Incidents - managing incidents

This guide explains how to create and modify incidents, create and modify detail requests, and create incident lists. Topics include:

• Creating and modifying incidents
• Editing incident details
• Creating an external incident
• Creating and modifying detail requests
• Creating complex incidents
• Creating incident lists
• Exploring incidents in detail.

To access the New Incident screen

• On the Incident menu, click New Incident, or click the NI button.

New Incident screen
Creating and modifying incidents

You can create an incident by defining the event as an internal or external incident.

To change the incident context of the current screen

See, “Understanding incident context.”

1. On the toolbar, click the Most Recent Incidents drop-down arrow, and then click the Incident of your choice.

2. Click the Show/Update Incident Context of the Current Screen button.

To return to an open incident screen without changing its context

• Click the IN button.

To create an incident

Remember, an asterisk (*) next to a name or drop-down arrow denotes a required field.

1. On the New Incident screen, type the Name of the Person Who Reported the Event in the Reported By text box.

2. In the Description text box, type a Brief Description of the event.

You can enter complete details of the incident in the Enter Documentation text box located at the bottom of the screen.

3. Click the Type drop-down arrow and click the Event Type.

4. In the Incident Name text box, type the Name of the Incident.

5. Click the Incident Host drop-down arrow, and then click the appropriate Organization Serving as the Incident Host.

If you identify a dispatch center as the incident host, you must identify a government (non-dispatch) organization as the billing organization.

6. If known, click the Pick a Financial Code button, and then click the Financial Code(s) for the incident.

See, “Working with financial codes.”

7. In the Office Reference text box, type the Local Office Number assigned to the incident, if desired.

8. In the Initial Date/Time text box, click the Select Date/Time button, and then click the Date and Time from the Set Dates dialog box.

9. Click the Pick Billing Organization button, and then filter for and click the Billing Organization for the incident.
10 Under Enter Location, type the New or Existing Location of the incident, or click the Pick a location button to search for a location of your choice.

11 Under Radio Frequencies, click the Pick Incident Frequencies button, and then click one or more Radio Frequencies of your choice from the Select Incident Radio Frequencies dialog box.

12 Click in the Enter Documentation text box, and then type Detailed Information about the incident as appropriate.

13 To specify a new incident number, type the new Incident Number in the Incident # text box.

See, “Understanding incident numbering.”

14 If you do not want to use the default request number blocks associated with the host, click to clear the Use Host Default Request Number Block(s) check box.

15 When finished entering incident information, click the Incident button.

To view the default incident request numbers for a catalog

1 On the New Incident screen, click the View Default Request Blocks button, click the Catalog drop-down arrow, and then click the Catalog of your choice.

2 When finished, click Close.

The following graphic shows the View Default Request Blocks dialog box.

See, “Understanding block numbering and rules.”

To add a new frequency from the New Incident screen

1 Complete the New Incident screen as appropriate.

2 Under Radio Frequencies, click the Pick Incident Frequencies button.

3 On the Select Incident Radio Frequency dialog box, and then click the New button.

4 On the New Incident Radio Frequency dialog box, click the Type drop-down arrow, and then click the Type of the new radio frequency.

5 In the Frequency text box, type the Frequency.

6 In the Tone text box, type the Tone for the Radio Frequency.
7 In the **Contact** text box, type the **Name of the Person, Aircraft, or Agency to Contact for this Radio Frequency.**

8 In the **Owner** text box, type the **Name of the Owner,** as appropriate.

9 If this radio frequency is not a primary frequency on the incident, click to clear the **Primary** check box.

10 To designate the new frequency as an air tactical frequency, click the **Air Tactical** check box.

11 When finished, click **OK,** and then click **OK** on the **Select Incident Radio Frequencies** dialog box.

The following graphic shows the Select Incident Radio Frequencies dialog box.

The following graphic shows the New Incident Radio Frequency dialog box.

**To assign a frequency from the New Incident screen**

*Once you select an incident host, all predefined radio frequencies display under Radio Frequencies. The Pick Incident Frequencies button allows you to add and/or remove frequencies from this list.*

1 Complete the **New Incident** screen as appropriate.

2 Under **Radio Frequencies,** click the **Pick Incident Frequencies** button.
3 On the **Select Incident Radio Frequencies** dialog box under **Radio Frequencies for...**, click the **Radio Frequencies** to be assigned to the incident, and then click the **Add** or **Add All** button as appropriate.

4 When finished, click **OK**.

**To remove a frequency from the New Incident screen**

1 Complete the New Incident screen as appropriate.

2 Under **Radio Frequencies**, click the **Pick Incident Frequencies** button.

3 On the **Select Incident Radio Frequencies** dialog box under **Selected Incident Radio Frequencies**, click the **Radio Frequencies** to be removed from the incident, and then click the **Remove** or **Remove All** button as appropriate.

4 When finished, click **OK**.

**Editing incident details**

Once an incident is created, you can add and/or change the following information:

- Incident Name
- Office Reference
- Initial Date/Time with time zone
- Estimated End Date/Time with time zone
- Type
- Minimum and Maximum Elevation.

This section also explains how to relate one incident to another incident. This is useful when you want to show an event/accident that led up to the incident, known as the “predecessor incident,” and/or to show an event that follows the incident, known as the “follow on incident.”

For example, you can relate a motor vehicle accident that sparked the incident (the predecessor), and/or relate the rehabilitation for the incident (the follow-on).

**To access the Incident screen**

- On the **Incident** menu, click **Incident** or click the **IN** button.
Incident screen

To edit information for the most recent incident

**Editing the Initial Date/Time to a different calendar year will generate a new incident number.**

1. On the **Incident** screen, click the **Edit Incident** button.
2. On the **Edit Incident** dialog box, type or replace any of the following information and then click **OK**
   - Name
   - Office Reference
   - Initial Date Time
   - Estimated End Date Time
   - Type
   - Minimum Elevation (ft)
   - Maximum Elevation (ft).
3. To edit location information, click the `Edit Location` button, and then type or replace the `Location Name` and `Coordinates` as appropriate, and then click OK.

*You cannot delete an incident’s coordinates.*

The following graphic shows the Edit Incident dialog box.

![Edit Incident dialog box](image)

The following graphic shows the Edit Location dialog box.

![Edit Location dialog box](image)

To relate an incident to your incident

*For example, you can relate a motor vehicle accident that sparked the incident as a “Predecessor to” incident, and/or relate the rehabilitation for the incident as a “Follow-On to” incident.*

1. On the `Incident` screen, click the `Related Incidents` button.
2. On the `Related Incidents` dialog box, click the `Add Related Incident` button.
3. On the `New Related Incident` dialog box under `Relationship`, click one of the following relationships to be established to your incident
   - **The selected incident will be a Follow-On to**, to link a subsequent incident to your incident
   - **The selected incident will be a Predecessor to**, to link a previous incident to your incident.
4 Under Search Incidents, search for and click the Incident that You want to Relate to Your Incident, and then click the Apply button.

5 When finished selecting all Incidents, click Close.

The following graphic shows the Related Incident dialog box.

To remove a related incident from your incident

1 On the Incident screen, click the Related Incidents button.

2 On the Related Incident dialog box, click the Related Incident of your choice, and then click the Remove Related Incident button.

