

Expanded Dispatch Recorder D-110



NFES 2982

Student Workbook
JULY 2007



CERTIFICATION STATEMENT

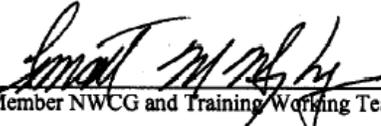
on behalf of the

NATIONAL WILDFIRE COORDINATING GROUP

The following training material attains the standards prescribed for courses developed under the interagency curriculum established and coordinated by the National Wildfire Coordinating Group. The instruction is certified for interagency use and is known as:

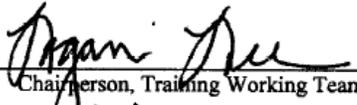
Expanded Dispatch Recorder, D-110
Certified at Level I

This product is part of an established NWCWG curriculum. It meets the **COURSE DEVELOPMENT AND FORMAT STANDARDS – Sixth Edition, 2003** and has received a technical review and a professional edit.



Member NWCWG and Training Working Team Liaison

Date 7/15/07



Chairperson, Training Working Team

Date 7/12/07

Expanded Dispatch Recorder D-110

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PREFACE

Expanded Dispatch Recorder, D-110 is a suggested training course in the National Wildfire Coordinating Group (NWCG), Wildland and Prescribed Fire Curriculum.

This course was developed by an interagency group of subject matter experts with direction and guidance from the National Interagency Fire Center (NIFC), Fire Training Group under authority of the NWCG. The primary participants in this development effort were:

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The NWCG appreciates the efforts of these personnel and all those who have contributed to the development of this training product.

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Expanded Dispatch Recorder Reference Guide

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Unit 0 – Arrival/Check-In

OBJECTIVES:

Upon completion of this unit, the instructor will:

1. Facilitate the introduction of course instructors and students.
2. Discuss administrative information.
3. Present overview of course.

I. WELCOME TO D-110 COURSE

II. ADMINISTRATIVE INFORMATION AND INTRODUCTIONS

A. Administrative Information

Initial Briefing:

- Ground rules (punctuality, respect, and turn off cell phones)
- Facilities (restrooms, vending area, exits)
- Meals and breaks
- Smoking areas
- Local information (restaurants, maps)
- Emergency plan (evacuation and meeting area)

B. Introductions

III. COURSE OVERVIEW

This course was developed based on the Expanded Dispatch Recorder (EDRC) task book and introductory ROSS skills. The intent of this course is to teach dispatch concepts through hands-on ROSS exercises incorporating all elements of the EDRC position task book. Individual participation and group interactions will ensure student success.

A. Course Objectives

Upon completion of this course, students will be able to:

- Describe the purpose and structure of Expanded Dispatch.

- Describe the roles and responsibilities of the Expanded Dispatch Recorder (EDRC).
- Demonstrate how to mobilize and demobilize incident resources, using established dispatch ordering channels, through resource order forms and electronic resource tracking systems.
- Describe how to communicate effectively and foster positive interpersonal working relationships.

B. Agenda

Unit 0 - Arrival/Check-in

Unit 1 - Dispatch Organization

Unit 2 – Communications and Working Relationships

Unit 3 – Introduction to electronic resource tracking system

Unit 4 - Creating a Resource Request

Unit 5 - Placing and Filling a Resource Request

Unit 6 - Travel/Travel Itinerary

Unit 7 - Request Status, Subordinate and Support Requests, Edit Request

Unit 8 - Supply Resource Orders

Unit 9 - Supplemental Forms and Manual Resource Order Form

Unit 10 - Demobilization

Unit 11 - Final Scenario and Exam

Unit 12 - After Action Review (AAR) and Closeout

C. Instructional Method

- Information will be presented via electronic presentations, demonstrations, short lectures, handouts and a series of progressive hands-on electronic resource tracking system (ROSS) exercises.
- Reference material is provided electronically and hardcopy.

IV. RESPONSIBILITIES

Students

- Actively participate
- Ask questions
- Take notes
- Be flexible
- Complete unit evaluation forms

Coaches

- Provide clarification and guidance
- Ensure data is entered correctly
- Evaluate student performance

Instructor(s)

- Demonstrate electronic resource tracking system (ROSS) screens
- Explain dispatch concepts

- Assist coaches and students

V. MEASURING STUDENT PERFORMANCE

Students will receive an NWCG certificate from the lead instructor upon completion of the entire NWCG-approved D-110 curriculum.

A. Brainstorming and discussions

- Successful student participation is required to complete the course.

B. All ROSS exercises must be completed.

- Students having issues completing any of the ROSS portions should talk to their coach about additional hands-on work time. The goal is to feel confident working with ROSS.

C. Criteria for passing the course.

- 70% or higher on final exam.

VI. COURSE MATERIAL

Each student will be provided with:

A. Laptop or PC with internet and printer access.

- Personal laptops are not allowed for security purposes.

B. Student workbook.

C. “Common Web Links” (thumb drive or hardcopy).

VII. COURSE EVALUATION FORMS

Students will be afforded the opportunity to evaluate the instructors and the course using evaluation forms.

- Students should fill out the evaluation forms daily.

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Unit 1 – Dispatch Organization

OBJECTIVES:

Upon completion of this unit, the student will be able to:

1. Describe the purpose and structure of the dispatch organizations (established and expanded).
2. Demonstrate the use of established dispatch ordering channels.
3. Describe the unique language of dispatch.
4. Describe the EDRC's roles and responsibilities and their limits of authority.
5. Describe the importance of documentation and recordkeeping.

