California ROSS
Business Practices
And
Standards
2.2.2

June 2007

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REVISION HISTORY

May 2005   Creation of Original ROSS Business Practices Document
March 2006   Revision
May 2006   Revision including ordering and some changes in policy
               Update of Original document to include Mutual Aid ordering system
May 2007   Updates of several business practices. New additions and changes are underlined.
June 2007   Change in Attachment B, 18.1 Intercom/Dispatch Net Use. This edit brings CA Business
               Practice and Standards into compliance with CA MOB guide.

ROSS Business Practices and Standards

1 Introduction

1.1 Purpose of this Document

1.1.1 The primary purpose of this document is to provide the Business Practices & Standards for both ROSS and the resource ordering process in general.

1.1.2 This document does not replace any "procedural" documents such as ROSS user guides or training documents. These types of documents provide detail for the actual use of ROSS.

1.1.3 This document supplements CDF Handbook 8100, the California Mobilization Guide and the National Interagency Standards for the ROSS Operations Guide (ISROG). Any information in this document that conflicts with the handbook/guide should be brought to the attention of the ROSS Project Manager for clarification. This document will be reviewed periodically and may not reflect the most current policy.

1.2 Definitions

Unless otherwise specified, the following definitions apply wherever used in this document:
- "**Agency**" includes CDF, USFS, BLM, NPS, and any other equivalent agency.
- "**ATD**" ATD is actual time of departure. Used for air resources only.
- "**CWN**" is Call When Needed. These resources are hired when needed to complete a specific task.
- "**DDS**" is the data delivery system. This Access based database queries the ROSS database for numerous different pieces of information. Different pieces of information are updated at different intervals throughout the day.
- "**DMS**" is the Dispatch Messaging System. This system is used by numerous ROSS users along with the help desk to send out updates about the program, outages, and other important messages, including bugs within the program.
- "**EaTIS**" is the interagency Equipment and Training Inventory System.
- "**EERA**" is an Emergency Equipment Response Agreement. Both private vendors and the Agency that they are contracting with sign this contract.
- "**ETE**" is Estimated Time En route. Used for air resources only.
- "**GACC**" (Geographic Area Coordination Center) includes CDF Region Operation Centers as well OES region dispatch centers
- "**IRM**" Information Resource Manager (Federal Agencies)
- "**ITS**" Information Technology Services (CDF)
- "**OES**" is the California Office of Emergency Services
- "**RON**" Remain Over Night
- "**Site**" refers to a ROSS site: a location or ordering point that may serve multiple agencies.
- "**Unit**" is a generic term referring to any local unit, forest, park, area, region, tribe, etc. as defined by the Fire Service Field Operations Guide (FOG or ICS 420-1).
- "**UTF**" is a term used for Unable to Fill. This term is used any time a unit is unable to provide the resource requested.

1.3 Document Maintenance

1.3.1 The Business Practices Working Team maintains this document.

1.3.2 Any suggestions for changes to business practices and standards or to this document should be sent to any member of the Business Practices Working Team. Contacts are located in Attachment A

1.3.3 Change Requests for ROSS program and navigation issues may be sent directly to ROSS Change Board from the ROSS website; http://ross.nwcg.gov/ > Change Board.

1.4 Revisions

1.4.1 Major revisions to this document will be indicated by underlining additions

1.4.2 Non-substantial changes such as numbering, format, spelling or grammar corrections, etc., will not be identified as such.

2 Problem Escalation Process

2.1 ROSS Application Issues

2.1.1 For ROSS application problems/technical assistance:

- Use help menu in Active ROSS, this will take you to help for the current screen
- Contact neighboring unit(s)
- Contact local unit ROSS subject matter expert
- Contact GACC
- Contact ROSS Help desk at: 1-866-224-7677.

2.2 Hardware/Network/Connectivity Issues

2.2.1 For individual PC/hardware issues, report them through your normal PC support channels.

- Site outages caused by network-related problems should be reported through the normal channels used to report PC and network problems.
- You can confirm the status of the ROSS server by calling the automated ROSS Server Status system at 1-866-224-7677.
- For site-specific trouble shooting, see section 11 ROSS Business Continuity and Resumption Plan.
- The GACC shall be notified whenever a site is experiencing an "outage" so other arrangements can be made.
- The GACC will ensure that the appropriate California ROSS Project managers are notified of the problem.

