

ARENA Services Dashboard

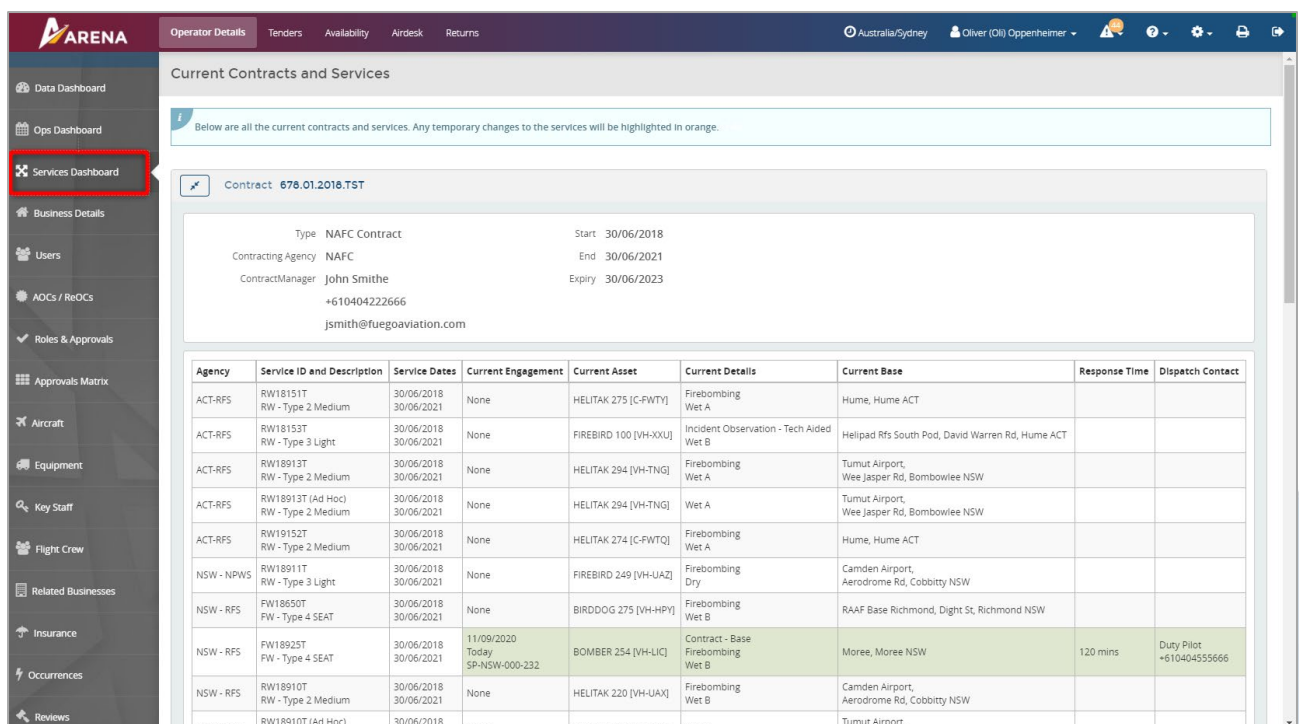
Introduction

The ARENA Services Dashboard provides aircraft Operators with a dashboard displaying each of the services they are contracted to provide, the aircraft assigned to those services and the status of those services.

This Services Dashboard shows the information recorded in ARENA for the **Contracts** an Operator may have with NAFC or a state, territory, or national Agency. These contracts define the **Services** the operator may provide, and the **Service Periods** when the Operator has aircraft stood up to provide the services. Additionally, the information about which **Aircraft** is currently providing the service, where it is **based** and how it can be **contacted** for dispatch are also displayed.

It is critical this data in ARENA is maintained to a high quality, so Agencies, and their Airdesk functions can find the aircraft they need during an emergency operation, contact them for dispatch, and know that an aircraft is under contract. This data about Contracts and Services is primarily entered and maintained by Agency or NAFC procurement or contracting staff. Aircraft, basing and contacts data can also be updated by Agency Airdesk staff.

The ARENA Services Dashboard allows Operators to view, identify and report any discrepancies before they become an issue at the time of aircraft dispatch. Operators should contact NAFC or the Contracting Agency if there are any changes should be made to information displayed on the Services Dashboard.