3 On the Confirm Deletion dialog box, click Yes, and then click OK to return to the Incident screen.
To transfer an incident to another dispatch organization - for the source dispatch

1. On the Most Recent Incidents drop-down toolbar menu, click the Incident of your choice.

2. On the ROSS toolbar, click the Show/Update Incident context of the current screen button.

3. On the Incident menu, click Incident, or click the IN button.

4. On the Incident screen, click the Organizations tab, and then click the Pick Dispatch button.

5. On the Select Incident Organizations dialog box, click All Organizations, narrow your filter criteria, and then click the Filter button.

6. On the Select Incident Organizations dialog box, click the Incident Organization Where You Want to Transfer the Incident, and then click OK.

7. On the Change Incident Host dialog box, click Yes to confirm or click No to cancel.

8. On the ROSS Information Message dialog box, click OK.

The incident is transferred to the incident organization you selected. It is removed from the source dispatch and is now at the destination dispatch.

The following graphic shows the Incident screen for the source dispatch organization. The arrow points to the Pick Dispatch button.
The following graphic shows the Select Incident Organizations dialog box. The arrow points to the All Organizations option.

![Select Incident Organizations](image)

The following graphic shows the Change Incident Host dialog box.

![Change Incident Host](image)

To open the transferred incident - for destination dispatch

1. On the Incident menu, click Incident List, or click the IL button.
2. On the Incident List screen, search for and then click the Transferred Incident of your choice.
3. Click the Add to Most Recent button.
4. On the Incident menu, click Incident, or click the IN button.
5. On the Incident screen, click the Organizations tab, and then click the appropriate Host, Benefiting, and Billing Organizations.
6. Click the remaining tabs on the Incident screen and modify the information as appropriate.

Reload bases, primary office, and primary 24 hour contacts associated with the destination dispatch center are attached to the transferred incident.
To print a report of incident information


1 On the Incident screen, click the Print Incident button.

A new browser session of ROSS Reports opens. After a few moments, your report in .PDF format displays on your screen.

2 In ROSS Reports, position your mouse toward the top of the web page, and then click the Print file button or press [Ctrl] + P.

3 On the Print dialog box, review the printer settings and then click OK.

4 When finished, close your Internet browser.

Working with the Navigation Aids tab

The Navigation Aids tab displays two grids of available navigation aids nearest to the incident:

- The VOR grid, imported with FAA airport data, displays the ten nearest VORs and the associated VOR Names, States, Bearings, and Distances based on the incident location coordinates.

  By reviewing the general location of the VORs, you can determine whether the incident location coordinates were entered correctly.

- The Reload Bases grid lists the Airport Name, FAA Code, City, and State of nearby Reload Bases in numerical order, by distance from the incident.

The following graphic shows the Navigation Aids tab on the Incident screen. The VOR grid is on the left and the Reload Bases grid is on the right.

Working with the Aviation Hazards tab

The Aviation Hazards tab displays the type, location coordinates, and description of fixed-location aviation hazards within approximately 20 miles of the incident and non-fixed aviation hazards entered for the incident. The type of aviation hazards that display depends on the option you select, either “Fixed Hazard” or “Non-Fixed Hazard.”
The following graphic shows the Aviation Hazards tab on the Incident screen.

![Aviation Hazards Tab](image)

**To add an aviation hazard**

1. On the Incident screen, click the Aviation Hazards tab, and then click the New Aviation Hazard button.
2. To define a permanent hazard, click Fixed Hazard. To define a temporary hazard, click Non-Fixed Hazard.
   
   An example of a non-fixed hazard includes smoke, a logging tower, or congested airspace.

3. Click the Hazard Type drop-down arrow, and then select the Hazard Type of your choice.
4. In the City text box, type the Name of the City Nearest to the Aviation Hazard.
5. In the State Code text box, type the State Postal Code Where the Aviation Hazard is Located.
6. In the Description text box, type a Brief Description of the Aviation Hazard.
7. Under Coordinates, perform one of the following, and then click OK
   - to designate the aviation hazard with the same coordinates as the incident, click the Use Incident Location button
   - to designate the aviation hazard with different coordinates as the incident, click the Coordinate Type of your choice and then complete the Coordinate text boxes as appropriate.

The following graphic shows the New Aviation Hazard dialog box.

![New Aviation Hazard Dialog Box](image)
To modify aviation hazard information
1. On the Incident screen, click the Aviation Hazards tab.
2. On the Aviation Hazards tab, click Fixed Hazard or click Non-Fixed Hazard.
3. Click the Aviation Hazard of your choice, and then click the Edit Aviation Hazard button.
4. On the Edit Hazard dialog box, type or replace the following aviation hazard information as appropriate, and then click OK
   - Hazard Type
   - City
   - State Code
   - Description
   - Coordinates.

The following graphic shows the Edit Hazard dialog box.

To remove an aviation hazard
1. On the Incident screen, click the Aviation Hazards tab.
2. On the Aviation Hazards tab, click Fixed Hazard or click Non-Fixed Hazard.
3. Click the Aviation Hazard of your choice, and then click the Delete Aviation Hazard button.
4. On the Confirm Deletion dialog box, click Yes to confirm or No to cancel.

Working with the Financial Codes tab

The Financial Codes tab displays financial codes and their owners for a specified year. An asterisk (*) in the Used column identifies those financial codes that have been used.
The following graphic shows the Financial Codes tab on the Incident screen.

To designate or remove financial codes for the incident

1. On the Incident screen, click the Financial Codes tab.
2. Click the Organization drop-down arrow, and then click the Organization of your choice.
3. Click the Year drop-down arrow, and then click the Year of your choice.
4. To designate a financial code for the incident, click the Financial Code of your choice from the left-hand grid, and then click the Select arrow button. Repeat the process to move all appropriate financial codes to the grid on the right.
5. To remove financial code(s) designated for the incident, click the Financial Code(s) of your choice from the right-hand grid, and then click the Remove arrow button.

You can remove more than one financial code at a time.

6. To designate the default financial code for the incident, click the Financial Code of your choice from the right-hand grid, and then click the Make Default button.

You may designate only one default financial code.

To add a new financial code

Ad hoc financial codes are not retained once the incident is closed.

1. On the Incident screen, click the Financial Codes tab, and then click the New Financial Code button.
2. In the Financial Code text box, type the Financial Code you want to add.
3. In the Fiscal Year text box, type the four-digit Fiscal Year.
4. Under Owned By, click the agency type of your choice
   - Federal
   - State
   - Other.
5. Under Owned By, click the drop-down arrow, click the Organization of your choice, and then click OK.
The following graphic shows the Ad Hoc Financial Code dialog box.

To inactivate an ad hoc financial code

*Once inactivated, you will not be able to assign the ad hoc financial code to any additional incident requests.*

- On the Financial Codes tab on the right-hand side grid, click the Active check box that corresponds to the Financial Code of your choice, and then click the Save Incident Financial Code(s) button.

The following graphic shows the Financial Codes tab. The arrow points to the Active check box.

*If you inactivate the default financial code and click the Save button, the default setting will be cleared from the grid.*

**Working with the Compact tab**

The Compact tab allows you to identify any agreements between states to share resources for the incident.

To add an existing compact

1. On the Incident screen, click the Compact tab, and then click the Pick Compact button.

2. Click the Compact Name drop-down arrow, click the Compact Name of your choice, and then click the Save Compact button.
The following graphic shows the Compact tab on the Incident screen.

