



Intermediate Unit 1 – Incidents

**ROSS Dispatch Training Instructor Guide
Release 2.16.12**

For ROSS Steady State
Operations & Maintenance

12.0



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Intermediate Unit 1 –Incidents

OBJECTIVES

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

1. Create and manage Incidents.
 - a. Create and edit an Internal incident.
 - b. Create and edit an External incident.
 - c. Create an Incident Complex.
 - d. Import an Incident into ROSS.
 - 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.
2. 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.

REVISION LOG

Rev #	Date	Revision(s)	Author
12.0	10/08/2018	2.16.12: No updates.	M. Apicella
11.0	01/22/2018	2.16.11: No updates.	M. Apicella
10.0	10/06/2017	2.16.10: No updates.	M. Apicella
9.0	03/29/2017	2.16.9: No updates	M. Apicella
8.0	01/23/2017	2.16.8: Updated Incident and Incident List with buttons for Close Incident and View Incident Usage.	M. Apicella
7.0	01/17/2017	2.16.7: No updates.	M. Apicella
6.0	5/10/16	2.16.6: Complex checkbox replaced with Incident Type of Complex	J. Olson
5.0	02/16/2016	2.16.5: No updates.	C. Dingman
4.0	7/14/2015	2.16.4: Updated Incident List section with data to illustrate the Add to ROSS button.	C. Dingman
3.0	04/23/2015	2.16.3: <ul style="list-style-type: none"> • Updated title of document, objectives, and headings / text throughout document to no longer reference Initial Reports. • Added statement to Section “Incident Screen > Incident Details and Locations Panels” to show editing of Incident Description • Added reference to importing FireCode information in Section “Incident Screen > First Row of Tabs” • Minor updates to text referencing Host Blocks (instead of template) • Added reference to importing incidents as well as several other edits reflecting changed functionality in Section “Incident List Screen” 	C. Dingman
2.0	09/30/2015	2.16.2: No updates.	C. Dingman
1.0	02/28/2014	Re-formatted for consistency with NAP Instructor Guides, and updated for ROSS version 2.16.1.	J. Vahl

INTERMEDIATE UNIT 1: INCIDENTS

1.1 Objectives

<input checked="" type="checkbox"/>	Topic	Instructor Actions
<input type="checkbox"/>	1.1. Objectives	<p>Display Slide ROSSD-SL-INTERMEDIATE-01-01 (Incidents).</p> <p>Display Slides ROSSD-SL-INTERMEDIATE-01-02 and ROSSD-SL-INTERMEDIATE-01-03 (Objectives).</p> <p>Display Slide ROSSD-SL-INTERMEDIATE-01-04 (ROSS Dispatch Process).</p> <p>Point out which portions of the ROSS Dispatch Process are discussed in this unit.</p>

1.2 Overview

<input checked="" type="checkbox"/>	Topic	Instructor Actions
<input type="checkbox"/>	1.2. Overview	<p>Log into Pagosa Springs Dispatch.</p> <p>Perform a quick, uninterrupted walk-through of the screens and major functions to be covered in this unit.</p> <p>Use the ‘extra’ resources in the training database as appropriate to demonstrate major actions.</p>

☑	Topic	Instructor Actions
☐	1.2 Overview (continued)	<p>Do not field student questions during the walk-through; have students save their questions for the lecture.</p> <p><u>Discuss the following:</u></p> <ul style="list-style-type: none"> • The screens in this unit are used to enter and manage information about events. • ROSS can be used for both emergency and non-emergency events. <p>Note: Emphasize that Initial Attack operations may be performed outside of ROSS.</p> <ul style="list-style-type: none"> • An incident should be entered for an event if resources will be dispatched (using ROSS) and/or costs will be incurred. • A ROSS Dispatch can create and manage an incident on behalf of an External Dispatch or a Status-Only Dispatch.

1.3 New Incident Screen > Enter Basic Incident Information Panel > Internal Incident

<input checked="" type="checkbox"/>	Topic	Instructor Actions
<input type="checkbox"/>	1.3. New Incident Screen > Enter Basic Incident Information Panel > Internal Incident	<p>Open the New Incident screen.</p> <p><u>Discuss the following:</u></p> <ul style="list-style-type: none"> • Accessed by Incident menu or NI toolbar button. • Screen used to create an Incident. • Fields in this panel differ for Internal and External incidents. • Internal Incident radio button – Used for creating an internal incident. • Reported By. • Description. • Type.