I. DISPATCH ORGANIZATION

There are two types of dispatch organizations: established and expanded

- A. Established dispatch organization: Primary mission is to provide timely, cost-effective coordination of emergency response within its specific geographic area. Three levels of established dispatch:
1. Local dispatch center: commonly referred to as “initial attack” (or IA). Responsibilities include, but are not limited to:
 - Daily duties (i.e. weather forecasts, tracking non-fire resources, any other local duties)
 - Aircraft flight following
 - Intelligence gathering and dissemination (i.e. WIMS, IQCS, weather forecasts, tweeting, etc.)
 -
 -
 -
 2. Geographic Area Coordination Centers (GACC)
 - There are currently 10 GACCs in the United States
 - Focal point for requests (internal and external) not filled at the local level.
 - Provide intelligence, predictive services and related products designed to be used for geographic area fire community for incident management decision-making.

3. National Interagency Coordination Center (NICC)

- National focal point for requests not filled at the geographic level. Reports directly to Washington, D.C.
- Provide intelligence, predictive services and related products, which are designed to be used by the internal wildland fire community for incident management decision-making nationally

B. Expanded Dispatch

Expanded Dispatch is established when a high volume of activity indicates that increased dispatch and coordination capability is required to relieve Initial Attack Dispatch of the support function of one or more large incidents or multiple smaller incidents.

1. When is expanded set up? What are some trigger points?

- Multiple incidents - fire, earthquake, floods, etc.
- Incident Management Team is ordered
- There is an incident within an incident
- Large, complex, or politically sensitive incidents
- Local factors (i.e. short staffed, increased work load, etc.)

2. Expanded Dispatch Environment

- Expanded dispatch can often be chaotic and, in the beginning, unorganized. It can go from extremely busy to extremely slow. You will work with

dispatchers from across the nation and priorities will constantly change. Remember, you represent the local host unit and your home unit.

- Skills that will help you:

-
-
-
-

3. Expanded dispatch positions

There are four expanded dispatch positions:

- EDRC = Expanded Dispatch Recorder
 - Receive initial briefing from EDSP.
 - Process resource requests using established procedures and ordering channels.
 - Relay pertinent information through established dispatch channels.
 - Track resources and document in accordance with established procedures.
 - Participate in briefings and utilize shift/dispatch log when appropriate.
 - Relay any issues to EDSP.
- EDSD = Expanded Dispatch Support Dispatcher
 - Mobilize resources specific to one or more

functional area: crews, overhead, equipment, and supplies

- Use or direct use of established procedures associated with ROSS.
- Provide guidance to EDRCs.
- Relay issues to EDSP.
- EDSP = Expanded Dispatch Supervisory Dispatcher
 - Orders additional dispatchers as needed for present and future needs.
 - Provide supervision to EDSs and EDRCs.
 - Ensure compliance with established dispatch protocols.
 - Provide training as necessary.
 - Ensure coordination between functional areas.
 - Schedule and conduct briefings.
 - Liaison between dispatch center and expanded dispatch.
- CORD = Expanded Dispatch Coordinator
 - Usually assigned in complex situations involving MAC groups or multiple expanded dispatches.
 - Liaison between all units involved (IA, expanded, MAC groups, etc.)
 - Schedule and attend briefings with all units involved.

II. ORDERING CHANNEL

- Incident
- Local Dispatch Unit
- Neighbors
- GACC
- NICC
- Other GACC
- Sending Unit

III. UNIQUE LANGUAGE OF DISPATCH

It is important that students are able to describe the unique language of dispatch. We will look at some commonly used abbreviations and terms and demonstrate where to find them.

- A. Glossary of Common Terminology: This document defines common dispatch terms. (See EDRC Reference Guide)
- B. Unit Identifiers: A unit identifier is five or six letters, consisting of two parts:
 - The first two letters indicate what state a unit is in.
 - The second part is three (or four) letters that indicate a specific unit.
 - On your computer click on the link for “NWCG Unit Identifier Reports” (or type address into browser).

- Click on the link at the top “Report” box “Search for Unit Identifiers”.

C. Position Codes

All overhead positions have a 4-digit identifier. Examples:

- EDRC = Expanded Dispatch Recorder
- ORDM = Ordering Manager
- FFT1 =

D. Acronyms

Common acronym examples (located in “Glossary of Common Terminology”)

- ETA =
- SOP =
- UTF =

E. Communication Outside Expanded

There are other incident ordering personnel that an expanded dispatcher may interact with. Some of these contacts should be handled by the supervisory dispatcher (*).

- Incoming resources
- Expanded dispatchers from other units
- IA and GACC dispatchers

- Local cache
- Ordering Manager (ORDM)
- Buying Team
- Supply Unit Leader (SPUL), Logistics Section Chief (LSC)
- Ground support
- Compact personnel (if appropriate)
- Contractors
- Interagency Resource Representatives (IARR)*
- Local management and officers*
- Public*
- Public Affairs/Information Officers*
- Media*

IV. DOCUMENTATION

A. Importance of documenting

1. Used for legal proceedings
2. Follow-up (during and after incident)
3. Provides a record of significant events
4. Host unit will use this for research after expanded has demobilized.

- B. Shift briefs
 - 1. Significant events
 - 2. Items requiring follow up.

V. RECORDKEEPING

- A. Currently ROSS is the official system of record.
 - 1. Document all important information in the electronic resource tracking system (ROSS).
- B. Keep all general message forms and any notes you make.
- C. Keep all shift briefs.
- D. Host unit will brief you on local recordkeeping protocols.

VI. PREPARING FOR AN ASSIGNMENT

- Make sure to have a resource order.
- Contact host unit for local information (dress code, lodging, etc.).

