

DETAILED LESSON OUTLINE

COURSE:	ROSS Dispatch – Advanced
UNIT:	5 – Travel
SUGGESTED TIME:	1 Hour 30 Minutes (0:45 Lecture, 0:45 Practice)
TRAINING AIDS:	Computer projector, screen, PowerPoint presentation, computers (one for instructor and one per trainee) with Internet connection.
OBJECTIVES:	Upon completion of this unit, the trainee will be able to: <ol style="list-style-type: none">1. Create and edit a Travel Leg.2. Add an existing Travel Leg to an itinerary.3. Add a Travel Plan Leg to an itinerary.

ADVANCED UNIT 5 – Travel

Changes since last version:

1. None.

OUTLINE	AIDS & CUES
<p>INTRODUCE THE UNIT.</p>	<p>05-01-ROSSD-SL</p>
<p>PRESENT UNIT OBJECTIVES.</p>	<p>05-02-ROSSD-SL</p>
<p>POINT OUT WHICH PORTIONS OF THE 'ROSS DISPATCH PROCESS' ARE DISCUSSED IN THIS UNIT.</p>	<p>05-03-ROSSD-SL 05-01-ROSSD-HO</p>
<p>Summary.</p> <ul style="list-style-type: none"> • Unit discusses how to develop a detailed 'Travel Itinerary' (i.e., route), consisting of 'Travel Legs' (i.e., segments of route). 	<p><u>Log into Pagosa Springs Dispatch.</u></p>
<p>BEFORE CONTINUING THE UNIT LECTURE:</p> <ul style="list-style-type: none"> • PERFORM A QUICK, UNINTERRUPTED WALK-THROUGH OF THE SCREENS AND MAJOR FUNCTIONS TO BE COVERED IN THIS UNIT. • USE THE 'EXTRA' RESOURCES IN THE TRAINING DATABASE AS APPROPRIATE TO DEMONSTRATE MAJOR ACTIONS. • DO NOT FIELD STUDENT QUESTIONS DURING THE WALK-THROUGH (HAVE STUDENTS SAVE THEIR QUESTIONS FOR THE LECTURE). 	

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<p>I. 'TRAVEL' SCREEN</p> <p>TO PROVIDE A REFRESHER FOR STUDENTS, EXPLAIN OUT LOUD THE STEPS BEING TAKEN TO SELECT AN INCIDENT AND FILTER FOR RESOURCES.</p> <p>A. Action Button ('Travel' screen).</p> <p>1. 'Set Travel Itinerary' option – Switches travel option to Travel Itinerary (ITIN)</p> <ul style="list-style-type: none"> • Not applicable to service items. • If mobilization, request status must be Filled. • If demobilization, resource must be: <ul style="list-style-type: none"> – Currently assigned to the request, or – Not currently assigned, but request is resource's most recent assignment. <p>2. 'Create/Edit Travel Itinerary' option – Use to create or edit a travel itinerary for a resource.</p> <ul style="list-style-type: none"> • Not applicable to service requests. • Brings up 'Create/Edit Travel Itinerary' dialog box. • Overall ETD – Earliest ETD in itinerary. <p>EXPLAIN THAT OVERALL ETD/ETA APPLIES ONLY TO ITINERARIES SET AS 'COMPLETE', BECAUSE UNTIL THEN ROSS DOES NOT KNOW WHETHER ADDITIONAL LEGS, WITH EARLIER OR LATER DATES, WILL BE ADDED.</p> <ul style="list-style-type: none"> • Overall ETA – Latest ETA in itinerary. • Itinerary is Complete – 'Yes/No'. <p>POINT OUT THAT SETTING AN ITINERARY AS 'COMPLETE' IS DISCUSSED IN MORE DETAIL LATER.</p>	<p>Open Travel screen for Deer Valley incident.</p> <p>Leave Mobilization radio button selected.</p> <p>Select John Waters.</p> <p>Click Action. Select Set Travel Itinerary.</p> <p>Select Rex Johansen.</p> <p>Click Action. Select Create/Edit Travel Itinerary.</p>