☑	Topic	Instructor Actions
☐	1.3 New Incident Screen > Enter Basic Incident Information Panel > Internal Incident (continued)	<ul style="list-style-type: none"> • Incident Name. <ul style="list-style-type: none"> – Defaults to incident number if no name is entered. • Incident Host – Required for incidents. Drop-down list contains: <ul style="list-style-type: none"> – Your dispatch. – Government Non-Dispatch organizations designated as hosts for your dispatch. – External supply caches designated as external systems for your dispatch. • Financial Codes and Select Financial Codes dialog box. • Office Reference. • Initial Date/Time. <p>Select your dispatch as the Host.</p> <ul style="list-style-type: none"> • Billing Organization – Applicable only if any dispatch, cache, or an external supply cache is selected as Host.

1.4 New Incident Screen > Enter Basic Incident Information Panel > External Incident

☑	Topic	Instructor Actions
☐	1.4. New Incident Screen > Enter Basic Incident Information Panel > External Incident	<p>Click the External Incident radio button.</p> <p><u>Discuss the following:</u></p> <ul style="list-style-type: none"> • External Incident radio button – Used for creating an incident on behalf of an External or Status Only dispatch. • Incident Name. • Type. • Dispatch Information panel. <ul style="list-style-type: none"> – External and Status Only Incident Dispatch radio buttons. <p>Click the External radio button</p>

☑	Topic	Instructor Actions
☐	1.4 New Incident Screen > Enter Basic Incident Information Panel > External Incident (continued)	<p><u>External Incident Dispatch radio button</u></p> <ul style="list-style-type: none"> – Dispatch field and Select External Dispatch dialog box. <ul style="list-style-type: none"> ▪ Can select, create, and edit external dispatches. ▪ New external dispatch becomes affiliate of your dispatch, not a subordinate. <p>Select the Castle Rock external dispatch.</p> <ul style="list-style-type: none"> – Incident Host field and Select Incident Host for External Dispatch dialog box. <ul style="list-style-type: none"> ▪ Incident Hosts grid – Displays non-dispatch government organizations designated as hosts for the selected external dispatch, and external dispatch itself. ▪ Select an organization and click 'Add Host Affiliation' (+); organization added to Incident Hosts grid at top. ▪ Click New button to create new non-dispatch government organization.

☑	Topic	Instructor Actions
☐	1.4 New Incident Screen > Enter Basic Incident Information Panel > External Incident (continued)	<ul style="list-style-type: none"> ▪ Click Edit button to edit a host (must be Managing Dispatch). ▪ Click 'Remove Host Affiliation' (–) to remove affiliation between a host and selected external dispatch (must be Managing Dispatch). <p>– Financial Codes.</p> <p>Click the Status Only radio button.</p> <p><u>Status Only Incident Dispatch radio button</u></p> <ul style="list-style-type: none"> – Dispatch field and Select Status Only Dispatch dialog box – Cannot create or edit a status only dispatch on-the-fly. <p>Select the Cortez status only dispatch.</p> <ul style="list-style-type: none"> – Incident Host field and Select Incident Host for Status-Only Dispatch dialog box. <p>Select any host.</p>

☑	Topic	Instructor Actions
☐	1.4 New Incident Screen > Enter Basic Incident Information Panel > External Incident (continued)	<ul style="list-style-type: none"> • Contact Information panel. • Initial Date/Time.

1.5 New Incident Screen > Enter Location Panel

☑	Topic	Instructor Actions
☐	1.5. New Incident Screen > Enter Location Panel	<p>Click the Internal Incident radio button at the top of the screen.</p> <p>Select CO-SJF as the incident host.</p> <p><u>Discuss the following:</u></p> <ul style="list-style-type: none"> • Can select or create location. • Pick a Location dialog box – If coordinates entered as search criteria, the 10 locations nearest the coordinates display. <p>After picking a location, display the coordinates in TRS and UTM on the main screen.</p> <p>Select CO-RTT as the incident host.</p>

☑	Topic	Instructor Actions
☐	1.5 New Incident Screen > Enter Location Panel (continued)	<p>Airport field and Add Airport dialog box.</p> <ul style="list-style-type: none"> – Each incident must have an associated airport. – If host has associated airports they are automatically assigned to the incident when created. – Airport field displays when the selected host has no associated airports or is an external supply cache. – Only an FAA airport can be selected when creating an incident. – Selected airport automatically added: <ul style="list-style-type: none"> ▪ As a potential Deliver To location. ▪ To the host’s list of associated airports.