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Unit 2 – Communication and Working Relationships

OBJECTIVES:

Upon completion of this unit, the student will be able to:

1. Describe effective communication skills.
2. Describe interpersonal relationship skills.

I. COMMUNICATION METHODS

Communication is essential to the success of a dispatch organization. Always be thinking about who else needs this information.

A. Communication Methods

1. Written

Written communication is a form of documentation.
Document immediately to prevent loss of information.

- Hard copy of resource order forms
- Dispatch Log
- Shift briefing forms
- General message forms

2. Oral

- Telephones
- Radios
- Face to face
- Group discussion

3. Electronic

- Facsimile
- Email
- Electronic resource tracking system (ROSS)
- Teletype (TTY)

B. Communication Skills

- Be clear and concise.
- Be professional.
- Be an active listener.
- Verify what you think you heard, observed, and/or recognized.
- A failure to verify is one of the most common causes of communication breakdown and misunderstanding.
- Maintain situational awareness.
- Always be aware of what others are doing because their activities may impact your activities and vice versa.
- Use standard protocols when using the computer, radio, and telephone.
- Ask questions, if you don't know.

II. INTERPERSONAL RELATIONSHIP SKILLS

- A. Professional Demeanor
- B. Teamwork
- C. Good Follower
- D. Be Proactive
- E. Personal Responsibility

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Unit 3 – Introduction to the electronic resource tracking system (ROSS)

OBJECTIVES:

Upon completion of this unit, the student will be able to:

1. Describe the electronic resource tracking system.
2. Identify and navigate the main ROSS Home screen.
3. Demonstrate the functionality of personal settings.
4. Describe unit ID components and dispatch channels as they relate to ROSS.
5. Identify the following ROSS screens and functions: New Request, Resource Status, Pending Request, Request Status, Notifiers, and Documentation.

I. WHAT IS ROSS?

The National Interagency Resource Ordering and Status System (ROSS) is utilized in an estimated 300 interagency dispatch and coordination centers throughout the nation. ROSS tracks all tactical, logistical, service and support resources mobilized by the incident dispatch community.

A. ROSS SECURITY

- ROSS is accessible to anyone with Internet access and a ROSS User Account.
- If someone has both a ROSS User and ROSS Web Status account, they use the same username and password for both. Security rules for ROSS User Accounts also apply to Web Status Accounts.
- The dispatcher must always work in ROSS under their username and password. Never allow another individual to use your session of ROSS. All documentation in ROSS is stamped with date/time and user's name. The dispatcher is responsible for all activity tied to their user name.
 - Auto-doc vs. User-doc: There are several actions in ROSS that will be automatically documented, i.e. creating an order, or cancelling an order; and that will be stamped with the dispatcher's name and the time it occurred. You can also manually add documentation to include additional information, i.e. who you received the order from, why an order was cancelled, etc.
 - Auto-doc disappears after 14 days. User entered documentation will remain in the database. Both are available into perpetuity through reports.
- ROSS session will "time out" after three hours. Any unsaved work will be lost.

B. ROLES THAT CAN BE ASSIGNED

- Basic User
- Resource Status
- Expanded Dispatch
- Dispatcher
- Roster Manager
- Aircraft Dispatcher
- Dispatch Manager
- Account Manager
- Contract Manager
- Data Manager
- Incident Management Team
- Qualifications Import Manager
- Selection Area Manager

II. COMMON ROSS ICONS

Add		Save	
Search		Open/Search	
Clear		Edit	
Filter		Cancel/Close	
Undo		Remove	

III. PERSONAL SETTINGS

- A. Click “Administration” dropdown
- B. Click “Personal Settings”
- C. Review page tab by tab:

1. PENDING REQUEST FILTERS

- Organizational hierarchy, neighbors and parent GACCs.
 - Dispatch units can be dispatch centers, coordination centers, communication centers, and command centers.
 - Explain parent, child, and neighborhood concepts.

- Select appropriate neighbors/parents and move them from Available Dispatch Units to Selected Dispatch Units.
- Host units
 - These are agency offices such as USFS, BLM, USFWS, State Forestry, NPS, FEMA, etc.
 - Explain that Host Units are offices that the Dispatch Center provides dispatching services for.
 - Move appropriate host units from Available Host Units to Selected Host Units.

2. NOTIFICATION PREFERENCES

- “Action” vs. “No Action”
- Setting earliest message date
- Pop-up dialog, action vs. blinking indicators
 - Action = !
 - No Action = 0

3. DISPATCH NOTIFICATION SETTINGS

- Select Overhead, Crews, Equipment and Supplies

IV. ROSS HOME SCREEN

- A. Go to the ROSS Home screen using the “Window” dropdown.
- B. The top banner indicates ****PRACTICE v.xx.x****.
 - It is important to double check this upon sign-in.

- C. The dark blue banner indicates the page the user is on, their name and which center they are logged into.
1. “?”, is the “Help for Current Screen”.
 2. ROSS message board.
 - This is a place to find important messages and updates related to ROSS.
 3. There is no “Auto Update” in ROSS. The longer a screen is open in ROSS, the less likely it is to be current.
 - Each page will have an “R” that will refresh only that page (except the homepage).
 - File, Refresh Session: will refresh the entire database.
 4. Dropdowns
 - FILE
 - ADMINISTRATION
 - RESOURCE
 - INCIDENT
 - REQUEST
 - TRAVEL
 - STATUS
 - WINDOW
 - HELP

5. There is more than one way to get to certain screens.
6. Brief overview of shortcut buttons.
 - NI - New Incident
 - IL - Incident List
 - IN - Incident
 - > - Carrot
 - QF - Quick Fill
 - REQ - Create New Request
 - IR - Incident Resources
 - PR - Pending Requests
 - Airtanker Icon - Tactical Aviation
 - MP - Multi-place
 - RS - Request Status
 - TL - Travel
 - RE - Reminders
 - /! And 0 - Action and non-action indicators (based on previous personal preferences set)
7. Discuss and demonstrate the white incident bar and the carrot. This is used to switch between incidents.

