Dispatch Process Improvement

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STATE DOCUMENTS
Dispatch Process Improvement

The goal of this project is to make available to a Request for Proposal (RFP) team documentation of the South Carolina Forestry Commission's current Computer Aided Dispatch System (CADS) plus, provide them with input gathered from dispatchers and managers across the agency. Based on this data, the RFP team can better prepare an RFP for a new CADS system.

The South Carolina Forestry Commission's three dispatch centers, located in Florence, Newberry, and Walterboro, South Carolina are primary points of contact for the public. CADS was developed and put to use in the three dispatch centers in 1997. Each center is responsible for one-third of the state and has the ability, through database replication, to dispatch for the entire state should the need arise.

To ensure their future health, South Carolina's forests must be protected from harm due to natural and human-caused factors. Centers dispatch fire-fighting personnel to reported wildland fires. CADS, along with mapping software, provide dispatchers with the ability to plot reported wildland fires and locate the closest available resource for fire suppression.

Centers are also responsible for taking burn notifications from the public and administering the Smoke Management program. The South Carolina Smoke Management Guidelines provide for minimizing the impact of smoke from vegetative debris burning.

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1 South Carolina Forestry Commission, Strategic Plan (May 2001), p.11.
operations. Daily compliance with the smoke management guidelines will be coordinated by the appropriate SC Forestry Commission Dispatch Center.

After seven years of use, the South Carolina Forestry Commission is ready to examine possibilities for CADS improvement. One discrepancy in the system that warrants significant attention is documentation of work processes. In short, “Critical agency work processes are not documented.” The Commission is in the process of developing a Request for Proposal to update the current dispatching software. To develop the narrative description and technical requirements, an RFP team will need documentation of the existing environment, CADS, in order to write specifications for a new system. The RFP specifications will encourage creative thinking by suppliers and allow them to offer a wide array of potential solutions and prices. The Forestry Commission, based on what most closely meets their needs and budget, can then make a vendor selection.

Gathering data, about the current software, required examination of all data entry screens (See Appendix A). Basic flow charts of these screens, based on tab key order, give the impression of fluidity. However, close examination and actual use show the dictated tab order does not provide the most efficient way to collect and record data. In the case of a notification, burn type must be determined initially in order to direct a call properly. Another issue of collecting and recording data is within the data entry screens

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2 South Carolina Forestry Commission, Smoke Management Guidelines for Vegetative Debris Burning Operations in the State of South Carolina (November 1998), p.4
themselves. For instance, there is a lack of separation between initial data entry on a fire incident and data added later. For further examples, see Appendix A.

Based on input solicited from dispatchers at all three centers, the tab order is not used but "worked-around." This system circumvention allows dispatchers to avoid gathering information that may not be needed (See Appendix B). While fluctuations occur in the smoke management area of these flow charts, the majority of these indicate the query of burn type first. Fire call flow charts show similarities within dispatch centers but extremely varied patterns among the three dispatch centers. Variations may be due to shortcomings of the CADS software as well as "work-arounds" employed. Further probable causes fall beyond the scope of this project.

Categorized suggestions based on which aspects of fire control operations will most benefit from their integration into a new system, are the result of a canvas of Forestry Commission managers in both Forest Protection and Forest Management branches. Input from participants will provide insight into what various managers feel is needed. Planning for fire control operations requires a thorough insight into current and future weather conditions, resource needs, and fire behavior characteristics (Ex: size, movement and potential for wildland fire growth). Current ground operations relative to containment and control of wildfire need aircraft and equipment tracking by Automatic Vehicle Locator (AVL) and more integrated smoke management capability. Logistics involve current, future, and ongoing fire control resourcing, which include recording duty status daily and tracking non-SCFC resources. Quality control issues, exclusive to operations of systems, primarily involve software capability. For the categorized list, in its entirety, see Appendix C.
Incorporated with the aforementioned screens are information data screens, that provide filtering/sorting capabilities, as well as access to other pertinent data, such as the number of active fires and number of resources dispatched (See Appendix D). Use of these screens provide valuable “at a glance” information to dispatchers and fire managers. Many of these screens give a table-format view with focused information of the highlighted item listed at the bottom of that screen. Complete appendix listing; of what screens display and provide access to, is included underneath each screen print.

Information gathered to this point supports the Forestry Commission’s request that “Dispatch system software, equipment, and staffing will be updated to perform to expectations.” Recommendations by the RFP team will incorporate project data into new CADS system specifications.

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Appendix A

Current System Data Entry Screens with corresponding flow charts of tab order.
CADS Notification
General Information (Screen 1 of 2)

Choose either the Smoke Management or Other Notifications tab to enter remaining notification data.

Tab order:

1. Name
2. Company
3. Phone #
4. CPFM # [certified prescribed fire manager]
5. Address
6. Latitude deg
7. Latitude min
8. Latitude sec
9. Longitude deg
10. Longitude min
11. Longitude sec
12. Coastal
13. Pee Dee
14. Piedmont
15. County
16. Category Day
17. Cancel
18. OK
19. Refresh Map

Problems:

- Backspace key does not work in phone field
- Company is not available to view after initial entry
- Must choose region before county choice is available
- Category day is a require field that is entered manually, however it does not show on any notification summary
- MapInfo is used separately to locate burn site, MapInfo tool will insert lat/long
Must mouse click Smoke Mgt tab to reach second page of notification process
CADS Notification
Smoke Management (Screen 2 of 2)

Burn Types:
- Hazard Red
- Wildlife Mgt.
- Field and Pasture
- Disease Control
- Hardwood
- Piled Debris
- Slash In Place
- Ditch and Hedge

<table>
<thead>
<tr>
<th>Acres to be Burned</th>
<th>Available Tons/Acre</th>
<th>Total Tons</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Smoke-Sensitive Area | Distance | Start Time
|---------------------|----------|-------------
|                     |          | 0:00:00     |

- Compliance
  - Compliant
  - Non-Compliant

Tab order:
1. Burn Types:
2. Hazard Red.
4. Field and Pasture
5. Disease Control
6. Hardwood
7. Piled Debris
8. Slash in Place
9. Ditch and Hedge
10. Acres to be Burned
11. Available tons/acre [fuel to burn]
12. Smoke Sensitive
13. Distance to smoke sensitive area
14. Start Time
15. Tonnage Limits
16. Forecast/Smoke Mgt.
17. Compliant
18. Non-Compliant
19. Cancel
20. OK
21. Refresh Map

Problems:
- If burn type is not smoke management, callers are given the appropriate county 800 number to give notification.
- Total tons is a calculated field that cannot be viewed unless the notification summary is printed.
- Forecast/Smoke Mgt. Button no longer works.
CADS Notification Flowchart Screen 2

Choose Burn Type → Tab → Enter Acres to be burned → Tab → Enter Available Tons → Tab → Enter Smoke Sensitive Area → Tab → Enter Distance to Smoke Sensitive Area