1.6 New Incident Screen > Radio Frequencies and Enter Documentation Panels

☑	Topic	Instructor Actions
☐	1.6. New Incident Screen > Radio Frequencies and Enter Documentation Panels	<p>Re-select CO-SJF as the incident host.</p> <p><u>Discuss the following:</u></p> <ul style="list-style-type: none"> • Radio Frequencies panel. <ul style="list-style-type: none"> – Primary host frequencies are automatically added to incident.

☑	Topic	Instructor Actions
☐	1.6 New Incident Screen > Radio Frequencies and Enter Documentation Panel (continued)	<ul style="list-style-type: none"> – Select Incident Radio Frequencies dialog box. – New Incident Radio Frequency dialog box. – Ad Hoc frequencies are not added to host’s frequencies. – Set Air Tactical button. • Enter Documentation.

1.7 New Incident Screen > Create Incident Panel

☑	Topic	Instructor Actions
☐	1.7. New Incident Screen > Create Incident Panel	<p><u>Discuss the following:</u></p> <ul style="list-style-type: none"> • Create Incident panel. <ul style="list-style-type: none"> – Next Incident # – Next sequential number for selected host this calendar year. Not applicable to external incidents.

☑	Topic	Instructor Actions
		<ul style="list-style-type: none"> – Incident #': <ul style="list-style-type: none"> ▪ 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. <p>Note: Point out that complex incidents are discussed later in this unit.</p> <ul style="list-style-type: none"> – Use Host Default Request Number Block(s) check box. <p>Note: Point out that request number blocks are discussed later in this unit.</p> <ul style="list-style-type: none"> – View Default Request Number Blocks – Displays default request number blocks, for each catalog, for selected host. – Incident button. – Incidents are numbered: '[Host ID]-[6-digit Number]'. For example, CO-RMP-000012.

☑	Topic	Instructor Actions
☐	1.7 New Incident Screen > Create Incident Panel (continued)	<p>Create an incident named Dry Forest (Type = Wildfire, Host = CO-SJF).</p> <ul style="list-style-type: none"> • Once created, Incidents cannot be deleted, though they can be closed.

1.8 Incident Complex

☑	Topic	Instructor Actions
☐	1.8. Incident Complex	<p><u>Discuss the following:</u></p> <ul style="list-style-type: none"> • Incident Complex – Two or more incidents assigned to a single Incident Commander or Unified Command. • Complex Incident – Incident having associated incidents. Complex incident serves as an ‘umbrella’ for the other incidents. • A given incident can only be part of one complex.
☐	1.8 Incident Complex (continued)	<ul style="list-style-type: none"> • All incidents in complex must be managed by same dispatch.

<input checked="" type="checkbox"/>	Topic	Instructor Actions
		<ul style="list-style-type: none"> – Must select incident type as ‘Complex’ at time of creation. Must have Dispatch Manager role and Complex Incident Management function assigned. • 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. <p>Create a <u>complex</u> incident named Bark Haven (Type = Complex, Host = CO-SJF).</p>

1.9 Practice Session

<input checked="" type="checkbox"/>	Topic	Instructor Actions
<input type="checkbox"/>	1.9. Practice Session	Stop the lecture here and have students practice using the part of the unit scenario involving the New Incident screen. Do <u>not</u> move into the part of the unit scenario dealing with the Incident screen yet.

☑	Topic	Instructor Actions

1.10 Incident Screen > Incident Details and Locations Panels

☑	Topic	Instructor Actions
☐	1.10. Incident Screen > Incident Details and Locations Panels	<p>Open the Incident screen for the Bark Haven incident.</p> <p><u>Discuss the following:</u></p> <ul style="list-style-type: none"> – Accessed by 'Incident' menu or 'IN' toolbar button. – Screen used to view, edit, and add additional information for existing incidents. – Incident Details panel. – Fields in panel.
☐	1.12 Incident Screen > Incident Details and Locations Panels (continued)	<ul style="list-style-type: none"> – Edit button. – Initial Date/Time field:

☑	Topic	Instructor Actions
		<ul style="list-style-type: none"> – 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. – Description field: Allows the incident description to be edited. – Close button – All non-replacement requests on the incident must be complete. – View Incident Usage – Displays open requests for the incident. – Open button – Reopens closed incident. – Detail Request button – Enabled only for preplanned incident types.
☐	<p>1.12 Incident Screen > Incident Details and Locations Panels (continued)</p>	<p>Note: Point out that Detail Request is discussed in the Advanced course.</p> <ul style="list-style-type: none"> – Related Incidents button and dialog box.

