



# Information For Managers

**December 2003**

ROSS, an interagency computer application, automates the resource ordering and status process used in dispatch and coordination offices nationwide.

Most dispatch offices used ROSS to dispatch for incidents during fire season 2003. Full implementation will continue through 2004 and 2005.

## ***ROSS Features:***

- ◆ Employees and/or supervisors can maintain their own availability status via the web, saving time currently spent searching for people to fill resource requests.
- ◆ Contractors will be able to maintain and update the status of their own resources providing valuable information to dispatchers for filling requests, and for managers to determine capability.
- ◆ The information for an incident is completed only once, regardless of the number of requests being made for the incident.
- ◆ Resources can easily be reassigned. The home dispatch unit will always know the location of their resources, regardless of the number of times they are reassigned.
- ◆ It is estimated that the time spent processing resource orders will be reduced by 35-50%, allowing time for other critical tasks.
- ◆ Reports can be run providing managers with information on status, historical data, number of people provided by a given unit, resources on an incident etc.
- ◆ By having complete information on the status of local, geographic area and national resources, realistic WFSA preparation can be accomplished and could assist the Agency Administrator in determining a more appropriate suppression alternative.
- ◆ ROSS is more than a dispatch system, it is a fire management system. Having information on the current status of resources allows managers to conduct strategic planning and evaluate future resource requirements and capability.
- ◆ Standardization of terminology, resource descriptions and resource ordering processes will increase efficiency at the local, state and national dispatch offices.

## ***What can you do to help ensure success?***

- ◆ Make ROSS implementation a priority on your unit. Encourage Dispatch Centers to practice using the application so they are ready prior to your fire season.
- ◆ Support employees attending training sessions. Allow employees who are interested in being a trainer or coach to participate.
- ◆ Encourage employees to maintain their availability status in ROSS.

*For additional information: <http://ross.nwcg.gov>*