Weather Forecast Window → Tab → Tonnage Limits Window → Tab → Enter Start Time
CADS Incident Report Dispatch
Fire Incident [Initial data entry]

Tab order:

Detection method:
1. SCFC Air
2. Emergency Svcs.
3. Public
4. Caller
5. Call Back #
6. Latitude deg
7. Latitude min
8. Latitude sec
9. Longitude deg
10. Longitude min
11. Longitude sec
12. Address
13. Description
14. Homes
15. Buildings
16. Vehicles Types of wildland
17. Plantation
18. Timber
19. Grass
20. Other
21. Description of
22. Coastal
23. Pee Dee
24. Piedmont
25. County
26. Aircraft
27. EMS
28. Fire Department
29. Law Enforcement
30. Media
31. Public
32. Cancel
33. Resource Allocation
34. OK

Problems:
- Incident number is generated upon entry to this screen
- Default detection method is SCFC Air
- Description box becomes comment box on Incident summary resulting in lack of separation between initial data entry and new data.
- Any values threatened or resources on scene not chosen here cannot be chosen later
- Will let you continue without a callback number [no error checking]
CADS Incident Report Dispatch
Non-Fire Incident

Tab order:
1. SCFC Air 11. Longitude sec 20. EMS
8. Latitude sec 18. County 27. OK
10. Longitude min

Problems:
- Format almost identical to fire incident, exception is Incident type drop down, this prevents use of require fields
# Incident Summary

## Values Destroyed/Damaged/Threatened:

<table>
<thead>
<tr>
<th>Value</th>
<th>Destroyed</th>
<th>Damaged</th>
<th>Threatened</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Acres</td>
<td>30</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Forestland Acres</td>
<td>25</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Non-Forestland Acres</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Acres Planted Pine</td>
<td>15</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Plantation Age</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Homes Destroyed</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Homes Damaged</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Buildings Destroyed</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Buildings Damaged</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Vehicles Destroyed</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Vehicles Damaged</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other Losses</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

## Comments:

FIRE † I SPOKE WITH STEVE BROWN WITH INTERNATIONAL PAPER AT 15:00 ABOUT THIS FIRE. 9:37 B-2-2 BELIEVES THAT THE POWER COMPANY MUST HAVE DROPPED

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## Tab order:

1. Forestland Acres
2. Non-Forestland Acres
3. Acres Planted Pine
4. Plantation Age
5. Homes Destroyed
6. Homes Destroyed Value
7. Homes Damaged
8. Homes Damaged Value
9. Buildings Destroyed
10. Buildings Damaged
11. Buildings Damaged Value
12. Vehicles Damaged
13. Vehicles Damaged Value
14. Comments
15. Other Losses
16. Other Losses Value
17. Dispatch Resources
18. Est. Start Time
19. Size at IA
20. Landowner
21. Interstate Fire
22. Acres in Corporate Limits
23. Federal Acres
24. Cause
25. Mark as Complete
26. SCFC Injuries
27. Other Injuries
28. SCFC Fatalities
29. Other Fatalities
30. Cancel
31. Violations and Suspects
32. Dispatch Resources
33. OK

## Problems:

- Threatened column does not indicate what in particular is threatened
- No error checks (example: If acres planted pine must enter plantation age
- Comments become a part of Description from initial entry screen
- Dispatcher cannot change Incident Commander
- On scene resources cannot be added
Incident Summary

- Forestland Acres
- Non-Forestland Acres
- Acres Planted
- Plantation Age
- Homes Destroyed
- Buildings Destroyed
- Buildings Destroyed Value
- Homes Damaged
- Homes Damaged Value
- Homes Destroyed
- Buildings Damaged
- Buildings Damaged Value
- Vehicles Damaged
- Vehicles Damaged Value
- Other Value
- Landowner
- Size at Initial Attack
- Estimated Start Time
- Comments
- Other loses
- Acres in Corporate Limits
- Federal Acres
- Cause
- Mark Complete
- SCFC Injuries
- Violations and Suspects
- See Violation page
- Cancel
- Other Fatalities
- SCFC Fatalities
- Other Injuries
- Dispatch Resources
- See Dispatch resources page
- OK
Violations and Suspects

Tab order:

1. Cancel
2. Save Changes
3. Reset to Original Violations
4. Reset to Original Suspects
5. Delete Current Violation
6. Delete Current Suspect
7. Add Violation
8. Add Suspect

Problems:

- Name of violator is a required field, but we have not been tracking, should examine need
- None is not a choice for laws violated
Violations and Suspects

Cancel → Save → Reset Violation → Reset Suspects → Delete Current Violation

Add Suspect ← Add Violation ← Delete Current Suspect
Personnel Search

Tab order:

1. Callsign
2. Last Name
3. Equipment
4. Qualifications
5. Clear Criteria
6. Search by Full or Partial Criteria
7. Activates highlighted personnel
8. OK
9. Cancel

Problems:

- Gets stuck in a loop and have to shut down CADS and restart
# CADS Incident Report Dispatch

## Other Dispatch

### Activities
- Tactical Position
- Firebreak Plow
- Prescribed Burn
- Timber Marking
- Investigation
- Court Appearance
- Water Bars
- Other For. Mgmt.
- Equipment Repair
- Meeting/Training
- I and E
- Work Detail
- Equipment Exercise

### Additional Info:

### Tab order:

1. Latitude deg
2. Latitude min
3. Latitude sec
4. Longitude deg
5. Longitude min
6. Longitude sec
7. Available
8. Tactical Position
9. Firebreak Plow
10. Prescribed Burn
11. Timber Marking
12. Investigation
13. Court
14. Water Bars
15. Other For.
16. Equipment
17. Meeting/Training
18. g
19. Work Detail
20. Equipment Exercise
21. Additional Info
22. Drop down menu with preset locations [this option fills lat/long automatically]
23. Cancel
24. Refresh Map
25. OK

### Problems:
- Availability defaults
- Can choose only one activity per dispatch
- Must time stamp resource back on stand-by then re-dispatch for additional activity
Time Completion

When resource on bottom half of resource dispatches screen is chosen, this window appears. The only option is to time stamp, which places the resource back at standby location.
Individual Dispatch

Name/Call Sign:
DON MIXON H-2-3

Equipment Type:
Transport: GMC
Tractor: 450-C

Duty Limitations:
None

Contact Log:
- 01/28/03 16:16:12 Primary Phone
- 01/28/03 16:16:14 Contact Established
- 01/28/03 16:16:16 Pager
- 01/28/03 16:17:15 Primary Repeat

Problems:
- Contact log contains static data
- En Route, Arrive, Available, and Standby times are volatile and overwritten
Appendix B

Input Flow Charts
Notifications and Fires
Coastal Notification Flow 2

Phone rings

Answer Phone "Forestry Commission Fire Dispatch"

What are you burning today?

Forestry, Wildlife or Agriculture?