2.2.2 In the event of an area-wide outage usually caused by network problems, the GACC personnel will contact IT Technical Support direct.

2.2.2.1 For CDF systems: During normal business hours,

- Contact the CDF Help Desk Mon-Fri 0800-1700 call 916 324-3541 or Toll Free 1-877-595-4357
- After normal business hours, contact the CDF IT Duty Officer via Pager (916) 423-9458.
- In addition, the CDF ROSS Project Manager should be notified.

2.2.2.2 For Forest Service Systems: Contact End User Support Center (EUSC) at (888) 426-3872

2.2.2.3 For Bureau of Land Management contact your local or State Office IT.

2.2.2.4 For National Park Service, contact your local or Regional IT.

2.2.2.5 For Contract Counties, contact your local IT

2.2.2.6   For Local Government ROSS command centers, contact your local IT

2.3   Links and Other Help Sources

2.3.1   ROSS help sites

- National ROSS Webpage   :   http://ROSS.nwcg.gov
- California ROSS Webpage: http://www.fs.fed.us/r5/fire/management/training/ross/
- ROSS Helpdesk E-mail: helpdesk@dms.nwcg.gov
- ROSS Helpdesk Phone Number: 1-866-224-7677

3   Data Standards and Requirements

3.1   Maintenance Requirements

3.1.1   ROSS Data Administrators at each site are responsible for entering and maintaining accurate resource data for their site.

3.1.2   Data Administrators will only enter or modify data under their control.

3.1.3   It is recommended that frequencies, telephone numbers, common locations, such as district offices, fire station, helispots, airports, reload bases, request number blocks that need to be split, geographic features, dispatch office contact numbers, etc, be entered and updated prior to fire season each year.

3.2   Resource Naming Standards

3.2.1   Data Administrators will ensure that all data follows the California data standards for naming conventions. (Refer to CA ROSS Implementation Plan appendix O).

3.3   Status, Rosters and Manifests

3.3.1   A complete resource availability status shall be updated daily by 1000 hours or earlier per Agency needs

Required rostering of Crews, Equipment, and Agency Owned Aircraft is suspended for in-state resources until ROSS performance issues are resolved. However, rostering is highly recommended.

Resources responding out-of-state are always required to roster.

3.3.2   Equipment and Crews

3.3.2.1   When responding off-unit or out-of state, all Wildland agencies will roster:

- Agency Engines, Handcrews, Aircraft (see below), and Dozers.
- Private Hire/Contract Equipment and Handcrews will not be rostered in ROSS.

3.3.2.2   CDF will roster the resources using the following qualifications:

- Engines: Engines will be statused in configuration,
  - Example: CDF engine supervisors' qualification of ENOP and the CDF engine crew members'   qualification of FFT2.
  - "B" engines with "three-O" staffing will set available to GACC. Engines with less than "three-O" staffing and camp engines will be statused as local only
- Dozers, Dozer tenders, water tenders etc will be rostered.
  - Dozer's with DZIA
  - Dozer Tenders (i.e. Truck, Service in ROSS) will have documentation for the driver, as rosters are not   enabled.

- Water Tenders (i.e. Tender, Water in ROSS) will have documentation for the operator, as rosters are not enabled.

3.3.2.3 Crews: Crews will be rostered with the crew captain only. Show the qualification as CRWB. Crews will be assumed a count of 17 when planning for meals. The need to include the number of inmates is no longer necessary.

3.3.3 Contract Counties will roster when Type 3 Engines leave the unit.

3.3.4 Local Government resources will not be rostered this year.

3.4 Aviation Resources

3.4.1 Airtankers:

3.4.1.1 Airtankers will be filled using the assigned tanker number. ROSS rosters are not applicable to this resource.

3.4.2 Helicopters:

3.4.2.1 For all Federal Call When Needed (CWN) helicopters, support or subordinate requests will be generated for the manager and crewmembers.