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Unit 4 – Creating a Resource Request

OBJECTIVES:

Upon completion of this unit, the student will be able to:

1. Complete resource orders for overhead, crew and equipment requests from general message forms using the electronic resource tracking system (ROSS).

I. SOURCE OF RESOURCE REQUESTS

A. Resource requests are typically received in expanded dispatch in two ways:

- From IA
- From the Incident's Ordering Manager (ORDM)

B. The requests typically come via:

- Telephone
- Fax
- Email
- General Message
 - General Messages (ICS-213) are yellow tri-carbon forms. When received from IA, they will most likely be the actual form. Forms received from the ORDM at incident may be via fax.

II. GENERAL MESSAGE FORM

What information is necessary before you create a request?

- Requestor Name – who sent the general message, fax or called?
 - During initial briefing your supervisor should identify individuals from whom resource requests will be accepted. For example: Ordering Manager, Center Manager, Logistics Section Chief, Incident Commander, etc. Resource requests from any other sources should be brought to the attention of the ESDS or EDSP.

- Incident name
 - Expanded may be dealing with multiple incidents.
- Item requested
- Quantity
- Date/time needed
- Reporting or delivery location
- Special needs, if any
 - Crews double-lunched, rental car approved, special skills necessary, trainee acceptable, etc.
- Signature of authorized approver

III. CREATE INCIDENT LIST IN ROSS

A. Incident > Incident List

- Filter “Criteria for Incidents” box. Incident status defaults to incidents that are open. Click “Filter.”

B. There are now open incidents in the “Incidents Meeting Criteria” box.

- Highlight desired incident, click “Add to Most Recent +”.
- Adding to “Most Recent” adds selected incidents to the incident selection dropdown in the toolbar.
- “Remove From Most Recent +” will remove a selected incident from the white incident box at the top of the page.

- “+” sign indicates that multiple items may be selected for that action simultaneously.
- C. The “R” refreshes this screen.
- D. The “X” on the active screen/username bar will close the current page and remove it from the active window dropdown.

IV. CREATING AN OVERHEAD REQUEST

- A. Request> New Request; OR Shortcut = REQ
- B. Toggle between incidents:
- “New Request” screen title bar updates/changes as you select incident then click the > “Carrot”
 - Ensure these match BEFORE creating a new request.
- C. Item to Request
- Catalog dropdown:
 - Aircraft
 - Crew
 - Equipment
 - Overhead
 - Supply
 - Crew >Fire> Filter
 - Crew, Misc (non-standard configurations, i.e. squads, 10-person crews)
 - Crew, Type 1 (national resource, i.e. IHC)

- Crew, Type 2 or Type 2IA (breakdown capable)
- Crew, Type Any
- Crew>Non-Fire>Filter
 - Camp crews, i.e. job corps
 - Kitchen crews
 - Trail crews
- Equipment > Filter

Information on Equipment Typing can be found in the Wildland Fire Incident Management Field Guide (WFIMFG) and the Incident Response Pocket Guide (IRPG)

Categories most often used:

- Dozer
- Engine
- Engine, Strike Team
- Food Service, Mobile
 - a. Criteria can be found in the National Mob Guide
- Grey Water Truck
- Medical
- Miscellaneous
- Potable Water Truck

- Shower, Mobile
 - a. Criteria can be found in the National Mob Guide
- Tender, Water (Support)
- Tender, Water (Tactical)
- Transportation
- Overhead > Filter
 - !NO QUALIFICATION – DO NOT USE
 - Category>Groups
 - b. Fallers
 - c. Modules
 - d. Teams
 - Category>Positions
 - e. NOTE: ROSS is not case sensitive

D. INCLUSIONS/EXCLUSIONS

- Federal Only vs. non-federal only.
- Host agency only vs. state only.
- Contractor not acceptable.
- Portal to portal acceptable.
- EFF/AD Exclusion

- This indicates that the incident does NOT want an AD in this position.
 - EFF = Emergency Firefighter/Administratively Determined (aka “casual hire”).
 - No trainee vs. trainee acceptable vs. trainee required.
- E. # OF REQUESTS BLOCK
- All fields marked with * are required fields.
- F. DEFAULT BLOCK/VIEW ISSUED #S
- G. NEXT NUMBER
- H. NAMED REQUEST ONLY BLOCK
- Refer to policy in National Mobilization Guide.
- I. DATE/TIME NEEDED
- Default is current date and time.
- J. DELIVER TO
- “Deliver To” block defaults to incident name.
 - Creating a new “Deliver To” location also creates navigation instructions at the same time.
 - Location>Locations managed by Host Center>Search Create New Location>Location types>Enter Navigation instruction>Choose Location
- K. FINANCIAL CODE
- Financial codes are created by IA Dispatch when the incident is created.
 - If no code is shown, select appropriate code via the pick

arrow.

L. SPECIAL NEEDS

- Used to justify and/or authorize specific needs or special skills required, such as:
 - Rental car approved, agency vehicle (AOV/GOV) required, cell phone authorized, laptop authorized, uniform required, strong ROSS/WildCAD skills, etc.
 - Must be self-sufficient (in terms of meal/lodging procurement needs).
 - Can work remotely (IMETs, FBANs, IRINs, etc.)
 - Justification of name requests.

