2014 Resource Ordering and Status System (ROSS)

Field Review Results

July 23, 2014

1.1.1 Document Control

This release is effective on the latest date in the Revision History table.

Item	Description
2014 Fall ROSS Review Questionnaire_03182014 2_responses.xlsx	Compiled responses from the electronic questionnaire.
charts10232014.xlsx	MS Excel spreadsheet and charting of responses used in the field review.

1.1.2 Revision History

Version Number	Date	Changed By	Description
.01	07/23/2014	Mary Toews, Shep Crim	Initial synopsis.
.02	07/23/2014	Erin McCormick	First draft.

1.1.3 Distribution

This document has been distributed to the ROSS project management team.

Table of Contents

1 Introduction

This 2014 Resource Ordering and Status System (ROSS) Field Review summarizes and quantifies face-to-face interviews and electronic questionnaire responses to evaluate the Resource Ordering and Status System (ROSS) Program. The annual review provides important and valuable feedback from the end user's perspective and helps to prioritize and focus future efforts for ROSS application development based on objective and quantifiable responses.

1.1 Background

The Resource Ordering and Status System (ROSS) is used by more than 340 interagency dispatch offices nationwide within the National Wildfire Coordinating Group (NWCG). ROSS supports the incident response and protection mission of more than 600 federal, state, and local agencies.

The ROSS Project was initiated in response to serious disasters, such as the fatalities at Storm King Mountain (1994), which involved loss of life and property. These disasters precipitated a series of investigations by the interagency community, Occupational Safety and Health Administration (OSHA), Bureau of Land Management (BLM), United States Forest Service (FS), interagency management reviews, and interagency prescribed actions. In part, the findings cited shortcomings of fire and other incident dispatch systems, insufficient resource status documentation, and the inability to mobilize appropriate resources in a timely manner.

Today, ROSS is relied upon for Incident support by Federal Land Management Agencies, state agencies (e.g., California Department of Forestry and Fire Protection or CALFIRE), and local agencies (cities and counties). In addition, ROSS is recognized by the Federal Emergency Management Agency (FEMA) as the standard for an automated, National Mobilization System as required by Homeland Security Presidential Directive 5 (HSPD-5), which created the National Incident Management System (NIMS).

1.2 ROSS Application

The ROSS application is used by dispatchers, militia, and expanded dispatchers to order and track the availability, mobilization, and demobilization of all tactical, logistical, service, and support resources by the incident dispatch community. The many types of incidents include wildfires, prescribed fires, hurricanes, and search and rescue operations. When correlated with other decision factors such as fire weather information, ROSS Reports provide a comprehensive view for these decision makers to better understand incident resource workload and stress.

2   Review Scope

Due to time and travel restrictions and Subject Matter Expert (SME) availability, only a portion of the ROSS user community is surveyed each year. Other geographic areas were targeted and surveyed in prior years. For a complete list of participants for the ROSS 2014 Field Review see Appendix B, "List of Participating Dispatch Offices." The review included both electronic surveys and face-to-face interviews.

2.1   Review Objectives

The intent of the face-to-face interviews and electronic questionnaire was to acknowledge and engage the ROSS user community in achieving the following objectives:

- Obtain user community feedback of the current ROSS application, version 2.15, as outlined in item 4, "User/Customer Assessment," in the "Operational Analysis Review, July 19, 2014."[1]
- Determine the level of end user satisfaction of the current ROSS application, version 2.15.
- Identify new areas of functionality and interoperability within the ROSS application.
- Obtain feedback from end users for improving ROSS Program support, including training, the ROSS website, and assigned SME support.

2.2   Review Categories

Face-to-face interviews and electronic questionnaire were categorized into six areas of concern:

- **Usability and Functionality**. The application meets its intended purpose and provides the utility to accomplish this purpose.
- **Accessibility**. The end user has the ability to obtain the information required to adequately perform dispatching tasks in an effective and efficient manner.
- **Dispatch and Reports Training**. The end user has received timely, effective, and adequate training to operate the ROSS application and generate ROSS Reports.
- **ROSS Reports**. The end user can successfully locate and generate a report using data in the ROSS database, which contains and/or identifies needed information in a format that meets the end user's needs.
- **End User Information, Support, Availability, and Effectiveness**. The end user is able to locate appropriate and effective documentation and application support in a timely and efficient manner.
- **Potential Enhancements to Usability and Functionality**. Based on the current application and its current usability and functionality, the end user identifies enhancements to the existing ROSS application and ROSS Reports.

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[1] Operational Analysis Review, July 19, 2014.

2.3 Review Participants

Randomly selected participants included the dispatch community from federal, state, and local agencies. Participants were selected based on their willingness and availability to complete the questionnaire and/or meet with a Subject Matter Expert (SME) for a face-to-face interview. The demographics of the review included:

- Eastern Area Geographic Area
- Northern Rockies Coordination Center
- Rocky Mountain Area Geographic Area
- Southern Area Geographic Area.

3 Review Methodology

The key points addressed during the development of this review included the following:

- Face-to-face interviews would be casual in nature and conducted at the review participant's site. SMEs would compile feedback from each geographic area and categorize the findings using the six areas of concern identified in section 2.2, "Review Categories."

- The electronic questionnaire would be easy to read and understand and would require a minimal amount of time to complete. Completing the electronic questionnaire would be optional and participant names and responses were kept confidential. All survey questions, statements, and comments were also optional. After completing the electronic questionnaire, participants could print out their completed questionnaire as desired.

3.1 Electronic Questionnaire Design

The electronic questionnaire collected two types of data: Quantitative Data and Qualitative Data.

3.1.1 Quantitative Data

Participants ranked each statement using the following scale:
- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree.

3.1.2 Qualitative Data

Participants were allowed to include comments for each of the following six categories:
- Usability and Functionality
- Accessibility
- Dispatch and Reports Training
- ROSS Reports
- End User Information, Support, Availability, and Effectiveness
- Potential Enhancements to Usability and Functionality.

The survey employed the following three types of survey methods to gain feedback from the participants:

- **Likert-scale**[2]. A psychometric scaled ranking that allows participants to specify their level of agreement or disagreement to statements.

- **Check boxes**. Participants could select one or more check boxes from a distinct set of options.[3]

- **Open ended questions**. Participants were allowed to type remarks about each category in their own words.

For a sample survey, including survey categories and its organization, see Appendix A, "ROSS 2014 Electronic Questionnaire."

