



SLSA Patrol Ops App v2.5 User Guide v1

14 August 2015



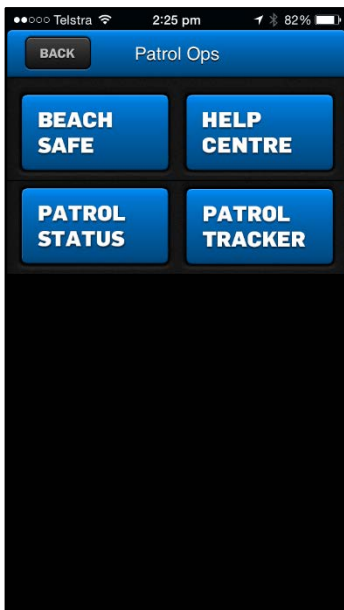
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Overview

The Patrol Ops App, available for iOS and Android smart devices, is a multi-functional tool for active patrol members which includes the following features:

- Sign on/off Patrol
- Record the location and status of patrol assets
- Update patrol status
- Log hazards at patrolled and nearby unpatrolled beaches
- Log statistics
- Log incidents
- View activity log



These features use the GPS in IOS and Android devices to track the above and relay the information to IT systems including the public-facing website Beachsafe.

The Patrol Ops app has been designed to be used by patrolling members on the beach. At the start of the patrol it can be used to sign on with Surfcom and to record the initial position of the beach flags and signage. During the course of the patrol it is used to record the repositioning of beach flags and signage, along with hazards (such as rips) and incidents (such as a rescue or first aid) and any changes in status, such as if the beach is closed.

Getting Started

To install and start using the App You will need to:

1. Complete a Form 49 requesting the App for either iOS or Android device or email ithelp@slsa.asn.au
2. Create a Members Portal Account
3. be a patrolling member at an organisation (in a Roster or in a Patrol Log)
4. Have internet access on your device and GPS / location services turned on
5. Consult your State Lifesaving Operations Procedures prior to using the application, to ensure you are only using the features approved by your State Centre

What's new in this version

The following improvements have been made:

- Tracker features are now also in the Patrol Status area
- The application allows for a Club that may patrol more than one beach
- The Near me functions are improved

Accessing the Patrol Ops app

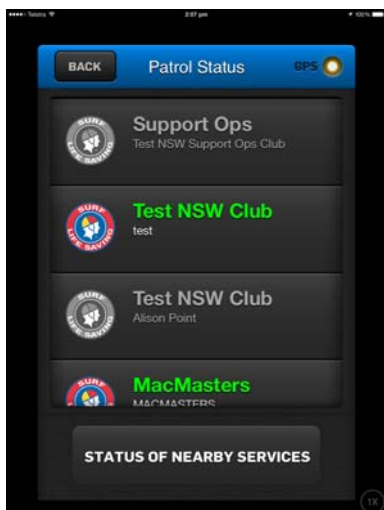
The App can only be used by active patrol members who are in a patrol roster in the next 6 months or entered in a patrol log in the previous 6 months and have a Members Portal account. Your Members Portal login details are used to login to the App on your smart device. Once a member has logged in they will see the options available on the Apps home screen



Organisation and Role Selection

Some people have more than one role within our Organisation. For instance, they may be an active patrol member at a club and also a duty officer within a branch. The Patrol Ops app has been designed to give that person instant access to logging facilities for all their roles in a single location.

In the screenshot on the left, the patrol person has a role in a support operations groups, along with standard club patrol duties and these are all listed on the screen. If the user is performing their club patrol duties then they would select the club's button and if they are performing their support duties then they would select the appropriate organisation from the list.'



Status of Nearby Services

The 'Status of Nearby Services' checks Surfcom for the Clubs/Organisations that are contained in the Branches that the entities listed belong to, for today, at the radius selected. The screen returns the Surfcom radio log information relating to these services.

The radius can be adjusted to fine tune for relevancy.

Please note that the nearby Services only relate to the Organisation's within the Branch that is listed in the Status screen. Eg. If you patrol at a beach and there is a lifeguard service at that beach as well, you may not see their status as the Lifeguard service is not an entity in your Branch.