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<p>a. Itinerary Table.</p> <ul style="list-style-type: none"> • Displays existing travel legs of selected resource's itinerary. • If multiple resources selected, only <u>shared</u> legs display. <p>BRIEFLY DISCUSS THE TABLE COLUMNS.</p> <p>INFORM STUDENTS THAT CREATING AND EDITING TRAVEL LEGS WILL BE DISCUSSED FIRST. OPTIONS UNDER THE 'ACTION' BUTTON ARE DISCUSSED LATER.</p> <p>b. 'Itinerary Leg' section of 'Create/Edit Travel Itinerary' dialog box.</p> <p>(1) Creating a travel leg:</p> <ul style="list-style-type: none"> • 'New' button (except if first leg). • Travel Mode. • Type. • Transportation Description. • Departure/Destination Location and Date/Time. <ul style="list-style-type: none"> – Calendar. – Click 'Pick' to access 'Travel Leg Locations' dialog box, which has five tabs: <ul style="list-style-type: none"> ▪ Airports. ▪ Other Locations. 	<p>Select Air.</p> <p>Select Commercial.</p> <p>Enter UA 551.</p> <p>Click Calendar. Set ETD as present day/time. Set ETA one day from now.</p> <p>Click Pick.</p>

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<ul style="list-style-type: none"> ▪ Organizations. ▪ Incidents. ▪ Travel Locations <p>EXPLAIN THAT THE FIRST FOUR TABS DIFFER ONLY IN FILTER CRITERIA AVAILABLE AND INFORMATION DISPLAYED FOR EACH LOCATION.</p> <ul style="list-style-type: none"> – 'Airports' tab. <p>BRIEFLY DISCUSS THE FILTER CRITERIA.</p> <ul style="list-style-type: none"> ▪ Filter criteria. <ul style="list-style-type: none"> ▪ 'Departure Location': ▪ 'Destination Location': <ul style="list-style-type: none"> – 'Other Locations' tab. <p>BRIEFLY DISCUSS THE FILTER CRITERIA.</p> <ul style="list-style-type: none"> – 'Organizations' tab. <p>BRIEFLY DISCUSS THE FILTER CRITERIA.</p> <ul style="list-style-type: none"> – 'Incidents' tab. <p>BRIEFLY DISCUSS THE FILTER CRITERIA.</p> <ul style="list-style-type: none"> – 'Travel Locations' tab. ▪ Table displays travel locations entered by your dispatch. 	<p>Leave Airport tab selected.</p> <p>Enter CO; select 'Airport' airport type. Click Filter.</p> <p>Select Durango – La Plata County. Click left Apply button.</p> <p>Select City of Colorado Springs Municipal Airport. Click right Apply button.</p> <p>Display Other Locations tab.</p> <p>Display Organizations tab.</p> <p>Display Incidents tab.</p> <p>Display Travel Locations tab.</p>

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<ul style="list-style-type: none"> ▪ Select from table, or ▪ Select from table, edit, then 'Save', or ▪ Create new using 'New' and 'Save'. <p>– Delete a location – Cannot delete if location currently in use on any itineraries or Travel Plans.</p> <ul style="list-style-type: none"> • Click OK. • New leg is not added to itineraries having legs with ETD/ETA that overlap new leg. <p>(2) 'Next Leg' Button – Saves current leg and displays next chronological leg.</p>	<p>Click New. Click Undo.</p> <p><u>Return to Airports tab.</u> Click OK.</p> <p>Click Next Leg. Select Air. Select Commercial. Enter UA 551.</p> <p>Set ETD two days from now. Set ETA three days from now.</p> <p>Set Departure Location as City of Colorado Springs Municipal Airport.</p> <p>Set Destination Location as William T. Browder airport.</p>