![Compact tab graphic]

To remove a compact from the incident

- On the Compact tab, click Compact Name of your choice, and then click the Delete Compact button.

**Working with the Locations tab**

The Locations tab displays the locations that are being used to designate and describe places of importance to the incident, as entered by your organization on the Location screen. Each location identifies the following:

- Location Use, such as a command post or a delivery site
- Location Name
- Type, such as a dip site, lookout, or helibase
- City
- State.

You can add a location to an incident by performing one of the following:

- select an existing location and then add it to the incident
- select an existing location, modify and save it as a new location, and then add it to the incident
- create a new location and then add it to the incident.

*To make changes to a location, you must access the Location screen from the Administration menu. See, “Location - defining geographic locations.”*

The following graphic shows the Location tab on the Incident screen.

![Location tab graphic]
To add an existing location to an incident
1. On the Incident screen, click the Locations tab, and then click the New button.
2. On the Add New Location dialog box, search for and locate Locations near the incident.
3. To add an existing location, click the Location Name of your choice.
4. Click the Location Use drop-down arrow, click the Location Use of your choice, and then click OK.

The following graphic shows the Add New Location dialog box.

To modify an existing location and add it as a new location to an incident
1. On the Incident screen, click the Location tab, and then click the New Location button.
2. On the Add New Locations dialog box, search for and locate the Location(s) near the incident.
3. Click the Name of your choice, and then type or replace the Location Information as appropriate.
4. Click the Save Location button, and then click OK.

To create and add a new location to an incident
1. On the Incident screen, click the Location tab, and then click the New Location button.
2. On the Add New Location dialog box, search for and locate locations near the incident, and then click the New Location button.

You must search for existing locations before creating a new one.

3. In the Location Name text box, type the Name of the Location.
4 Click the **Location Type** drop-down arrow, and then click the **Location Type** of your choice.

5 In the **City** text box, type the **Name of the Nearest City** of the location.

6 In the **State** text box, type the two-character **State Postal Code**.

**To change the use of a location at an incident**

1 On the **Incident** screen, click the **Locations** tab, and then click the **Location** of your choice.

2 Click the **Location Use** drop-down arrow, click the **Location Use** of your choice, and then click the **Save Location** button.

**To modify or add navigation instructions to a location**

*Changes to navigation instructions from the Incident screen are applied to future requests, but are not applied to the Location screen.*

1 On the **Incident** screen, click the **Locations** tab, and then click the **Location** of your choice.

2 Click in the **Navigation Instructions** text box, type or replace the **Navigation Instructions** as appropriate, and then click the **Save Location** button.

**To delete a location from an incident**

1 On the **Incident** screen, click the **Locations** tab.

2 Click the **Location** of your choice, and then click the **Delete Location** button.

3 On the **Confirm Deletion** dialog box, click **Yes** to delete or **No** to cancel.

**Working with the CAD tab**

If CAD is identified as an external system for an organization, the CAD tab displays on the Incident screen and View Incident screen.

*You must have the Dispatch Manager role to change the SoR, if identified, from CAD to ROSS or from ROSS to CAD.*

**To change the system of record**

1 On the **Incident** screen, click the **CAD** tab, and then click the **Pick System of Record** button.

2 On the **Select System** dialog box, search for and then click the **System Name** of your choice, and then click **OK**.
The following graphic shows the CAD tab. The arrow points to the Withhold External System Transactions check box.

The following graphic shows the Select System dialog box.

**To suppress request-based notifications to your CAD system**

*Perform this task when you are no longer using CAD for the incident. That is, you are only using ROSS. Messages are still sent to non-local CAD systems, as appropriate.*

- On the **CAD** tab, click the **Withhold External System Transactions** check box.

**Working with the Organizations tab**

The Organizations tab displays the host, benefitting, dispatch, and billing organizations for the incident and includes the following:

- The host organization has primary management responsibility for the incident. You can change the incident host to any host organization that is affiliated with your dispatch center, even if that organization does not manage the host’s organization record.
- The benefiting organization directly benefits from the activities occurring at the incident.
- The dispatch organization is the unit designated to mobilize resources to the incident.
- The billing organization is responsible for paying expenses related to the incident.

The following graphic shows the Organizations tab on the Incident screen.

To select or change a host organization

1. On the Incident screen, click the Organizations tab, and then click the Pick Host button.
2. On the Select Incident Organization dialog box, search for and click the Host Organization of your choice, and then click OK.

The following graphic shows the Select Incident Organizations dialog box.

You cannot change the number of an external incident.

To display the incident numbers issued this calendar year for the selected host

1. On the Incident screen, click the Organizations tab, and then click the Pick Host button.
2 On the Select Incident Organization dialog box, search for and then click the Host Organization of your choice, and then click the View Issued # button.

The following graphic shows the View Issued Incident Numbers dialog box.

![View Issued Incident Numbers dialog box](image)

To specify a new number for an incident based on the new host

1 On the Incident screen, click the Organizations tab, and then click the Pick Host button.

2 On the Select Incident Organization dialog box, search for and then click the Host Organization of your choice.

3 In the Incident # text box under Incident Numbering, type the new Incident Number of your choice, and then click OK.

You are setting the initial/revised sequence value for the selected host. The Sequence Next Value for that host will be the incident number you entered plus one (+1).
The following graphic shows the Select Incident Organizations dialog box. The arrow points to the Incident # text box.

When you change the incident host, financial codes and radio frequencies assigned to the incident remain unchanged.

To select a benefiting organization
1 On the Incident screen, click the Organizations tab, and then click the Pick Benefiting button.
2 On the Select Incident Organization dialog box, search for and click the Benefiting Organization of your choice, and then click OK.

To select a dispatch organization
1 On the Incident screen, click the Organizations tab, and then click the Pick Dispatch button.
2 On the Select Incident Organization dialog box, search for and click the Dispatch Organization of your choice, and then click OK.

To select a billing organization
1 On the Incident screen, click the Organizations tab, and then click the Pick Billing button.
2 On the Select Incident Organization dialog box, search for and click the Billing Organization of your choice, and then click OK.

To select an external dispatch organization - for external incidents only
1 On the Incident screen, click the Organizations tab, and then click the Pick External Dispatch button.
2 On the Select Incident Host for External Dispatch dialog box, search for and click the External Organization of your choice, and then click OK.

**Working with the Documentation tab**

The Documentation tab displays both auto-documentation and user documentation information previously entered for the incident. The grid displays the time the entry was made and who made the entry.

The following graphic shows the Documentation tab on the Incident screen.

You cannot modify or delete a documentation entry.

**To add documentation**

1 On the Incident screen, click the Documentation tab.

2 In the Documentation text box, type the Documentation as appropriate, and then click the Add Documentation button to save your entry.

**To review the entire text of a documentation entry**

- On the Incident screen, click the Documentation tab, and then click the Documentation row of your choice.

The entire documentation entry displays in the lower, right-hand text box.

**Working with the Request Blocks tab**

The Request Blocks tab allows you to specify the numbers assigned to requests based on the host organization. Using the ROSS Organization screen, each managing dispatch unit may establish a master “template” of blocks for each catalog: Aircraft, Crews, Equipment, Overhead, and Supply. The Request Blocks grid displays the following information:
• **Default.** The default block for the selected catalog. An “R” denotes the Request Default block. A “SYS” denotes the System Default block.

