	Start To Departed
WARK931	00:01:19	00:09:25	00:10:44	00:56:21

## Notifications

Date	Time	Party Notified
13 Aug 2017	05:03:15	CALLER CALLED BACK ADVISING THAT THE FLOODING IS GETTING WORSE

13 Aug 2017	05:28:07	INSIGHT - LEFT VM TO CALL FIRE COMMS
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### Message Log

Time	Message
04:54:38	INC INFO: FLOODING IN THE HOUSE
04:54:39	** LOI search completed at 13/08/17 04:54:39
04:54:47	** Recommended unit WARK931 for requirement PUMP (>0.2 km)
04:55:04	CALLER ADVISED THAT THERE IS FLOODING COMING THROUGH FROM THE NEIGHBOURS
05:02:11	Unit WARK931 [ K1 : PROCEEDING TO INCIDENT]
05:03:10	Unit WARK931 [ KC : UNIT CALLING]
05:03:52	Unit WARK931 [ SITREP : ] ANY FURTHER INFO?
05:04:08	Unit WARK931 [COMCEN COM : MESSAGE] FLOODING COMING FROM THE NEIGHBORS
05:04:20	Unit WARK931 [ K55 : SPECIAL SERVICE EVENT]
05:04:21	Unit WARK931 [ SITREP : ] CAN YOU ADVISE WHO CALLED THIS IN?
05:04:29	Unit WARK931 [COMCEN COM : MESSAGE] 18 NEVILLE ST
05:06:08	Unit WARK931 [ KC : UNIT CALLING]
05:07:21	Unit WARK931 [ SITREP : ] SO: 1 WATER PIPE BURST IN WALL CAVITY BRIG GTW TURNING
05:07:21	OFF WATER MAINS AND HELPING OWNERS MOP UP
05:23:00	Unit WARK931 [ KC : UNIT CALLING]
05:23:37	Unit WARK931 [ SITREP : ] K11 KEYHOLDER FOR THE BOTTOM SHOPS, BRIGADE CAN'T GET
05:23:37	ENTRY
05:25:09	Unit WARK931 [COMCEN COM : MESSAGE] THE JEWELER, BAR KUMAR RESTAURANT -
05:25:09	SECURITY
05:25:09	COMPANY IS INSIGHT SECURITY [REDACTED]
05:25:25	-
05:31:56	Unit WARK931 [ KC : UNIT CALLING]
05:32:28	Unit WARK931 [ SITREP : ] DO YOU HAVE AN ETA ON KEYHOLDER
05:32:50	Unit WARK931 [COMCEN COM : MESSAGE] NEGATIVE, WE HAVE PHONED THE SECURITY
05:32:50	COMPANY AND LEFT A MESSAGE FOR THEM TO CALL FIRECOMS
05:46:09	Unit WARK931 [ KC : UNIT CALLING]
05:46:40	Unit WARK931 [ SITREP : ] ON SIGHT SECURITY NOW ON SITE, WE HAVE FLAGGED DOWN
05:46:40	ONE OF THEIR CARS
05:49:27	Unit WARK931 [ KC : UNIT CALLING]
05:49:52	Unit WARK931 [ K47 : STOP MESSAGE: MESSAGE UNCHANGED FROM INFORMATIVE] BRIGADE
05:49:52	CAN NOT GAIN ENTRY TO SHOPS, LEFT IN THE CARE OF THE TENANTS
05:49:59	Unit WARK931 [ K4 : ON RT INSIDE NORMAL TURNOUT AREA]
05:51:15	** Assigned Result Code: MIN, Detailed Event Type: 9900, Qualifier 1: Q1,
05:51:15	Qualifier 2:

**Incident**

CAD Number F2361175

Incident Reporter [REDACTED]

Incident Controller [REDACTED]

Distance Travelled (km) 1

Delay In Receiving Call

**Property Details**

Occupant

Building Owner

General Property Use Shop, Shopping mall, Supermarket, Service station, Car yard, Other sales use

Special Property Use Other shop - not classified above

Purpose Group

**Actions**

Persons Reported Trapped

Evacuation Status

Action Prior 1

Action Prior 2

Action Taken Water removal: Domestic/commercial/weather-related floods (inc. water supply isolation)

**Origin**

Location

Level

**Equipment Used**

Quantity	Equipment
1	Vehicle Radio (LMR)
3	Hand tools - Crowbar, Saw, Hammer, Mop, Broom, Misc small gear
1	Handheld Radio (or Cellphone)

**Equipment Involved**

Equipment Involved

Year

Make

Model

Released under the Official Information Act