3.4.2.2 STATE CWN & Agency Owned and operated helicopters will be rostered with the pilot (HPIL), helicopter bosses (HELB for each Captain), and HECM for the crewmembers.

3.4.2.3 Federal Exclusive use helicopters will be ordered and filled with configuration. The sending unit will roster the module.

3.4.3 Air Attack Platforms:

3.4.3.1 Federal and State Air Tactical resources will be ordered with configuration and filled with roster that includes the ATGS.

3.4.3.2 If only the aircraft is ordered, there will be no roster. A support or subordinate request can be created later for the ATGS so the two resources are joined.

3.4.4 Lead Planes & ASM:

3.4.4.1 Lead Planes and ASMs will be ordered "with Configuration" and filled by tail number and will be rostered with pilots name and call sign (i.e. "Lead 59"). Pilot swaps will be documented by using additional subordinate requests. If an aircraft is swapped, document with a new request for a replacement aircraft. Attach the roster (pilot name) to the new aircraft.

3.4.5 Smokejumper:

3.4.5.1 A ROSS roster is preferred for all smokejumpers aboard a jump ship, but for local-GACC IA this can be done on paper after dispatch for more efficient mobilization. Smokejumpers ordered as boosters will be single Overhead requests, not a roster.

3.4.5.2 Smokejumpers sent IA out of state will be sent with a ROSS roster.

3.4.6 Rappellers:

3.4.6.1 A ROSS roster is preferred for all rappellers aboard a helicopter, but for IA this can be done on paper after dispatch for more efficient mobilization.

3.4.7 Agreement Rental Aircraft (CWN Aircraft):

3.4.7.1 Aircraft paid on FS-122's will be ordered through the established dispatch channels to ensure contract issues are met.

3.4.7.2 Aircraft ordered on Aircraft Rental Agreements through the National Business Center (NBC) source list will be filled on an A# using "Fill with Agreement" function.

California ROSS Status and Roster requirements for out of unit requests

Required rostering of Crews, Equipment, and Agency Owned Aircraft is suspended for in-state resources until ROSS performance issues are resolved. However, rostering is highly recommended.

Resources responding out-of-state are always required to roster.

Federal	**Statused by**		**Availability Area**			**Fill w/ Roster**
Resource Type	GACC	Controlling Unit	Local	GACC	National	
Airtanker		X			X	
Air Attack		X	Locally determined	Locally determined	Locally determined	X
Leadplane	X				X	X
ASM	X				X	X
SMJ Aircraft	X				X	
Type 1 Helicopter		X Exc.			X	
Type 2 Helicopter		X Exc.			X	X
Type 3 Helicopter		X Exc.			X	X
Type 1 IMT	X				X	X
Type 2 IMT	X			X		X
Engine		X		X		X
Contract Engine		X				
Type 1 Crew IHC		X			X	X
Type 1 Crew RHC		X		X		X
Type 2IA or 2 Crew		X		X		X
National Contract Crews		X			X	
Overhead		X	X	X	X	

- National Contract Crews are available National unless committed on preposition or an incident.
- Contract Engines will be statused at the upper Preparedness Levels at the request of the GACC.

California ROSS Status and Roster requirements for out of unit requests

Required rostering of Crews, Equipment, and Agency Owned Aircraft is suspended for in-state resources until ROSS performance issues are resolved. However, rostering is highly recommended.

Resources responding out-of-state are always required to roster.

STATE	Statused by		Availability Area			Fill w/ Roster
Resource Type	GACC	Controlling Unit	Local	GACC	National	
Airtanker		X		X		
Air Attack		X		X		X (ATGS only)
Type 2 Helicopter		X		X		X ([Section 3.4](#))
Type 1 ICT	X			X		By the GACC
Engine		X		X		X
Type 1 Crew		X		X		X (*CRWB only*)

3.5   Hired Equipment

Section to be updated upon adoption of the EaTIS program

3.5.1   For Federal agencies,

3.5.1.1   Enter data manually for contracts/EERAs into ROSS as they are renewed.

3.5.1.2   *Special Note* During 2007 EaTIS will include only water tenders contracts

- In the near future, an interface with ROSS & EaTIS will import contracts into ROSS.