*Request block numbering on the New Request screen always defaults to the Request Default block.*

• **Type.** The type of block. An “UI” denotes User Issued. An “SG” denotes System Generated.

• **Block Name.** The name of the block.

• **Purpose.** The purpose of the block.

• **Start.** The starting number of the block.

• **End.** The ending number of the block.

• **Next.** The next sequential number available in the block.

• **Remaining.** The number of request numbers available for use in the block.

The following graphic shows the Request Blocks tab on the Incident screen. The arrow points to the Default button, which allows you to designate the default numbering for a particular catalog.

![Request Blocks Tab](image)

*See, “Understanding block numbering and rules.”*

**To set the default block to Request Default or System Default**

1. On the Incident screen, click the Request Blocks tab, and then click the Block Name you want as the default.

2. Click the Default button, and then click one of the following as appropriate
   - Select Request Default
   - Set System Default.

**To create a new block by splitting an existing block into two**

1. On the Incident screen, click the Request Blocks tab.
2 Click the Catalog drop-down arrow, click the Catalog of your choice, and then click the New button.

3 In the Start Block #2 At text box, type the starting number of the block you are creating (Block #2).

4 Under Block #1 in the Name text box, type a New Name for Block #1, if appropriate.

5 In the Purpose text box, type or type to replace the Purpose of Block #1.

6 Under Default, click or click to clear the following check boxes
   - Request
   - System.

7 If appropriate, click the User Issued check box.

8 Under Block #2, complete the following text boxes and check boxes as instructed in the previous steps, and then click OK
   - Name
   - Start
   - End
   - Purpose
   - Request
   - System
   - User Issued.

The following graphic shows the Split Block dialog box.
To edit a request block

1. On the Incident screen, click the Request Blocks tab.
2. Click the Catalog drop-down arrow, click the Catalog of your choice, and then click the Edit Block button. On the Edit Block dialog box, modify the following information as appropriate, and then click OK.
   - Name
   - Purpose
   - Request
   - System
   - User Issued.

To delete a request block

1. On the Incident screen, click the Request Blocks tab.
2. Click the Catalog drop-down arrow, click the catalog of your choice, and then click the Delete Block button.
3. On the Delete Block dialog box, click the block to merge the deleted block into, as appropriate, and then click OK.

**Working with the Reassign Authorization tab**

The Reassign Authorization tab allows you to grant or revoke reassign authority on your local incident to any other dispatch center(s), except status-only, external, or removed dispatch offices. Granting reassign authority is the first step to allow quick fill reassignment of resources when the source and destination incidents are managed by different dispatch centers. Remember these key points when authorizing the reassignment of resources:

- Once you grant reassign authority, that dispatch manager may perform the quick fill reassignment for multiple resources from their non-preposition incident to the non-local incident.
- Prepositioned resources may only be quick fill reassigned from a non-preposition incident assignment. When released, these resources return to the preposition.
- You can only reassign resources from one catalog at a time. You can select and reassign service and non-service requests with resources that are mob-en-route, at incident, tentative release, released (at incident) and demob-en-route together.
- When including the parent of a group request in a quick fill reassignment to a non-local incident, all of its subordinate request will also be reassigned, including those that may be pending or reserved.
- You can only reassign multiple resources from one source incident to one destination incident at a time.
- Request numbers on the destination incident are generated from the default system-generated block. If there are not enough numbers in the block, the reassignment does not take place. You are advised to contact the destination dispatch, who must adjust the block or create a new one.

The following graphic shows the Reassign Authorization tab on the Incident screen.

To grant reassign authority to another dispatch office

1. On the Incident screen, click the Reassign Authorization tab, and then click the New button.

2. On the Add Reassign Authorization dialog box, search for and then click the Organization of your choice, and then click OK.

The following graphic shows the Add Reassign Authorization dialog box.

**Working with the Shipping Addresses tab**

The Shipping Addresses tab allows you to designate where to ship resources and supplies for the incident and allows you to select an address when creating NFES requests. All of the incident host’s shipping addresses from the Organization screen display on this tab. This tab also allows you to create, edit, delete, and designate the default shipping address.
The following graphic shows the Shipping Addresses tab on the Incident screen.

![Shipping Addresses Tab](image)

**To add a shipping address**

1. On the **Incident** screen, click the **Shipping Addresses** tab, and then click the **New Shipping Address** button.

2. On the **Add Shipping Address** dialog box, complete the following text boxes as appropriate, and then click **OK**
   - Default
   - Street 1
   - Street 2
   - City
   - State
   - Zip Code
   - Country.

The following graphic shows the Add Shipping Address dialog box.

![Add Shipping Address Dialog](image)

**Working with the Frequencies tab**

Frequencies entered on the Organization screen for an incident host dispatch center or government (non-dispatch) are automatically available when you create an incident with that host.
The Frequencies tab displays radio frequencies available for the incident, including:

- Type
- Frequency
- Tone
- Contact Name
- Owner
- Air Tactical.

When creating an incident, you can now assign or create radio frequencies. See, “To assign or create a frequency from the New Incident screen.”

The following graphic shows the Frequencies tab on the Incident screen.

To designate a new frequency for an incident

1. On the Incident screen, click the Frequency tab, and then click the New Frequency button.
2. On the New Radio Frequency dialog box, click the Type drop-down arrow, and then click the New Radio Frequency Type.
3. In the Frequency text box, type the Frequency.
4. In the Tone text box, type the Tone of the Radio Frequency.
5. In the Contact text box, type the Name of the Person, Aircraft, or Agency to Contact on this radio frequency.
6. In the Owner text box, type the Name of the Owner, if needed.
7. Click to clear the Primary check box if this radio frequency is not a primary frequency on the incident.
8. To designate the new frequency as an air tactical frequency, click the Air Tactical check box.
9. When finished, click OK.
The following graphic shows the New Radio Frequency dialog box.

![New Radio Frequency dialog box]

**To change a radio frequency for an incident**

1. On the Incident screen, click the **Frequency** tab, and then click the **Frequency** of your choice.
2. Edit the following fields as appropriate and then click **OK**
   - Type
   - Frequency
   - Tone
   - Contact
   - Primary
   - Air Tactical.

**To delete a radio frequency for an incident**

*You can select and delete more than one frequency at a time.*

1. On the Incident screen, click the **Frequency** tab.
2. Click the **Frequency** of your choice, and then click the **Delete Frequency** button.
3. On the **Confirm Deletion** dialog box, click **Yes** to delete or **No** to cancel.

**Working with the Airports tab**

The Airports tab displays FAA and non-FAA airports being used on the incident. Airports identified as a Reload Base, as shown on the reload base area of the Navigation tab, automatically display on the Airports tab. Each airport identifies:

- Airport Type, such as a charter, commercial, or back country airport
- Airport Name
- FAA Code, if applicable
• City
• State.

The following graphic shows the Airports tab on the Incident screen.

![Airports Tab Graphic]

To edit or add navigation instructions for an airport
1. On the Incident screen, click the Airports tab.
2. Click the Airport of your choice.
3. Click in the Navigation Instructions text box, type or replace the Navigation Instructions as appropriate, and then click the Save Incident Airport Details button.

To designate an airport to the incident
1. On the Incident screen, click the Airports tab, and then click the Add Airport button.
2. On the Add New Locations dialog box, search for and click the Airport of your choice, and then click OK.

