

ROSS TIPS

ROSS TIP: REQ-2004-2

Date: April 12, 2004 – V2

Subject: Improving Dispatch Request Processing Time

“How can I improve the time it takes to process resource requests from the Pending Request Screen” is a question that is often asked. Many users feel that they must constantly use the  button every time they are looking to see which unit has a resource on the  tab. Every time the Query button is pressed, ROSS queries all of the locations within a unit’s Selection Area. For units such as NICC or a GACC, this can create a significant delay as they search a many units. The same is true for local units with large selection areas. Since Resource Availability does not change that frequently, there is a method that can be used to reduce the time it takes to place requests.

To reduce processing time, the use of the ROSS reports function is suggested to obtain the information needed to place the order. Follow these steps:

Step #1 – Run the following reports every few hours as reference to use for placing requests

- A. Run the “Resource Status List by Dispatch Center Provider” to obtain a listing of your resources and their availability. Remember, ONLY run these reports showing those resources THAT ARE AVAILABLE. You really don’t need to see those that have other status states. Here is an example using NICC:

Report Title: Resource Status List by Dispatch Center Provider (Version Release Date: 04/14/2005)
Criteria: Dispatch Center = National Interagency Coordination Center
Providing Unit = All Catalog = Overhead
Available Status = Available Category = Positions
Available Area = National Catalog Items = All

Dispatch Center: National Interagency Coordination Center Available Area: National
Provider: NIFC - Bureau of Land Management Availability Status: Available
Home Unit: (ID-FCD) NIFC - Bureau of Land Management Category: Positions

Catalog Item	Qualification Level	Code	Resource	Office Number
COORDINATOR- EX. DISP.	QUALIFIED	CORD	Squires, Rick (ID-NIC)	
INITIAL ATTACK DISPATCH		IADP	Squires, Rick (ID-NIC)	
SUPERVISORY DISP.- EX.		EDSP	Squires, Rick (ID-NIC)	
TECHNICAL SPECIALIST		THSP	Hockenberry, Heath (ID-NIC)	

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- B. If your unit has subordinate units, run the “Resource Status Summary By Subordinate Dispatch Center”. This report will give you resource counts for specified resources. Make sure that you use the filters to obtain only the data necessary. For example, run a report for Catalog “Overhead” / Catalog Category “Positions”. Remember, ONLY run these reports showing those resources THAT ARE AVAILABLE. You really don’t need to see those that have other status states. Here is an example of the Alaska Geographic Area:

Report Title: Resource Status Summary By Subordinate Dispatch Center
Criteria: DISPATCH CENTER = National Interagency Coordination Center
CATALOG = Overhead
CATALOG CATEGORY = Positions
STATUS = Available

Dispatch Center: National Interagency Coordination Center
Subordinate Dispatch Center: Alaska Interagency Coordination Center
Catalog Category: Positions

Catalog Item	Code	Qualified		Trained	
		Alaska	National	Alaska	National
ADVANCED FT/SCMAD BOSS	FTT1	3		11	
CLAIMS SPECIALIST	CLMS				1
COMMISSARY MANAGER	OMSY				0
COMP FOR ILIARY SPECIALIST	ILIR	3		1	
COMPLAINTS UNIT LEADER	COMP				1
INVEST UNIT LEADER	INVT				1

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C. If your unit has neighboring units that are in your selection area that you are authorized to place orders with (in other words, they typically show up on the “Other Resources” tab on the Pending Request Screen, then Run the “Resource Status Summary By Dispatch Center Provider” report for that unit and if that units has any subordinates, run the report described in #2 above for the unit. For Example: The Eugene Interagency Dispatch Center (OR-EIC) is authorized to place orders with Umpqua National Forest Dispatch (OR-UPC). OR-EIC would run the “Resource Status Summary By Dispatch Center Provider” report to determine what OR-UPC could provide. Remember, ONLY run these reports showing those resources THAT ARE AVAILABLE. You really don’t need to see those that have other status states. Here is an example:

Report Title: Resource Status Summary By Dispatch Center (Ver

Criteria: DISPATCH CENTER = Umpqua National Forest Dispatch

CATALOG = Overhead

CATALOG CATEGORY = Positions

STATUS = Available

Dispatch Center: Umpqua National Forest Dispatch

Provider: Umpqua National Forest Dispatch

Home Unit: Umpqua National Forest Dispatch

Category Name: Positions

Catalog Item	Code	Qualified		
		Local	GACC	National
DRIVER/OPERATOR	DRIV	2	0	0
FALLER CLASS C	FALC	6	0	0
STRIKE TEAM LEADER- ENGINE	STEN	1	0	0
TECHNICAL SPECIALIST	THSP	1	0	0

Step #2 – Make sure that the Pending Request Screen / Other Resources Tab “Show Resource Counts” box IS UNCHECKED.