4 Findings

Review findings were organized into categories outlined in the electronic questionnaire. Summaries for each category were written and/or reviewed by the SMEs who conducted the face-to-face interviews and distributed the electronic questionnaires.

4.1 Usability and Functionality

The ROSS application is generally well received by those users who dispatch using ROSS on a regular basis. Established sites have come to embrace ROSS and many use it in their day-to-day operations to status resources. Participants experienced in using ROSS like the application and find it functions well. ROSS is more effective than using the Resource Order Form, which is the paper-based form of dispatching. Personnel from one dispatch center in the Rocky Mountain Geographic Area are "very happy with the current version of the ROSS application."

Some users who previously resisted ROSS for dispatching and statusing resources, including the Dispatch Center Manager at the North Carolina Interagency Coordination Center, now embrace the use of ROSS and are strong advocates for the application. Other sites, including the Florida State Dispatch Office and the Georgia State Dispatch Center, have moved aggressively to use ROSS wherever possible.

Due to the length of time required to enter a new incident into ROSS, most dispatch centers did not use ROSS for Initial Attack. Many sites utilize the Web Status feature to status individual resources. More sites use ROSS to fill pending requests than to generate new requests. Also, many users did not use the Quick Fill option and were unaware of this functionality.

Most dispatchers felt ROSS had "too many screens" to navigate, which made it difficult to train new users and to maintain proficiency between fire seasons. Screens and processes were too complicated and not intuitive. The lack of consistent screen design was also cited as an issue. To increase the efficiency and effectiveness of dispatching processes, review participants suggested merging and reorganizing many ROSS screens.

During the 2012 Field Review, survey participants requested the merging of the Request Status and Incident Resources screens so that ROSS users would be able to release and reassign resources from one screen. Users
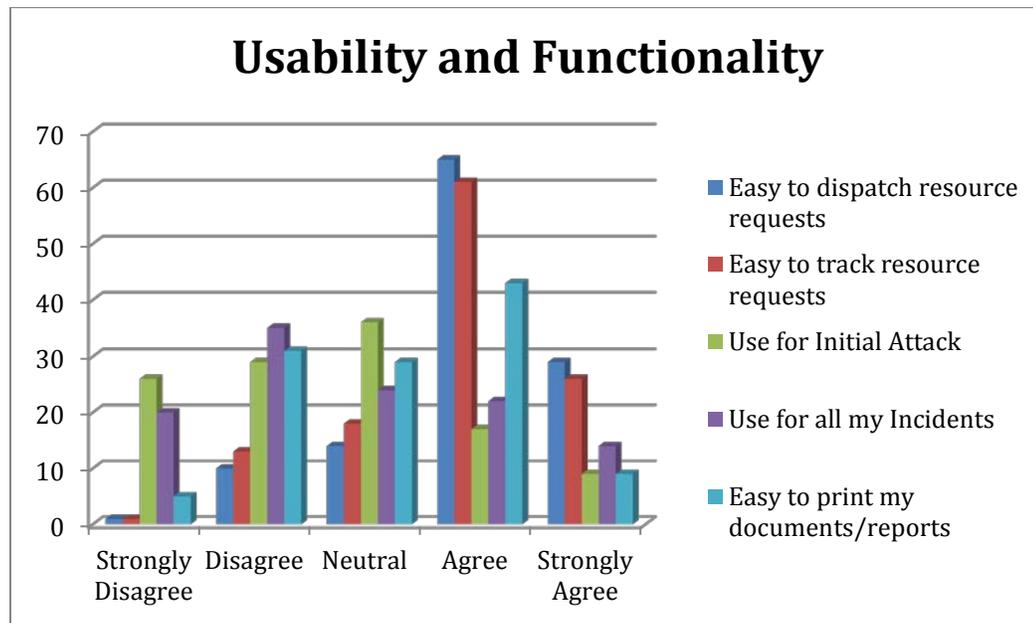
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[2] http://en.wikipedia.org/wiki/Likert_scale
[3] http://en.wikipedia.org/wiki/Computer-assisted_web_interviewing

also requested the merging of the Request Status, Pending Request, and New Request screens. This feedback was repeated again in this year's review.

Many state agencies use CAD-based applications for day-to-day incidents and restrict the use of ROSS to sending resources out of state. One participant reported that their all-hazard resources are maintained on hard card stock and that those resources are not associated to any database.

Chart 1, "Usability and Functionality," shows participant responses from the electronic questionnaire, which are comparable to the responses gathered from the face-to-face interviews.

Usability and Functionality

Legend:
- Easy to dispatch resource requests
- Easy to track resource requests
- Use for Initial Attack
- Use for all my Incidents
- Easy to print my documents/reports

Chart 1.   Usability and Functionality

4.2   Accessibility

Users must be able to access ROSS at the user's dispatch office, during expanded dispatch activities, and when disaster recovery procedures are in place. Feedback from the surveyed geographic areas are included and organized into the following categories:

4.2.1   Connectivity Speeds
4.2.2   Citrix Access to ROSS
4.2.3   Disaster Recovery
4.2.4   End User Access to IT Staff
4.2.5   Other Comments.

4.2.1   Connectivity Speeds

More than one-half of dispatch offices reported slow connectivity speeds during higher volume business days. Other dispatch offices reported no issues with connectivity. Respondents from a dispatch office in the Rocky Mountain geographic area, for example, believe that improved reliability at Preparedness Level (PL) 4 and PL 5 should be a higher priority than modernizing the application.

Alligator River Dispatch reported that their ability to access ROSS via satellite connection is unacceptable. At this site, ROSS users cannot access ROSS easily, the connectivity is unreliable, and connectivity speeds are slow.

Miles City Dispatch, a BLM office in the Northern Rockies geographic area, reported slow response times. No other significant accessibility issues were specifically reported within this geographic area.

4.2.2   Citrix Access to ROSS

Using Citrix to access ROSS over a Citrix Farm was prevalent in some geographic areas but not in others. Some of those who do not use Citrix at their dispatch office use Citrix at home.

Some dispatch offices complained of slow Citrix access when attempting to access ROSS over an FS network. Still others were unaware that accessing ROSS via Citrix over a Citrix Farm may provide faster connection speeds for their office. During the course of the face-to-face interviews, users reporting slow response times were encouraged to try accessing ROSS via Citrix.