The following graphic shows the Add Airport dialog box.

![Add Airport Graphic]
To remove an airport from an incident

This action only removes the designated airport from the incident. It does not delete it from ROSS.

1. On the Incident screen, click the Airports tab.
2. Click the airport of your choice, and then click the Remove Airport button.
3. On the Confirm Deletion dialog box, click Yes to delete or No to cancel.

Working with the Reload Bases tab

The Reload Bases tab displays reload bases that are associated with dispatch centers as defined on the Reload Base tab on the Organization screen. Remember these key points when working with the Reload Bases tab:

- Only one dispatch center may dispatch for a given reload base.
- An incident autodoc entry is generated whenever you add or remove a reload base.
- You cannot remove a reload base from an incident that has been used on a request.
- Reload bases are not automatically added to the Airports tab. You must manually add these airports, if needed, as “deliver to” locations for requests.

The following graphic shows the Reload Bases tab on the Incident screen.

To add a new reload base

1. On the Incident screen, click the Reload Bases tab, and then click the Add Reload Base button.
2. On the Add Reload Base dialog box, search for and then click the Airport Name of your choice.
3. Complete the Navigation Instructions text box as appropriate, and then click OK.
The following graphic shows the Airports tab on the Add Reload Base dialog box.

![Airports tab graphic](image1)

The following graphic shows the Locations tab on the Add Reload Base dialog box.

![Locations tab graphic](image2)

To remove a reload base

1. On the Incident screen, click the Reload Bases tab, click the Name of your choice, and then click the Remove Reload Base button.
2. On the Confirm Deletion dialog box, click Yes to confirm or click No to cancel.
**Working with the Directions tab**

The Directions tab displays directions entered for the incident. Directions listed here also automatically display on the Deliver To drop-down list on the New Request screen.

The following graphic shows the Directions tab on the Incident screen.

![Directions Tab Graphic]

**To add directions for an incident**

1. On the Incident screen, click the Directions tab.
2. Click in the Directions text box, type **Detailed Directions to the Incident**, and then click the Save Incident Directions button.

**Working with the Contacts tab**

The Contacts tab displays agency and individual contacts and telephone numbers for an incident.

The following graphic shows the Contacts tab on the Incident screen.

![Contacts Tab Graphic]

**To add a new contact for an incident**

1. On the Incident screen, click the Contacts tab, and then click the New Incident Contact button.
2 On the **New Incident Contact** dialog box, complete the following and then click **OK**
   - Contact Name
   - Contact Info
   - Type.

The following graphic shows the New Incident Contact dialog box.

![New Incident Contact dialog box](image)

**To change a contact for an incident**

1 On the **Incident** screen, click the **Contacts** tab.
2 Click the **Contact** of your choice, and then click the **Edit Contact** button.
3 On the **Edit Incident Contact** dialog box, modify the information as appropriate, and then click **OK**.

**To delete a contact for an incident**

1 On the **Incident** screen, click the **Contacts** tab.
2 Click the **Contact** of your choice, and then click the **Delete Contact** button.
3 On the **Confirm Deletion** dialog box, click **Yes** to delete or **No** to cancel.

**Creating an external incident**

You can create an incident for an external dispatch unit that does not use ROSS.

**To access the New Incident screen for creating an external incident**

1 On the **Incident** menu, click **New Incident**, or click the **NI** button.
2 On the **New Incident** screen, click **External Incident**.
New Incident screen - External Incident

To create an external incident

1. In the Incident Name text box, type the Name of the Incident.
2. Click the Type drop-down arrow and then click the Incident Type.
3. Under Dispatch Information, click one of the following
   - External
   - Status Only,
4. Click the Pick External or Status Only Dispatch button, and then click the External Dispatch Unit of your choice.
5. Click the Pick Incident Host button, and then search for and highlight the Pick an Incident Host of your choice, and then click OK.

If the external dispatch unit that you want is not listed, click the New button and then create a new external dispatch unit. See, “To create an external dispatch unit.”
6. In the **Contact Person** text box, type the **Name of the Contact Person** from the external dispatch unit.

7. In the **Contact Phone #** text box, type the **Contact Person’s Telephone Number**.

8. To change the **Contact Date/Time** when the external dispatch unit contacted your ROSS dispatch unit, click the **Contact Date/Time** button.

9. In the **Office Reference** text box, type the **Local Office Number** assigned to the incident, if desired.

10. In the **Location Name** text box, type the **Location Name of the incident**.

11. Under **Enter Coordinates**, click the **Coordinate Type** of your choice, or click the **Pick a location** button and then complete the **Location Coordinates** as appropriate.

12. Click in the **Enter Documentation** text box, and then type **Detailed Information about the Incident** as appropriate.

13. In the **Incident #** text box, type the **Incident Number** as assigned by the external dispatch unit.

   *You are setting the initial/revised sequence value for the selected host. The sequence next value for that host will be the incident number you entered, plus one (+ 1).*

14. If you do not want to use the default request number blocks associated with the host, click to clear the **Use Host Default Request Number Block(s)** check box.

   *See, “Understanding block numbering and rules.”*

15. When finished entering the external incident information, click the **Incident** button.

The following graphic shows the Select External Dispatch Unit dialog box.

![Select External Dispatch Unit dialog box](image)

**To create an external dispatch unit**

1. On the **Select External Dispatch** dialog box, click the **New External Dispatch** button.

2. On the **Add/Edit External Dispatch** dialog box, type the **Name of the New External Dispatch Unit** in the **Dispatch Name** text box.
3 In the **Unit Code** text box, type the **Unit Code** for the new external dispatch unit.

4 On the **Contacts** tab, click the **New Contact** button.

5 On the **New Contact** dialog box, complete the following:
   - click the **Contact Method** drop-down arrow, click the **Contact Method** of your choice
   - click the **Priority** drop-down arrow, and then click to select the **Priority** of your choice
   - in the **Entry** text box, type the appropriate **Entry for the New Contact Information**.

6 Click **Close** to return to the **Add/Edit External Dispatch** dialog box, or click **Apply** to add the new contact information and then add another.

7 Click the **Address** tab, and then click the **New Address** button.

8 On the **New Address** dialog box, click the **Type** drop-down arrow, and then click the **Address Type** of your choice.

9 Complete the following information as appropriate:
   - **Street 1**
   - **Street 2**
   - **City**
   - **State**
   - **Zip Code**
   - **Country**.

10 Click **Close** to return to the **Add/Edit External Dispatch** dialog box, or click **Apply** to add the new address information and then add another.

**To edit or delete external dispatch unit information**

1 On the **Select External Dispatch Unit** dialog box, click the **Dispatch Unit** of your choice, and then click the **Edit External Dispatch** button.

2 On the **Add/Edit External Dispatch** dialog box, edit or delete the information as appropriate, and then click **OK**.
Creating and modifying detail requests

A detail request is a pre-planned incident of specific duration and includes prescribed fire, preparedness/positioning, special event, and training events. Other such events include:

- personnel assignments greater than or less than two weeks in duration
- flexible funding arrangements
- flexible travel and lodging arrangements
- personal days off without pay.

The Detailed Request screen allows you to specify what is needed for the detail, known as “positions,” and send that information to selected organizations to find out if those required items can be obtained. You can create a single or multiple detail requests for a detail.