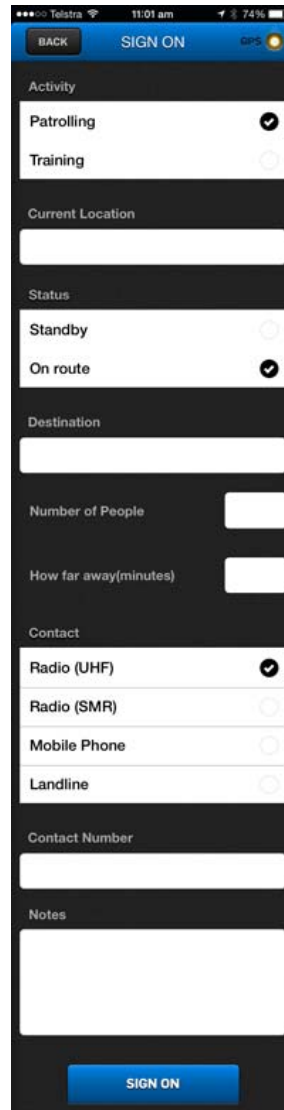
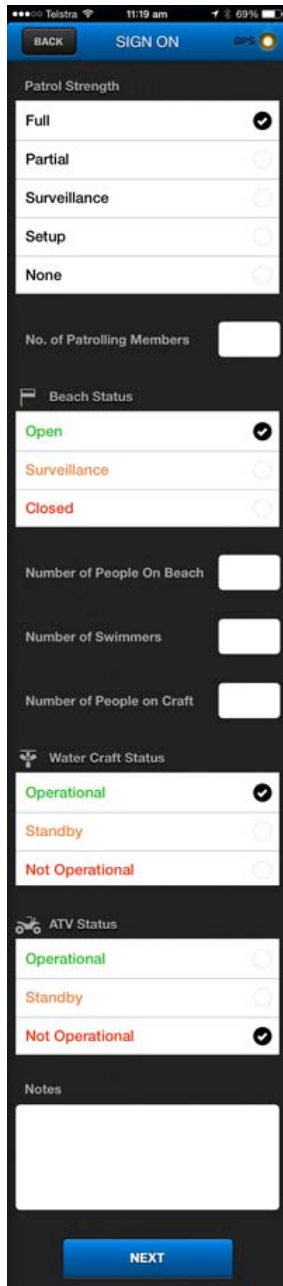
GPS

Please note the GPS light at the top right of the screen. The app requires a solid GPS signal. If the GPS signal is weak this light will be red - moving the device slightly usually increases signal strength.

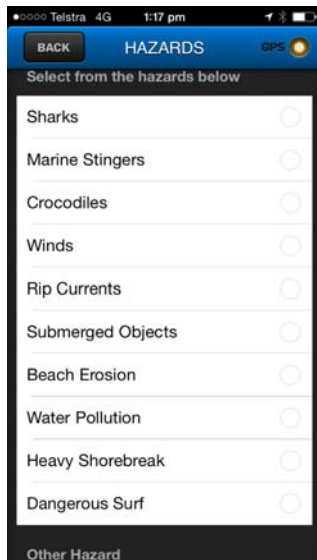
Patrol Status tab - Sign on/off for Clubs and Support Ops

The sign-on screens for clubs and support ops are different to cater for the requirements of the patrol type. All information entered on these screens is uploaded directly to the Surfcom management system and can be viewed in the Club or Support Ops summary screens and also in the daily log files. Some of these fields are mandatory, such as Number of Patrolling Members and some are not, such as Notes.

If a service is not already signed on you will be taken directly to the sign-on screens (below) once you have selected a service. If a service is already signed on then you will need to click on the Patrol Status screen to access these screen.