Detailed information about Citrix and session and application virtualization is available on the Citrix website: http://www.citrix.com/products/xenapp/how-it-works/application-virtualization.html.

4.2.3   Disaster Recovery

Many dispatch offices reported using Wi-Fi or wireless cards as backup to network access. Most end users were aware of disaster recovery procedures.

4.2.4   End User Access to IT Staff

Generally, BLM dispatch offices had more IT staff on-site than FS dispatch offices. Some users had issues with rental computers not being set up correctly. Other dispatch offices had computers already available for expanded dispatch and therefore did not require the use of rental computers.

4.2.5   Other Comments

Some dispatch offices did not understand the security requirement for two separate user accounts for ROSS access: a privileged account that is issued and used only by ROSS Account Managers for administrative activities; and a standard account for performing dispatching and statusing activities.

Chart 2, "Accessibility via Rental Computers," shows questionnaire responses related to the accessibility of ROSS using non-Forest Service rental computers and related hardware.
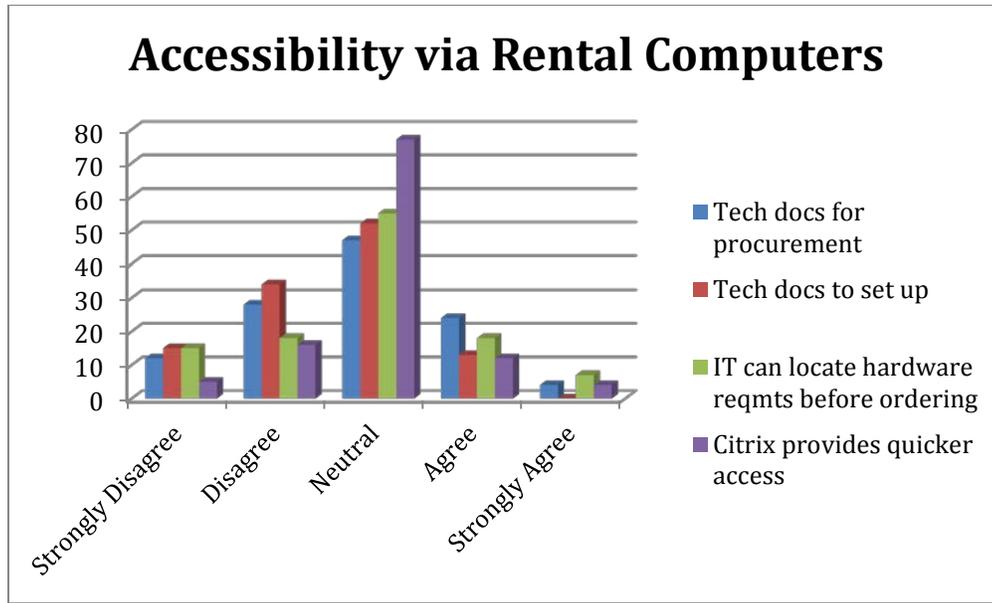
Chart 2.   Accessibility via Rental Computers

Chart 3, "Disaster Recovery," shows questionnaire responses related to disaster recovery planning and processes.
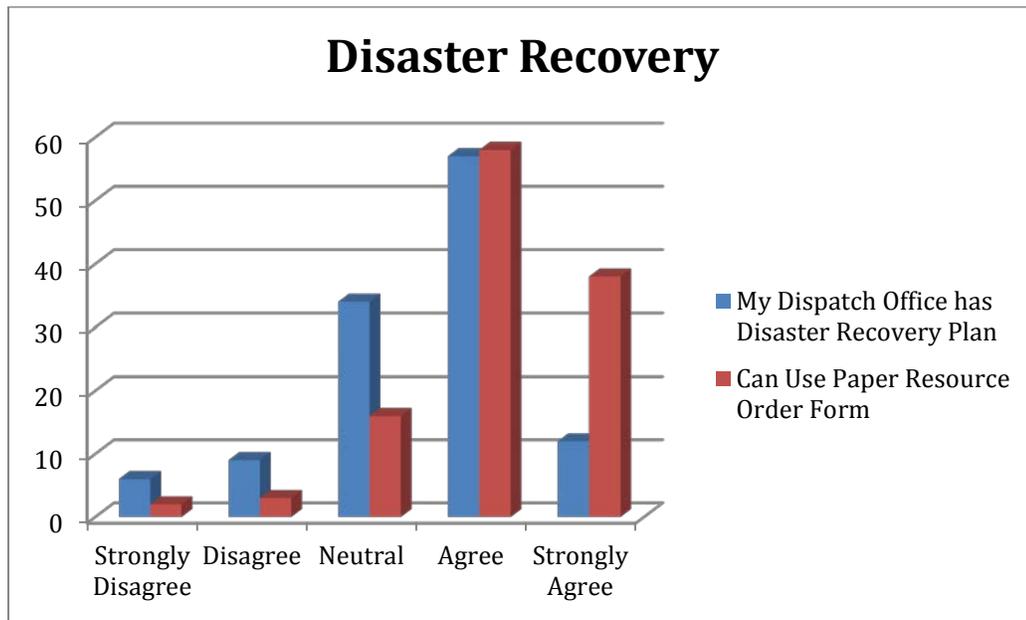
Chart 3.   Disaster Recovery

4.3   Dispatch Training and Reports Training

Most review participants identified the need for additional dispatch training, refresher training for seasonal dispatchers, and for Basic Reports training. While the ROSS website lists courseware specifically developed to train dispatchers and train those who generate reports in ROSS, each dispatch center manager is responsible for ensuring the proficiency of ROSS users who are located within their geographic area. The most proactive training for

preseason practice sessions were conducted at the Geographic Area Coordination level. Many geographic areas, however, did not promote Basic Reports training.

When offered and promoted by their GACCs, Basic Reports training was cited as acceptable. Most respondents from dispatch offices in the Rocky Mountain geographic area, however, were not provided Basic Reports training nor knew of its existence. Instead, a few of the dispatch offices in this geographic area had a staff "Reports Expert." Many dispatch offices relied on a single individual, who was from a local dispatch center, to generate the reports for the entire geographic area.

Participants in face-to-face interviews suggested the following improvements to dispatch training and Basic Reports training:

- Require refresher training for the ROSS application and maintain the completion of the training in the qualifications system.

- Provide online refresher training that could be completed in segments and targeted toward specific functions, such as for working with subordinate requests and for generating specific user community reports.

