

ROSS DISPATCH

INTERMEDIATE 1 – INITIAL REPORTS AND INCIDENTS

OBJECTIVES

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

1. Create and manage Initial Reports.
 - a. Create and edit an Initial Report.
 - b. Associate an Initial Report to an incident.
 - c. Promote an Initial Report to an incident.
2. Create and manage Incidents.
 - a. Create and edit an Internal incident.
 - b. Create and edit an External incident.
 - c. Create an Incident Complex.
 - d. Associate an Initial Report to an incident.
 - e. Enter detailed incident information.
 - f. Change the host and/or number of an incident.
 - g. Transfer an incident to another dispatch.
 - h. Grant multi-reassignment authority to another dispatch.
3. Create incident lists.
 - a. Create a My Incident List.
 - b. Add an incident to the Most Recent Incidents list.
 - c. Remove an incident from the Most Recent Incidents list.

Summary.

- These screens are used to enter and manage information about events.
- ROSS can be used for both emergency and non-emergency events.
- An Initial Report should be 'created' to document information about an event that has not yet been confirmed as an incident.
- An incident should be created for events for which resources will be dispatched (using ROSS) and/or costs will be incurred.
- An event can either be initially entered as an incident, or an existing Initial Report can be 'promoted' to an incident.
- A ROSS Dispatch can create and manage an incident on behalf of an External Dispatch or a Status-Only Dispatch.

I. 'NEW INITIAL REPORT OR INCIDENT' SCREEN

Summary.

- Accessed by 'Incident' menu or 'NI' toolbar button.
- Used to create Initial Report or Incident.

- A. 'Enter Basic Initial Report/Incident Information' Section of Screen.
1. 'Internal Incident' and 'External Incident' radio buttons.
 2. Fields in 'Enter Basic Initial Report/Incident Information' section differ for Internal and External incident.
 3. 'Internal Incident' radio button (For creating either an Initial Report or an internal incident).
 - Incident Name defaults to incident number.
 - Initial Reports cannot be named, but a unique Location Name can be entered.
 - Incident Host (required for incidents).
 - Your dispatch.
 - Government Non-Dispatch organizations designated as hosts for your organization.
 - External supply caches designated as external systems for your organization.

- Financial Codes – Can select or create and apply to incident. Ad-Hoc codes are not added to master list of codes for host or dispatch.
- Office Reference.
- Initial Date/Time.
- Billing Organization – Displays only if your dispatch or an external supply cache is selected as host.

4. If 'External Incident' radio button is selected:

- Incident Name.
- Type.
- Incident Dispatch – Select a radio button.
- Dispatch.
 - Can select, create, and edit external dispatches.
 - New external dispatch becomes affiliate of your dispatch, not a subordinate.

- 'Status-Only' Incident Dispatch radio button.
- Dispatch – Difference from 'Select External Dispatch' dialog box: Cannot create or edit new status-only dispatch.
- Incident Host – One of two dialog boxes:
 - 'Select Incident Host for External Dispatch' dialog box.
 - 'Incident Hosts' table – Displays non-dispatch government orgs designated as hosts for selected external dispatch, and external dispatch itself.
 - Click 'Edit' to edit a host (must be managing dispatch).
 - Click 'Search' to search for an org and designate it as a host for selected external dispatch.
 - Click 'Add Host Affiliation' (+).
 - Organization added to 'Incident Hosts' table at top.
 - Click 'New' to create new non-dispatch government org.

- Click 'Remove Host Affiliation' (–) to remove affiliation between a host and selected external dispatch (must be managing dispatch).

– 'Select Incident Host for Status-Only Dispatch' dialog box.

- Financial Codes.
- Contact Person.
- Contact Phone.
- Date/Time.
- Office Reference.
- Initial Date/Time.

B. 'Enter Location' Section of screen – Can select or create location.

- Section same for internal and external incidents.
- 'Pick a Location' dialog box - If coordinates entered as search criteria, 10 locations nearest coordinates display

C. 'Airport' section of screen

- Each incident must have an associated airport.
- If host has associated airports they are automatically assigned to incident when created.
- Preferred setting of each airport at organization level carried over to incident.
- If host has no associated airports or is an external supply cache, click Pick.
- Only an FAA airport can be selected when creating an incident.
- Selected airport automatically added:
 - As potential 'Deliver To' location.
 - To host's list of associated airports.