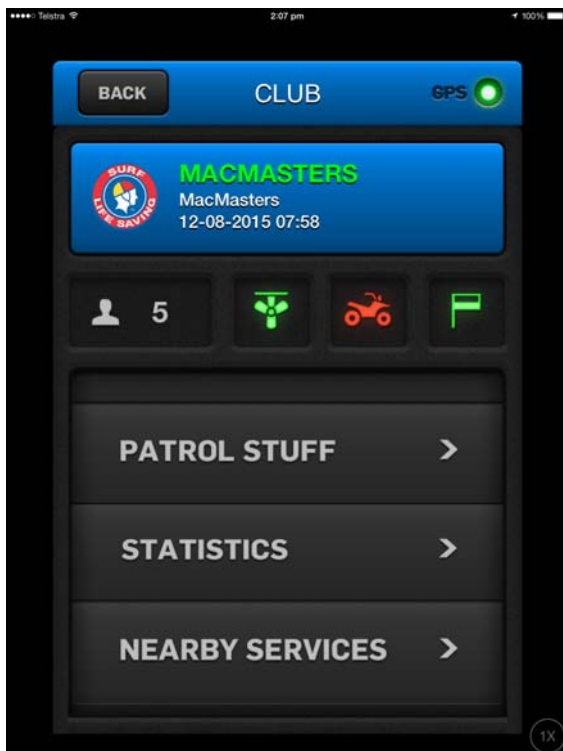
After clicking on NEXT you get the following screen:



Club Patrol Screen

Overview

Once the club has been selected from the home screen / or you have signed on, you will see the main club page. Here the club's current status is available at a glance thanks to the icons at the top which display:



- Number of patrol members
- IRB status
- ATV status
- Beach status

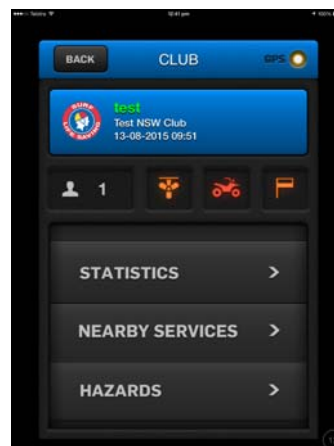
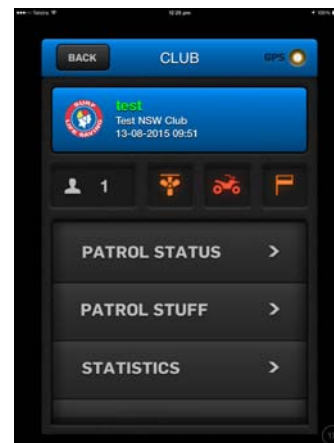
In the case of the example on the right, there is one patrol member on duty, the IRB is not operational, the ATV is non-operational and the beach is closed.

To update the patrol's status and you will be taken back into the sign on screens where you can update any patrol details such as the status of the watercraft or the number of people on patrol.

Data entered via this screen is relayed instantly to the Surfcom Management System and can be viewed by a Surfcom operator responsible for that beach or club.

Statistics can be recorded during the course of the patrol by clicking on the Statistics button and selecting from minor and major first aid, preventatives and rescues. These are added directly to the Surfcom log for that patrol on that day.

Daily hazards (such as rip currents or heavy shore break) can be selected and de-selected from the Hazards button and text hazards can be entered if required.



Patrol Status

The main Patrol Status functions as a selector screen on which you choose the club or support service you wish to update. If a service has already been signed on then it will show in green lettering.

Services that are not signed on, show as grey lettering.

The GPS light in the top right indicates overall GPS strength – if this signal is too weak you will be unable to sign a service on – move to a better location until the GPS light is green.

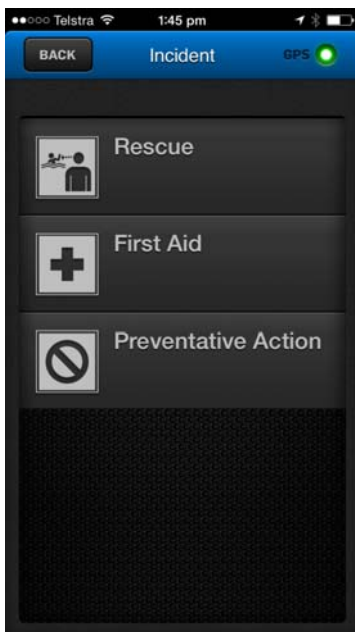


Patrol Stuff

The Patrol Stuff screen enables you to GPS log all patrol infrastructure, including the patrol flags, hazard signage, tent and outposts.