M. REPORTING INSTRUCTIONS

- Reporting instructions print on the resource order form, whereas the navigation instructions DO NOT, they are only viewable in ROSS.
- To enter reporting instructions: Click pick arrow > New > enter or copy/paste information > Save > Close

N. INCIDENT ORDERING CONTACT

- Who requested this resource?
 - Can be combination of name, position code, or phone number per local protocol (Tim Jones, ORDM, 555-1234).

O. REQUEST CONTACT

- Use “Request Contact” dropdown to make selections.

- Avoid creating new contacts.

V. CREATE THE REQUEST

A. Review request.

- Is this request being created on the correct incident?
- Is this the correct item code/position code?
- Check the number of requests you are creating.
- Has the date/time needed been adjusted?
- Are there any necessary reporting instructions?
- Has the financial code been selected?
- Are there any special needs to add?

B. + and back arrow buttons.

- + button creates the request.
- Back arrow totally CLEARS all information in the request.
- Click + and request will appear in the “Request Created” box at bottom of screen.
- Request will also populate the “Pending Request” screen.

C. REQUEST(s) CREATED

- Add Documentation
- Documentation cannot be deleted. Ensure documentation is relevant and professional.

D. EDIT REQUEST +

- The only thing that cannot be edited at this point is the quantity requested.

E. DELETE REQUEST +

- Document reason for deleting prior to deleting request.

F. CREATE SUPPORT REQUEST

- This is a new request number associated to the original request. (Rental car, bus, lunches, etc.)

G. CLEAR LIST OR PLACE REQUEST UP

- “Clear List” empties the “Request(s) Created” box.

H. PLACE REQUEST UP+

- “Place Request Up+” places the request up to the parent center (in this case the GACC).

I. GO TO

- Multi-place
- Pending Requests
- Request Status

VI. CREW REQUESTS

A. Crew Requests have a View reminders prompt to show reminders that may be pertinent to request.

B. Select features.

- Dependent on the catalog item chosen.

- Moved desired features from “Available Features” to “Requested Features”.
- C. There is an option to exclude contract crews (“Contractor Not Acceptable”) and to approve portal-to-portal crews
- D. There is no “Named Request” option for crews.
- E. Special Needs for Crews could be: lunched, double lunched, tooled, will be spiking out, must be self-sufficient, etc.

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Unit 5 – Filling and Placing a Request

OBJECTIVES:

Upon completion of this unit, the student will be able to:

1. Describe the use of the “Resource Status” screen.
2. Describe the use of the “Pending Request” screen.
3. Demonstrate filling and placing requests.
4. Describe Dispatch Priority Lists (DPLs).

I. RESOURCE STATUS

A. Select Filter for Resources>Select Resource Type> Overhead radio button>Filter

B. Select Status To View options:

- ****ALL****
- Assigned (second dropdown identifies stage of resource on assignment)
- Available
- Returned from assignment
- Unavailable

C. Set Resource Status

1. Select Status

- Available
- Unavailable

2. Set Availability +

- Change from “Available” to “Unavailable”
- Stating resource availability is not typically an expanded dispatch function.

D. Select Area

1. GACC - available for assignment within the Geographic Area

2. Local - available for assignment on the local unit

3. National - available for assignment Nationally

E. Set 'Available To' +

1. Change area from Local-GACC-National.

F. Display

1. Home Unit - the office, organization or jurisdiction to which a resource is physically attached.

2. Provider - is the organization responsible for the resource.

3. Owner - the organization or company to be compensated financially for providing a resource to an incident.

G. Set Unavailability Periods

1. Identifies time frames when a resource is not available

2. Setting unavailability periods is not typically an expanded dispatch function.

H. Click on column headers to change from A-Z and Z-A

II. PENDING REQUEST SCREEN

A. Request > Pending Request (or yellow PR shortcut button)

1. "Search Incident" pop-up box appears in front of the "Pending Request" screen.

2. The 'Select Dispatch or Host Unit' displays the dispatch centers which have placed requests to your dispatch center.

- New requests created in the local dispatch center will also be displayed.
3. The filter populates the 'Select Incident' box with all pending requests from the selected dispatch center.
 - Resource requests can be "Claimed" by a dispatcher or remain "Unclaimed"
 4. The "Pending Request" screen displays their incident which is reflected in the blue title bar and in the 'Search Incidents' box.
 - To search for another incident's requests, repeat the process using the search icon.
 5. Select Filter for pending requests
 - Request # dropdown (A, C, E, O, S).

Only the catalogs that have a pending request for the selected incident will appear.
 6. Select Pending Request(s) box is now populated with outstanding overhead requests that are pending
 - S - Support Column

If there is an S in this column, it means this request is a support request for another order.

If there is an asterisk in this box it means there is a support request for this order.
 - G - Group Column

If there is an asterisk in this box it means the request is a member of a group, i.e. team member or crew member.

- SN - Special Needs column

If there is an asterisk in this box it means the request has special needs identified.

If you double-click in the box with the asterisk, a ROSS

Information Message pop-up box will appear indicating the special needs being requested.

- NR - Named Request column

If there is an asterisk in this box the order is a name request.

The name of the individual being requested can be viewed by clicking the 'Named Request' radio button in the lower left corner of the box.

- Req # - Request number column

O numbers present should coincide with those you wrote on the general message forms after creating the request.

- Qty. - Quantity column

For Overhead, Equipment and Crew requests this number will always be a 1. The only time it will be different is when the request is for supply.

- Requested Item column

Requested Item displays Catalog Item being requested.

- Requesting Unit column

This column identifies the requesting Dispatch Center.

