



UPDATED INFORMATION FOR MANAGERS

June 2004

Dispatch offices began using ROSS in 2002 for entering resources and statusing. The resource ordering functions were implemented in 2003 and continues today with more and more offices and agencies using the application. Last summer's utilization provided a great opportunity to gain additional user input and suggestions. Many of those valuable suggestions have been implemented in two upgrades since last summer. Version 2.0 updated the software packages which run ROSS and also added some new hardware. Version 2.1 was deployed this month. Some of the changes include:

- ◆ Users may identify an overhead request as a *Named Request*.
- ◆ Ability to *Edit a Request* (e.g., a type 6 engine request may be changed to a type 3 engine required) if it has not been filled or cancelled.
- ◆ When filling service or non-service requests, users may choose to fill the request by simply typing in the resource if it is not in the database. This will prevent the resource from becoming a *permanent* resource in ROSS and creating duplicates.
- ◆ Dispatch centers in the *Ordering Chain* can see and act on a request and receive notification of filled requests and reassigned and/or released resources.
- ◆ *Search for Resources* screen allows users to search for aircraft, crew, equipment, and overhead resource items across all open incidents.
- ◆ Dispatch managers may *Release Resources* that are managed by their dispatch center from non-local incidents.
- ◆ Implementation of *Web Status Access* for representatives allows government non-dispatch organizations (e.g., rural fire departments) to status themselves.
- ◆ Deployment of a new report, the *Workload Report*, which will include all requests created by the local dispatch center (pending, filled, and closed, and pending requests created by other dispatch centers and placed to the local dispatch center).
- ◆ Enhancements to the *Printed Resource Order* such as displaying the incident location, inclusion of navigation instructions, and no shaded boxes on the form.
- ◆ By adding a *Data Delivery System* (accessible through a username/password) and two additional roles in ROSS, data is available to Incident Management Teams and MAC groups.
- ◆ The business community continues to assess potential changes to business practices to improve efficiency.

The project team will continue to work with users as the system is refined. Additional agencies are adopting ROSS such as APHIS and FEMA.