To use any of the screen's functions, the patrol person simply stands next to the item and presses the appropriate on-screen button.

In this way the precise location of the item can be logged via GPS and recorded in both Surfcom and Beachsafe.

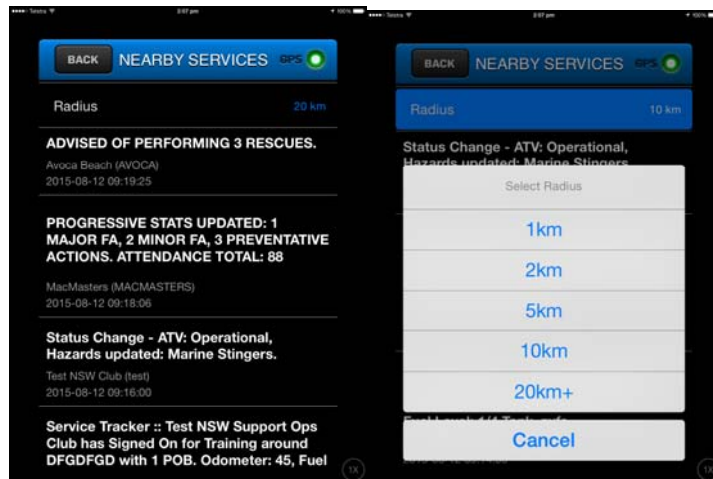


Statistics

Progressive statistics is related to rescues, first aid and preventative actions, these can be recorded on the Incident screen. This does **not** replace accurate information in the patrol log.

This functions as a simple running total and can be used to get more accurate data for basic patrol functions such as preventative actions than simply guessing a figure.

This function also always more resources to be allocated to a beach / service that is exhibiting high incident activity levels.



Nearby Services

This feature is to view the status of nearby services in the Branch of the entity selected at the radius distance from the device GPS location on the day the function is selected. Information displayed includes sign on and sign off, progressive information and patrol status changes.

The radius filter can be set for the session by touching the Radius at the top. The default radius is 10Km.

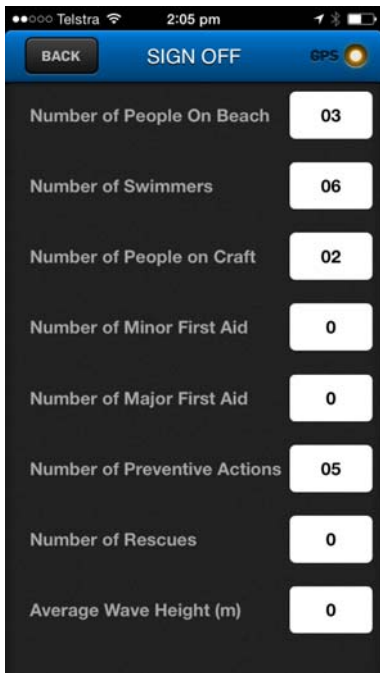


Hazards

The type and location of hazards such as shore breaks and beach erosion, can be recorded simply by pressing the appropriate button.

If the hazard changes the user simply swipes left to remove it. If a type of hazard not covered by the buttons needs to be recorded, then the 'Other' button can be used and text used to describe it.

These hazards will be updated automatically in Surfcom and in Beachsafe.



Signoff

At patrol sign-off, end of shift statistics can be recorded as per the boxes at the bottom of the patrol log book.

Support Operations Patrol screens

The Support Ops Screen works in the same way as the Club Screen except that it allows for tracking statistics only and not hazards. The support personnel's current status is available at a glance thanks to the icons which displays the sign-on time and the number of people on-board.

In the case of the example below, there are 2 people on-board (which would be the case with a duty officer or lifeguard) and the sign-on time was 14:22.