- Provide access to knowledge-based management articles on the ROSS website.

- Revamp D-110 courseware to include ROSS training.

- Provide a list of Frequently Asked Questions (FAQs) and allow users to search error messages that display while using ROSS.

- Produce video clips to communicate current and past changes to the ROSS application and highlight version updates on the main page of the ROSS website.

- Provide hands on, self-paced refreshers training and Basic Reports training.

Chart 4, "Training Effectiveness," shows questionnaire responses related to the effectiveness of dispatch training and reports training, and the effectiveness of training during expanded dispatch activities.
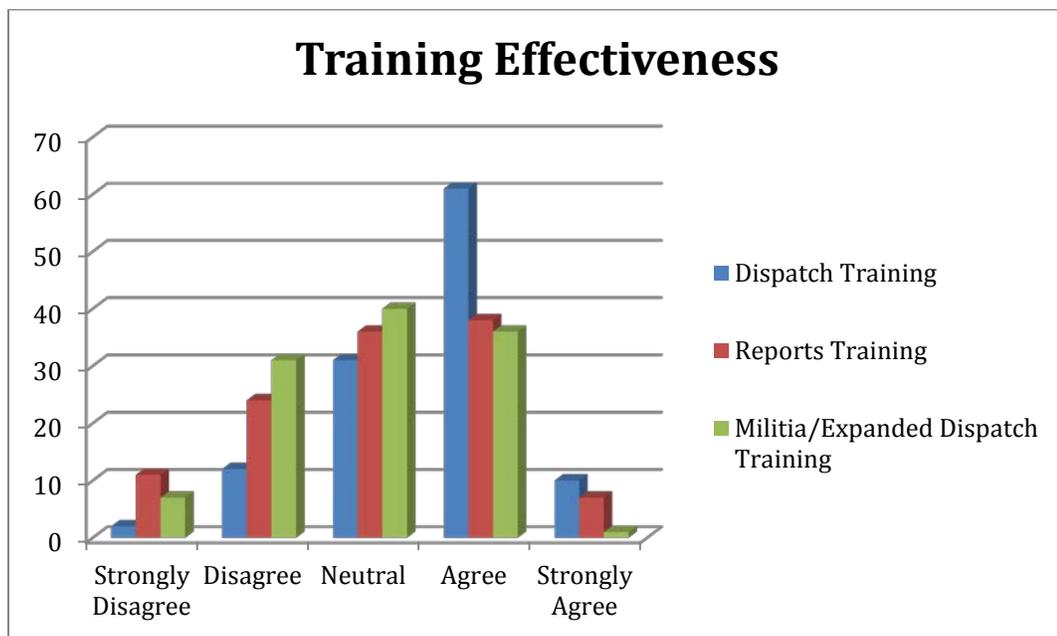
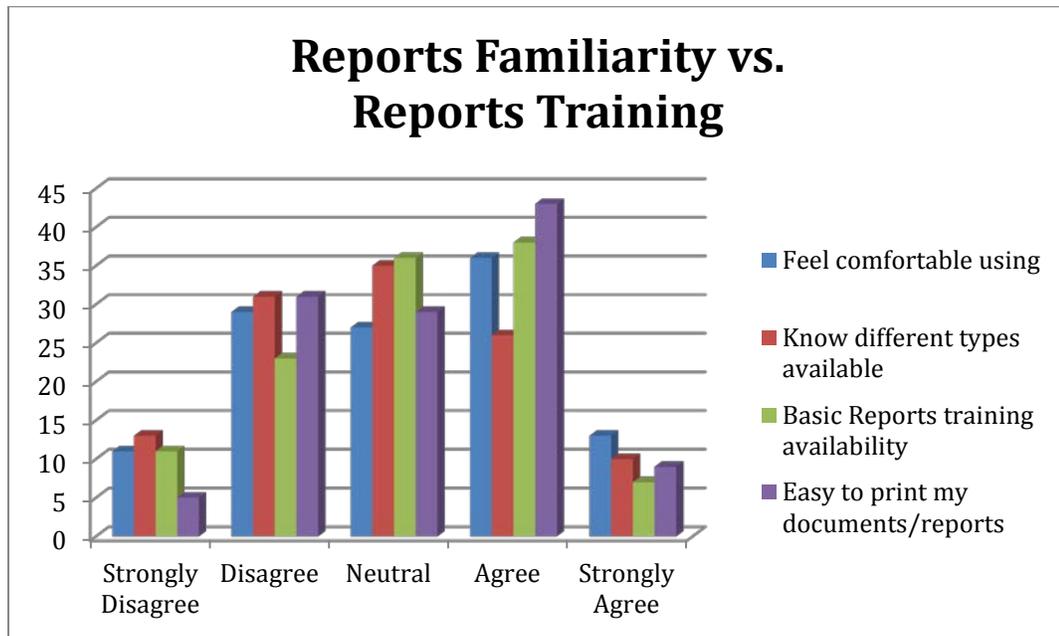

Chart 4. Training Effectiveness

4.4   ROSS Reports

Positive feedback was received from those survey participants who generated ROSS Reports on a regular basis and/or received Basic Reports training provided from their GACC. These respondents felt that ROSS Reports functioned well and are happy with the reporting capabilities, variety of available reports, and the report descriptions. One end user interviewed from the Mississippi Interagency Coordination Center stated, "I love reports. My bosses think I'm Superman!"   Feedback showed that nearly all respondents who did not receive Basic Reports training found report names and report descriptions to be misleading and confusing.

Untrained respondents felt overwhelmed by the wide array and organization of ROSS Reports and, as a result, did not explore its features and capabilities. Many respondents recognized the need to learn more about the pre-built User Community Reports. One respondent from the Rocky Mountain geographic area suggested that each report be identified by functional area, by resource type, and from each level: local, geographic, and national.

Based on feedback from this review and from feedback from previous surveys, the Northern Rockies geographic area was identified as making Basic Reports training most available to their users. Once these end users received Basic Reports training, ROSS Reports met their reporting needs. The Northern Rockies geographic area plans to pursue an even more aggressive approach for the winter, 2014 – spring, 2014 training season.

Chart 5, "Reports Familiarity vs. Reports Training," identifies the direct relationship between the user's familiarity with using ROSS reports and the availability of Basic Reports training.