3.5.1.3   Priority data entry categories:

- Contracts.
- Tactical resources. i.e. IA dozers and water tenders.
- Non – tactical EERAs. May also be entered at time of hire by "fill with agreement*" for a one-time fill or "fill with external resource*" to keep resource in the database.
- Purchase agreements. May also be entered at time of hire by "fill with agreement*" for a one-time fill or "fill with external resource*" to keep resource in the database. Before filling with external resources, search the database first.

3.5.2   For CDF,

3.5.2.1   Contracts/EERA resources as determined by ERD will be filled in ROSS using the Fill With Agreement Feature.   ([See Section 4.5)](#)

3.6   OES/Local Government dispatch hierarchies

3.6.1   OES owned equipment will be entered under its 3-letter department ID and the dispatch center as the OES Operational Area.

3.6.2   All local government equipment dispatched via a CDF Local government Dispatch contract will be entered under that CDF dispatch center.

3.6.3   All local government equipment with their own dispatch centers that are non-ROSS users will have their equipment entered by the operational area under the operational area dispatch login.

3.6.3.1   In the event the operational area is a non-ROSS user, the OES Region will stand in for data entry and status roles.

3.6.3.2 Local Government and OES engines

- RECOMMEND these resources be maintained as Available/Local in ROSS for all engines available on the CAD. If a local fire department reports an engine out of service it will be changed to unavailable in both CAD and ROSS

3.7 WEB Status

3.7.1 Web status for Vendors

3.7.1.1 Application of this feature will be determined by agency policy.

3.7.2 Web Status Agency Overhead

3.7.2.1 Application of this feature will be determined by agency policy.

- The ROSS web status access feature allows Command Centers to authorize selected individuals or their supervisors to update their availability via the internet. See the ROSS Web site for Tips and Tricks on web-statusing.

3.7.3 Definition of Overhead Resources:

3.7.3.1 Supervised Overhead Resources-An overhead resource whose web status updates are either managed by, or reported to a supervisor. Notification of supervisors will take the form of a ROSS-generated email.

3.7.3.2 Supervisor-An individual that is notified via email when his/her subordinates update their status via the web. Supervisors may also manage the day-to-day web status for their supervised overhead including enabling/disabling web status access.

3.7.3.3 Other Overhead Resource-An overhead resource that maintains his/her own web status without the need for ROSS-generated notification to a supervisor.

3.7.4 Three levels of status/availability:

3.7.4.1 Local-Available local area only. The resource can be seen by the home dispatch center.

- Incident Management Team personnel who are on call should be statused as "Available Local" only, in order to avoid appearing to be available as an individual resource to the GACC.

3.7.4.2 GACC-Available within the GACC. The resource can be seen by the home unit and the GACC.

3.7.4.3 National-Available anywhere in the nation. The resource can be seen by the home dispatch center, the GACC and NICC.

3.7.5 Items Command Centers should consider when deciding whether to enable web status access for overhead resources:

- Supervisors will be notified via email of a change in subordinate availability, keeping the command centers out of supervision issues.
- Approved vacation may be entered in advance so that monthly schedules do not have to be consulted.
- It is time consuming to train field personnel and issue passwords.
- You cannot set up multiple supervisors for a given resource.
- Commitment to accuracy is imperative for proficient management of statusing overhead resources.

4 Dispatch

4.1   Mandatory Input Requirements

4.1.1   Information that must be entered into ROSS:

4.1.2   Immediately upon the dispatch of any aircraft or out of unit resources

4.1.3   Commitment of aircraft will be entered at the time of dispatch so aircraft status will be current.

4.1.4   Within five (5) minutes of the commitment of crews.

4.1.5   If, after thirty (30) minutes, it appears the incident will continue to impact a unit's resource base, unit equipment and overhead resources will be entered into ROSS.

4.1.6   Any requests for resources from outside the unit must be entered and placed in ROSS immediately.

4.1.7   Federal agencies

4.1.7.1   All incidents, to which federal resources respond, require a financial code. For emergency incidents, the code is generated by the FIRECODE program and entered into ROSS, allowing all federal units to use the same charge code. The federal unit initiating the incident will put the Firecode into ROSS. The first federal unit assisting a non-federal unit will also generate the Firecode and enter it when they fill a request.