☑	Topic	Instructor Actions
☐	1.12 Incident Screen > Incident Details and Locations Panels (continued)	<ul style="list-style-type: none"> – New Related Incident dialog box. – Relationships: – Follow-On – Links a subsequent incident to your incident. – Predecessor – Links a previous incident to your incident. – Complex – Only displays for complex incidents. Adds an incident to your complex incident. Add the Dry Forest incident to the Bark Haven incident complex. – Print Incident button. – ‘Register / Deregister Incident Interest’ messages – When an external system registers interest in an incident, ROSS sends incident information and subsequent updates. – Location panel.

☑	Topic	Instructor Actions

1.11 Incident Screen > First Row of Tabs

☑	Topic	Instructor Actions
☐	1.11. Incident Screen > First Row of Tabs	<p><u>Discuss the following:</u></p> <ul style="list-style-type: none"> • Navigation Aids tab. <ul style="list-style-type: none"> – VOR grid – Displays 10 navigation aids, imported with FAA airport data, nearest incident location. – Reload Bases grid – Airports and locations associated with incident as a reload base. • Aviation Hazards tab. <ul style="list-style-type: none"> – Fixed and non-fixed aviation hazards (entered by any ROSS organization) within 5 miles of incident coordinates are automatically applied to incident. – Also displays fixed and non-fixed aviation hazards added to incident by users.
☐	1.13 Incident Screen > First Row of Tabs (continued)	<ul style="list-style-type: none"> – New and Edit buttons.

☑	Topic	Instructor Actions
☐	1.13 Incident Screen > First Row of Tabs (continued)	<ul style="list-style-type: none"> • Financial Codes tab. <ul style="list-style-type: none"> – 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 the Incident Host can be added or set to 'active'. – If a FireCode has been generated for that incident, the FireCode can be imported into ROSS. – New button.

☑	Topic	Instructor Actions
☐	1.13 Incident Screen > First Row of Tabs (continued)	<ul style="list-style-type: none"> • Compact tab – Not functional. • Locations tab. <ul style="list-style-type: none"> – Displays locations, entered by your dispatch, being 'used' on incident. – To add a location to incident can: <ul style="list-style-type: none"> ▪ Choose an existing location. ▪ Choose an existing location, modify it, and save it as a new location. ▪ Create a new location. – Locations added to incident automatically become Deliver To options. – New button. – Navigation Instructions.

☑	Topic	Instructor Actions
		<ul style="list-style-type: none"> • CAD tab. <ul style="list-style-type: none"> – 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. – Select System dialog box. – Withhold External Systems Transactions check box. <ul style="list-style-type: none"> ▪ Temporarily suppresses ROSS-to-CAD notifications for incident. ▪ ROSS continues to receive messages from CAD systems regarding incident.

1.12 Incident Screen > Second Row of Tabs

☑	Topic	Instructor Actions
☐	1.12. Incident Screen > Second Row of Tabs	<p><u>Discuss the following:</u></p> <ul style="list-style-type: none"> • Organizations tab.

☑	Topic	Instructor Actions
☐	1.14 Incident Screen > Second Row of Tabs (continued)	<ul style="list-style-type: none"> – Host. <ul style="list-style-type: none"> ▪ Select Incident Organizations dialog box. ▪ 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. <ul style="list-style-type: none"> ▫ If no requests yet created, blocks of new host applied. ▫ If requests have been created, blocks of old host remain in place. – Benefiting. – Dispatch. <ul style="list-style-type: none"> ▪ User must have 'Dispatch Manager' role and 'Transfer Incident' function.

☑	Topic	Instructor Actions
☐	1.14 Incident Screen > Second Row of Tabs (continued)	<ul style="list-style-type: none"> ▪ Cannot transfer a Preposition incident. – Billing. – External Dispatch (external incidents only). – Default Cache. <ul style="list-style-type: none"> ▪ If incident dispatch has a default, it becomes incident default. ▪ Will be the pre-selected ‘place-to’ cache when placing an NFES request. • Documentation tab. • Request Blocks tab. <ul style="list-style-type: none"> – Master ‘template’ of blocks is established for a host by its Managing Dispatch on Organization screen. Note: Point out that editing a Host’s blocks is addressed in the ROSS Administration course. – Host’s blocks can be applied each time incident is created.

