



**SURFCOM**

# Incident manager refresh

## Incident logging prototype

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### Contents

- Prototype update
- [Prototype Axure link](#)  
(Please refresh the link to reset fields)

# Journey so far

Understanding the customer and customer needs

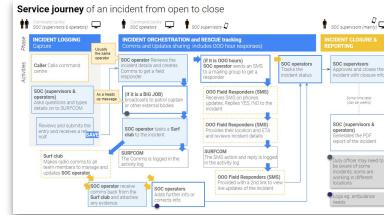


Design strategy  
(High level design)

Design prioritisation and build scheduling



Detail Design of part 1 - Incident Logging



The screenshot shows a high-level design of the 'Current closure design' for incident logging, monitoring, and reporting. It includes sections for 'INCIDENT LOGGING', 'INCIDENT MONITORING', and 'INCIDENT CLOSURE & REPORTING'. A specific area of the 'INCIDENT CLOSURE & REPORTING' section is highlighted with an orange circle, indicating the focus of the detail design phase.

Breaking the elephant to potential parts (overview)

Below are potential elements we can breakdown testing and build, but let's review the revised design

This screenshot shows a grid of potential breakdown elements for the revised design. It includes categories such as 'INCIDENT LOGGING', 'INCIDENT MONITORING', 'INCIDENT HANDLING AND RECOVERY', and 'INCIDENT RECORDS & ARCHIVING'. Each category contains several specific items, such as 'Layout change for main screen', 'Layout change for smaller screens', 'Incident pop up', 'Color Fields', 'Other Fields', 'Message + confirmation', 'Email/Email contact', 'Respond panel consolidation', 'Respond panel targeting creation', and 'Respond panel targeting creation'.

This screenshot shows the 'Incident Logging' detail design interface. It features a main form for entering incident details like 'Location', 'Type', and 'Incident Type'. Below the main form is an 'Optional' section with fields for 'Address', 'City', 'State', 'Zip', 'Phone Number', and 'Email Address'. On the right side, there is a preview pane showing a map and other incident details.

This screenshot shows the same 'Incident Logging' detail design interface as the previous one, but with a larger preview pane on the right side. The preview pane displays a map and other incident details, providing a more comprehensive view of the data being entered.

# Location Selection screen

Incidents Incident Manager - New Incident

Incident

Location

Caller

Radio

Incident

Incident

Burns (IF)

Priority



Set the address and location drop pin

Search (Use '@' to retrieve past locations)  
Slam

Address -34.98038, 138.50367

Address Description Override  
*description*

Address Alias  
@ sample alias

**Set Address and Location**

**Cancel**

Optional

Member Injury

Ambulance 

Third Party Incident NO.#

SLS State Duty Officer

Date Open  Time Open

**LOG Incident**

## Onload

The system review's the user profile details to derived of where their home location is (aka state or surfclub).

The system then presents the map to their "home base".

## In Use

The Operator will use the search field to route the map closer to the location provided by the Caller.

The search provides matches of any standard address or places of interest from Google Earth? and any past addresses present in any incident record.

- For non standard locations  
The address field will show X,Y coordinates

## Managing non standard locations or personalising location names

The operator can enter customer location description to help responders find the location.  
An alias field is also available to help future searches

Once the location is right, the operator clicks "Set Address and Location" button.

The system will display the address in the form and update the map image

# Caller entry fields

**Caller**

Radio

 -  123

**Caller**

Frequent Caller

 -  123

Incident NOTES (Place, Problem, People, Progress)

Org A - Sam  
Org B - May  
Org C - Jon



 Org B - May

 123 1234-7777

**Caller**

13 SURF caller

 ajskh

 123 78897

**Caller**

New Caller

 ajskh

 123 78897

## Onload

The Caller field is defaulted to Radio as that is the most frequent type of Caller.

## In Use

### Caller type - Radio

On select, the Contact name and number fields are disabled.

### Caller type - Saved contacts

On select, the Contact name shows all callers in any incident record where recent 5 callers can be seen in the dropdown.

The Contact no. field **can be edited**. The corresponding number is displayed when a contact name is selected.

- + If a location of a saved location is selected previously - any "caller" contact name and number can be made available to be chosen.

### Caller type - 13-SURF Caller and New Caller

On select, the Contact name and number fields are free text fields that operators can enter..

# Incident type & Priority entry fields

Incident type

Burns (IRD) ▾

Priority

3 - High

**Incident type**

Marine Sting (IRD) ▾

Priority

1 - Low ▾

NSW

Level 1	NSW
Level 2	
Level 3	

SA

Level 3	SA
Level 2	
Level 1	

The diagram illustrates the incident entry process. It starts with a dropdown for 'Incident type' containing 'Burns (IRD)'. Below it is a 'Priority' dropdown with '3 - High' selected. A secondary 'Incident type' dropdown shows 'Marine Sting (IRD)'. Another 'Priority' dropdown shows '1 - Low'. To the right, two tables map priority levels to states. The top table, for NSW, shows Level 1 as NSW, Level 2 as empty, and Level 3 as empty. The bottom table, for SA, shows Level 3 as SA, Level 2 as empty, and Level 1 as empty. Icons of books are placed next to each dropdown.

## Onload

The Incident type and Priority field is defaulted with no selection.

The system reviews the user profile details to derive where their home state. To use the appropriate mapping of incidents to priority by state.