- Need Date/Time column

This column identifies the date and time (and time zone) that the resource is needed at the incident.

- Last Action column

This box indicates the last action that occurred with this request.

- The last action will be NEW if it was just created.
- The last action will be UTF if the last dispatch center to have it was Unable To Fill it.
- The last action will be RTR if the order has been retrieved.

- Exclusions column

This box identifies exclusions that were specified for this request.

- Inclusions column

This box identifies inclusions specified for this request.

- Note column

This box is for notes that are only viewable in the center that creates them. Dispatchers should use the add documentation function for recording information related to requests. Refer to local protocol.

- Contact column

This box will display the originating center's Unit ID and phone number.

- Financial Code/Compact column

This box will display the financial code for the incident.

Compact: A formal working agreement among agencies to obtain mutual aid resources.

- Claimed By column

An informational option on the Pending Request screen that identifies to other ROSS users that a user is working on that request.

Claiming does not prevent another dispatcher from working on the request.

- Buying Team Request column

Identifies this request is to be filled by Buying Team.

7. With the FFT1 request you created, claim your request. Highlight request > CLAIM button > claim > OK

- Important to claim when multiple dispatchers are working in the same functional area to avoid duplication of effort and confusion.

- Navigate the columns to the far right to see your name now listed in the CLAIM column.
 - Click on the ACTION dropdown.
 - Action items available on all screens differ, depending on where the request is in the ordering chain.
 - The GO TO button on this screen only has a multi-place option. Review local protocol.
8. Click the VIEW button.
 9. PRINT button is for printing resource orders, and on some screens rosters, assignment history, etc.

B. SELECT ACTION FOR PENDING REQUEST

1. This will query for available resources managed by the host dispatch center or neighboring centers that are able to fill the selected request.
2. Highlight your FFT1 request in the “Select Pending Request(s)” box then click QUERY.
 - The resources displayed under the “Available” tab indicate resources that have been statused as available (Local, GACC, or National) AND possess the requested qualification AND meet any additional specified criteria (inclusions/exclusions/special needs).
 - Look at “Reserved”, “Mob Enroute”, “At Incident”, “Demob Enroute”, “Contracts/Agreements” and “Other Resources” (neighbors) tabs. When would they be used?

III. FILLING CREW REQUESTS

A. “Pending Request” Screen

1. Filter for crew requests on same incident.
2. Highlight the Crew, Type 2 Any request they created.
3. Query for available crews
4. “Fill with Assignment” Roster options
 - Roster information is provided to dispatch on the Passenger and Cargo Manifest form.
 - Rosters can be built from scratch at the time of fill or can be created as a master roster.
 - Rosters will generate subordinate orders for crewmembers. Example: C-1.1, C-1.2, etc.

IV. FILLING EQUIPMENT REQUESTS

- A. Pending Requests > Filter for equipment requests on current incident.
- B. Locate and highlight the request # for the Engine, Type 3, 4, 5 or 6 you created. Then query for available resources.
- C. Look at “Contracts/Agreements” tab. This lists contract equipment that is available.
- D. Click “VIPR” (Virtual Incident PProcurement) tab. This lists DPL equipment.

1. Vendors are ranked according to “best value” for the government.

This is the VIPR web site:

<http://www.fs.fed.us/business/incident/dispatch.php>

- EDSP should be involved any time you need to order contracted resources off a DPL.
2. It is very important to document ALL contacts with vendors.

DISCUSS THE FOLLOWING SCENARIO IN YOUR GROUP. SELECT A REPRESENTATIVE TO PRESENT ANSWERS TO THE CLASS.

A crew was ordered and the incident is planning to provide transportation, lunches, and tools upon their arrival. The crew is arriving via NICC jet. The aircraft desk gives the EDRC the travel information.

1. As the crew EDRC, what do you do with this information?

2. What happens if the EDRC does nothing?

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Unit 6 – Travel

OBJECTIVES:

Upon completion of this unit, the student will be able to:

1. Identify the Travel screen.
2. Identify government travel procedures.
3. Describe the various methods of mobilizing a resource to an incident.

I. TRAVEL

How many different ways could a resource get to an incident?

- A. There are different travel providers for arranging commercial travel for different agencies. Check local travel protocol.
1. Airport designators can be found on AIRNAV (<http://airnav.com/>).
 2. All airports have a 4-letter designator assigned by the FAA. ROSS uses 3-letter designators.
 3. Type San Francisco into the identifier box and click “Get Airport Information.”
How would we know which one to use?
 4. Return to home page and type in Miami and search.
 5. Return to home page and type ABQ and search. Review all of the information available through this webpage.
 6. There are 2-letter designators for airlines that are used by dispatch. Examples: AA=American Airlines, DL=Delta Airlines. (www.airlinecodes.info)

B. Instructor will navigate to TRAVEL screen.

THIS IS A COMPLEX SCREEN AND STUDENTS WILL NOT BE DOING ANY EXERCISES ON THIS SCREEN.

C. Instructor will demonstrate how to select and add (+) an incident. Filter for resources mobilizing or demobilizing to or from the incident.

D. Click the “ACTION” dropdown, locate “Create/ Edit Travel Itinerary” screen.

1. This is the proper location to enter air travel.
2. This is also used for ground travel requiring an overnight stay enroute (RON - “remain over night”).
3. Look for asterisk in the CI (Completed Itinerary) column. If you finish travel and there is no asterisk in this column, you must click “Action,” then “Set Itinerary Complete.”

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Unit 7 – Request Status, Subordinate and Support Requests, Edit Request

OBJECTIVES:

Upon completion of this unit, the student will be able to:

1. Navigate and describe the “Request Status” screen.
2. Describe the difference between support and subordinate requests.
3. Demonstrate the ability to utilize the “Edit Request” functionality.

