

# SMS Incident Report

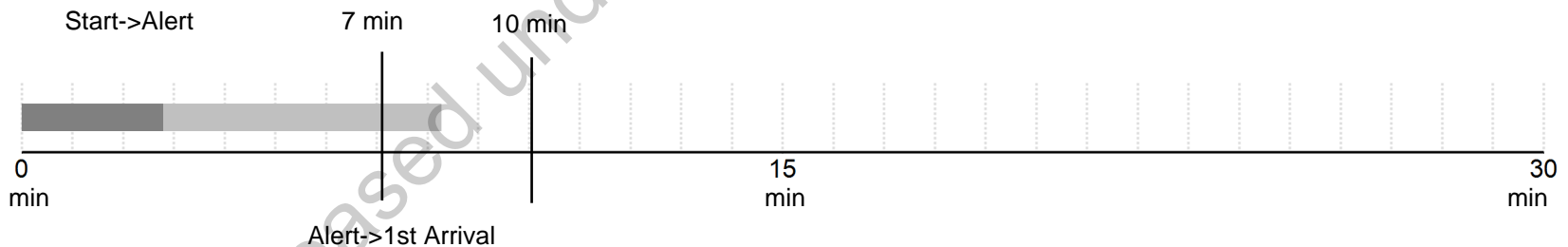
22/05/2017 10:31:26

## Summary

**CAD Number** F2310690 **Status** Closed  
**Station** Papatoetoe Station  
**Incident Started** 20/05/2017 16:50:04 **Incident Ended** 20/05/2017 17:24:59  
**Incident Type** 5104: Assist public  
**Common Name**  
**Address** 66A CAMBRIDGE TERRACE PAPATOETOE  
**Alarm Method** 111 Telephone **Alarm Level** 1  
**PFA Number**  
**Zone** 143409  
**Map Grid E** 1764979 **Map Grid N** 5905222  
**First Caller** [REDACTED] **First Caller Contact** [REDACTED]  
**Incident Closed** 20/05/2017 17:24:59  
**Report Completed** 19:48, Sun 21 May 2017 by Alex Betteridge

## Responses

Call Sign	Type	Station Alert	Enroute Time	Arrival Time	Departed
PAPA347	PR	16:52:52 20 May 2017	16:54:58 20 May 2017	16:58:21 20 May 2017	17:10:52 20 May 2017



## Elapsed Times

Call Sign	Start To Alert	Alert To Arrival	Start To Arrival	Start To Departed
PAPA347	00:02:48	00:05:29	00:08:17	00:20:48

**Message Log**

Time	Message
16:50:57	INC INFO: ASSIST OCCUPANT
16:51:06	** LOI search completed at 20/05/17 16:51:06
16:51:24	DISABLED PERSON LOCKED INSIDE THE HOUSE AND SHE IS STUCK ON THE TOLIET
16:51:44	DISABLE LADYS NAME [REDACTED]
16:52:24	CARER AND CALLER ARE AT [REDACTED] CAMBRIDGE
16:52:41	[REDACTED]
16:52:45	** Recommended unit PAPA347 for requirement PUMP (>1.6 km)
16:53:32	THE BRIGADE HAS BEEN THERE BEFORE (A NUMBER OF TIMES)
16:54:58	Unit PAPA347 [ K1 : PROCEEDING TO INCIDENT]
16:55:47	Duplicate Event:Location = 159 GREAT NORTH RD AUCKLAND @NCCCross Street 1KIRK
16:55:47	STCross Street 2WAIMA ST, Type = NE NON EMERGENCY, Subtype = default, Caller Ph
16:55:47	Number = 10211462244, Call Source = 111Alarm Level1Inc Info111 HANG UP, Event
16:55:47	Source = Fire 111
16:55:48	End of Duplicate Event data
16:55:48	INC INFO: 111 HANG UP
16:55:48	CALLING BACK
16:55:48	** LOI search completed at 20/05/17 16:50:12
16:55:48	GOES TO VOICE MAIL
16:55:48	FINALLY AN ANSWER HERE THIS IS FOR F2310690
16:55:49	** Cross Referenced to Event # F2310688 at: 20/05/17 16:55:49
16:58:22	Unit PAPA347 [ K55 : SPECIAL SERVICE EVENT]
17:01:56	Unit PAPA347 [ KC : UNIT CALLING]
17:02:51	Unit PAPA347 [ SITREP : ] SSO BETTERIDGE; ELDERLY PERSON DISABLED LOCKED IN
17:02:51	HOUSE BRIGADE ATTEMPTING TO GAIN ACCESS.
17:04:18	Unit PAPA347 [ KC : UNIT CALLING]
17:05:56	Unit PAPA347 [ KC : UNIT CALLING]
17:06:22	Unit PAPA347 [ STOP : MESSAGE] ENTRY GAINED CAREGIVER IN ATT NFABB
17:10:54	Unit PAPA347 [ K4 : ON RT INSIDE NORMAL TURNOUT AREA]
17:24:58	** Assigned Result Code: MIN, Detailed Event Type: 9900, Qualifier 1: Q1,
17:24:58	Qualifier 2:

**Incident**

<b>CAD Number</b>	F2310690
<b>Incident Reporter</b>	Alex Betteridge
<b>Incident Controller</b>	SSo Betteridge
<b>Distance Travelled (km)</b>	3
<b>Delay In Receiving Call</b>	



Managed to open door with a knife.

Alex Betteridge

Released under the Official Information Act