☑	Topic	Instructor Actions
☐	1.14 Incident Screen > Second Row of Tabs (continued)	<ul style="list-style-type: none"> – 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. <p>Note: Point out that splitting and editing request blocks is discussed in the New Request unit.</p> <ul style="list-style-type: none"> • Reassign Authorization tab. <ul style="list-style-type: none"> – Can authorize other dispatches to multi-reassign resources to your incident. – Must have Dispatch Manager role and Non-Local Multiple Reassignment function. – New and Delete buttons.

☑	Topic	Instructor Actions
		<p>Grant Buena Vista Dispatch reassign authorization to the Deer Valley incident.</p> <p>Note: Point out that later in the course we will reassign multiple resources from Buena Vista Dispatch to the Pagosa Springs Deer Valley incident.</p> <ul style="list-style-type: none"> • Shipping Addresses tab. <ul style="list-style-type: none"> – 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 when creating an NFES category request. – New and Edit buttons. <ul style="list-style-type: none"> ▪ Select Shipping Address Organization dialog box – ICBS caches do not display for selection.

☑	Topic	Instructor Actions
☐	1.15 Incident Screen > Third Row of Tabs (continued)	<ul style="list-style-type: none"> – Preferred Airport check box. – Special Condition – Displays special conditions entered for the selected airport using Airport screen. • Reload Bases tab. <ul style="list-style-type: none"> – Incident reload bases can be: <ul style="list-style-type: none"> ▪ Tanker bases. ▪ Airports that are not tanker bases. ▪ Locations. – Add and Remove buttons. <ul style="list-style-type: none"> ▪ Add Reload Base dialog box > Locations tab – Can select, create, or edit a location. • Directions tab.

<input checked="" type="checkbox"/>	Topic	Instructor Actions
	1.15 Incident Screen > Third Row of Tabs (continued)	<ul style="list-style-type: none"> – Type and then save. – If incident location has navigation instructions, they display here. • Contacts tab. <ul style="list-style-type: none"> – Incident Dispatch's Primary Office and Primary 24-hour contacts copied to incident when created. – New and Edit buttons.

1.14 Incident List Screen

<input checked="" type="checkbox"/>	Topic	Instructor Actions
<input type="checkbox"/>	1.14. Incident List Screen	<p>Open the Incident List screen.</p> <p><u>Discuss the following:</u></p> <ul style="list-style-type: none"> • Accessed by Incident menu or IL toolbar button.
<input type="checkbox"/>		

☑	Topic	Instructor Actions
☐	1.16 Incident List Screen (continued)	<ul style="list-style-type: none"> • Used to: <ul style="list-style-type: none"> – Create list of incidents of particular interest to User, and add incidents to Most Recent Incidents toolbar drop-down list. – Import an incident into ROSS. • Filter Criteria for Incidents panel – Fields of note: <ul style="list-style-type: none"> – 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. – ‘Within __Miles’ field – Can enter number from 2 to 10. • Incidents Meeting Criteria panel. <ul style="list-style-type: none"> – Grid columns. – Go To Incident button. Not shown when incident is not in ROSS. – Add to My Incident List button – Only assists User in quickly viewing list of incidents; has no impact on any other ROSS screens or functionality. Not shown when incident is not in ROSS.

☑	Topic	Instructor Actions
	1.16 Incident List Screen (continued)	<p>Add the Red Barn incident to the My Incident List.</p> <ul style="list-style-type: none"> – Add to Most Recent button. Not shown when incident is not in ROSS. <p>Add the Red Barn incident to the Most Recent drop-down list.</p> <ul style="list-style-type: none"> – Remove From Most Recent button. Not shown when incident is not in ROSS. – Add to ROSS button – Displayed only when the incident is not in ROSS. Allows user to import the selected incident into ROSS. <p>Select the Hurricane Ridge incident and show Add to ROSS button.</p> <ul style="list-style-type: none"> – Close button – All non-replacement requests on the incident must be complete. – View Incident Usage – Displays open requests for the incident. <ul style="list-style-type: none"> • My Incident List panel.

Intermediate Unit 1 –Incidents

1.15 Practice Session

<input checked="" type="checkbox"/>	Topic	Instructor Actions
<input type="checkbox"/>	1.15. Practice Session	Have students complete the remainder of the unit scenario.

1.16 Objectives Review

<input checked="" type="checkbox"/>	Topic	Instructor Actions
<input type="checkbox"/>	1.16. Objectives Review	<p>Display Slides ROSSD-SL-INTERMEDIATE-01-05 and ROSSD-SL-INTERMEDIATE-01-06 (Objectives Review).</p> <p>Ensure each objective has been met.</p> <p>Elicit and answer remaining student questions.</p> <p>Request students fill out the unit evaluation.</p>