Chart 5.   Reports Familiarity vs. Reports Training

4.5   End User Information, Support, Availability, and Effectiveness

Many review participants knew how to contact their ROSS Liaison and/or GACC Representative. They were able to locate end user documentation online, including Quick Reference Cards and User Guides.

Responses about the Helpdesk support varied from "improving" to "weak" to "very helpful." Some voiced concern that they were unable to obtain adequate assistance from some of the Helpdesk personnel. While many respondents felt that user support was available whenever needed and the Helpdesk met their needs, some respondents wanted the ability to contact the SME on call directly.

Respondents, particularly from BLM dispatch centers, indicated that some IT support was available locally.

Respondents who knew that documentation was available on the ROSS website felt that it was effective and useful. While many respondents were familiar with the ROSS website, some fount it confusing and felt the layout was not user-friendly. Still other respondents were unaware and unfamiliar of any end user information available on the ROSS website.

Many participants also knew how to locate information to reset their passwords and how to find a forgotten user ID. New users knew how or whom to contact to obtain a ROSS user ID and initial password.

The electronic questionnaire revealed more detailed information about end user information, support, availability, and effectiveness. As shown in the Chart 6, "Direct Support Contact," these respondents were generally happy with the support from their ROSS Liaison/GACC Representative and the Helpdesk, but were not happy with the level of support from their on-site IT personnel.
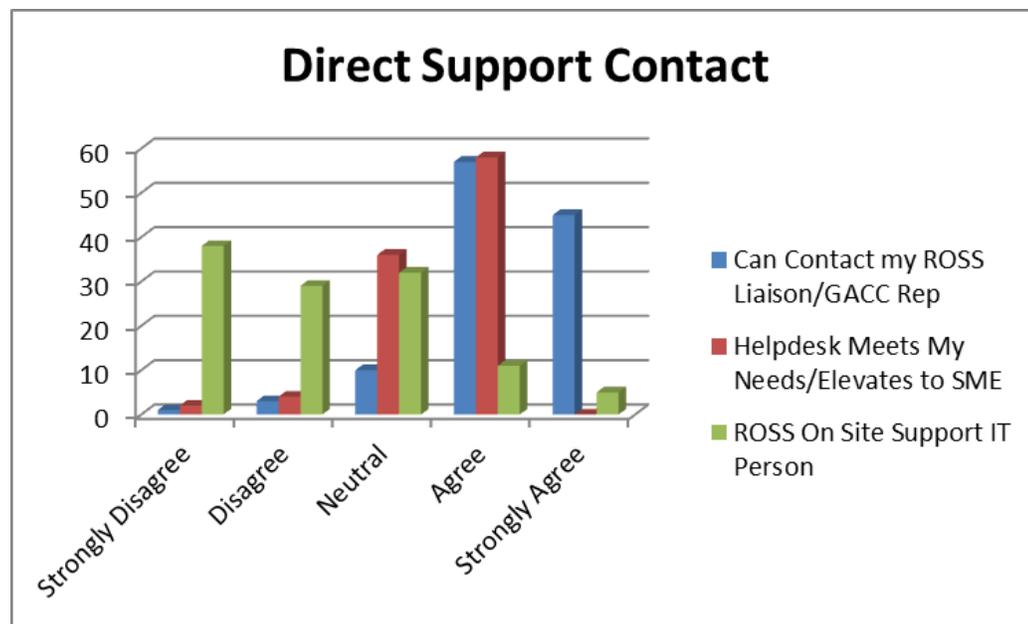
Chart 6.   Direct Support Contact

Chart 7, "Information on ross.nwcg.gov," shows that feedback from the electronic questionnaire strongly correlates to interview responses for users in knowing how to obtain a forgotten user ID and/or resetting a password. While mostly favorable, responses were mixed for knowing how to submit questions and concerns, locating information on the ROSS website, and being familiar with available end user documentation.

Information on ross.nwcg.gov

Legend:
- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree
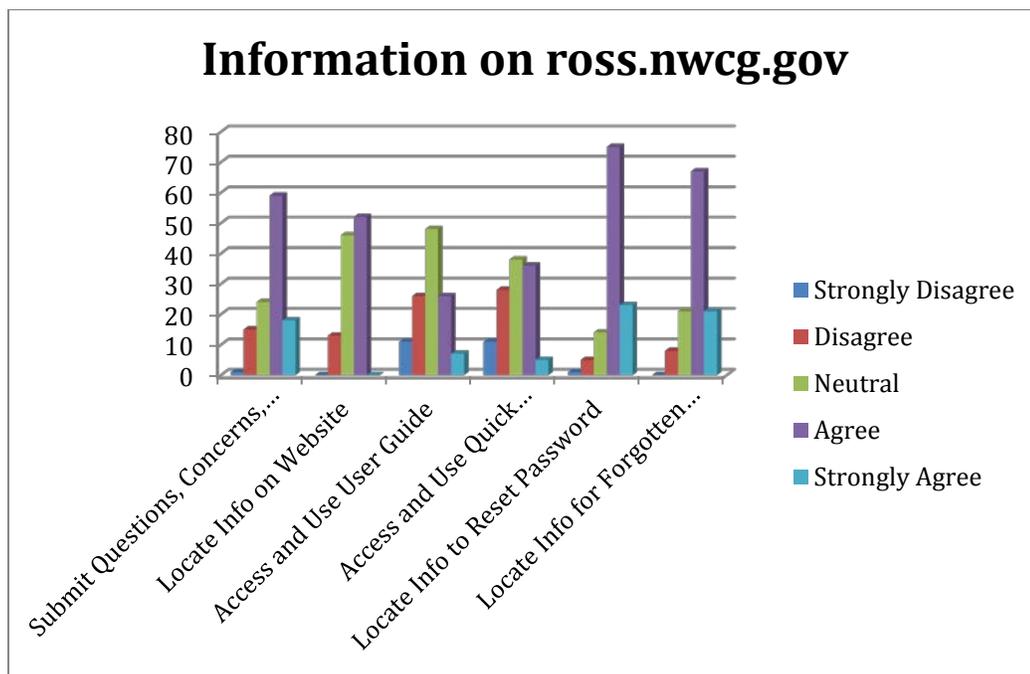
Chart 7. Information on ross.nwcg.gov

4.6 Potential Enhancements to Usability and Functionality

Overwhelmingly, review participants want to improve and enhance the usability and functionality of the ROSS application. End users want legacy ROSS to be modernized so that the dispatch community could take advantage of available technologies and functionality. The many suggestions for improvement confirm that the current ROSS application is outdated and inefficient from the end users perspective.