Prevent ROSS from running the query process on the Other Resource Tab by un-checking the “Show Resource Counts” box that is located at the bottom of the Other Resources Tab:



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Step #3 – The Request Placement Process

A. Go to the Pending Request Screen and select the request that is to be placed:

The screenshot displays the 'Pending Request for [CO-MVP-00170] BALCONY HOUSE' window. The 'Current Selected Incident' is 'CO-MVP-00170 - BALCONY HOUSE'. The 'Select Pending Request(s)' table lists several requests, with '0-40 HELICOPTER CREW MEMBER' selected. Below this, the 'Select Action for Pending Request [0-40 - HELICOPTER CREW MEMBER]' table shows available resources, including 'Alaska Interagency Coordination Center' and 'Canadian Interagency Forest Fire Centre'.

S	G	Req #	Requested Item	Requesting Unit	Need Date/Time	Exclusions	Inclusion	Note
		0-18-4	PROCEMENT UNIT LEADER	CA/DAL	07/02/03 12:00 MST		None	
		0-18-12	CHALLENGER SUPERVISOR	CA/DNC	07/02/03 08:00 MST		None	
		0-30	STRIFE TEAR LEADER ENGINE	CO-DRC	07/02/03 12:00 MST		None	
		0-40	HELICOPTER CREW MEMBER	CO-DRC	07/02/03 18:00 MST		None	
		0-41	HELICOPTER CREW MEMBER	CO-DRC	07/02/03 18:00 MST		None	
		0-42	HELICOPTER CREW MEMBER	CO-DRC	07/02/03 18:00 MST		None	
		0-44	HELICOPTER CREW MEMBER	CO-DRC	07/02/03 18:00 MST		None	
		0-45	HELICOPTER CREW MEMBER	CO-DRC	07/02/03 18:00 MST		None	

Organization Name	Unit ID	Available	Reserved
Alaska Interagency Coordination Center	AKACC	0	0
Canadian Interagency Forest Fire Centre	CA-CFC	0	0
Eastern Area Coordination Center	EA-CDC	0	0
Eastern Great Basin Coordination Center	ETBCC	0	0
National Incident Radio Support Cache	DIRFC	0	0
Northern Operations, California	CA-OCF	0	0
Northern Rockies Coordination Center	NTRFC	0	0

Select the Request

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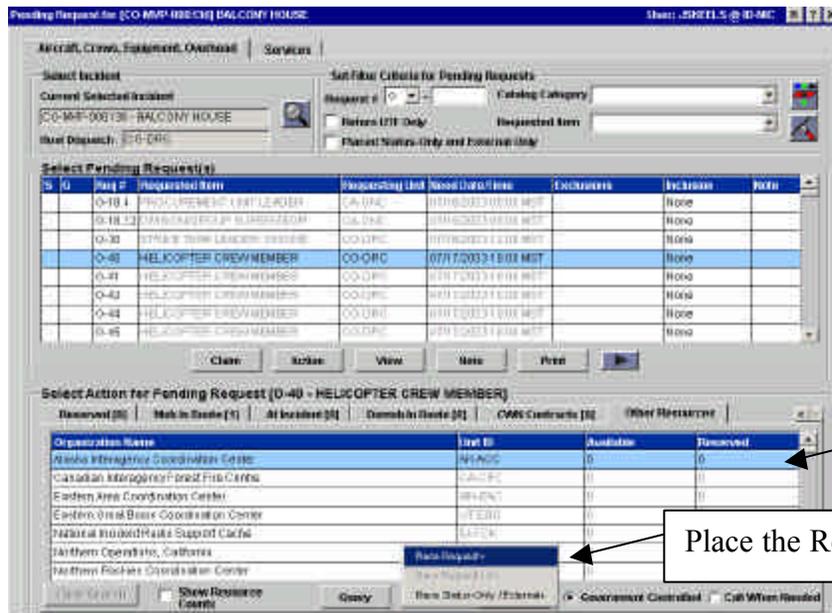
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B. A review of the report generated in #2 above shows a unit that has available resources:

Report Title: Resource Status Summary By Subordinate Dispatch Center (Version Release D:
Criteria: DISPATCH CENTER = National Interagency Coordination Center
 CATALOG = Overhead
 CATALOG CATEGORY = Positions
 CATALOG ITEM = HELICOPTER CREW MEMBER
 STATUS = Available
Dispatch Center: National Interagency Coordination Center
Subordinate Dispatch Center: Alaska Interagency Coordination Center
Catalog Category: Positions

Catalog Item	Code	Qualified			Trainee		
		Local	GACC	National	Local	GACC	National
HELICOPTER CREW MEMBER	HECM	9	24	0	4	23	9

C. Place the request:



NOTE: DO NOT BE CONCERNED THAT THE RESOURCES COUNTS SHOW AS “0”. The report you reviewed in B above shows that the unit has resources available.