D. 'Radio Frequencies' section of screen.

1. Can:

- Remove host, or create ad hoc, frequencies.

- Designate frequencies as 'tactical' for incident.

2. Primary host frequencies automatically added to incident.

3. 'Select Incident Radio Frequencies' dialog box.

- 'New Incident Radio Frequency' dialog box.

- Ad Hoc frequencies not added to host's frequencies.

- Removing ad hoc frequency from incident deletes frequency.

E. 'Enter Documentation' section of screen.

F. 'Undo' Button.

G. After information entered:

- To create Initial Report:
 - 'Next Initial Report #' – Next sequential number for your dispatch for calendar year.
 - Click 'Initial Report' button.

- To create an incident:
 - 'Next Incident #' – Next sequential number based on host. Not applicable to external incidents.

 - 'Incident #'.
 - Internal Incidents – Can enter number or accept 'Next Incident' number.

 - External Incidents – Must enter a number.

 - 'View Issued #' – Incident numbers issued this calendar year for host.

- 'Complex' check box – Must have Dispatch Manager role and 'Complex Incident Management' function assigned.

- 'Use Host Default Request Number Block(s)'.

- 'View Default Request Number Blocks' – Displays default request number blocks, for each catalog, for selected host.

- Click 'Incident' button.

- All incidents initially display in 'Most Recent Incidents' drop-down toolbar list.

- Initial Reports are numbered: '[Dispatch ID]-[6-digit Number]'. For example, MT-PSD-000012.

- Incidents are numbered: '[Host ID]-[6-digit Number]'. For example, CO-RMP-000012.

- Complex Incident – Incident having associated incidents. Complex incident serves as an 'umbrella' for the other incidents.
 - Incident complex is two or more incidents assigned to single Incident Commander or Unified Command.

 - Given incident can only be part of one complex.

- All incidents in complex must be managed by same dispatch.

- Must designate incident as 'complex' at time of creation.

- An incident can be removed from a complex.

- Both open and closed incidents can be a complex incident, and be in a complex.

- Internal and external incidents can be complex, and can be associated with either internal or external incident complexes.

- Proposition incidents cannot be complex.

- Functionality in ROSS for complex incidents and their member incidents is identical to that for non-complex incidents.

- Incident complexes are edited on Incident screen.

II. 'INITIAL REPORT' SCREEN

Summary.

- Accessed by 'Incident' menu.

- Used to create and edit Initial Reports.

- A. Initial Report Table – Displays Initial Reports created by your dispatch.
 - Information displayed for each Initial Report.

 - 'Search' button.

- B. 'Initial Report [Report Number]' Section of Screen.
 - Initial Report table

 - 'New' Button.

 - 'Save' Button.

 - 'Close Report' Button – Closes Initial Report, but does not delete.

 - 'Open Report' Button – Reopens closed Initial Report.

 - 'Promote' Button – 'Upgrades' Initial Report to incident.
 - Only 'Open' Initial Reports can be promoted.

- 'Select Incident Host' dialog box.

- 'Associate' Button.
 - Associates (links) an Initial Report to an incident.

 - Associating an Initial Report to an incident does not close Initial Report.

C. 'Documentation' Section of Screen.

III. 'INCIDENT' SCREEN

Summary.

- Accessed by 'Incident' menu or 'IN' toolbar button.

- Used to view, edit, and add additional information for existing incidents.

A. 'Incident Details' section of screen.

1. Basic information displayed.

2. 'Edit' Button.

Initial Date/Time field:

- Cannot be changed to before the Need Date/Time of any requests on incident.
- If changed to a previous year, Incident Number is regenerated using next sequential number for Host for that year.

3. 'Close' Button.