- I. Request Status Screen
 - A. Navigate to the “Request Status” screen.
 - B. Locate and select the incident on the pop-up screen. Highlight it and click on “Apply”.
 1. The pop-up screen does not disappear after you click on “Apply”. If you want to search for a second incident, you can do that before going to the “Request Status” screen.
 - C. “Close”. You are now on the “Request Status” screen and the incident(s) you selected are now displayed in the “Incident List” box.
 - D. Locate the “Catalog” box. Filter the individual choices. (Catalog ****ALL**** and filter, Catalog: Overhead only; Catalog and Category; Catalog, Category, and Catalog Item). The less you filter, the more requests you will see.
 - E. You can use additional radio buttons.
 1. ****ALL****
 2. Request Number
 3. Pending
 4. Filled
 5. Completed
 - F. Filter Catalog ****ALL****.
 - G. “Request Status” is where you can find your request.
 1. Possible options listed are: pending, filled, cancelled, released, deleted, and retrieved.

2. The “From” and “To” fields relate to a status of pending, retrieved, and UTF’d.

- H. Click the right arrow button below box to see a quick view of resource travel.
- I. Click “Show Subordinate” box. This allows you to see “dot numbers”.

II. Editing Requests

- A. Talk to the incident ordering contact before making ANY changes on a request.

III. Subordinate vs. Support Requests

A. Subordinate requests

1. Associated with parent requests by extension.
 - Example: A crew request is C-1. Crewmembers (subordinates of the crew) are C-1.1 thru C-1.20

B. Support requests

1. One parent request associated with another parent request.
2. Each request may be from a different catalog.
 - Example: An overhead request (DIVS, O-1) associated with a support equipment request (Pick-up truck, E-1).

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Unit 8 – ROSS Supplies

OBJECTIVES

Upon completion of this unit, the student will be able to:

1. Complete a Supply Resource Order.
2. Identify and utilize the National Fire Equipment System (NFES) catalog (hardcopy and electronic).
3. Identify the difference between NFES and non-NFES supplies.
4. Identify the difference between service and supply.
5. Identify the difference between local purchase, local cache, and National Cache.
6. Describe the role of Buying Teams in incident support.

I. SUPPLY ORDERS

- A. Refer to the link to the electronic National Fire Equipment System (NFES) catalog. <http://www.nwccg.gov/pms/pubs/catalog.htm>
- B. Review each of the tabs in the catalog.
- C. Search function in the electronic version.
- D. Navigate to the “New Request Screen”.
- E. Select Catalog: Supply > Filter
- F. Review Categories:
 1. *Service, Category Not Listed > Filter
 - Do not use this category (unless specified by local protocol).
 - The “Resource Requested” and “Resource Assigned” will then be *Service, Category Not Listed.
 2. NFES Supplies > Filter
 - NFES is National Fire Equipment System. These are items in the fire cache system.
 - Kits are located here by NFES number.
 - All National Cache unit identifiers end in K.
 - Identify which National Cache(s) provides support in your area.
 3. NON-NFES Supplies > Filter

- Although “Kits” are listed here, do not use.
 - Use “!Not in Catalog Supplies” for local purchases.
 - Notice that the “Item Description” field on the enter request side of the screen is a free text field, enabling the user to type in locally purchased items.
 - Identify local data entry standards when typing in this text box.
4. Service, Communications > Filter
 - Cell service, satellite phones, voice/data lines.
 5. Service, Delivery > Filter
 - Ice, newspaper, potable water delivery.
 6. Service, Facility-Land Rental > Filter
 - Conference room, land use, refrigeration and shower facility rental.
 7. Service, Fuel Delivery > Filter
 - Diesel/Gas, Other, Propane, Aviation.
 8. Service, Meals, Food, Lodging > Filter
 - Food catering (when the # of incident personnel hasn’t met the threshold of ordering a National caterer).
 - Lodging, Meals, Groceries/Sundries (see documentation).
 9. Service, Miscellaneous >Filter

- Dust abatement, equipment inspection, excavation, laundry, medical, mobile mechanic, mobilization center, road grading.
10. Service, Office Support > Filter
- Fax rental, Audio Visual equipment rental, computer rental, copy machine rental, other office equipment rental, office machine repair.
11. Service, Sanitation > Filter
- Grey water removal, handwashing stations (portable), porta-potties, recycling, garbage/container removal, other sanitation.
- G. G. Select Category > NFES Supplies > Filter
- H. H. Use the wildcard (*) to filter by item name.
- I. Enter the NFES number into “Item Code” > Filter.
- J. Identify “Standard Pack”. Refer to NFES catalog and note that Standard Pack is different than Unit of Issue.
- K. “Quantity”. Supplies are the only functional area that can have multiple identical items per request.
- L. “Default Number Block”. Blocks of numbers can be issued to others outside of expanded for tracking purposes. Refer to local protocols.
- M. “Unit of Issue”. Different than Standard Pack.
- N. “Shipping Information”.
1. Select one of three options:
 - a. Will Pick Up at Cache (brings up different text

boxes).

- b. Shipping Address (pick or add an address associated with this incident).
 - c. Shipping Instructions (used most often). Once information is entered here anything entered into “Shipping Address” will change to “See shipping instructions.” Zip code must be included.
- O. “Shipping Contact”. Name and phone number should be selected from the pick menu. Emphasize that students have the ability to add a name and phone number; however, they should always check with the supervisory dispatcher prior to doing so.
- P. Select “Catalog” > Supply
- Q. Select “Category” > Service, Sanitation > Filter
- R. When certain services are selected, the “Qty.” box changes to “# Requests”.
- S. Explain that when a service is filled, user will be prompted to enter travel. Most services remain assigned to an incident so the order can be tracked for billing purposes.

