

Appendix G: Alarm Monitoring Company – Activity Report – Fernie Memorial Arena

20/10/2017 08:19

ID: ZM

Customer Activity Report

All Activity
 Fernie Arena
 Customer ID: 8D2335
 17/10/2017 00:00:00 Thru 18/10/2017 23:59:59
 [Customer's Local Time Zone]

8D2335 Fernie Arena

991 6th Avenue
 Fernie BC V0B 1M5

Date	Day	Time	Log Description
17/10/2017	Tue	00:05:00	Close [User No. 27] (System: 1 Area: 1)
		03:52:48	Gas Alarm 'AMMONIA DETECTOR' (Alarm)
		03:52:49	Deferred
		03:53:31	Contact Authority - Fernie Fire Service (Kelowna) at Dispatch [(250) 763-8551] - Result: Contacted
		03:54:20	Response - Viewed [19 Secs] View to Action [23 Secs] Actioned [42 Secs]
		03:54:35	Fire - Name: [Redacted] [Dispatched]
		03:54:40	Contact Dealer - Cook's Electrical Service at E-Mail [Redacted] - Result: Sent Message - Notification Report: 17/10/2017 03:52 - 8D2335 Fernie Arena at 991 6th Avenue, Fernie, British Columbia reporting a Gas Alarm: Zone/User: 99: AMMONIA DETECTOR . Area 1: Added by Signal Handler
		03:54:47	Contact Keyholder - [Redacted] at Mobile [Redacted] - Result: No Answer
		03:54:57	Contact Keyholder - Arena Operator On Shift at Business [Redacted] - Result: No Answer
		03:55:48	Contact Keyholder - [Redacted] at Mobile [Redacted] - Result: Contacted
		03:56:57	Comment - [Redacted] will wake someone up
		03:57:49	Contact Authority - Fernie Fire Service (Kelowna) at Dispatch [(250) 763-8551] - Result: Contacted
		03:58:33	Comment - updated pr reached
		03:58:44	Suspend - Time: up to 60 Minutes
		05:01:23	Close - Res: AF Comment - follow up created for restore signals Resolution: AF - False Alarm
		03:52:48	Fire Alarm 'FIRE ALARM' (Alarm)
		03:52:49	Deferred
		03:54:06	Close - Res: AI Resolution: AI - False Alarm
		04:17:24	Burglary Alarm 'ENTRY MOTION' (Alarm)
		04:19:29	Close - Res: AI Comment - 17/10/2017 03:52:48 Resolution: AI - False Alarm
		04:17:24	Multiple Zones (System: 1 Area: 1 Zone: 0)
		04:17:24	Burg Alarm Restore 'ENTRY MOTION'
		04:18:39	Burglary Alarm 'ENTRY MOTION'
		04:18:39	Burg Alarm Restore 'ENTRY MOTION'
		04:19:52	Burglary Alarm 'ENTRY MOTION' (Alarm)
		04:23:16	Close - Res: AI Comment - 17/10/2017 03:52:48 Resolution: AI - False Alarm
		04:19:52	Burg Alarm Restore 'ENTRY MOTION'
		04:24:05	Open [User No. 27] (System: 1 Area: 1)
		04:24:05	Disarm after Alarm [User No. 0] (System: 1 Area: 1)
		05:01:10	Temporary Comment - Restore Signals Please follow up regarding unrestored fire alarm and ammonia alarm.
		05:06:14	Gas Restoral 'AMMONIA DETECTOR'