4.1.7.2   Forest Service Firecodes require a preface of P and then the region number (or alpha character if responding to a non-FS incident) before the Firecode. They also follow the Firecode with a unique Region/Unit override code. Example: P5C2HL 0505. In this example, the C2HL represents the Firecode and is usable by the Department of Interior Agencies. P5 identifies the region, and the override 0505 identifies the specific forest.

4.1.7.3   The Forest Service can no longer utilize Firecode when they establish Preposition or Support incident orders. They will utilize a unique FS financial code (WFSU code) and the unique override for the Region/Unit. They will also open a Firecode for DOI resources to charge to if they fill a request for preposition or support. Both of these will be put into ROSS as the financial codes.

- Example: ONC Support - Incident Number CA-ONC-00009
- FS Code WFSUNO 0520
- DOI Code C7XX

4.1.7.4   The Forest Service may use the P-code/Firecode when supporting a single incident. The WFSU codes will be utilized when supporting multiple incidents and then only salary is charged to the WFSU code.

4.2   Transfer of Information from CAD to ROSS

4.2.1   This feature is under development and will be updated when the feature is enabled.

4.3   Requests

4.3.1   All other requests must be processed using Pending Request procedure.

4.3.2   Out-of-Unit Resources. All requests, other than initial attack, for out-of-unit resources must be placed through the GACC. There are exceptions when units have agreements to dispatch adjacent unit resources. "Documentation" will be used to indicate any need for a certain resource.

4.3.3   Name Requests

4.3.3.1   The ordering unit must confirm availability for the individual being requested prior to placing the request. **Name Requests should be UTF'd if the individual is not available, and so noted in documentation**

4.3.4   General information

4.3.4.1   Communication between the local ECC and the GACC is paramount during high fire activity. The GACC will normally place a phone call to the ECC when a request is placed to that unit. In times of high fire activity there may be times when this is not done but ECC's should expect requests in ROSS. Monitoring the Pending Request Screen and correctly setting up the Action Notifier in ROSS so that you are prompted when a request is placed should be mandatory and is the responsibility of the ECC to monitor. **When activity involving the OES ordering chain is initiated, it is mandatory that a call be made, as these sessions may not be monitored as closely as the wildland agency sessions.** Use of Documentation and placing a call to the GACC when no more resources are available should be done so that time is not wasted placing needless requests. This issue is complicated by changing shifts at the GACC and ECC, escalating incident numbers and needs, and improper statusing which will show a resource available when it is not really available. Open communication is something we all need to practice.

4.4   Quick Fill
4.4.1   Quick fill is for unit resources only.

4.5   Fill with agreement
4.5.1   Do not use the "fill with agreement" function if the resource is in the database.

4.5.2   There may be times when out-of-state resources coming into the state, private equipment/vendors, and supply orders are not in the database and need to be filled using the "Fill with agreement" method.

4.5.3   Ask the function group leader or site administrator if it is appropriate to "Fill with agreement" a request.

4.5.4   Naming conventions

4.5.4.1   Refer to appendix O.1

4.5.4.2   Unique identifier may be added at end of name

4.6   Aircraft Dispatching
4.6.1   For all air resource movement, the minimum information needed to process the order is lat/long, frequencies, hazards, reload base, and mission priority. Air or ground contact, elevation and descriptive location information should be given, if known, but should not hold up the order. All other required information, job code etc, will be passed when complete. The intercom will be used for IA Aircraft/ followed by the order in ROSS (refer to section 4.1 item 2.) For GACC to GACC IA aircraft requests refer to the CA MOB Guide

4.6.1.1   See Section 3.4 of this document for ROSS roster requirements for aviation resources.

4.6.2   Initial Attack

4.6.2.1   Unit will direct dispatch the closest air resources within the established "zone of influence".

4.6.2.2   Unit will complete the Header Information and commit the resources in ROSS

4.6.2.3 The unit will notify the GACC by use of the intercom/dispatch net.

4.6.2.4 The dispatching unit will provide full dispatch information to the airbase or helibase per the Intercom Instructions (See Attachment B, "Intercom/Dispatch Net Use").