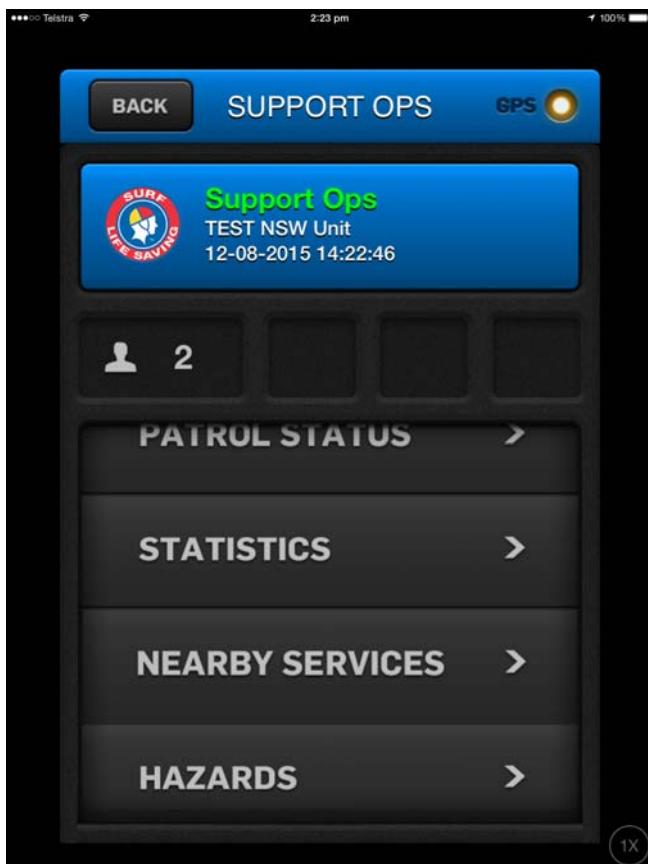
At any time the user can click on the **Patrol Status** to be taken back into the sign on screens where updates such as current location, destination, ETA and contact method can be modified as required.

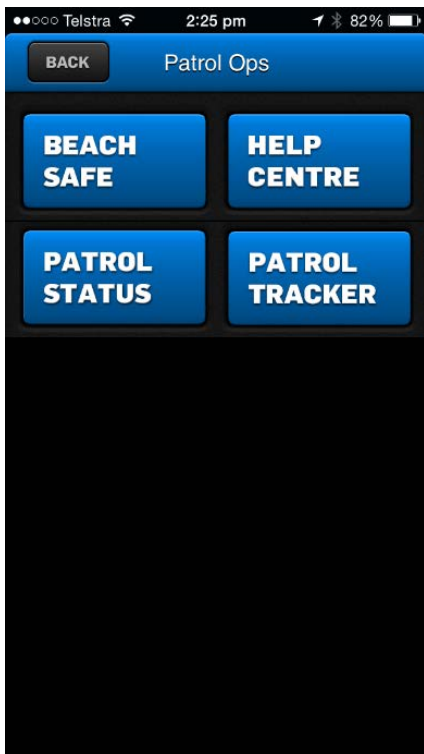
Data entered via this screen is relayed instantly to the Surfcom Management System and can be viewed by a Surfcom operator responsible for that beach or club.

Statistics can be recorded by clicking on the Statistics button and selecting from minor and major first aid, preventatives and rescues. These are added directly to the Surfcom log for that patrol on that day.

Nearby Services is used to view the status of services nearby using the radius and entity information as per the above Club functionality.

To **Sign-Off** the support ops person clicks the Sign-off button and enters all pertinent sign-off details such as rescues or first aids and vehicle odometer reading.