Yes

What County are you in?

Give caller appropriate County MVP number

No

What County are you in?


Name?

Locate area to be burned and enter grid.

Check Category Day for availability

What County are you in?


Company

Phone number where you can be reached?

CPFM number?


Available fuel to burn (Tonnage)

How many acres?

Address where burn is taking place?

End Call

Smoke Sensitive Area?

Start time?

Precautions

End Call
Coastal Notification Flow 3

Phone rings

Answer Phone "Forestry Commission Fire Dispatch"

What are you burning?

Forestry, Wildlife or Agriculture?

No

Phone number where you can be reached?

Yes

County

Burn Type

How many acres?

Available fuel to burn (Tonrage)?

Distance to Smoke Sensitive Area

Smoke Sensitive Area?

Start Time?

Aware of Precautions?

No

Read Precautions

Yes

Mark Compliant

End Call

Give caller appropriate County MVP number

County are you in?

Check Category Day

Name?

Day caller appropriate County MVP number

Start Time?

Aware of Precautions?

Yes

Mark Compliant

No

Read Precautions

Distance to Smoke Sensitive Area

Smoke Sensitive Area?

Start Time?

Aware of Precautions?

Yes

Mark Compliant

No

Read Precautions

Distance to Smoke Sensitive Area

Smoke Sensitive Area?

Start Time?

Aware of Precautions?

Yes

Mark Compliant

No

Read Precautions

Distance to Smoke Sensitive Area

Smoke Sensitive Area?

Start Time?

Aware of Precautions?
Coastal Notification Flow 4

Phone rings
Answer Phone "Forestry Commission Fire Dispatch"
What are you burning today?
Forestry, Wildlife or Agriculture?

Yes
Give appropriate county 800 number

No
Check Category Day for availability

County
Determine Location
Name?

Company
CPFM #
Phone number where you can be reached?
Burn Type

Distance to Smoke Sensitive Area?
Smoke Sensitive Area?
Tons per acre
Acres to be burned

Start time?
Precautions
Give Notification #
End Call
Coastal Notification Flow 5

Phone rings

Answer Phone "Forestry Commission Fire Dispatch"

What are you burning?

Forestry, Wildlife or Agriculture?

Yes

What County are you in?

No

What County are you in?

Give caller appropriate County MVP number

Company?

Name?

What County are you in?

Address where burn is taking place?

CPFM number?

Phone number where you can be reached?

Using Map locate area to be burned and enter grid. Nearest town, landmarks, hwy.

Available fuel to burn (Tonnage)

How many acres?

Distance to Smoke Sensitive Area

Start Time?

Smoke Sensitive Area?

Distance to Smoke Sensitive Area

Give Notification Number

Compliance?

Unable to issue number. Outside allowable limits.

End call

Unable to issue number. Outside allowable limits.

Give Notification Number

Yes

Unable to issue number. Outside allowable limits.

No
Coastal Notification Flow 6

Phone rings

Answer Phone "Forestry Commission Fire Dispatch"

Burn Type

Forestry, Wildlife or Agriculture?

No

What County are you in?

Yes

What County are you in?

Give caller appropriate County MVP number

Give Notification Number

Precautions?

Know Precautions?

No

State precautions then give Notification Number

Yes

Phone number where you can be reached?

Name?

What County are you in?

End Call

Address where burn is taking place?

Using Map locate area to be burned and enter grid

How many acres?

Distance to Smoke Sensitive Area

Smoke Sensitive Area?

Available fuel to burn (Tonnage)

28
Phone Rings → What are you burning? → County → Who is in charge of the burn? → Telephone number

Smoke Sensitive Area → Tons per acre? → Acres? → Address of burn

Distance to Smoke Sensitive Area → Start Time → Advise of Notification Requirements → End Call
Phone Rings

What are you burning?

Forestry, Wildlife or Agriculture?

No

County

Give appropriate County 800 number

Yes

County

Telephone number

Who is in charge of the burn?

Locate on Map by asking for landmarks or roads. Enter grid

Acres?

Tons per acre?

Smoke Sensitive Area

Advise of Precautions

Advise caller of weather and category day.

Start Time

Distance to Smoke Sensitive Area

Give notification number and advise to call us or fire department if there is a problem.

End Call
Phone Rings

What are you burning?

Forestry, Wildlife or Agriculture?

No → County

Yes → Give appropriate County 800 number

Go to Smoke Management Screen and finish notification.

Question to determine if it will meet category day and tonnage limits.

Go to CADS Notification system

End Call

If compliant give number, if not advise non-compliant then notify Ranger if caller still plans to burn.
Phone Rings → What are you burning?

How many acres or how big will it be? → What day do you plan to burn?

Forestry, Wildlife or Agriculture?

Address of burn → Telephone → Caller name, or person in charge of the burn?

County → Check Category compliance

Look on Map for best and closest possible location they will be burning with latitude and longitude

Burn Type? → How many acres or how big will it be?

Ask caller if Low, Medium or High tonnage from the fuel type.

Ask for Smoke Sensitive Area from the opposite wind speed at least 1000 feet from the burn

If within compliance of smoke management guidelines, read caller the law requirements and give them daily notification number

Advise caller of the time the burn will need to be completed out from forecasted night time dispersion and of the wind speed.

Start Time?

Ask caller if they have a water source or fire break near to control burn.

End Call
Phone Rings → What are you burning? → Are you burning inside or outside of your yard? → Will you be able to have the fire out by sunset, 5 PM or 6 PM (Depending on Category Day) → Are inside or outside city limits?

How many acres are you burning or how many acres did your burn come from? → Burn Type? → Address or location of burn? → Callback number? → Name of person in charge of the burn?

Is your burn going to be low, medium or high? How many tons per acre. → What will be your smoke sensitive area downwind of the burn. → How far to smoke sensitive area? → End Call
Phone Rings → "Forestry Commission Fire Dispatch" → What County are you in? → What is the purpose of the burn? → Forestry, Wildlife or Agriculture?

No →

Yes → For General Debris burning you need to call... (give county 800 number) leave your name location of the burn and phone number. We no longer give confirmation numbers for that type of burn. Make sure you have something to keep it contained.

Phone Number? → Name of the person in charge of the burn? → Address or location of burn? → Look at weather and smoke management guidelines. → How much will you be burning?

Mapping and griding looking at tonnage and everything → Advise caller to have something there to keep it contained—raises, water hose, equipment or man power.

"Your Notification number for today is...." → End Call
Piedmont Notification Flow 2

Phone Rings → "Forestry Commission Fire Dispatch" → What is the purpose of the burn? → Forestry, Wildlife or Agriculture? → No

Yes → Ask what County and give appropriate 800 number → What County?

Name of the person in charge of the burn? → What is the location of the burn? → Check category day and smoke management guidelines → How much are you wanting to burn?

Phone Number? → Check tonnage and smoke sensitive area → "Make sure you stay with the fire and have something there to keep the fire contained."