Agency	Service ID and Description	Service Dates	Current Engagement	Current Asset	Current Details	Current Base	Response Time	Dispatch Contact
ACT-RFS	RW18151T RW - Type 2 Medium	30/06/2018 30/06/2021	None	HELITAK 275 [C-FWTY]	Firebombing Wet A	Hume, Hume ACT		
ACT-RFS	RW18153T RW - Type 3 Light	30/06/2018 30/06/2021	None	FIREBIRD 100 [VH-XXU]	Incident Observation - Tech Aided Wet B	Helipad Rfs South Pod, David Warren Rd, Hume ACT		
ACT-RFS	RW18913T RW - Type 2 Medium	30/06/2018 30/06/2021	None	HELITAK 294 [VH-TNG]	Firebombing Wet A	Tumut Airport, Wee Jasper Rd, Bombowlee NSW		
ACT-RFS	RW18913T (Ad Hoc) RW - Type 2 Medium	30/06/2018 30/06/2021	None	HELITAK 294 [VH-TNG]	Wet A	Tumut Airport, Wee Jasper Rd, Bombowlee NSW		
ACT-RFS	RW19152T RW - Type 2 Medium	30/06/2018 30/06/2021	None	HELITAK 274 [C-FWTQ]	Firebombing Wet A	Hume, Hume ACT		
NSW - NPWS	RW18911T RW - Type 3 Light	30/06/2018 30/06/2021	None	FIREBIRD 249 [VH-UAZ]	Firebombing Dry	Camden Airport, Aerodrome Rd, Cobbitty NSW		
NSW - RFS	FW18650T FW - Type 4 SEAT	30/06/2018 30/06/2021	None	BIRDDOG 275 [VH-HPV]	Firebombing Wet B	RAAF Base Richmond, Dight St, Richmond NSW		
NSW - RFS	FW18925T FW - Type 4 SEAT	30/06/2018 30/06/2021	11/09/2020 Today SP-NSW-000-232	BOMBER 254 [VH-LIC]	Contract - Base Firebombing Wet B	Moree, Moree NSW	120 mins	Duty Pilot +610404555666
NSW - RFS	RW18910T RW - Type 2 Medium	30/06/2018 30/06/2021	None	HELITAK 220 [VH-UAX]	Firebombing Wet B	Camden Airport, Aerodrome Rd, Cobbitty NSW		
NSW - RES	RW18910T (Ad Hoc)	30/06/2018	None	HELITAK 220 [VH-UAX]	Wet A	Tumut Airport,		

A separate **Ops Dashboard** shows the operational status of each of an Operators aircraft and vehicles, including any availability and detailed dispatch information.

You can find the **Services Dashboard** in ARENA on the left-hand menu when viewing an Operator.

The Services Dashboard lists each contract as currently recorded in ARENA. For each contract, the following **Contract Information** is provided:

- Contract Number
- Contract Type
- Contracting Agency
- Contract Manager
- Start date
- End date
- Expiry date

The Contract Manager is the person identified by the Operator as their contact for managing any contract issues. The dates listed are the dates the contract begins and ends, and they may be different to the dates any service begins or ends.

For each contract, the Services to be provided under the Contract are listed and the following **Service information** is provided:

- Agency
- Service ID and Description
- Service Dates
- Current Engagement
- Current Asset
- Current Details
- Current Base
- Response Time
- Dispatch Contact

Agency is the default Agency allocated for each service. Services may be provided to other agencies by agreement. Service Dates are the earliest and last dates the Service could be provided under the contract but are not necessarily aligned to any period of service. When a Service is engaged in a Service Period, either by being put on Standby or Dispatched, then details of the period of engagement will be listed.

If an aircraft has been placed on standby or dispatched and it is not shown in the dashboard as engaged, it is because the Agency Airdesk has dispatched the aircraft but has not yet uniquely identified which service has been engaged.

Engaged services will be shown with a green background. Services with a current 'temporary' change, for example an aircraft swap, will be shown with a yellow background.

WA - DFES	RW18199 (Summer) RW - Type 2 Medium	01/07/2018 16/04/2021	01/11/2020 16/04/2021	FIREBIRD 623 [VH-YUQ]	Contract - Base Air Attack Supervision Wet B	Jandakot Airport, Jandakot WA	15 mins
WA - DFES	RW18202 (5) RW - Type 2 Medium	01/07/2018 30/06/2021	None	FIREBIRD 651 [N82]	- Tech Aided	Jandakot Airport, Jandakot WA	
WA - DFES	RW18202 (7 day) RW - Type 2 Medium	01/07/2018 30/06/2021	01/11/2020 16/04/2021	FIREBIRD 652 [N57MD]	Contract - Base Incident Observation - Tech Aided Wet B	Jandakot Airport, Jandakot WA	15 mins

If any of the details listed in the Services dashboard appear incorrect then the Operator should contact NAFC or the Contracting Agency to have them updated as soon as practical.

For further information or assistance please contact: arena@nafc.org.au