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<p>(3) Editing a travel leg:</p> <ul style="list-style-type: none"> When you edit a Travel Itinerary Leg, you are changing the <u>Leg itself</u>, unrelated to any particular resource. <u>All</u> resources using the Leg will be affected. <p>EMPHASIZE THAT <u>ALL</u> RESOURCES USING THE LEG WILL BE AFFECTED.</p> <ul style="list-style-type: none"> Select leg, change information in 'Itinerary Leg' section, click 'Save'. Changes cannot be saved if ETD/ETA of edited leg overlaps any legs on any itineraries that share the leg. Cannot edit a Travel Plan Leg (asterisk in 'TPL' column) <p>(4) 'Delete' Button – Deletes selected legs from itineraries chosen on main Travel screen, but does not remove legs from other itineraries that are using the legs.</p> <p>(5) 'Set Itinerary Complete' Button – Saves current leg and sets itinerary as complete.</p> <p>EXPLAIN THAT THE ACTION BUTTON OPTIONS IN THE 'CREATE/EDIT TRAVEL ITINERARY' DIALOG BOX, AS WELL AS THE REMAINING ACTION BUTTON OPTIONS ON THE MAIN TRAVEL SCREEN, WILL BE DISCUSSED AFTER THE PRACTICE SESSION.</p> <p>(6) When a travel itinerary is initiated for a resource's completed travel, ROSS automatically sets the itinerary as 'complete'.</p>	<p>Click Set Itinerary Complete.</p> <p>Click Close.</p>

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<p>STOP THE LECTURE HERE AND HAVE STUDENTS PRACTICE USING THE PART OF THE UNIT SCENARIO RELATED TO CREATING NEW TRAVEL LEGS. DO NOT MOVE INTO THE PART OF THE UNIT SCENARIO RELATED TO ADDING AN EXISTING TRAVEL LEG TO AN ITINERARY YET.</p> <p>EXPLAIN THAT WE WILL NOW DISCUSS THE ACTION BUTTON OPTIONS IN THE ‘CREATE/EDIT TRAVEL ITINERARY’ DIALOG BOX, WHICH INVOLVE ADDING EXISTING TRAVEL LEGS TO AN ITINERARY.</p> <p>c. ‘Action’ Button (in Create/Edit Travel Itinerary dialog box)</p> <p>(1) Copy Legs – Copies selected legs from this itinerary so they can be pasted to itinerary of other resources.</p> <p>Copied legs remain available for pasting only during your current session – they are removed when TL screen is closed.</p>	<p>Open Travel screen for <u>Deer Valley</u> incident.</p> <p>Leave Mobilization selected. Click Filter.</p> <p>Select Rex Johansen.</p> <p>Click Action. Select Create/Edit Travel Itinerary.</p> <p>Select the 2nd travel leg in the table.</p> <p>Click Action. Select Copy Legs.</p> <p>Click Close.</p>

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<p>This action can also be viewed as adding the resource to a Travel Plan leg. Brings up 'Add Leg(s) from Travel Plan' dialog box.</p> <ul style="list-style-type: none"> 'Set Search for Travel Plans' section of dialog box. <p>BRIEFLY DISCUSS THE SEARCH CRITERIA.</p> <ul style="list-style-type: none"> 'Travel Plans' table. <p>BRIEFLY DISCUSS THE TABLE COLUMNS.</p> <ul style="list-style-type: none"> 'Travel Plans Legs' table. <p>BRIEFLY DISCUSS THE TABLE COLUMNS.</p> <ul style="list-style-type: none"> Select one or more legs from selected Travel Plan and click 'Apply'. After all desired legs (from one or more Travel Plans) have been applied, click 'Close'. You can only edit a Travel Plan leg from Travel Plan screen. 	<p>Select External Transport Resources radio button. Click Search.</p> <p>Select any of 'Anne's Transport' Travel Plans.</p> <p>Click Close.</p> <p>Click Close.</p> <p>Leave Travel screen open. Go to Personal Settings screen. On Notif. Preferences tab set Check For Notifs./Reminders to '1'. Click Save. Return to Travel screen.</p>

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<p>3. 'Set/Unset Itinerary Complete' (Travel screen Action button option) – Indicates all intended legs have been added.</p> <p>a. Displays if option is ITIN and:</p> <ul style="list-style-type: none"> • If mobilization travel, request status is Filled. • If demobilization travel, resource: <ul style="list-style-type: none"> – Currently assigned to the request, or – Not currently assigned, but request is resource's most recent assignment. <p>b. Can set/unset <u>mobilization</u> itinerary complete if:</p> <ul style="list-style-type: none"> • Resource is: <ul style="list-style-type: none"> – Reserved. – Mob en Route. – At Incident. – Available/Unavailable on a preposition and not yet assigned to any non-prepo incidents. • Overall mob ETD is on or before current date/time if updating completed or preposition travel. • Overall mob ETA for a preposition incident is on or before current date/time if resource has subsequently been assigned to any non-preposition incidents. • Itinerary's overall ETD/ETA adheres to rules for date/time overlap. <p>REFER STUDENTS TO THE 'TRAVEL OVERLAP RULES' PORTION OF THE 'PENDING REQUEST' DISPATCH REFERENCE MANUAL SECTION FOR A DETAILED EXPLANATION OF THE RULES.</p>	<p>On main Travel screen, select Rex Johansen.</p> <p><u>Click Action.</u> <u>Select Set/Unset Itinerary Complete.</u> (To unset Rex's itinerary)</p>