You cannot create a detail request for wildland fire and structural fire incidents.

To access the Detail Request screen

- On the Incident screen, open the Pre-planned Incident of your choice, and then click the Detail Request button.
Detail Request screen

To create a detail request

You can name the detail request the same name as the pre-planned incident or select another name of your choice.

1. Click the New Detail Request button.
2. To change the default name of the request, type the new Detail Request Name in the Detail Request Name text box.

The Detail Request Name text box is located below the Broadcast, Requests, and Cancel buttons.

3. To select Start Date/Time and End Date/Time, click the Select Dates button, and then select the Start Date and Time and End Date and Time of your choice.
4. To add a catalog item to the detail request, click the New Position button.
5 On the **Add Positions** dialog box, click the **Catalog** drop-down arrow, and then click the **Catalog** of your choice.

6 Click the **Category Name** and **Catalog item Name** of your choice, and then click **OK**.

7 To specify the minimum acceptable qualification of the resource used to fill the new position, click the **Minimum Rating** button, click the **Category Name** and **Catalog Item Name** of your choice on the **Catalog** tab, and then click **OK**.

8 Complete the following information as appropriate, and then click the **Save Detail Request** button
   - Requirements
   - Payment
   - Radio
   - Vehicles/Contacts
   - Duty Station/Remarks.

The following graphic shows the Catalog tab on the Add Positions dialog box.

![Catalog tab on Add Positions dialog box](image1)

The following graphic shows the Catalog tab on the Minimum Rating dialog box.

![Catalog tab on Minimum Rating dialog box](image2)
To search for a minimum qualification for a position on a detail request

1. On the Detail Request screen, click the Position of your choice, and then click the Minimum Rating button.
2. On the Minimum Rating dialog box, click the Search tab.
3. Complete the boxes to narrow your search, and then click the Search button.
4. Click the Name of your choice, and then click OK.

To change the minimum qualification of a position

1. On the Detail Request screen under Positions, click the Position of your choice, and then click the Minimum Rating button.
2. On the Minimum Rating dialog box, click the Category Name and Catalog Item Name of your choice, and then click OK.

To change the quantity requested for a position

1. On the Detail Request screen under Positions, click the Position of your choice.
2. Click once in the Quantity text box, type to replace the Quantity as appropriate, and then click the Save Position button.

Completing Detail Request screen tabs

This section explains how to complete the tabs on the Detail Request screen, which allow you to further clarify the information on the detail request.

To complete the Requirements tab

1. Click the Employment Status drop-down arrow, and then click the Employment Status of your choice.
2. Click the appropriate check boxes
   - Agency Uniform
   - Driver’s License Needed
   - Travel outside Normal Duty Hours is Authorized/Compensated
   - Personnel may be rotated
   - Fire Resistant Clothing.
3. In the Established Workweek text box, type the Range of Weekdays Considered to be the Workweek for the detail.
4. For temporary worker detail requests, type the Name of the Employment Agency in the Employment Agency text box.
5 Click the **Endorsement** drop-down arrow, and then click one of the following endorsements, as appropriate
- Hazardous Materials
- Motorcycle
- Tank Vehicle
- Passenger
- Double/Triple Trailers.

6 In the **Duty Hours** text box, type the **Number of Duty Hours** expected for the position.

7 In the **How Often?** text box, type the **Frequency of Duty Hours**.

*For example, to indicate 12-hour days, 4 times per week, type “12” in the **Duty Hours** text box, and then type “4xweek” in the **How Often?** text box.*

The following graphic shows the Requirements tab on the Detail Request screen.

---

**To complete the Payment tab**

1 On the **Detail Request** screen, click the **Payment** tab.

2 Under **Payment**, click either **Sending Unit** or **Requesting Unit** to specify the responsible unit for payment
   - Rotation
   - Travel
   - Base Salary
   - PerDiem
   - Mileage
   - F.O.R.

3 Click the appropriate check boxes
   - Government Lodging Available
   - Government Mess Hall Available
   - Government Cooking Facility Only
   - Commercial Lodging Available
   - Commercial Meals Available
   - Must be Self-Subsisting.
4 For Commercial Lodging Available, type the Maximum Rate that will be Reimbursed, in dollars, in the Max. Lodging Rate ($) text box.

5 For Commercial Meals Available, type the Maximum Rate that will be Reimbursed, in dollars, in the M & IE Rate ($) text box.

6 For Must be Self-Subsisting, type the Maximum Rate that will be Reimbursed, in dollars, in the Estimated Total Cost ($) text box.

The following graphic shows the Payment tab on the Detail Request screen.

To complete the Radio tab

1 On the Detail Request screen, click the Radio tab.

2 If radios are needed for the detail, click the Radios Needed check box, and then click the New button.

3 Under Radios, click in the Radio Type text box, and then type the Radio Type.

4 Click in the Programmable text box, and then click the drop-down arrow to select Yes or No for a programmable radio.

5 Click in the Quantity text box, and then type the Quantity of your choice.

6 When finished, click the Save button.

The following graphic shows the Radio tab on the Detail Request screen.

To change radio information

1 On the Detail Request screen, click the Radio tab.

2 Under Radios, click the Radio Type of your choice.
3 Click the **Radio Type**, **Programmable**, and/or **Quantity** text box, and then modify the information as appropriate.

4 When finished, click the **Save** button.

**To delete a radio type**

1 On the **Detail Request** screen, click the **Radio** tab.

2 Under **Radios**, click the **Radio Type** of your choice, and then click the **Delete** button.

3 On the **Confirm Deletion** dialog box, click **Yes** to confirm or click **No** to cancel.

**To complete the Vehicles/Contacts tab**

1 On the **Detail Request** screen, click the **Vehicles/Contacts** tab.

2 In the **Vehicle Type** text box, type the **Vehicle Type** of your choice.

3 Click the appropriate check boxes, and then type the appropriate **Quantity** for each selected check box

   - Agency Owned
   - Privately Owned
   - Rental Vehicle.

4 In the **Electronic Tech’s Name and Phone** text box, type the **Name of the Contact Person** and their **Phone Number**.

5 In the **Personnel Officer and Phone** text box, type the **Name of the Personnel Officer** and their **Phone Number**.

6 In the **Budget & Finance Officer and Phone** text box, type the **Name of the Budget and Finance Officer** and their **Phone Number**.

The following graphic shows the Vehicles/Contacts tab on the Detail Request screen.

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**To complete the Duty Station/Remarks tab**

1 On the **Detail Request** screen, click the **Duty Station/Remarks** tab.
In the **Requesting Unit’s E-mail Address** text box, type the **Email Address of the Requesting Unit’s Contact Person**.

3 In the **Temporary Duty Station**, type the **Name of the Temporary Duty Station**.

4 In the **Address/PO Box** text box, type the complete **Street Address of the Temporary Duty Station**.

5 In the **Phone** text box, type the **Area Code** and **Telephone Number of the Temporary Duty Station**.

6 In the **Nearest Commercial Airline City**, type the **Name of the City that has a Commercial Airport** nearest to the temporary duty station.

The following graphic shows the Duty Station/Remarks tab on the Detail Request screen.

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**Broadcasting a detail request**

The Broadcast button allows you to email detail requests to a specific selection area or GACC. Remember these key points when broadcasting a detail request:

- Your organization, and each organization defined in your selection area or GACC must have a primary email address defined in ROSS.
- You are not **required** to broadcast a detail request.