"Your Notification number for is....." → End Call
Phone rings

Answer Phone "Forestry Commission Fire Dispatch"

If caller wants to burn, ask burn purpose?

Issue Notification Number

Take information using Smoke Management Guidelines

Yes

Forestry, Wildlife or Agriculture?

No

Give caller appropriate County MVP number

What County are you in?

End Call

Issue Notification Number

Take information using Smoke Management Guidelines

Yes

Forestry, Wildlife or Agriculture?

No

Give caller appropriate County MVP number

What County are you in?

End Call
Phone Rings → "Forestry Commission Fire Dispatch" → What County are you in? → What is the purpose of the burn?

Yes

Forestry, Wildlife or Agriculture?

No → What County?

Yes

Give correct 800 number to call

Name of the person in charge of the burn?

Address or Location of burn?

Check Category Day and Smoke Mgt. Guidelines

How much will you be burning?

Check tonnage and smoke sensitive area

"Make sure you stay with the fire and have something there to keep the fire contained."

"Your Notification number is..."

End Call
Coastal Fire Flow 1

Phone rings
Answer Phone "Forestry Commission Fire Dispatch"
If caller is reporting a wildfire?

Phone number?

Name of Caller?

What County?

Use Map and locate fire, Enter Grid
Dispatch Fire
Coastal Fire Flow 2

Phone rings → Answer Phone "Forestry Commission Fire Dispatch" → If caller is reporting a wildfire?

- Yes →
  - Phone number? → Name of Caller? → What County?
  - Using map, ask closest community, landmarks, main roads. Use county map book if necessary → Enter grid → What is burning?
  - Who is on scene?

- No →
  - Location of fire? →
Coastal Fire Flow 3

Phone rings

Answer Phone "Forestry Commission Fire Dispatch"

If caller is reporting a wildfire?

yes

Enter Structure Threat

Ask county, landmarks, use Map to locate and enter grid

Where is fire located?

Caller Name

Caller Phone Number

If Fire Dept. on scene enter name

Type of fire?

Attempt contact by telephone

Attempt contact pager (send inc. # and grid)

Attempt contact on radio

End call and begin dispatch using closest resource
Coastal Fire Flow 4

Phone rings → Answer Phone "Forestry Commission Fire Dispatch" → If caller is reporting a wildfire?

- Yes
  - What County?
  - Phone Number?
  - Name?
  - Use Map and locate fire. Enter Grid
  - Dispatch Fire

- No
Phone rings  

Answer Phone "Forestry Commission Fire Dispatch"  

If caller is reporting a wildfire?  

 Callback number?  

Location of Fire? Nearest town or major hwy?  

Name?  

Is Fire Dept en route or on scene  

Depending on Region, Area and personnel on duty, also if at night. "Will Fire Dept stay with Warden?"  

Is Law Enforcement needed or extra wardens?  

Are there any structures threatened?
If wildfire is being reported: Fill out the SCFC Incident Data Form provided by management.

- Notify Ranger of the call and the information in CADS.
- Closest resource search
- Enter information in the Fire Incident folder on CADS

Page or call Warden per OK by Ranger
Phone rings -> Answer Phone 'Forestry Commission Fire Dispatch' -> Name?

Structures Threatened/Injuries? -> Yes

Notify Fire Department/EMS -> Located fire on map and grid. Ask for landmarks to help locate

Run Closest Resource -> Page Warden, Ranger & others as required

When time allows call back to let them know Forestry is on the way -> Call Warden by Radio

Call Warden by telephone
Phone rings

Answer Phone "Forestry Commission Fire Dispatch"

Location of fire?

Specific landmarks?

Values threatened?

County?

On scene resources?

Estimated Acreage?

Caller name?

Contact Area Forester, Ranger and Warden of fire

Dispatch personnel

Call back number?
Phone rings → Answer Phone "Forestry Commission Fire Dispatch" → Caller Name?

Specific landmarks or crossroads close to fire? → Address of fire with city? → County?

On Scene resources? → Locate fire on Map → Call and page Warden and Ranger
Phone rings
Answer Phone "Forestry Commission Fire Dispatch"
If caller is reporting a wildfire?
Yes
Type of Fire?
Location of Fire?
What County?
Is Fire Department route or on scene?
Caller Name
Caller Phone Number
Dispatch Proper Personnel
Phone rings

Answer Phone
"Forestry Commission Fire Dispatch"

If caller is reporting a wildfire?

Type of Fire?

Location of Fire?

What County?

Is Fire Dept en route or on scene

Caller Name

Caller Phone Number

Look up location on map and enter

Dispatch Proper Personnel
Phone rings

Answer Phone "Forestry Commission Fire Dispatch"

If caller is reporting a wildfire?

yes

Type of fire?

Location of fire?

What County?

What fire department?

Name of Caller? Or Operator #?

Phone number?

Dispatch proper personnel as you enter information into CADS.
Appendix C

Software suggestions
Appendix C

Software Suggestions

Suggestions are categorized based on which aspect of fire control operations will most benefit from their integration into a new system.

Planning:

⇒ Ability to query fire occurrence map by time period and size class
⇒ Ability to name a fire
⇒ Ability to generate a federal fire report
⇒ Ability to calculate fire behavior
⇒ Ability to view photo mapping
⇒ Fire break rehab, Best Management Practices (BMP) follow-up on sites prone to erosion
⇒ Ability to document fires in wildland urban interface
⇒ Ability to calculate fire acreage with input from real time GPS (Global Positioning System) on equipment
⇒ Improve overall connectivity between CADS and database mapping
⇒ Ability to view multiple dispatches of a unit to a single incident
⇒ Ability to feed fire and situation reports to National Interagency Fire Coordination Center (NIFC)
⇒ Ability to integrate National Fire Danger Rating System (NFDRS) information pertinent to each incident into Computer Aided Dispatch System (CADS)
Operations:

⇒ Improved handling of equipment and personnel qualifications
⇒ More integrated smoke management capability
⇒ Ability to open, simultaneously, a fire incident window and a notification window
⇒ Aircraft and equipment tracking by GPS
⇒ Ability to create a complaint log
⇒ Ability to calculate closest available resource to a wildfire by route instead of by air miles
⇒ Ability to include “size up” [fire assessment and growth potential] on incident reports
⇒ Smoke hazard mapping layer, in fact any layers available that would identify hazards

Logistics:

⇒ Ability to create a support log which would record, per incident, request for mechanics, communication technicians or equipment problems
⇒ Ability to preview and print specific dispatch data by individual
⇒ Incorporation of Incident Command System (ICS)
⇒ Ability to track personnel and equipment separately
⇒ Ability to incorporate Resource Ordering and Status System (ROSS), a web based application used by U.S. Forest Service
⇒ Ability to preview and track Red Card resources and out-of-state dispatching
⇒ Ability to record daily duty status and capture changes made throughout the day
⇒ Ability to track non-SCFC resources
Quality Control:

⇒ Ability to create reports which incorporate data from CADS with availability to non-CADS users.