4.6.2.5 The dispatching unit shall provide ATD and ETE information (See Travel Section 4.10) then notify the ordering unit, and GACC via the Intercom/Dispatch Net.

- Use ETD and ETA when using the Travel with Itinerary feature.

4.6.3 Additional Requests:

4.6.3.1 After utilizing air resources from zone-of-influence bases, Units will place all other requests in ROSS to the GACC. The requesting unit will advise the GACC via the intercom. The GACC will receive this information in ROSS.

4.6.3.2 The GACC will place the aircraft requests in ROSS to the providing units for fill,

4.6.4 Status:

4.6.4.1 Aircraft released to their home unit will be placed in the appropriate status (available/not available, etc.) upon landing.

4.6.5 Reassignment/Divert Tactical Aircraft:

4.6.5.1 Diverted aircraft while MOB en route will show an outstanding request back to the filling unit.

4.6.5.2 Reassigned aircraft from MOB en route will show an outstanding request back to the original requesting unit. (preferred method for aircraft MOB en route)

4.6.6 Aircraft Types:

4.6.6.1 The following information is pertinent to the dispatching of individual aircraft types:

4.6.6.2 Airtankers:

- All airtankers are released from incidents each evening and requested again the following day if needed.
- If an out-of-GACC **Federal** airtanker is filled on an incident, the tanker will be released each evening. If we have permission from the sending GACC to keep the tanker, it will be reassigned to a California GACC pre-position order in ROSS. It can then be reassigned to new local incidents, and provides payment documentation. The tanker will remain on a GACC pre-position order in ROSS when not assigned to a local incident, until it is moved out of the GACC on another order or returned to the base who sent it.

4.6.6.3 Helicopters:

- Helicopters needed for IA will be ordered and filled in ROSS as they were ordered and filled in the past. They may be kept on incident orders until they are not needed.
  - To fill a CWN helicopter, the unit will access the resource under the Contracts/Agreements Tab. Click on the non-local resource radio button, and then fill the request with travel information included.
  - When the resource is finished with its assignment, release information including travel will be added to the resource.
  - Resource status for the CWN helicopters will be maintained by NICC or the GACC. (i.e. setting as Available from Returned from Assignment.

- Initial attack loads of Rappellers would be ordered using "Load, Rappellers, and Initial Attack".

4.6.6.4   Air Attack:

- If an out-of-state exclusive use Air Attack is filled on an incident, it can remain assigned to the incident until released. The Air Attack will remain on a GACC pre-position order in ROSS when not assigned to a local incident, until it is moved out of the GACC on another order or returned to the base who sent it.

4.6.6.5   Lead Planes/ASM:

- All Lead Planes and ASMs are to be released from incidents each evening and requested again the following day if needed. The Lead Plane/ASM will remain on a GACC pre-position order when not assigned to a local incident, until it is moved out of the GACC on another order or returned to the base who sent it.

4.6.6.6   Call-When-Needed Fixed-Wing (CWN Aircraft):

- Federal CWN Aircraft paid on FS-122's will be ordered through the established dispatch channels to ensure contract issues are met.
- Aircraft ordered on Aircraft Rental Agreements through the National Business Center (NBC) source list will be filled on an A# using "fill with agreement" function.

4.6.6.7   Smokejumpers:

- IA orders for Smokejumpers will be requested as "Load, Smokejumper, Initial Attack". The sending unit will "Fill with single resource order number". A flight plan will be completed.
- Smokejumper Booster crew orders will be ordered and filled as Overhead, with individual request numbers. The aircraft to transport the booster load is ordered as a Support request, if the aircraft is returning to the home base after dropping off the booster load.
- If just the Smokejumper Aircraft is ordered, it will be filled using current procedures, as an "A" number.

4.6.6.8   Rappellers:

- Rappellers will be requested as "Load, Rappellers, Initial Attack". Sending unit will fill with tail number of helicopter platform.

4.7   Multi-Agency Site Requests

4.7.1   An outstanding request placed by a GACC to the Unit will first be placed internally to the Unit having the same parent agency as the requesting Unit.