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<p>c. Can set/unset <u>demobilization</u> itinerary complete if:</p> <ul style="list-style-type: none"> • Overall demobilization ETA is on or before current date/time if updating an assignment on a closed incident and resource's original overall demob ETA for that assignment has already passed. • Itinerary's overall ETD/ETA adheres to rules for date/time overlap. • If resource demobilizing back to home, must be one of following: <ul style="list-style-type: none"> – Released (At Incident). – Demob en Route (open incidents only). – Returned from Assignment (open incidents only). – Currently unassigned, and travel is being updated for the resource's last assignment (open incidents only). • If resource demobilizing back to preposition incident, resource must be one of following: <ul style="list-style-type: none"> – Released (At Incident). – Demob en Route. – Available/Unavailable on a preposition, and travel is being updated for resource's last non-prepo assignment from the prepo. <p>d. Setting an Itinerary as 'complete':</p> <ul style="list-style-type: none"> • Does <u>not</u> stop you from adding/editing legs. • Enables ROSS to status resource as 'At Incident' or 'Returned From Assignment' at proper times (based on overall ETA). 	

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<p>e. Reminders – Notifications sent to prompt action on a resource.</p> <ul style="list-style-type: none"> • ‘Incomplete Itinerary’ reminders are sent out when ‘Set Travel (will have Itinerary) was selected at time of fill or release and either: <ul style="list-style-type: none"> – Two hours have passed and no travel itinerary legs have been created. – ETD of first leg (mobilization or demobilization) has passed and itinerary has not been set as ‘Complete’. • Current dispatch of resource (if no legs added yet), or dispatch that added leg with latest ETD, receives a reminder. • 'RE' toolbar button flashes. • Add a travel leg or set itinerary as complete, as appropriate. • RE button continues flashing until there are no longer pending reminders. • Clicking RE button brings 'Reminders' screen. Travel reminders display on 'Travel' tab. <ul style="list-style-type: none"> – 'Set Filter Criteria for Itineraries' section of dialog box. <p>BRIEFLY DISCUSS THE FILTER CRITERIA.</p> <ul style="list-style-type: none"> – 'Incomplete Itineraries' section of dialog box. <p>BRIEFLY DISCUSS THE TABLE COLUMNS.</p> <ul style="list-style-type: none"> – If the reminder is due to no legs being created, the Departs From, Arrives At, and ETD/ETA columns are replaced with 'Assign/Release Date' and 'Status' 	<p>Leave Travel screen open.</p> <p>Click <u>RE button</u> if it is flashing, otherwise wait until it is flashing.</p> <p>Click Close.</p>

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<p>4. 'Paste Legs' (Travel screen Action button option) – Allows legs copied from one or more itineraries to be pasted to itineraries of selected resources.</p> <ul style="list-style-type: none"> • Only applicable to requests with travel option of 'Travel Itinerary'. • Brings up 'Selected Travel Legs' dialog box, which was previously discussed as part of Action menu item 'Create/Edit Itinerary'. <p>B. 'Print' Button - Prints mobilization/demobilization, as appropriate, travel itinerary for selected resources. Only applicable to requests with 'ITIN' option.</p> <p>II. PRACTICE SESSION – HAVE STUDENTS PRACTICE USING THE REMAINING PART OF THE UNIT SCENARIO.</p> <p>REVIEW UNIT OBJECTIVES.</p> <p>QUESTIONS?</p> <p>REQUEST STUDENTS FILL OUT UNIT EVALUATION.</p>	<p><u>Return to Travel screen.</u> Click Action. Display drop-down list.</p> <p>05-04-ROSSD-SL</p>