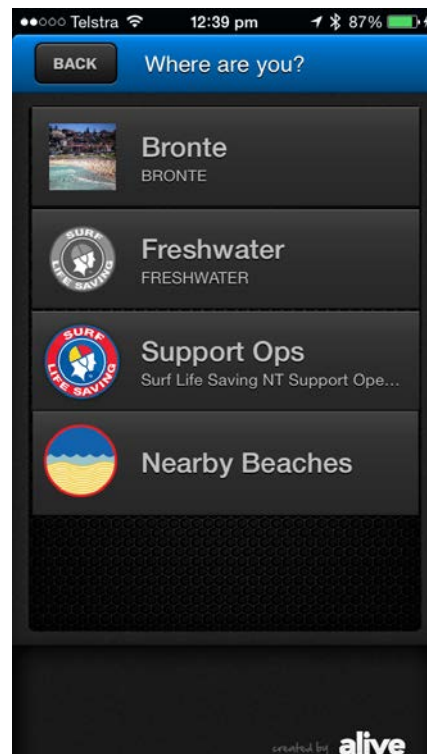




Patrol Tracker Function

The Tracker is an integral part of the Patrol Ops app and is designed to be used by patrol members, lifeguards and support ops personnel even when they are not actively on patrol. The difference between the Tracker and patrol Status is that the Tracker can be used **regardless** of a sign on with Surfcom or not.

On accessing the Tracker the first job is to choose the service or location that you wish to track. As you can see from the picture on



the right, all services associated with a person's patrol or support duties are shown, along with nearby beaches.

Tracker for Clubs

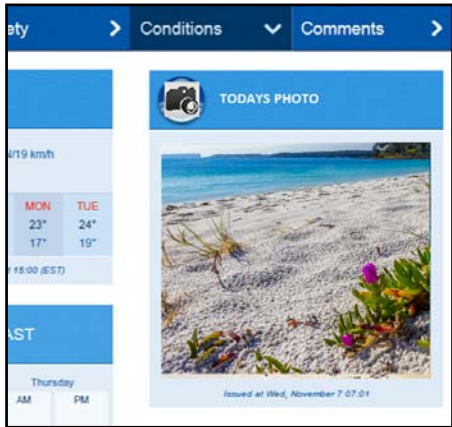
As a patrol person for a club you'll see five buttons in the Tracker - a beach photo button, Patrol Stuff, Hazards, Incidents and Activity.

The Beach Photo Button

All clubs are encouraged to supply a photograph of current beach conditions using the app's photo facility. To access this, simply press the camera button on the club's main screen, located to the left of the club name.

Once the button has been pressed, the standard iPhone camera screen will appear. Compose a shot that will give members of the public an idea of beach conditions and press the capture button. Try and include the surf and the current weather





conditions. While it's great to supply an attractive image, the emphasis should be placed on its usefulness for members of the public to see the conditions.

Once you have taken the photo, it is transmitted to the C.O.D. and made available to Surfcom. It is also inserted into the Beachsafe website shown as 'Today's Photo' and displayed alongside current weather, tide, swell and water temperature information.

Of course the conditions on the beach will undoubtedly change during the day and if and when that does happen, users of the app are encouraged to take a more up-to-date photograph that reflects the current conditions, rather than how they were at sign-on.



Patrol Stuff, Hazards and Incidents

The Tracker is used to record accurate location data for beach flags and other signage, hazards and incidents - all these functions operate in the same way even if you do not use the Patrol OPS area of the app (ie Signon, progressives and Signoff).

Patrol Stuff

From the main screen, select the Patrol Stuff button to access this list.

To record the location of an item simply stand next to it and press the corresponding button on the screen. For instance, to record the location of the left patrol flag, stand next to the flag's current location and press the Left Patrol Flag button. Its location, along with your

name and time and date information is instantly recorded. Repeat this process for the right patrol flag and any other signage (such as beach hazards) and the patrol tent/shelter.

All items logged are flagged green on the tracker screen so you can easily see what has been recorded. Press the Back button to return to the club's main screen.

Hazards

As and when beach hazards are recognised, they should be recorded using the tracker app. Generic hazards, such as a shore break or sharks are listed on the screen. Stand as close as is safely possible and press the corresponding button for the hazard you are reporting.

Apart from recording the location of the hazard in question the patrol person can also take a photo of it (transmitted to Surfcom and Beachsafe) and flag that the hazard applies to all beaches within a 5km radius. A photo does not have to be taken if it is not required. To remove a hazard that's already listed, simply swipe left and click on the remove button.