- All non-replacement requests on the incident must be complete.
- Requests that are not completely filled do not prevent an incident from being closed.
- An incident can be closed by an external system only if it is the system of record for incident and incident dispatch is associated with the system.
- Inactivate Incident Message – After incident closed in ROSS, caches may continue to create replacement requests for lost or damaged items; cache sends Inactivate message when done.
- Activate Incident Messages – Cache sends if need to create additional replacement requests after incident has already been inactivated. ROSS will not archive the incident until an 'Inactivate Incident' message is received from cache that activated the incident.

4. 'Open' Button.
5. 'Detail Request' Button – Available only for preplanned incident types.
6. 'Related Incidents' Button.
 - Displays incidents related to your incident.
 - Relating an incident to your incident:
 - '+' button.
 - Select relationship to be established:
 - Follow-On radio button – Links a subsequent incident to your incident.
 - Predecessor radio button – Links a previous incident to your incident.
 - Complex radio button – Only displays for complex incidents. Adds an incident to your complex incident.

- Search for incident to relate to your incident.
- '–' button.

7. 'Associated Initial Reports' Button.

- Displays Initial Reports associated to your incident.
- Briefly discuss the table columns.
- Associating an Initial Report to your incident:
 - 'New' button.
 - Search for and select Initial Report to associate to your incident.

8. 'Print Incident' Button.

9. 'Register / Deregister Incident Interest' messages.

- When an external system registers interest in an incident, ROSS sends incident information and subsequent updates.

- When an external system deregisters interest in an incident, ROSS ceases updates.

B. 'Location' section of screen.

- Displays incident location.
- 'Edit' button.

C. 'Navigation Aids' Tab.

- Table on 10 navigation aids, imported with FAA airport data, nearest incident location.
- Reload bases table – Airports and locations associated with incident as a reload base.

D. 'Aviation Hazards' Tab.

- Fixed and non-fixed aviation hazards (entered by any ROSS organization) within 5 miles of incident coordinates automatically applied to incident.
- Also displays fixed and non-fixed aviation hazards added to incident by users.

- Adding an aviation hazard.

- 'Edit' button.

E. 'Financial Codes' Tab.

- Asterisk in 'Used' column indicates if code has ever been used.
- One code can be designated as 'default'.
- An NFES Supply request cannot be created unless incident has an active default financial code.
- Click 'Active' check box to make code available for use on incident.
- Only codes designated as 'active' by incident host can be added or set to 'active'.
- Ad Hoc financial codes are not retained in financial code database after incident is closed, however they are kept in the incident records.

F. 'Compact' Tab (Not functional).

G. 'Locations' Tab.

- Displays locations, entered by your organization, being 'used' on incident.
- To 'add' a location to incident can:
 - Choose an existing location.
 - Choose an existing location, modify it, and save it as a new location.
 - Create a new location.
- Must search first.
- Creating a new location – New and Save buttons.
- Location Use (in dialog box and on tab).
- Navigation Instructions.
- Locations added to incident automatically become Deliver To options.

H. 'CAD' Tab.

- Only displays if your dispatch has at least one CAD system entered on External Systems tab of Organization screen.

- Displays incident's System of Record, which is initially set to organization (ROSS or CAD system) that created incident.
- Clicking Pick brings up Select System dialog box. Search for and select ROSS or a CAD system as appropriate.
- Withhold External Systems Transactions check box – Temporarily suppresses ROSS-to-CAD notifications for incident. ROSS continues to receive messages from CAD systems regarding incident.

I. 'Frequencies' Tab.

- Initially displays frequencies selected or created for incident when created.
- 'New' and 'Edit' Buttons.

J. 'Airports' Tab.

- Displays FAA and non-FAA airports added to incident.
- Adding an airport to incident.
- Automatically becomes a Deliver To location for incident.

- Navigation Instructions.
- 'Special Conditions' box displays special conditions entered for selected airport using 'Airport' ROSS Admin screen.
- Removing an airport from incident.
- Cannot remove last FAA airport from an incident.
- Changing preferred setting of an airport
- Adding (or removing) airport of type 'Tanker Base' does not add (or remove) it from Reload Bases tab (and vice-versa).