## In Use

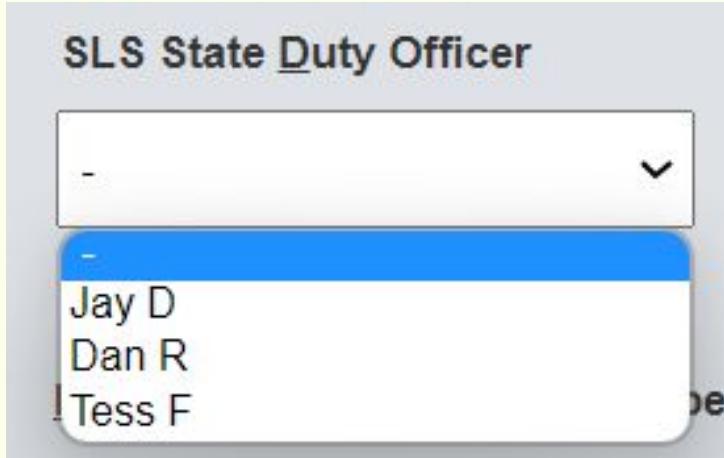
On selecting an Incident (text search or by clicking in the dropdown), the respective priority field is then populated.

The Priority field remains open for the operator to change the Priority field if needed

## Data Needs

- Mapping of incidents to Priority levels per state
  - **NB** Each state can adopt another's state's mapping rules

# SLS state duty officer entry field



+ (multiple select field) **Forward commander**  
*(example of a Forward Commander might be "CC 32 - Simon Cusack")*  
Some are not surfcom users but have accounts in  
surfguard (links to their member ID) - only those of  
role "Duty Officer"

Q1 Can these be  
populated later  
similar to adding  
"Services"?

## Onload

The SLS State Duty Officer field is defaulted as blank

## In Use

The Operator logs in to Surfcom and opens a new Incident form.

They select the State Duty Officer(s) name in the blank field.

When a new incident is created, the system shows the State Duty Officer last entered.

When the operator logs out and logs in again and opens a new incident form, the field returns to being blank and they would need to select the State Duty Officer(s).

## Data Needs

- Field captures Surfcom user accounts of Duty Officer
- (nice to have) search list bound by User's home state
- **A way to preserve data in the current field "SLS Contact" for historical records**

# Next Steps

- The frequent caller issue may be a state based preference example.
  - NSW try to capture the organisation rather than the individual.
    - Eg: I record if the caller is Police radio (VKG), or Marine Area Command rather than recording that it was Senior Sergeant Holland who made the initial call.
    - Requesting an officers name and rank at initial tasking slows us down and it's not a priority. It is sufficient to know the RCO called 13SURF.
  - Otherwise I'm back to data validation issues I'll have the same name spelled 23 different ways...

Q2 Can a Saved contact also Dial through 13-SURF no.?

## Meeting chat

Brianna Coyte 12:37

Could we set up a caller with a linked location? ie If I select the Puckey's Beach ERB as the location - the caller details would prefill?

Kissinger Hu 12:43

Is it possible that there could be more than one caller?

Travis Klerck 12:43 Edited

yep i think there may be Kissinger Hu, if multiple frequent callers for a location then they would need to choose, if only 1 then it would be selected by default





# Build elements for incident logging (ballpark items)

INCIDENT LOGGING Screen UI needs		
Capture	Priority	Build size
Layout change (+ adaptive design for smaller screens)	M	
Priority reference pop up	C	
Linkage of Priority vs Incident type inputs (+ 13-SURF call types)	S	✓
Caller field input types	MS	✓
Location address / map input pop up with google earth	M	✓
SLS Contact as contact data vs freetext	S	✓
Member Injury input (options) - checkbox	S	✓

INCIDENT LOGGING technical needs		
Capture	Priority	Build size
Present recent 5 entries in dropdown list		
? Cater priority and caller inputs sets per state		
? Suggest location memory of previous locations		
? Apply keyboard shortcuts to input fields		

# Brianna

Here's an example of what we are using currently to transfer info into Surfcom - but I also have these locations pinned in our maps.

Surfcom Unit	Street reference	Suburb	Postcode	AUTOFILL LGA	AUTOFILL Latitude	AUTOFILL Longitude
ERB - Dreamtime Beach (Fingal - Tweed)	Lighthouse pde and Ocean St	Fingal Head	2487	Tweed Shire	-28.201097	153.56946
ERB - North Kingscliff (Tweed)	Shell St & Marine Pde	Kingscliff	2487	Tweed Shire	-28.240223	153.568423
ERB - Fingal Letita Spit (Tweed)	Letitia Rd & Prince Rd			Tweed Shire		
ERB - Brunswick Beach (Byron)	South Beach Rd & Brunswick Terrace	Brunswick Heads	2483	Byron Shire	-28.5383	153.55635
ERB - Belongil Beach (Byron)	Shirley St & Lawson St	Byron Bay	2481	Byron Shire	-28.63699	153.60409
ERB - Seven Mile Beach/Lennox (Ballina)	Ballina St & Byron St	Lennox Head	2478	Ballina Shire	-28.786265	153.593925

# Changes

Glenelg blocks, beyond the Glenelg Jetty

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<https://d1tylf.axshare.com/#c=2>

- \*notes from the call\*
- swap incident with Priority
- remove Primary Service but populated later
  - will need to assign more than one service
- need trigger to be able to show member services - ops app

SLS contact (SLS state duty officer) STO - more than 1 person ( morning shift / afternoon shift) - need further information  
state duty officer

- multiple select on user account
- bound by state

retire this field because of historicals

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search - address book explicit

Long beach ERB - common place names  
@Long beach ERB

add / manage address ourselves to reduce noise

CAD - provide