4.7.1.1   If UTF, other agencies within the unit may attempt to fill.

- For example, the Sierra NF (Parent Agency=USFS) generates a request that eventually is placed [through South Ops and North Ops] to Susanville dispatch. The CA-SNF incident ID would identify the first-right-to-fill to the Lassen NF (Parent Agency=USFS), so the Susanville dispatcher internally checks availability of LNF Forest Service resources first. If no LNF resources can fill the order, the Susanville Interagency ECC Dispatcher can consider the other agencies dispatched by Susanville: NOD, LNP and LMU. This allows the other agencies represented by Susanville to consider the request.

4.7.1.2   If Unit is unable to fill from any of their "represented" agencies, the Unit will "UTF" the request to the GACC.

4.7.1.3   Agency specific resource requests will be either filled by that Agency or UTF.

4.7.1.4   This procedure does not apply to out-of-state orders.

4.8   Fill or UTF Time Limits

4.8.1   Thirty (30) minutes is the allotted time guideline for processing requests, either by a "Fill" or "UTF". During periods of high activity, there will be exceptions. Dispatch centers are encouraged to communicate with each other when the 30 minutes does not seem practical.

4.9   Release

4.9.1   Excess resources will usually be released upon completion of demob.

4.9.2   The Tentative Release function will be used as directed by the GACC to indicate that out-of-unit resources are becoming available. (See section 7.10)

4.10 Travel

4.10.1 Travel information is extremely important to the receiving unit and must be taken seriously. Make sure this field is filled in as accurately as possible. Do not put unrealistic ETA times in this field and take extra care when estimating delivery time. Updated travel times can be edited into the request by the filling unit or the GACC if one of the units in the ordering chain is contacted before the ETA time is met. A follow-up phone call is advised

4.10.2 For IA assignments, filling (ETD/ETA) or placing "at Incident" is acceptable.

4.10.2.1 For Aircraft Travel, the ROSS program asks for Actual Time of Departure (ATD) and Estimated Time En route (ETE), (i.e. 1 hour + 10 minutes). The program calculates the Actual Time of Arrival, but does not display it on the screen. This is slightly different from the travel itinerary for Equipment, Crews and Overhead.

4.10.3 Travel information will be completed for all ground resources traveling to or from incidents per agency policy.

4.10.4 Travel information should be completed in sufficient detail that a route of travel can be determined. **This means including ALL legs of travel**.

4.10.5 . Units will be using the ROSS Travel Itinerary function to document and confirm travel itineraries and schedules within the State and out of State.

4.10.6 Equipment & Crew resources need to check-in with GACC every two hours while en route to and returning from incidents.

4.11 Frequency Requests

4.11.1 All frequency requests shall be placed to the Region/GACC on an "A" (aircraft) request number.

4.12 Closing Incidents

4.12.1 A status check of all open incidents must be completed daily.

4.12.2 Designate a time during a shift (either day or night) that a status check/clean-up will be done. Ensure that when incidents are re-opened for research, they are closed as soon as the information needed is retrieved.

4.12.3 If all resources are closed, reassigned, or cancelled on an incident, then the incident should be closed upon completion and can be reopened as needed for cost recovery and billing information.

4.12.4 Each unit will ensure that released resources are placed in the appropriate status.

4.12.5 If requests are pending, check to see if they still need to be placed or filled.

4.12.6 Any placed requests need to be reviewed also.

4.13 Notifier Use

4.13.1 Notifier will be used to alert dispatchers of ROSS activity. Be sure to set your personal notification settings for the job i.e. (IA dispatcher vs. expanded dispatcher) you will be doing that day when logging on. This must be completed for each center that you login into, but only once for that center.

4.14 Contract County Use of ROSS

4.14.1 As the Contract Counties come on line, each Contract County will be responsible for inputting all wildland fires that are on or are a threat to State Responsibility Area, land within the guidelines set forth in the ROSS Business Practices and Standards document.