K. 'Reload Bases' Tab.

- Displays reload bases for incident. Reload bases can be:
 - Tanker bases.
 - Airports that are not tanker bases.
 - Locations.
- Adding a reload base to incident.

- Locations tab – Can select, create, or edit location.

L. 'Directions' Tab.

- Displays directions entered for incident location (using 'Incident' screen).
- Adding directions.
- If incident location has navigation instructions, they display here.

M. 'Contacts' Tab.

- Displays contacts added by incident dispatch.
- Does not display contacts added by other dispatches for non-local support requests
- Incident dispatch's Primary Office and Primary 24-hour contacts copied to incident when created.
- 'New' and 'Edit' buttons.

N. 'Organizations' Tab.

1. Used to select Host, Benefiting, Dispatch, Billing, External Dispatch (external incidents only), and Default Cache organizations for incident.

2. Host Organization.
 - An external supply cache can be an incident host

 - Incident financial codes and radio frequencies do not change when host changed.

 - Financial codes and radio frequencies associated with new host become available.

 - Existing incident shipping addresses replaced with new host's shipping addresses.

 - Block Numbering.
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 - If no requests yet created, blocks of new host applied.
 - If requests have been created, blocks of old host remain in place.

3. 'Transfer Incident' by changing Dispatch Organization – User must have 'Dispatch Manager' role and 'Transfer Incident' function. You cannot transfer a preposition incident.
 - Cannot transfer to an external, status-only, or removed dispatch.

- Cannot transfer to an external supply cache.
 - Cannot transfer a Preposition incident.
 - Cannot transfer an incident with a request in the process of being placed to or retrieved from an external supply cache.
4. Default Cache Organization – Optional. Will be pre-selected 'place-to' cache when placing an NFES request.
- If incident dispatch has a default, it becomes incident default.
 - 'Select Default Cache' dialog box.
- O. 'Documentation' Tab.
- P. 'Request Blocks' Tab.
- Master 'template' of blocks established for a host by its managing dispatch on 'Organization' screen.
 - Host's template can be applied each time incident created.
 - Blocks can be modified for incident without affecting host template.

- Default Cache Request block always created in Supply catalog.
- 'Default' button.
- 'New' and 'Edit' buttons.

Q. 'Reassign Authorization' Tab.

- Can authorize other dispatches to multi-reassign resources to your incident.
- Must have Dispatch Manager role and 'Non-Local Multiple Reassignment' function.
- Cannot authorize external or status-only dispatch, or external supply cache.
- Grant reassign authorization.
- Removing a dispatch.
- When incident transferred, reassignment authorizations remain intact.

R. 'Shipping Addresses' Tab – Displays shipping addresses assigned to incident.

- If incident host has at least one shipping address, all shipping addresses of host are copied to incident.
- Can designate an incident default; will be pre-populated selection when creating an NFES category request.
- 'Add/Edit Shipping Address' dialog box.

Ship To Name – Click Pick to change organization and select an existing address. 'Select Shipping Address Organization' dialog box:

- ICBS caches do not display
- 'Select Address From [your dispatch]' check box.

IV. 'INCIDENT LIST' SCREEN

Summary.

- Accessed by 'Incident' menu or 'IL' toolbar button.
- Applicable to Local incidents only.

- Used to create list of incidents of particular interest to User, and add incidents to 'Most Recent Incidents' toolbar drop-down list.

A. 'Filter Criteria for Incidents' section of screen.

- External – Results in only External incidents being displayed.
- 'Changed From' – Applicable only to incidents for which host or number has changed. Type in previous number.
- Location – Can enter or select.
- 'Within __Miles' field – Can enter number from 2 to 10.

B. 'Incidents Meeting Criteria' section of screen.

- Go To Incident.
- Add to My Incident List.
 - Adds incident to 'My Incident List' table.
 - Only assists User in quickly viewing list of incidents – has no impact on any other ROSS screens or functionality.
- Add to Most Recent.

- Adds incident to 'Most Recent Incidents' toolbar drop-down list).
- Can be used to quickly keep track of, and switch between, local incidents.

- Remove From Most Recent.

C. 'My Incident List' section of screen.