Feedback also revealed that ROSS should be integrated with many other fire applications used by the dispatch community, which would greatly improve the efficiency and productivity of dispatching and statusing resources.

Most respondents wanted more functionality shared between the keyboard, mouse, and the ROSS application. For example, the function of a button should temporarily display to one side when a user "hovers" over it. Another specific example was to add more functionality by the user's keyboard so that the Enter key may be pressed instead of requiring a mouse click only. Additional feedback that relates to taking advantage of the latest technologies to modernize ROSS includes:

- The ROSS application should be web-based and function across all operating platforms including tablets and smart phones.

  This form of availability would be ideal, one respondent noted, for on-call dispatchers.

- IQCS and ROSS should be cross-compatible and update both the IQCS and the ROSS databases.

- Some respondents wanted "dashboard" functionality in Cognos, similar to the available functionality in the FAMWEB application.

- ROSS screens and dialog boxes should be customizable as to size and color combinations.

- Tabular data should be displayed as grids and allow the user to resize, reorder, and add additional columns to the tabular data as needed.

- A dispatcher should be provided the option to specify an audible notification alert when a pending request is received.

- A type-ahead search function that predicts the word or phrase based on the first few characters would improve the speed of dispatching tasks and activities.

- End users should be able to sort and filter information displayed on ROSS screen.

- List the version number of the ROSS application on all end user information.

While CAD-based applications were most widely cited for integration, many dispatch offices believed that an interface between ROSS and Fire Code should be of higher priority. Review participants suggested many other functional improvements to dispatching activities as well as for ROSS Account Management activities, which have be captured and evaluated in ROSS development documentation.

Chart 8, "Interfaces/Compatibility," shows the questionnaire responses related to improving interfaces and compatibility across systems and applications.
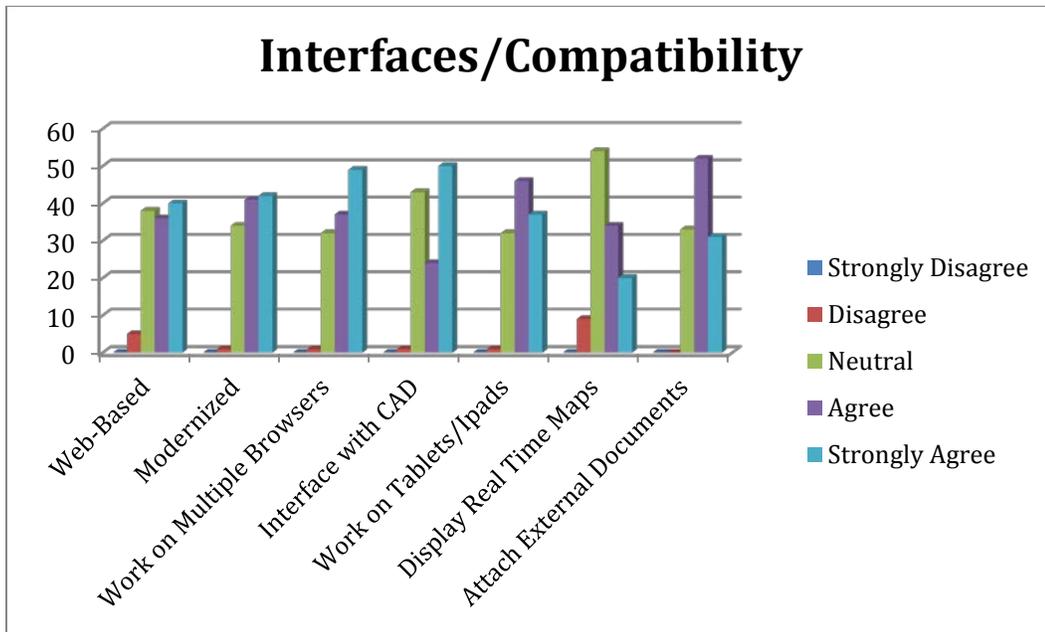
Chart 8. Interfaces/Compatibility

Chart 9, "Additional ROSS Functionality," shows the questionnaire responses related increasing functionality and utility within the ROSS application.
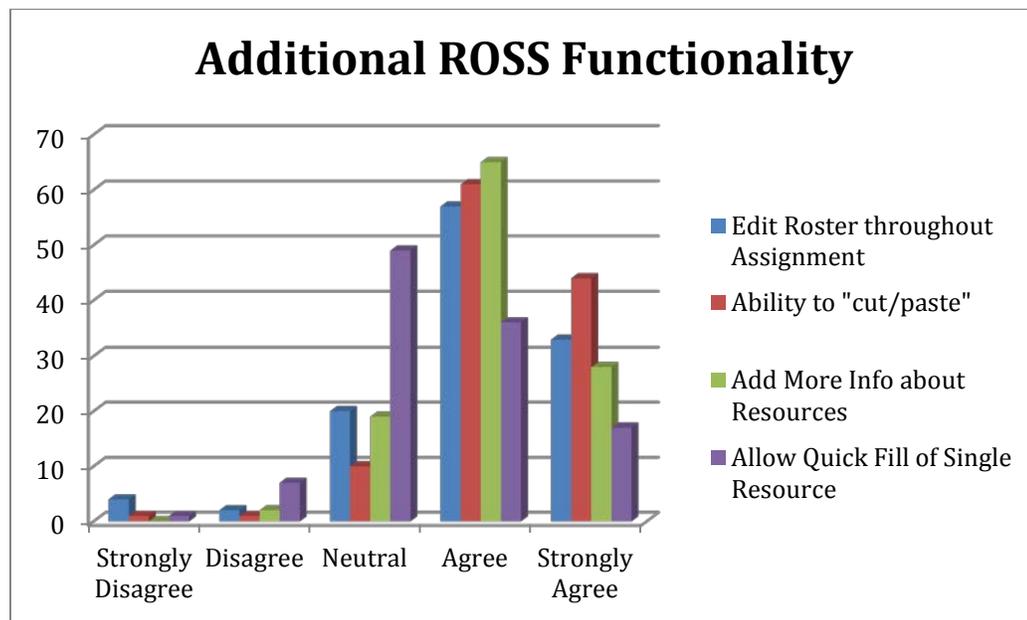
Chart 9.   Additional ROSS Functionality

5   Conclusions and Recommendations

Overall, participants during the face-to-face interviews had positive feedback about the ROSS application. These participants had more mixed responses about ROSS Reports, which directly correlated to the availability of Basic Reports Training.   Participants were very pleased to have the opportunity to offer feedback and appreciated the genuine interest exhibited by their SMEs during the interview process. When SMEs were able to demonstrate unfamiliar ROSS functionality at their own site, participants felt they gained very useful information that would improve their job efficiency and effectiveness.

