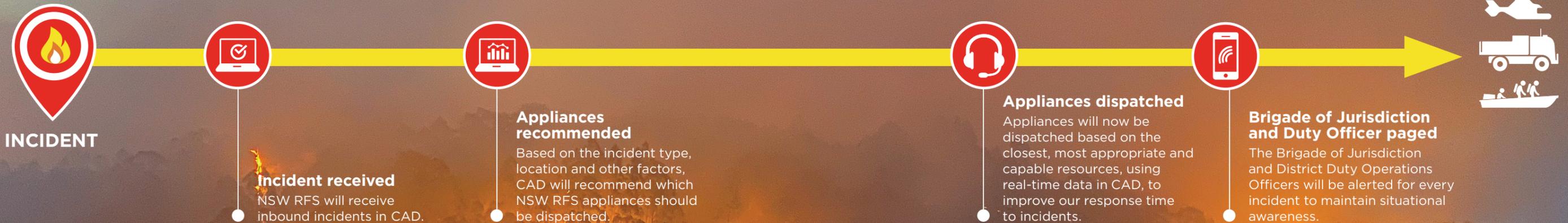# CAD AND STATUS PANELS:
WHAT YOU NEED TO KNOW

As part of the Commissioner's nine priority projects, the NSW RFS is moving to Computer Aided Dispatch (CAD), a new integrated dispatch system that will improve our response time to incidents by ensuring the nearest, most appropriate resources are dispatched. Once your district goes live with CAD, the status panels you may have noticed in your vehicles will also become fully operational.

How will CAD work?

INCIDENT

Incident received
NSW RFS will receive inbound incidents in CAD.

Appliances recommended
Based on the incident type, location and other factors, CAD will recommend which NSW RFS appliances should be dispatched.

Appliances dispatched
Appliances will now be dispatched based on the closest, most appropriate and capable resources, using real-time data in CAD, to improve our response time to incidents.

Brigade of Jurisdiction and Duty Officer paged
The Brigade of Jurisdiction and District Duty Operations Officers will be alerted for every incident to maintain situational awareness.

STATUS PANELS

As CAD rolls out to each of the 18 Centralised Dispatch districts, the status panels will also go live at the same time. This will be an optional tool to use, in addition to the existing radio network and communications, for providing appliance status updates. Using the status panels will promote an action in the CAD system.

Each button on the status panel has a specific meaning:

1 **Responding:**
Vehicle is mobilised and on the way to scene of incident

2 **On scene:**
Vehicle has arrived at scene of incident

3 **Available:**
Vehicle is on air and ready to immediately respond to an incident with the appropriate crew

4 **Not available:**
Vehicle is not able to be assigned to an incident (e.g. due to insufficient crew not on board)

5 **At station:**
Vehicle is closed at the station and unmanned (i.e. off air) – members are available for regular callout, if required

6 **Emergency:**
Vehicle is in a state of duress

HOW DO I USE THE STATUS PANEL?

To send a status update, press the appropriate button and it will **GLOW YELLOW** to show that the status update has been queued.

When the status has been successfully sent, the button will **GLOW GREEN** for up to 5 minutes.
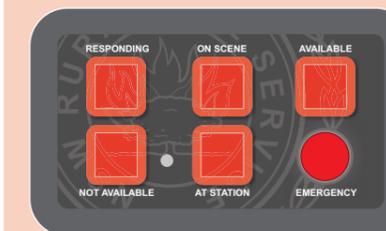
When the keypad has been idle for 5 minutes, the keypad status buttons will **GLOW WHITE.**

To send an emergency alert, push and hold the **ORANGE EMERGENCY BUTTON** until it flashes. To cancel the alert, push and hold the button until it stops flashing.

ERROR CONDITIONS

The Keypad buttons **GLOW RED** when the radio is not on a GRN channel, the radio is out of range or the radio is still powering up.
No status updates can be sent at the time. **To fix this** condition, **ensure the radio is switched to a GRN channel** and wait for it to be within radio range.

The keypad buttons **FLASH RED** when the keypad can't communicate with the radio. No status updates can be sent at this time.
To fix this condition, check the cable between the keypad and the radio is connected properly, then turn the radio off then on again. Contact technical support if this problem persists.