WHAT ARE DIFFERENT WAYS TO FILL A SUPPLY ORDER?

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Unit 9 – Supplemental Forms and Manual Resource Ordering

OBJECTIVES

Upon completion of this unit, the student will be able to:

1. Identify forms that supplement the Resource Order Form.
2. Complete hardcopy of the Resource Order Form.

I. SUPPLEMENTAL FORMS

A. Supplemental forms are used to provide additional information so that requests can be processed efficiently. Some forms may vary by area, but the information will be similar. An EDRC does not typically complete or process these forms independently but it is important to be familiar with them.

B. Refer to handout copies of forms.

1. Resource Extension Request Form

- Used to extend resources on an incident.
- EDRC should notify Supervisor when an Extension Form is received.
- National resources require NICC approval.
- Local protocol.

2. Aircraft Flight Request Form

- Used to request aircraft to transport personnel and/or supplies.
- Shows aircraft used, personnel/supply transported and is used for payment information.
- Provides ETD/ETA information.

3. Passenger And Cargo Manifest

- Identifies personnel and/or cargo being transported.
- Generally used for crews and engines.

4. Preparedness/Detail Request

- Used to request individual resources for extended or pre-arranged assignments.
- Can be used for overhead, equipment, and crews.
- Follow local protocol, does not use fire codes.

5. Mobile Food And Shower Request Form

- Provides the information needed by NICC to fill the request.
- Useful as a checklist to ensure everything is ordered prior to arrival.
- Required to order a national caterer or .

EDRC would only fill out this form with the help of an EDSD or EDSP. Where and how might you get some of the information on the form?

II. HARDCOPY RESOURCE ORDER

A. Introduction

The resource order form is used to manually document resource requests when the electronic resource tracking system (ROSS) is unavailable.

B. Legal Documents

1. Resource order forms and all supplemental forms are legal documents that can be subpoenaed and used in lawsuits.

2. What does an EDRC need to consider when completing any form -electronically or hard copy?
3. Completed Resource Order forms are part of the final financial package.

C. Description of the form

1. Each resource type has its own form. On original cardstock, each functional area has its own color: Crews/Green; Overhead/White; Engines/Goldenrod; and Supplies/Brown.
2. Hardcopy resource orders are no longer being produced. They are available for printing online.
3. There are three main sections on the form:
 - Header information (Blocks 1-11)
 - Resource information (Block 12)
 - Receive request
 - Place request
 - Assign resource and relay information
 - Release resource
 - Documentation (Block 13)
 - Documentation block is continued on the back of the form.

D. Examples of Completed Forms

- “Block by Block” instructions are on your thumb drive for future reference.

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Unit 10 – Demobilization

OBJECTIVES

Upon completion of this unit, the student will be able to:

1. Demonstrate the functionality of the “Incident Resource” screen.
2. Demonstrate the demobilization of resources from an incident.
3. Describe reassignment of resources.

I. INCIDENT RESOURCES

A. Navigate to the “Incident Resources” screen.

1. The top blue bar will show the current incident.

B. The “Set Catalog” filter block utilizes the same Catalog, Category and Catalog Item dropdown boxes as elsewhere in ROSS.

C. In the “Set Resource” filter:

1. Select the “Set Filter Criteria for Incident Resources” radio button.

- The filter allows for searching incident resources by resource status, days or less at incident, or release date/time.
- Radio buttons allow for further refinement by filtering by mode of travel to the incident (air, ground or POV).

2. Select the “Set Filter Criteria for Individual Resources” radio button.

- Radio buttons allow for further refinement by filtering by mode of travel to the incident (air, ground or POV).

D. In the “Incident Resources” block:

1. Resource status column:

- Options: “At Incident”, “Mob Enroute,” or “Demob Enroute”.
- This column differs from the request status column found on the request status screen.

- Resources listed in the “Incident Resource” block are only those that are at incident, mob enroute to the incident, or demob enroute from the incident.
- If a resource request has not yet been filled, or travel has not been entered, or if demob travel has completed, the resource will not appear on this screen. In any of the above scenarios, the dispatcher would then need to use the “Request Status” screen to view the request.

E. Demobilization forms:

1. Variety of forms used:

- Demobilization printout generated via I-Suite.
- Emergency release/message form.
- Demobilization checkout form from ICP.

2. Additional items to consider when demobing a resource:

- Is ground transportation needed?
- Does the overhead resource need flights arranged?
- Is there a support request (vehicle) associated with an overhead resource that needs to be released as well?
- Is the resource a national resource (i.e. caterer, shower, Type 1 crew)?

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Unit 11 – Final Scenario and Exam

OBJECTIVES

Upon completion of this unit, the student will be able to:

1. Complete final scenario.
2. Complete final exam.

I. FINAL SCENARIO

Open ROSS.

Follow step-by-step instructions on handout 11-01.

II. FINAL EXAM

Student must pass exam with a score of 70% or better.

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Unit 12 – AAR and Dispatch Close out

OBJECTIVES

Upon completion of this unit, the student will be able to:

1. Participate in an After Action Review (AAR).

I. AFTER ACTION REVIEW

A. What is an After Action Review (AAR) and when it is used?

B. OPTIONAL DISCUSSIONS

Where do you go from here?

1. How does an EDRC(t) get assigned locally?

2. Review the Dispatch Job Aid.

C. What courses might a dispatcher consider after they complete their EDRC?