⇒ Ability to require selection of detection method

⇒ Ability to sort non-emergency dispatches by region, area or county

⇒ Improved levels of editing ability for data entry (Ex: dispatcher, administrator)

⇒ Paging software/application pulled from CADS and not separately, with ability to dump data to an Access database for availability to non-CADS users

⇒ Ability to track dispatcher entry

⇒ Ability to receive/record/search “other” burn types should Modulated Voice Processor (MVP) system fail. Data should be kept in separate table from smoke management notifications

⇒ Require weather table to sort weather data into separate fields for search capabilities

⇒ Record weather information on notifications

⇒ Ability to show property loss values

⇒ Ability to sort fires and notifications using weather criteria

⇒ Ability to incorporate fire weather forecast and fire danger readings into incident reports

⇒ Ability to access, preview and print extended attack resources and organization from CADS real time rather than separate entries

⇒ Ability to report fires controlled by U.S. Forest Service only

⇒ Ability to direct links from 911 centers to SCFC dispatch centers

⇒ Simplify steps required to dispatch, reduce number of screens
⇒ Explore alternatives to pager system

⇒ More intuitive data flow

⇒ Ability to accept queries and deliver basic reports over the network

⇒ Required fields with error checking to prevent inaccurate data entry

⇒ Keyboard shortcuts and "hot keys" to industry software standards

⇒ Ability to view call sign of Incident Commander and total number of units on scene from the active incident screen

⇒ Ability to choose more than one activity for non-emergency dispatches or ability to change activity

⇒ Ability to filter notifications and fires by region, area and county

⇒ Ability to preview all pages of incident summary from the system

⇒ Automatically clear previous days notifications

⇒ Ability to record all attempted dispatches

⇒ Ability to track rainfall as reported by field personnel

⇒ Ability to cancel notification and discern cancelled notifications from actual completed burns

⇒ Automatic map refreshing
Appendix D

Screens
Actions & Conditions Screen (Main)

Tab order:

1. Actions & Conditions
2. Notifications
3. Dispatch
4. Appears to go nowhere
5. Update Personnel Duty Flags
6. Change Password
7. Display Current Weather Forecast
8. Display Current Weather Station Readings
9. Display/Edit Readiness Levels
10. Locate [brings up personnel search]
11. Maintain Personnel Data
12. Page This Resource
13. Initialization Parameters
14. System Administration
15. System Info
16. Appears to go nowhere
17. Exit CADS
18. Refresh Map

Problems:

- When selected System Info button brings up screen that displays social security number of the person logged on
<table>
<thead>
<tr>
<th>Not. #</th>
<th>Burn Type</th>
<th>Caller Name</th>
<th>Called</th>
<th>Comp</th>
<th>Start</th>
<th>First Name</th>
<th>Last Name</th>
<th>Acres</th>
<th>Total Tons</th>
</tr>
</thead>
<tbody>
<tr>
<td>333331</td>
<td>Field and Pasture</td>
<td>HAROLD ERWIN</td>
<td>01/28/03 16:20</td>
<td></td>
<td>16:25</td>
<td>Maria</td>
<td>Thomas</td>
<td></td>
<td></td>
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<tr>
<td>333332</td>
<td>Field and Pasture</td>
<td>I-4-4</td>
<td>01/28/03 16:11</td>
<td></td>
<td>14:00</td>
<td>Jonnie</td>
<td>Aixon</td>
<td></td>
<td></td>
</tr>
<tr>
<td>333333</td>
<td>Field and Pasture</td>
<td>BEN FURQUERON</td>
<td>01/28/03 16:06</td>
<td></td>
<td>16:15</td>
<td>LINDA</td>
<td>HALL</td>
<td></td>
<td></td>
</tr>
<tr>
<td>333334</td>
<td>Field and Pasture</td>
<td>DAVID BEATY</td>
<td>01/28/03 15:48</td>
<td></td>
<td>16:00</td>
<td>Jonnie</td>
<td>Aixon</td>
<td></td>
<td></td>
</tr>
<tr>
<td>333335</td>
<td>Hazard Reduction</td>
<td>BILLYTH ROSE</td>
<td>01/28/03 15:29</td>
<td></td>
<td>15:30</td>
<td>Maria</td>
<td>Thomas</td>
<td></td>
<td></td>
</tr>
<tr>
<td>333336</td>
<td>Hazard Reduction</td>
<td>LEONARD MCLAIN</td>
<td>01/28/03 15:26</td>
<td></td>
<td>16:00</td>
<td>ELLA</td>
<td>COLCLough</td>
<td></td>
<td></td>
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<tr>
<td>333337</td>
<td>Field and Pasture</td>
<td>HERBERT LEE</td>
<td>01/28/03 15:19</td>
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<td>16:00</td>
<td>Jonnie</td>
<td>Aixon</td>
<td></td>
<td></td>
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<tr>
<td>333338</td>
<td>Field and Pasture</td>
<td>LUKE CLARK</td>
<td>01/28/03 14:50</td>
<td></td>
<td>14:50</td>
<td>CAROL</td>
<td>MEATHERFORD</td>
<td></td>
<td></td>
</tr>
<tr>
<td>333339</td>
<td>Field and Pasture</td>
<td>JOHNNY JONES</td>
<td>01/28/03 14:50</td>
<td></td>
<td>16:00</td>
<td>ELLA</td>
<td>COLCLough</td>
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<td>333340</td>
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<td>DIANNE ADDISON</td>
<td>01/28/03 14:48</td>
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<td>15:00</td>
<td>Jonnie</td>
<td>Aixon</td>
<td></td>
<td></td>
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<tr>
<td>333341</td>
<td>Hazard Reduction</td>
<td>ROODNEY MALPHUS</td>
<td>01/28/03 14:47</td>
<td></td>
<td>15:00</td>
<td>Nicole</td>
<td>Moultrie</td>
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<tr>
<td>333342</td>
<td>Pile Debris</td>
<td>JOYCE AND CM GAN</td>
<td>01/28/03 14:42</td>
<td></td>
<td>15:00</td>
<td>Natalie</td>
<td>Diggers</td>
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<td>333343</td>
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<td>BILL YOUINS</td>
<td>01/28/03 14:34</td>
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<td>15:00</td>
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<td>Moultrie</td>
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<tr>
<td>333344</td>
<td>Field and Pasture</td>
<td>BOBBY ELLIOTT</td>
<td>01/28/03 14:34</td>
<td></td>
<td>16:15</td>
<td>ELLA</td>
<td>COLCLough</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Callback #: 843-726-8695  
Address: HWY 482 EAST OF PINLAND  
Distance: 8  
Smoke-Sens. Area: HWY 278  
Latitude: 32 deg 37 min 8 sec  
Longitude: 81 deg 8 min 4 sec  
County: Jasper County  
Acres: 15  
Total Tons: 30  
Double-click to change acres to be burned.
# CADS Notification
## Completed Notifications