**To broadcast a detail request**

1 On the **Incident** screen, open the pre-planned incident (detail) of your choice, click the **Detail Request** button, and then click **Broadcast**.

2 On the **Broadcast** dialog box, click **Selection Area** or **GACC** as appropriate, and then click **OK**.
The following graphic shows the Broadcast dialog box.

![Broadcast dialog box]

**Generating a resource request**

You can generate a resource request for each detail request position.

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**Once you generate a resource request for a detail request, you cannot cancel that detail request.**

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**To generate a resource request from a detail request**

1. On the Detail Request screen, select the Detail Request of your choice, and then click the Requests button.
2. To review the pending request, click Pending Request on the Request menu, and then search for the Pre-planned Incident of your choice.

**Creating complex incidents**

The Complex check box on the Incident screen allows a Dispatch Manager to identify a new internal or external incident as a “complex,” and associate one or more internal or external incidents to it. This complex incident serves as an umbrella for the other incidents.

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**To create a complex incident**

1. On the New Incident screen, type the Name of the Person Who Reported the Event in the Reported By text box.
2. In the Description text box, type a Brief Description of the event.

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**You can enter complete details of the event in the Enter Documentation text box, which is located at the bottom of the screen.**

3. Click the Type drop-down arrow and click the Event Type.
4. In the Incident Name text box, type the Name of the Incident.
5 Click the Incident Host drop-down arrow, and then click the appropriate Organization Serving as the Incident Host.

If identifying a dispatch center as the incident host, you must also identify a government (non-dispatch) organization as the billing organization.

6 In the Office Reference text box, type the Local Office Number assigned to the incident, if desired.

7 Under Enter Location, type the new or existing Location of the Incident, or click the Pick a location button to search for a location of your choice.

8 Click once in the Enter Documentation text box, and then type Detailed Information about the incident as appropriate.

9 To specify a new incident number, type the new Incident Number in the Incident # text box.

See, “Understanding incident numbering.”

10 Under Create Incident, click the Complex check box.

11 If you do not want to use the default request number blocks associated with the host, click to clear the Use Host Default Request Number Block(s) check box.

12 To view the default incident request numbers for a catalog, click the View Default Request Blocks button, click the Catalog drop-down arrow, and then click the Catalog of your choice.

13 When finished, click Close.

See, “Understanding block numbering and rules.”

14 When finished entering incident information, click the Incident button.

The following graphic shows the Enter Basic Incident Information portion of the New Incident screen. The arrow points to the Complex check box.
To associate an incident to a complex

1. On the Incident menu, click Incident, or click the IN button.

2. Change the Incident Context to the Complex Incident of your choice, and then click the Related Incidents button.

3. On the Related Incidents dialog box, click the Add Related Incident button.

4. On the New Related Incident dialog box under Relationship, click The selected incident will be part of the complex for [Incident Number].

5. Under Search Incidents, search for and then click the Incident Name of your choice, and then click Apply.

6. Continue adding additional associated incidents, as appropriate, and then click Close.

7. On the Related Incidents dialog box, click OK.

The following graphic shows the Related Incidents dialog box.

The following graphic shows the New Related Incident dialog box.
To view a specific incident member in the complex

The Complex tab only displays on the View Incident dialog box when an incident is either a complex or a member of a complex.

1. On the Related Incidents dialog box, click the Incident of your choice, and then click the View Incident button.

2. On the View Incident dialog box, click the Complex tab, click the Incident of your choice, and then click the View Incident button.

The following graphic shows the Related Incidents dialog box. The arrows point to the CPX designation that tells you these incidents are associated to a complex.

![Related Incidents Dialog Box]

The following graphic shows the Complex tab on the View Incident dialog box.

![Complex Tab on View Incident Dialog Box]

Creating incident lists

The Incident List screen allows you to create a list of local incidents that may be of particular interest, and allows you to add local incidents to your Most Recent Incidents drop-down list.

Remember, a local incident is one created by your organization. It may be internal or external.
To access the Incident List screen

- On the Incident menu, click Incident List or click the IL button.

Incident List screen

To view all incidents that meet certain criteria

1. Under Filter Criteria for Incidents, type into or select information for as many boxes as possible to narrow your search
   - Under Incident Status, click Open or Closed.
   - Click the External check box to search for external incidents only.
   - Under Date Created, click the Select Dates button and then specify the Period of Time when the Incidents were Created.
   - In the Incident # From and To text boxes, type the Specific Number or Range of Numbers of the incidents.
   - In the Incident Name text box, type the Name of the Incident.
   - Click the Host drop-down arrow, and then select the Incident Host of your choice.
- Click the **Type** drop-down arrow, and then select the **Incident Type** of your choice.
- For incidents that have a changed host or incident number, type the previous **Incident Number** in the **Changed From** text box.
- To select a location, click the **Pick Location** button, search for and locate the **Location Name** of your choice on the **Choose Location** dialog box, and then click **OK** to return to the **Incident List** screen.
- To enter location coordinates, click the **Coordinate Type** of your choice, complete the appropriate text boxes, and then type the **Distance** in the **Within ___ Miles** text box, from 2 to 10 miles.

2 When finished completing all your search criteria, click the **Filter** button

**To display information for a selected incident**
1 On the **Incident** menu, click **Incident List**, or click the **IL** button.
2 Under **Incidents Meeting Criteria**, click the **Incident Name** of your choice, and then click the **Go to Incident** button.
3 To return to the **Incident List** screen from the **Incident** screen, click the **Close Current Screen** button.

**To add an incident to My Incident List**

*Adding incidents to My Incident List has no impact to any other ROSS functions or screens. Its only use is to help you quickly view and organize incidents that are of particular interest.*

- Under **Incidents Meeting Criteria**, click the **Incident Name** of your choice, and then click the **Add to My Incident List** button.

**To remove an incident from your incident list**

- Under **My Incident List**, click the **Incident Name** of your choice, and then click the **Remove From My Incident List** button.

**To add an incident to your Most Recent Incidents drop-down menu**

- Under **Incidents Meeting Criteria** or under **My Incident List**, click the **Incident Name** of your choice, and then click the **Add to Most Recent** button.

**To switch between local incidents**
1 On the **Most Recent Incidents** drop-down toolbar menu, click the **Incident** of your choice.
2 On the ROSS toolbar, click the **Show/Update Incident context of the current screen** button.
Exploring incidents in detail

ROSS allows you to enter and manage information about both emergency and non-emergency events. Topics in this section include:

- Understanding incident context
- Understanding incident numbering
- Understanding event types
- Understanding block numbering and rules
- Transferring incidents
- Understanding a complex incident.

Remember these key points when working with incidents:

- Create an incident for an event for which resources will be dispatched.
- As a dispatch unit that uses ROSS, create an “external” incident for a dispatch unit that does not use ROSS.
- Initial Attack operations are performed outside of ROSS.
- Incidents are numbered in the format [State Code]-[Dispatch Unit ID]-[999999].

Understanding incident context

When you view most screens in ROSS, the information that displays is in relation to a specific incident. This is known as the incident “context.” You can change the incident context of your current screen to display only local incidents created by your organization without affecting the incident context of any other open screens. In this way you can specify a different incident context for each open screen.