The electronic questionnaire revealed more candid and varied responses to both the ROSS application and ROSS Reports. This was partly attributed to the anonymity offered by the electronic questionnaire and that respondents lacked the benefit of direct SME involvement. Some participants from BLM offices had difficulty saving and submitting the electronic questionnaire. This is partly attributed to security requirements from BLM and the use of Google Chrome™ [4]as the agency browser. This magnifies the concern that ROSS version 2.15 only supports the Internet Explorer browser and many users are moving to other Browsers.

By far, respondents were most interested in improving the usability, functionality, and accessibility of the ROSS application. They felt strongly about incorporating the latest, available technologies. Additionally, feedback showed an overall satisfaction with ROSS support including training. However, Participants requested additional refresher training.

Table 1, "Recommendations," lists summarized recommendations to the ROSS application that offer the most potential for increasing the productivity and satisfaction of the dispatching user community. Each recommendation is categorized by its overall positive effect of its implementation:

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[4] © 2012 Google Inc. All rights reserved. Google Chrome™ is a trademark of Google Inc.

- **High**. Implementation of this recommendation offers the greatest potential for improved user satisfaction.
- **Medium**. Implementation of this recommendation offers a greater potential for improved user satisfaction.
- **Low**. Implementation of this recommendation offers a potential for improved user satisfaction.

	Recommendation	Effect
1	Improve performance of ROSS during peak usage, when the system is most prone to perform slowly. Coordinate with the Fire National Enterprise Support System team to implement cloud infrastructure for the next generation of ROSS.	High
2	Make ROSS a web-based application that can operate on multiple browsers and different devices, which will eliminate the need for users to download a ROSS client.	High
3	Implement robust dispatch training and refresher training programs that include a variety of training delivery systems.	High
4	Work with the RRMB to address virtual methods for Basic Reports training and to encourage GACCs to train their user base.	High
5	Allow IQCS and ROSS to update both databases. (System of Record Policy)	High
6	Implement improved interfaces and compatibility between the ROSS application and other systems and applications. *CAD-based applications and Fire Code were the most requested applications for integration.*	Medium
7	Provide audible notifications on receipt of a pending request.	Medium
8	Implement a Cognos dashboard similar to the FAMWEB application.	Medium
9	Reports simplification in the NexGen of ROSS.	Medium

Table 1. Recommendations

Appendix A. ROSS 2014 Electronic Questionnaire

Selection of Software for Electronic Questionnaire

The initial design considerations of the electronic questionnaire included the selection of currently available software to minimize the time and costs associated with gathering this data. As a result, the electronic form was designed to be accessed with the readily available Acrobat® Reader®[5].

Gathering and compiling results from prior year reviews was a time-consuming, manual process. Acrobat®[6] was used to gather and convert the 2014 review results into a file format compatible with spreadsheet software. Microsoft Excel®[7] spreadsheet software was used as the analysis tool for the compiled results.

Basic Process Flow of the Electronic Questionnaire

The following brief synopsis outlines the process flow of the electronic questionnaire:

1. The attachment to the email was opened using Acrobat® Reader®.
2. Once completed, the participant would click a Submit button at the end of the electronic form, which emailed it directly to a designated Forest Service email address.
3. Once received, participant responses were compiled and saved along with other completed participant data.
4. The ROSS Team would receive an updated spreadsheet of compiled results, which provided immediate feedback to the ROSS Team during the review.

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[5] Acrobat and Reader are registered trademarks of Adobe Systems Incorporated. 2014.
[6] Acrobat is a registered trademark of Adobe Systems Incorporated. 2014
[7] Microsoft, Word, and Excel are trademarks of the Microsoft group of companies.

2013 ROSS Field Survey

Name: _____

Date: _____ mm/dd/yyyy

Dispatch Center: _____

Contact #: _____ 555-555-5555

Contact email: _____

Please tell us a little about yourself. *number of years you have used ROSS; your level of experience*

Questions about Usability and Functionality

Please indicate if you agree or disagree with the following statements:

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
ROSS allows me to easily create, place, receive, and fill resource requests.	○	○	○	○	○
ROSS allows me to easily track resource requests and assignments.	○	○	○	○	○
I regularly use ROSS for Initial Attack.	○	○	○	○	○
I always use ROSS to enter all my incidents.	○	○	○	○	○
I am able to easily print documents and reports out of ROSS.	○	○	○	○	○
Quick Comments about Usability and Functionality:					

Questions about Accessibility

Please indicate if you agree or disagree with the following statements:

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
Our office has a documented process for procuring additional (rental) computers for expanded dispatch operations.	○	○	○	○	○
Our office has detailed technical documentation for setting up and running ROSS on rental computers.	○	○	○	○	○
The IT staff knows where to find the ROSS hardware requirements prior to ordering computers.	○	○	○	○	○
Citrix allows me quicker access to ROSS.	○	○	○	○	○

Quick Comments about Accessibility:

Questions about Dispatch and Reports Training

Please indicate if you agree or disagree with the following statements:

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
I am able to receive the training I need to use ROSS effectively.	○	○	○	○	○
I am able to receive the training I need to use ROSS Reports effectively.	○	○	○	○	○
Militia and/or expanded dispatchers receive the necessary ROSS training in a timely manner and are able to use ROSS effectively.	○	○	○	○	○

Quick Comments about Dispatch and Reports Training:

Questions about ROSS Reports

Please indicate if you agree or disagree with the following statements:

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
I am comfortable running ROSS reports and can get the information I need to do my job.	○	○	○	○	○
I know the difference between the types of reports (i.e., User Community Reports, AR Historical, Standard Reports).	○	○	○	○	○

Quick Comments about ROSS Reports:

Questions about End User Information, Support, Availability, and Effectiveness

Please indicate if you agree or disagree with the following statements:

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
My dispatch office has a disaster recovery plan and procedures in place if ROSS becomes unavailable.	○	○	○	○	○