### Table

<table>
<thead>
<tr>
<th>Not.</th>
<th>Burn Type</th>
<th>Caller Name</th>
<th>Called</th>
<th>Comp</th>
<th>Start</th>
<th>Finish</th>
<th>First Name</th>
<th>Last Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>032259229</td>
<td>Wildlife Management</td>
<td>FRED POWELL</td>
<td>01/28/03 10:06</td>
<td>P</td>
<td>19:30</td>
<td>13:02</td>
<td>CAROL</td>
<td>WEATHERFORD</td>
</tr>
<tr>
<td>0332068702</td>
<td>Hazard Reduction</td>
<td>W-4-1</td>
<td>01/27/03 16:34</td>
<td>P</td>
<td>18:45</td>
<td>00:02</td>
<td>TRACY</td>
<td>FULMER</td>
</tr>
<tr>
<td>0311099985</td>
<td>Field and Pasture</td>
<td>WENDEL CARSON</td>
<td>01/27/03 16:27</td>
<td>P</td>
<td>18:30</td>
<td>00:00</td>
<td>Brenda</td>
<td>O'Connor</td>
</tr>
<tr>
<td>0311099990</td>
<td>Field and Pasture</td>
<td>GARY WRIGHT</td>
<td>01/27/03 16:20</td>
<td>P</td>
<td>16:40</td>
<td>00:02</td>
<td>Sarah</td>
<td>Tuttle</td>
</tr>
<tr>
<td>0322592232</td>
<td>Field and Pasture</td>
<td>LEONARD McAlAIN</td>
<td>01/27/03 16:09</td>
<td>P</td>
<td>16:15</td>
<td>00:02</td>
<td>Maria</td>
<td>Thomas</td>
</tr>
<tr>
<td>0311099998</td>
<td>Field and Pasture</td>
<td>DAVID DORT</td>
<td>01/27/03 16:02</td>
<td>P</td>
<td>16:01</td>
<td>00:02</td>
<td>Sarah</td>
<td>Tuttle</td>
</tr>
<tr>
<td>0311099999</td>
<td>Pile Debris</td>
<td>JOE CARTER</td>
<td>01/27/03 15:23</td>
<td>P</td>
<td>15:30</td>
<td>00:02</td>
<td>Jan</td>
<td>Cain</td>
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<td>0311099973</td>
<td>Field and Pasture</td>
<td>JOHN RICE</td>
<td>01/27/03 14:55</td>
<td>P</td>
<td>15:15</td>
<td>00:02</td>
<td>Jen</td>
<td>Cain</td>
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<tr>
<td>0311099974</td>
<td>Field and Pasture</td>
<td>WILLIAM BLANTON</td>
<td>01/27/03 14:53</td>
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<td>15:00</td>
<td>00:02</td>
<td>Brenda</td>
<td>O'Connor</td>
</tr>
<tr>
<td>0311099975</td>
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<td>JUSTIN RICKENBAK</td>
<td>01/27/03 14:48</td>
<td>P</td>
<td>14:45</td>
<td>00:02</td>
<td>Jan</td>
<td>Cain</td>
</tr>
<tr>
<td>0311099976</td>
<td>Field and Pasture</td>
<td>HOUSH</td>
<td>01/27/03 14:23</td>
<td>P</td>
<td>14:30</td>
<td>17:10</td>
<td>Maria</td>
<td>Thomas</td>
</tr>
<tr>
<td>0322592233</td>
<td>Field and Pasture</td>
<td>WILLIAM BOOKEAR</td>
<td>01/27/03 14:21</td>
<td>P</td>
<td>14:30</td>
<td>00:02</td>
<td>Sarah</td>
<td>Tuttle</td>
</tr>
<tr>
<td>0322592234</td>
<td>Field and Pasture</td>
<td>p. criibb</td>
<td>01/27/03 14:15</td>
<td>P</td>
<td>14:40</td>
<td>00:02</td>
<td>Maria</td>
<td>Thomas</td>
</tr>
</tbody>
</table>

Notification records found: 2307

- **Callback #:** 843-638-3353
- **Address:** WESTVACO
- **Smoke-Sens. Area:** Rd 16
- **Distance:** 1
- **County:** Jasper County
- **Lat.:** 32 deg 39 min 25 sec
- **Long.:** 91 deg 4 min 32 sec
- **Acres:** 113
- **Total Tons:** 339

**Tab order:**

1. Statewide
2. Coastal
3. Pee Dee
4. Inherit General Info [places data in general information screen]
5. Piedmont
6. Drop down to choose County [left of Statewide button]
7. Cancel
8. OK
9. Refresh

---

56
CADS Main
Active Incidents

- Displays list of active incidents.
- Ability to edit lat/long
Active Dispatches

<table>
<thead>
<tr>
<th>Call Sign</th>
<th>Incident #</th>
<th>County</th>
<th>Enroute Time</th>
<th>Arrive Time</th>
<th>Available Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>H-4-5</td>
<td>03133400</td>
<td>Hampton County</td>
<td>16:38:26</td>
<td>00:00:00</td>
<td>16:38:12</td>
</tr>
<tr>
<td>H-1</td>
<td>03133400</td>
<td>Hampton County</td>
<td>16:21:53</td>
<td>16:34:45</td>
<td>00:00:00</td>
</tr>
<tr>
<td>H-2-1</td>
<td>03133400</td>
<td>Hampton County</td>
<td>16:20:23</td>
<td>16:34:33</td>
<td>00:00:00</td>
</tr>
<tr>
<td>H-2-3</td>
<td>03133400</td>
<td>Hampton County</td>
<td>16:17:17</td>
<td>16:34:53</td>
<td>00:00:00</td>
</tr>
</tbody>
</table>

Double-click a dispatch or click OK to view/edit selected dispatch

Incident-Related Dispatches found: 4

Accessed from an active or inactive incident with resources attached.
### CADS Main

#### Inactive Incidents

<table>
<thead>
<tr>
<th>Incident #</th>
<th>Incident Type</th>
<th>Initial Report</th>
<th>Controlled</th>
<th>First Name</th>
<th>Last Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>032105694</td>
<td>Fire</td>
<td>01/27/03 5:44:33</td>
<td>01/27/03 15:59:10</td>
<td>TRACY</td>
<td>MORTON</td>
</tr>
<tr>
<td>032109852</td>
<td>Fire</td>
<td>01/28/03 13:36:57</td>
<td>01/28/03 15:28:09</td>
<td>Yolanda</td>
<td>Homes</td>
</tr>
<tr>
<td>031335291</td>
<td>Fire</td>
<td>01/24/03 13:52:51</td>
<td>01/24/03 15:25:23</td>
<td>Jan</td>
<td>Carr</td>
</tr>
<tr>
<td>032109829</td>
<td>Fire</td>
<td>01/23/03 17:59:34</td>
<td>01/23/03 20:14:00</td>
<td>PATRICIA</td>
<td>HEPBURN</td>
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<tr>
<td>03364528</td>
<td>Fire</td>
<td>01/23/03 10:41:47</td>
<td>01/23/03 11:13:31</td>
<td>TRACY</td>
<td>FULMER</td>
</tr>
<tr>
<td>033644927</td>
<td>Fire</td>
<td>01/11/03 19:28:37</td>
<td>01/12/03 13:34:18</td>
<td>KAREN</td>
<td>HARDEE</td>
</tr>
</tbody>
</table>