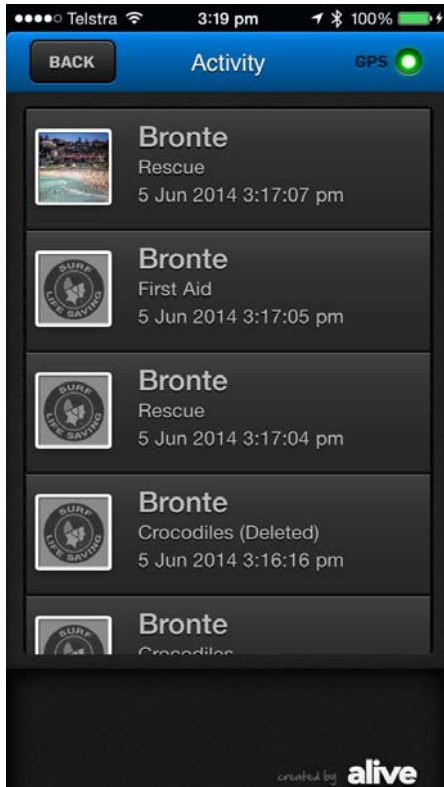
If a situation arises that is not listed by button, then simply select the last button labelled 'Other' and enter the hazard as text.





Incidents

Incidents are recorded in the same way as patrol items and hazards. To record a rescue, simply stand safely near its location and press the Rescue button. First Aid and Preventative Actions can be recorded in the same way.



Activity

At any time you can view all activities recorded with the app by pressing the Activity button. Events are listed in time order. Note that where a photo exists - for a hazard or beach photo for instance, these are included in the Activity list.

Tracker for Support Ops

For support ops personnel, the Tracker works in exactly the same way regarding hazards, incidents and activity as it does for Club patrols. In addition to these and instead of the Patrol Stuff button, support ops have a Live Tracker button which instead of tracking patrol equipment or hazards is used to track the user.

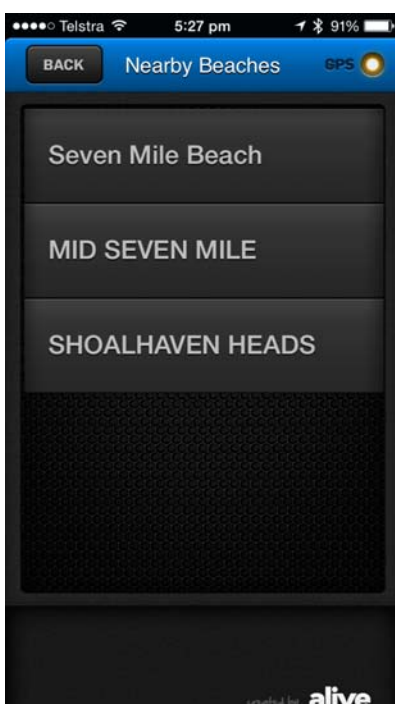
Live Tracker

The Tracker is comprised of a countdown screen which is used to dial in a measure of time appropriate to a particular activity. For instance if a Lifeguard is taking a board out for a paddle then they can dial in 20 minutes and the tracker will record their location for the duration of that 20 minute window.

The Live Tracker sends all location information back to Surfcom and a Surfcom operator can view a map with the location detail on it. The countdown will continue to run in the background if the Patrol Ops app is minimised.



Nearby Beaches



In order to increase the amount of safety data accessible to the public through Beachsafe, the Patrol Ops app includes a Nearby Beaches function which enables any patrol member, duty officer or support ops personnel to log hazards.

The functionality works in exactly the same way as the hazard screens in the rest of the app, enabling the user to log the location, type and time of a hazard and to attach a photograph to that hazard if required. The hazard can also be recorded against a 5km radius of that location if required.

The intention is that if a surf lifesaver is at a beach and notices a hazard that could be a danger to the beach-going public, it can be logged and viewed in Beachsafe on the web or in the apps.