Customer Activity Report

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8D2335 Fernie Arena

991 6th Avenue
Fernie BC V0B 1M5

<u>Date</u>	<u>Day</u>	<u>Time</u>	<u>Log Description</u>
		05:07:01	Gas Alarm 'AMMONIA DETECTOR' (Alarm)
		05:09:46	Contact Keyholder - [REDACTED] at Mobile [REDACTED] - Result: Contacted
		05:10:30	Response - - Viewed [02:12] View to Action [33 Secs] Actioned [02:45]
		05:10:42	Comment - as per [REDACTED] disregard alarms for 2hours FD onsite
		05:10:52	Close - Res: AA Resolution: AA - False Alarm
		05:08:36	Fire Restoral 'FIRE ALARM'
		05:09:07	Fire Alarm 'FIRE ALARM' (Alarm)
		05:10:55	Operator Cancel/Close - Res: AA Resolution: AA - False Alarm
		05:09:36	Gas Restoral 'AMMONIA DETECTOR'
		05:10:48	Temp On Test - Entered ID: 189183 - 05:10 to 07:10, 17 Oct - Whole Customer Reason: 'as per [REDACTED] disregard alarms for 2hours FD onsite'
		05:10:48	Temp On Test - Started ID: 189183 - 05:10 to 07:10, 17 Oct - Whole Customer Reason: 'as per [REDACTED] disregard alarms for 2hours FD onsite'
		05:17:11	Fire Restoral 'FIRE ALARM'
		07:10:59	Temp On Test - Expired ID: 189183 - 05:10 to 07:10, 17 Oct - Whole Customer Reason: 'as per [REDACTED] disregard alarms for 2hours FD onsite'
		07:31:11	Gas Alarm 'AMMONIA DETECTOR' (Alarm)
		07:32:24	Contact Keyholder - [REDACTED] at Mobile [REDACTED] - Result: Contacted
		07:33:18	Response - - Viewed [01:00] View to Action [13 Secs] Actioned [01:13]
		07:33:29	Comment - Spoke with [REDACTED] who requested system on test until 1600
		07:33:58	Close - Res: AA Comment - [REDACTED] advised no dispatch they are working on system Resolution: AA - False Alarm
		07:31:11	Fire Alarm 'FIRE ALARM' (Alarm)
		07:34:02	Operator Cancel/Close - Res: AA Comment - [REDACTED] advised no dispatch they are working on system Resolution: AA - False Alarm
		07:33:45	Temp On Test - Entered ID: 189207 - 07:33 to 16:00, 17 Oct - Whole Customer Reason: 'per [REDACTED] until 1600'
		07:33:45	Temp On Test - Started ID: 189207 - 07:33 to 16:00, 17 Oct - Whole Customer Reason: 'per [REDACTED] until 1600'
		07:37:20	Fire Restoral 'FIRE ALARM'
		07:52:46	Gas Restoral 'AMMONIA DETECTOR'
		07:53:10	Gas Alarm 'AMMONIA DETECTOR'
		07:53:56	Gas Restoral 'AMMONIA DETECTOR'
		07:54:29	Gas Alarm 'AMMONIA DETECTOR'
		09:03:13	Gas Restoral 'AMMONIA DETECTOR'
		09:10:47	Gas Alarm 'AMMONIA DETECTOR'
		09:11:19	Gas Restoral 'AMMONIA DETECTOR'
		09:15:55	Gas Alarm 'AMMONIA DETECTOR'
		09:16:31	Gas Restoral 'AMMONIA DETECTOR'
		09:30:28	Gas Alarm 'AMMONIA DETECTOR'
		09:35:59	Gas Restoral 'AMMONIA DETECTOR'
		09:37:53	Gas Alarm 'AMMONIA DETECTOR'
		09:38:43	Gas Restoral 'AMMONIA DETECTOR'
		11:22:01	Expired Follow-Up 'Restore Signals'
		14:10:54	Contact Password Verified ([REDACTED])
		16:00:59	Temp On Test - Expired ID: 189207 - 07:33 to 16:00, 17 Oct - Whole Customer Reason: 'per [REDACTED] until 1600'
		16:20:31	Gas Alarm 'AMMONIA DETECTOR' (Alarm)
		16:20:53	Comment - AMMONIA GAS ALARMS (ZONE 99) 1. Dispatch Fire Department AND also call. 2.

8D2335 Fernie Arena

991 6th Avenue
Fernie BC V0B 1M5

<u>Date</u>	<u>Day</u>	<u>Time</u>	<u>Log Description</u>
			4. [redacted] ([redacted]), if no answer... 3. Arena Operator on shift
		16:21:53	Contact Keyholder - [redacted] at Mobile [redacted]] - Result: Left Message
		16:23:03	Response - - Viewed [6 Secs] View to Action [01:16] Actioned [01:22]
		16:23:30	Contact Authority - Fernie Fire Service (Kelowna) at Dispatch [(250) 763-8551] - Result: Contacted
		16:25:01	Fire - Name: operator 151 [Not Dispatched]
			Comment - fire Department is already on site handling
		16:25:29	Contact Keyholder - Arena Operator On Shift at Business [redacted]] - Result: Left Message
		16:27:03	Contact Keyholder - [redacted] at Mobile [redacted]] - Result: Left Message
		16:28:24	Contact Keyholder - [redacted] at Mobile [redacted]] - Result: Contacted
		16:29:49	Comment - [redacted] confirmed staff is on site with FD handling the situation. [redacted] was advised not on disregard as test time has expired
		16:29:54	Suspend - Time: up to 60 Minutes
		17:34:23	Close - Res: AR Resolution: AR - False Alarm
		16:21:26	Gas Restoral 'AMMONIA DETECTOR'
		16:21:52	Gas Alarm 'AMMONIA DETECTOR'
		16:21:52	Gas Restoral 'AMMONIA DETECTOR'
		17:37:18	AC Trouble (System: 1 Area: 1 Zone: 0) (Alarm)
		19:22:19	Operator Cancel/Close - Res: AA Resolution: AA - False Alarm
		19:08:17	AC Restoral (System: 1 Area: 1 Zone: 0)
		19:19:42	Gas Alarm 'AMMONIA DETECTOR' (Alarm)
		19:20:34	Contact Keyholder - [redacted] at Mobile [redacted]] - Result: No Answer
		19:21:00	Response - - Viewed [31 Secs] View to Action [21 Secs] Actioned [52 Secs]
		19:21:03	Contact Keyholder - [redacted] at Mobile [redacted]] - Result: Contacted
		19:22:12	Comment - [redacted] advised
		19:22:14	Close - Res: AA Resolution: AA - False Alarm
		19:20:55	Gas Restoral 'AMMONIA DETECTOR'
		19:35:49	Comment - [redacted] called in ***** Ammonia leak on site and client wishes all alarms to call him first, FD shutting power to building .
18/10/2017	Wed	14:46:20	AC Trouble (System: 1 Area: 1 Zone: 0) (Alarm)
		19:30:44	Close - Res: AI Resolution: AI - False Alarm