**Incident records found:** 6

**Caller:** Kershaw 911

**Callback #:** 803-428-7671

**County:** Kershaw County

**Address:** 4888 Koon Rd

**Latitude:** 34 deg 6 min 12 sec

**Longitude:** 80 deg 43 min 16 sec

---

**Tab order:**

1. Statewide
2. Coastal
3. Pee Dee
4. Piedmont
5. Edit Lat/Long
6. Caller [no entries can be made here]
7. Callback # [no entries can be made here]
8. Drop down menu to choose County [left of Statewide button]
9. County [no entries can be made here]
10. Appears to go nowhere
11. Exit CADS
12. Refresh Map

---

**Problems:**

- Tabs numbered 6, 7, and 9 do not accept entries
CADS Main
Completed Incidents

<table>
<thead>
<tr>
<th>Incident #</th>
<th>Incident Type</th>
<th>Initial Report</th>
<th>Controlled</th>
<th>First Name</th>
<th>Last Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>03365166</td>
<td>Fire</td>
<td>01/27/03 16:51:11</td>
<td>01/27/03 17:39:13</td>
<td>TRACY</td>
<td>FULMER</td>
</tr>
<tr>
<td>03365163</td>
<td>Fire</td>
<td>01/27/03 16:07:08</td>
<td>01/27/03 17:47:19</td>
<td>TRACY</td>
<td>FULMER</td>
</tr>
<tr>
<td>03365162</td>
<td>Fire</td>
<td>01/27/03 13:58:13</td>
<td>01/27/03 13:59:43</td>
<td>TRACY</td>
<td>FULMER</td>
</tr>
<tr>
<td>03365160</td>
<td>Fire</td>
<td>01/27/03 12:50:07</td>
<td>01/27/03 13:27:10</td>
<td>TRACY</td>
<td>FULMER</td>
</tr>
<tr>
<td>03365159</td>
<td>Recheck-Fire</td>
<td>01/27/03 11:10:56</td>
<td>01/27/03 12:51:34</td>
<td>TRACY</td>
<td>FULMER</td>
</tr>
<tr>
<td>03365145</td>
<td>Fire</td>
<td>01/26/03 15:02:16</td>
<td>01/26/03 15:43:43</td>
<td>JOSA</td>
<td>STRIBELE</td>
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<tr>
<td>03365134</td>
<td>Fire</td>
<td>01/26/03 13:58:20</td>
<td>01/26/03 13:58:33</td>
<td>KAREN</td>
<td>HARDEE</td>
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<tr>
<td>03365133</td>
<td>Recheck-Fire</td>
<td>01/26/03 13:18:39</td>
<td>01/25/03 13:28:48</td>
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<td>LEE</td>
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<td>03365132</td>
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<td>01/25/03 09:45:15</td>
<td>01/25/03 11:53:00</td>
<td>LISA</td>
<td>STRIBELE</td>
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<tr>
<td>03365131</td>
<td>Fire</td>
<td>01/24/03 19:17:26</td>
<td>01/24/03 20:01:24</td>
<td>TOMOKA</td>
<td>JOLLY</td>
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<td>01/22/03 07:09:03</td>
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<td>01/21/03 18:24:51</td>
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<td>JOLLY</td>
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<td>01/21/03 15:18:50</td>
<td>TOMOKA</td>
<td>JOLLY</td>
</tr>
</tbody>
</table>

Tab order:

1. Statewide
2. Coastal
3. Pee Dee
4. Piedmont
5. Edit Lat/Long
6. Caller [no entries can be made here]
7. Callback# [no entries can be made here]
8. County [no change can be made here]
9. Drop down to choose County [left of Statewide button]
10. Exit CADS
11. Refresh Map

Problems:

- Tabs numbered 6, 7, and 8 do not accept entries or editing
CADS Main
Resource Dispatches

Incident-Related Dispatches:

<table>
<thead>
<tr>
<th>Call Sign</th>
<th>Dispatcher</th>
<th>Incident #</th>
<th>First Contact</th>
<th>Lat</th>
<th>Long</th>
<th>County</th>
<th>Enroute</th>
</tr>
</thead>
<tbody>
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<td>L-1-1</td>
<td>MILLER</td>
<td>003305179</td>
<td>01/28/03 13:06 33 49</td>
<td>0 31</td>
<td>12 0</td>
<td>Lexington County</td>
<td>13:2:0</td>
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<td>P-1-3</td>
<td>KGRAFFIN</td>
<td>033305174</td>
<td>01/28/03 13:17 34 34 46 82 43 14</td>
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<td>13:4:2</td>
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<td>P-1-1</td>
<td>KGRAFFIN</td>
<td>033305174</td>
<td>01/28/03 13:17 34 34 46 82 43 14</td>
<td>Anderson County</td>
<td>13:4:2</td>
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<td></td>
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<td>D-2-2</td>
<td>PD-26</td>
<td>032109735</td>
<td>01/28/03 13:57 34 38 4 79 57 35</td>
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<td>14:0:7</td>
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<td>K-3-9</td>
<td>PD-26</td>
<td>032109733</td>
<td>02/20/03 13:01 33 39 0 79 46 0</td>
<td>Williamsburg County</td>
<td>13:0:6</td>
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</tr>
<tr>
<td>K-1-5</td>
<td>COASTAL 30</td>
<td>031333389</td>
<td>02/20/03 13:31 33 23 23 80 17 30</td>
<td>Orangeburg County</td>
<td>13:4:2</td>
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<tr>
<td>C-4</td>
<td>COASTAL 30</td>
<td>031333389</td>
<td>02/20/03 13:32 33 23 23 80 17 30</td>
<td>Orangeburg County</td>
<td>13:4:2</td>
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<tr>
<td>MC-3-4</td>
<td>COASTAL 30</td>
<td>031333387</td>
<td>02/28/03 12:55 33 7 30 80 32 56</td>
<td>Chester County</td>
<td>13:3:8</td>
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Incident-Related Dispatches found: 10

Non-Emergency Dispatches:

<table>
<thead>
<tr>
<th>Call Sign</th>
<th>Type</th>
<th>Entry Date</th>
<th>Lat</th>
<th>Long</th>
<th>Available</th>
</tr>
</thead>
<tbody>
<tr>
<td>E-1-6</td>
<td>Equipment Exercise</td>
<td>1/28/03 12:53:04</td>
<td>33 29</td>
<td>81 41</td>
<td>0</td>
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<tr>
<td>PD-7</td>
<td>Other For Mgmt</td>
<td>1/28/03 12:45:52</td>
<td>33 41</td>
<td>80 9</td>
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<tr>
<td>S-4-4</td>
<td>Prescribed Burn</td>
<td>1/28/03 12:44:29</td>
<td>34 3 0</td>
<td>80 32</td>
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<tr>
<td>H-3-6</td>
<td>Work Detail</td>
<td>1/28/03 12:17:42</td>
<td>33 0 17</td>
<td>80 40 17</td>
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<td>S-4-2</td>
<td>Prescribed Burn</td>
<td>1/28/03 12:03:29</td>
<td>34 2 0 80 32</td>
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<tr>
<td>M-2-5</td>
<td>Firebreak Flow</td>
<td>1/28/03 12:00:29</td>
<td>34 8 0</td>
<td>78 58</td>
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<tr>
<td>MC-1-5</td>
<td>Firebreak Flow</td>
<td>1/28/03 11:31:48</td>
<td>33 8 0</td>
<td>78 57</td>
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<td>NC-1-7</td>
<td>Firebreak Flow</td>
<td>1/28/03 11:07:28</td>
<td>33 15 26</td>
<td>80 20 20</td>
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Non-Emergency Dispatches found: 34

Tab order:
1. Statewide
2. Coastal
3. Pee Dee
4. Piedmont
5. Refresh Non-Emergency Dispatches
6. Drop down to choose County [left of Statewide button]
7. To highlighted line in top half of screen
8. To highlighted line in bottom half of screen
9. Exit CADS
10. Refresh CADS

Problems:
- Non-Emergency Dispatches section does not filter/sort [bottom of screen]
This is the information that is copied, then pasted to Pagemaster.
Locate [From Main]

Appears in this way when the resource is at standby location.

Appears showing where the resource is located if not at standby location.
Page Resource [from Main]

Pager number for JACK VALLENTINE 0-3-1 at 803-954-3453

Appears after selecting Page this resource button on the Actions & Conditions screen.
### Personnel Maintenance

<table>
<thead>
<tr>
<th>Personnel ID:</th>
<th>65141245</th>
<th>Phone:</th>
<th>803-536-2805</th>
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</thead>
<tbody>
<tr>
<td>First Name:</td>
<td>WILLIAM</td>
<td>Alternate Phone:</td>
<td>000-000-0000</td>
</tr>
<tr>
<td>Last Name:</td>
<td>RUTLAND</td>
<td>Pager Number:</td>
<td>803-954-3458</td>
</tr>
<tr>
<td>Middle Initial:</td>
<td>S</td>
<td>Business Phone:</td>
<td>803-536-2805</td>
</tr>
<tr>
<td>Preferred Name:</td>
<td>BILLY</td>
<td>Primary RF:</td>
<td></td>
</tr>
<tr>
<td>Cell Sign:</td>
<td>Q-4</td>
<td>Second RF:</td>
<td></td>
</tr>
<tr>
<td>Position:</td>
<td>Tech</td>
<td>Third RF:</td>
<td></td>
</tr>
<tr>
<td>County:</td>
<td>Orangeburg County</td>
<td>Primary Repeater:</td>
<td>VANCE</td>
</tr>
<tr>
<td>Area:</td>
<td>Orangeburg Area</td>
<td>Second Repeater:</td>
<td>NEESES</td>
</tr>
<tr>
<td>Region:</td>
<td>Coastal Ragic</td>
<td>Third Repeater:</td>
<td></td>
</tr>
<tr>
<td>State:</td>
<td></td>
<td>Latitude:</td>
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</tr>
<tr>
<td>HQ:</td>
<td></td>
<td>Minutes:</td>
<td>30</td>
</tr>
<tr>
<td>Address 1:</td>
<td></td>
<td>Seconds:</td>
<td>3</td>
</tr>
<tr>
<td>Address 2:</td>
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<td>Minutes:</td>
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<tr>
<td>Zip Code:</td>
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<td>Seconds:</td>
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#### Tab order:

1. Save and Exit
2. Cancel
3. Personnel ID
4. First Name
5. Last Name
6. Middle Initial
7. Preferred Name
8. Call Sign
9. Position
10. County
11. Area
12. Region
13. HQ
14. Address 1
15. Address 2
16. City
17. Zip Code
18. Delete Flag
19. On Leave
20. On Call
21. On Duty
22. Phone
23. Alternate Phone
24. Pager Number
25. Business Phone
26. Primary RF
27. Second RF
28. Third RF
29. Primary Repeater
30. Second Repeater
31. Third Repeater
32. Latitude
33. Minutes
34. Seconds
35. Longitude
36. Minutes
37. Seconds
38. Add New Personnel

- Administrative access only
Maintain Personnel Duty Flags [from Main]

<table>
<thead>
<tr>
<th>Last Name</th>
<th>Preferred Name</th>
<th>MI</th>
<th>Call Sign</th>
<th>On Duty</th>
<th>On Call</th>
<th>On Leave</th>
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</thead>
<tbody>
<tr>
<td>SIMMONS</td>
<td>JOHN</td>
<td>C</td>
<td>B-1-2</td>
<td></td>
<td></td>
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<tr>
<td>JACKSON</td>
<td>JIMMY</td>
<td>R</td>
<td>B-1-3</td>
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<tr>
<td>FOSTER</td>
<td>BUBBA</td>
<td>G</td>
<td>B-1-6</td>
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<tr>
<td>CHAMPAGNE</td>
<td>DERRIEL</td>
<td>C</td>
<td>B-2-1 HAS UNIT</td>
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<tr>
<td>SIMMONS</td>
<td>REYNOLD</td>
<td></td>
<td>B-2-3</td>
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<td>KINARD</td>
<td>BRYAN</td>
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<td>B-3-2</td>
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<tr>
<td>SMITH</td>
<td>HENRY</td>
<td>J</td>
<td>B-3-3</td>
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<tr>
<td>C Abe</td>
<td>KEN</td>
<td>W</td>
<td>COLUMBIA 5</td>
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<td>TOM</td>
<td>W</td>
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<td>GULLEDGE</td>
<td>KATHY</td>
<td>D-1-2(NEW)</td>
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<tr>
<td>FREEMAN</td>
<td>DALE</td>
<td>A</td>
<td>D-1-3</td>
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<td>HODGE</td>
<td>DAVID</td>
<td>D-2-1</td>
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<tr>
<td>MUNN</td>
<td>MARK</td>
<td>C</td>
<td>D-2-2</td>
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<td>KIRBY</td>
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<td>LOWMAN</td>
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<tr>
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</table>

Daily duty status recorded here. All three far right columns are overwritten on every edit.