The following example outlines a way to use incident context when you perform dispatching functions in ROSS:

1. You are about halfway through entering information for local incident “A” on the Incident screen.
2. In response to a phone call, you must create a resource request for local incident “B” by
   - opening the New Request screen
   - changing the incident context on the New Request screen from local incident “A” to local incident “B”
   - creating the request.
3. You then click the IN button to return to the Incident screen and finish entering the information for local incident “A.” Notice that the Incident screen remains in the context of local incident “A.”
Understanding incident numbering

Incidents are numbered in the following format: [State Code]-[Host ID]-[999999].

For example, an incident may be numbered “CO-RMP-000012.”

The Create Incident portion of the New Incident screen displays three fields that pertain to incident numbering:

- **Sequence Next Value.** Displays the next sequential incident number based on the selected host. The sequence for each host resets to “1” at the beginning of the calendar year. The Sequence Next Value is not applicable to external incidents.

- **View Issued #.** Displays the View Issued Incident Numbers dialog box, which lists the incident number, host dispatch, and incident name issued this calendar year for the selected host.

- **Incident #.** Allows you to substitute the Sequence Next Value with the Incident Number of your choice. Specifying the Incident # sets an initial/revised Sequence Value for the selected host, so that the Sequence Next Value for that host is the Incident # you specified, plus one (+ 1). Incident # is a required entry for external incidents.

Understanding event types

ROSS allows you to identify the following event types when creating an incident:

- Accident - Aircraft
- Accident - Marine
- Accident - Rail
- Accident - Structure
- Accident - Vehicle
- Animal Health Emergency
- Earthquake
- Emergency Stabilization/BAER
- Fire - Debris/Product
- Fire - Prescribed
- Fire - Structure
- Fire - Vehicle
- Fire - Wildland
- Fire - Wildland Fire Use
- Fire Rehabilitation
- Other Support
- Plant Health Emergency
- Preparedness/Preposition
- Program Support - Law Enforce
- Program Support - Mgt
- Program Support - Resource
- Public Assist - Community
- Public Assist - Infrastructure
- Public Assist - Public Service
- S & R - Marine
- S & R - Medical Assist
- S & R - Urban
- S & R - Wildland
- Severe Winter Weather
- Thunderstorm/Tornado/Wind
### Understanding block numbering and rules

Block numbering applies to incident requests. When creating an incident, you can apply the host’s template of block numbers to the incident, although this is optional. You can then modify the blocks to suit the particular needs of that incident, without affecting the master template for the host. You must designate each request block as one of the following:

- **User issued.** Selecting a user issued block allows you to designate the number to be assigned to the request. You cannot use user issued blocks with pre-order requests. Individual pre-order requests are automatically numbered based on the system default block for that catalog.

- **System generated.** Selecting a system generated block allows ROSS to automatically assign the next available sequential number from that block of numbers to the request.

You can change system generated blocks to user issued blocks. You cannot change user issued blocks to system generated blocks.

### Splitting one block into two

When you split one block into two, remember the following rules:

- If splitting a user issued block, the resulting blocks must also be user issued.

- If splitting a system generated block, the resulting blocks can either be user issued or system generated. The start number of the second resulting block must be greater than the next sequential available number of the original block.

You cannot create a system generated block that already contains a “used” request number.

- If splitting a block that is not designated as a default, you cannot set either of the resulting blocks as default from the Split Block dialog box.

You may change the default settings on the Requests Blocks tab on the Incident screen.

- Flooding
- Hazard - Biological/Toxic
- Hazard - Explosive/Electric
- Hazard - Flammable
- Hazard - Radioactive/Nuclear
- Hurricane/Typhoon
- Mass Earth Movement/Avalanche
- Training - Classroom
- Training - OJT
- Training - Proficiency
- Training - Simulation
- Tsunami
- Volcano
• If splitting a default block, you must select one of the resulting blocks to be the new default.
• The last block in each catalog must be a system generated block with an end number of 999,999, the maximum number allowable.

Deleting a request block

When you delete a request block, remember the following rules:

• There must always be at least one remaining block for each catalog.
• You cannot delete a block that is designated as a “SYS” or “R” default for the catalog. You must first designate a different block as the default before you can perform the delete.
• If deleting either the first or last block of a catalog, the block being deleted will be merged into the previous block.
• If deleting a block located between two other blocks, you must select which block you want the deleted block to be merged into.
• You cannot delete a block that is associated with another request.
• If an “SG” block is merged into a “UI” block, the remaining block is converted to “SG.”

Transferring incidents

Dispatch managers may transfer their internal and external incidents to another dispatch center. This incident may be opened or closed, and may be of any type except preposition. The following graphic shows an example of an original placing chain and the updated placing chain when an incident is transferred from Dispatch A to Dispatch B.

Here, Dispatch A places a request down to Dispatch AA. Subsequently, Dispatch A transfers management of their incident to Dispatch B:

• The request remains placed with Dispatch AA, but the placing chain is updated to reflect that the request was placed from Dispatch B to GACC B to NICC, then on to GACC A to Dispatch A to Dispatch AA. If Dispatch AA UTFs the request, it becomes pending with Dispatch A.
• Dispatch A, GACC A, NICC, GACC B, and Dispatch B are able to view and retrieve the request using the Request Status screen.

Remember these key points when transferring an incident to another dispatch center:

• All incident information remains with the transferred incident.
• You cannot transfer to a status-only, external, or removed dispatch center.
• Once the transfer is complete, the previous managing dispatch center no longer has access to the incident.

• You must transfer the management of a complex incident and its associated incidents together. You cannot transfer an incident associated with a complex individually until the associate is removed.

• The host of a transferred incident is not added to the incident hosts list of the new dispatch center. Reload bases, primary office and primary 24-hour contacts associated with the new dispatch center are attached to the transferred incident.

• If place up or direct order affiliations for the incident host were in effect at the old dispatch center, these ordering channels are available to the new dispatch center for that transferred incident only. These place up and direct order affiliations are lost if the incident is transferred a second time. If the incident host is the host for both the old and new dispatch centers, only the place up and direct order affiliations for the new dispatch center are in effect after the transfer.

• Once the transfer is complete, the old dispatch center can view requests that were closed or completed prior to the transfer by reviewing the Request List Report. The new dispatch center can view these requests by reviewing the Request Status screen.

**Understanding a complex incident**

Remember these key points when creating a complex incident:

• You must identify the incident as a complex when creating it. Once created, you cannot change a non-complex incident to a complex incident or change a complex incident to a non-complex incident.

• A complex incident may be of any type except a preposition incident.

• You may associate any internal or external incidents managed by your dispatch center to the complex except to another complex incident, an incident that is already associated to a complex, or a preposition incident.

• The same dispatch center must manage the complex incident and its associated incidents (members). You may transfer incidents if necessary. For more information see the previous section, “Transferring incidents.”

• Whenever the incident you select to view is a complex or is a member of a complex, the Complex tab displays on the View Incident dialog box. This tab displays the incident name and number, and status (open or closed) of all related incidents.

• You may Quick Fill and create regular, support, and subordinate requests for a complex. You may place, fill, release, and reassign these requests. Setting resource travel options for a complex incident is the same as for other incidents.
• You may generate reports for a complex incident and its members the same way as for any other incident.

• Incidents associated with a complex have “CPX” appended to their Incident Name and Incident Number.