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
I am sufficiently trained and comfortable using paper-based Resource Order Forms when directed.	O	O	O	O	O
I know how to contact my ROSS Liaison/GACC representative.	O	O	O	O	O
The Helpdesk is meeting my needs and elevating tickets to the subject matter expert when necessary.	O	O	O	O	O
I know how to submit questions, concerns, and suggestions for ROSS.	O	O	O	O	O
The ROSS Website allows me to quickly locate the information I need to perform my job.	O	O	O	O	O
I regularly refer to the ROSS User Guide to find out how to use ROSS.	O	O	O	O	O
I regularly refer to ROSS Quick Reference Cards to find out how to perform specific functions in ROSS.	O	O	O	O	O
I know where to find information about resetting my password.	O	O	O	O	O
I know where to find information about retrieving my forgotten user name.	O	O	O	O	O
My IT person is available on-site to answer my questions and support access to ROSS.	O	O	O	O	O
Quick Comments about End User Information, Support, Availability, and Effectiveness:					

Potential Enhancements to Usability and Functionality

Please indicate if you agree or disagree with the following statements:

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
ROSS should be a Web-based application.	O	O	O	O	O
The ROSS user interface should be modernized.	O	O	O	O	O
ROSS should work on multiple browsers (i.e. Internet Explorer, Safari, Chrome, Firefox, Mozilla, etc.).	O	O	O	O	O
ROSS should interface with CAD systems (Auto-CAD).	O	O	O	O	O
Please list any other systems or type(s) of data you believe should be integrated:					

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	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
ROSS should allow users to attach external documents (i.e: .*.pdf, *.docx, etc)	O	O	O	O	O
ROSS should work on tablets and I-Pads.	O	O	O	O	O
ROSS should display real-time maps.	O	O	O	O	O
ROSS should allow the home dispatch unit to edit the Roster throughout the assignment.	O	O	O	O	O
ROSS should allow for "Cutting and Pasting" information on all screens.	O	O	O	O	O
ROSS should allow additional information to be added about resources, such as additional contact information. (i.e., including a cell phone and/or email address of the resource used to fill the request or their temporary contact information).	O	O	O	O	O
ROSS should allow "Quick Fill with Single Resource".	O	O	O	O	O

Please indicate what functionality should be available on a smart-phone:

☐ Web Status

☐ Alerts for Assignments

☐ System Alerts

☐ Travel Itineraries

Other Suggestions:

Quick Comments about Potential Enhancements to Usability and Functionality:

What are your final thoughts about ROSS and/or about this survey!

Thank you for your time!

Submit by Email

Save my Answers

Print a Blank Form

About the Submit by Email button. Due to restrictions, not all agencies are able to use the **Submit by Email** button. If so, save your completed form to your computer and then email it to emccormick02@fs.fed.us.

Appendix B. List of Participating Dispatch Offices

A total of 51* dispatching offices participated in face-to-face interviews from ROSS SMEs. The tables below lists the dispatch office and date visited.

* Interviews for the Miles City Dispatch of the Northern Rockies Geographic Area were conducted by telephone.

Eastern Area Geographic Area Face-to-Face Interviews

Subject Matter Experts: Mary Toews, Jerry Clements.

Dispatch Office	Date Visited
Northeastern Interagency Coordination Center	9/10/2014
New Jersey State Center	9/11/2014
Pennsylvania State Dispatch center	9/12/2014
West Virginia State Dispatch Center	9/13/2014
Emergency Incident Coordination Center	9/16/2014
Illinois Interagency Dispatch Center	9/17/2014
Missouri Iowa Coordination Center	9/18/2014
Minnesota Interagency Fire Center	9/19/2014
Eastern Area Coordination Center	9/20/2014

Northern Rockies Geographic Area Face-to-Face Interviews

Subject Matter Experts: Rex Alford, Tracie Beaudin

Dispatch Office	Date Visited
Northern Rockies Coordination Center	9/23/2014
Missoula Dispatch	9/23/2014
Bitterroot Dispatch	9/24/2014
Dillon Dispatch	9/24/2014
Helena Dispatch	9/25/2014
Great Falls Dispatch	9/25/2014
Blackfeet Agency Dispatch	9/25/2014
Kalispell Dispatch	9/26/2014
Coeur D'Alene	9/26/2014
Grangeville Dispatch	9/27/2014
Miles City Dispatch (Phone Interview)	9/27/2014

Rocky Mountain Geographic Area Face-to-Face Interviews

Subject Matter Experts: Beth Spencer, Hallie Toews.

Dispatch Office	Date Visited
Durango Interagency Dispatch Center	9/9/2014
Montrose Interagency Dispatch Center	9/9/2014
Grand Junction Air Center Dispatch	9/9/2014
Craig Interagency Dispatch Center	9/10/2014
Rawlins Interagency Dispatch Center	9/10/2014
Casper Interagency Dispatch Center	9/11/2014
Cody Interagency Dispatch Center	9/11/2014
Great Plains Interagency Dispatch Center	9/12/2014

Southern Area Geographic Area Face-to-Face Interviews

Subject Matter Experts: Shep Crim, Ed Applegate.

Dispatch Center	Date Visited
Buffalo National River Zone Dispatch	9/25/13
Arkansas-Oklahoma Interagency Coordination Center	9/25/13
Arkansas Forestry Commission Dispatch	9/26/13
Texas Interagency Coordination Center	9/26/13
Louisiana Interagency Coordination Center	9/27/13
Mississippi Interagency Coordination Center	9/27/13
Gulf Coast Wildlife Refuge Complex	9/30/13
Alabama Interagency Coordination Center	9/30/13
Florida Interagency Coordination Center	10/1/13
Florida State Dispatch Office	10/1/13
Everglades National Park Dispatch	10/30/13
Merritt Island National Seashore Dispatch	10/30/13
Georgia State Dispatch Center	10/31/13
Southern Area Coordination Center	10/31/13
Georgia Interagency Coordination Center	11/1/13
Tennessee Interagency Coordination Center	11/1/13
North Carolina Interagency Coordination Center	11/4/13
Eastern Cherokee Agency Dispatch Office	11/4/13
Raleigh Central Office Operations	11/4/13
Alligator River Dispatch	11/5/15
Virginia Interagency Coordination Center	11/6/13
Roanoke Dispatch Center	11/6/13
Kentucky Interagency Coordination Center	11/7/13