5   Intercom/Dispatch Net

5.1   Supplemental to ROSS

5.1.1   The Intercom/Dispatch Net is primarily used between the GACCs and the Units to relay urgent or critical information. The intercom is a valuable tool for requesting initial attack and immediate need resources. It also is a means to provide general updates as to incident conditions. This process is dependent on the ordering unit promptly placing the information into ROSS. See Attachment B ("Intercom/Dispatch Net Use") for examples of intercom uses and voice out screen shot.

5.2   New Order/New Request

5.2.1   Based on where the requests have been placed, Units will use the intercom to advise the GACC and affected units and bases of the new order. The minimal amount of information that must be supplied is the order number, incident name, location, and requested or used resources. See Attachment B ("Intercom/Dispatch Net Use") for examples.

5.3   Old Order, New Request, Immediate Need

5.3.1   The units and air bases will use the intercom to advise the GACC and the requesting Unit of the IA and immediate need resources assigned.

5.3.2   The GACC will use the intercom to advise the selected units of placed ROSS requests for helicopters and ground resources and will give units and air bases the full dispatch information for fixed-wing resources.

5.4   Old Order, Release Information

5.4.1   It is important that the resources be released in ROSS prior to the intercom notification.

5.4.2   When releasing aircraft resources, it is mandatory to notify the affected dispatch centers by intercom.

5.4.2.1   This is especially important for tactical aircraft that may be available for reassignment while still airborne.

5.4.2.2   For air tankers, retardant load status is critical for this scenario.

5.5   Incident Information

5.5.1   If an incident is escalating and the ECC feels that it will need to continue ordering resources or will have shared resources committed for an extended length of time, providing a brief incident summary over the intercom is appropriate. This will allow neighboring units to assess potential

for resource requests. Minimum information for wildland incidents will include acreage, potential, life/property threats etc.

5.5.2 Incident summaries would be low priority traffic on the intercom, but with the implementation of ROSS, they will help all parties anticipate and plan for resource needs based on area-wide incident activity.

6 Mutual Aid Resource Ordering

6.1 In-state ordering

6.1.1 Place and/or transfer all local Government non-ROSS resource providers into the OES operational area dispatch center database.

6.1.1.1 With the exception of local Government non- ROSS users; resource provider Fire Departments that are dispatched directly via contract agreement by CDF, Contract Counties or Contra Costa County.

6.1.2 Wild land agencies will set up a Contract/Agreement between the agencies involved in their local agreement.

6.1.2.1 Dispatch centers have the option to attach resources to the agreement once the agreement is created or at the time of dispatch.

6.1.2.2 This allows the resource to remain in the OES operational area and be available to the wild land agencies through the Contracts/Agreement Tab.

6.1.3 Wild land agencies can fill local agreement orders for single increment resources or strike teams by utilizing the Contract/Agreement Tab. This process does not apply to Overhead Team members. (Refer to 7.14)

6.1.3.1 Orders for resources beyond the local agreement and requests for Strike Teams will be placed to the OES operational area dispatch center where the fire is occurring.

6.1.3.2 The agency responsible for the OES operational area will login to that center's database after the resource is released from an incident and set that resource available.

6.1.4 When an agency utilizes the Contract/Agreement Tab to fill a resource that same agency shall ensure the resource is set as available after returning from assignment.

6.1.5 Resource ordering via the California Fire Assistance Agreement and/or California Master Mutual Aid Plan will be placed to the OES operational area dispatch center for processing.

6.1.5.1 At anytime a Forest Agency wishes to use local government overhead (Government Non ROSS Users) when not on team rotation, the forest agency

- Will move the Local Government overhead to the Forest Agency database.
- After assignment, the Forest Agency will move the resource back to the OES Operational Area, then advise the OES operational area the resource is back in

6.1.5.2 Local Government, (LG) single resource overhead orders, (non- rostered IMT members) will be placed to the local operational area for processing. If a LG overhead cannot be filled at the local Operational Area it will be placed up to the OES Region level and if necessary to OESH for processing.

6.1.6 Name Requests for local government personnel must be accompanied by the OES Overhead Request form to justify the name request. OESH will deny the request without the justification. The form is available on line.

6.1.6.1 http://www.oes.ca.gov/Operational/OESHome.nsf/PDF/NameRequestMemo/$file/NameRequestMemo.pdf

- The GACC will receive the request in ROSS.
- In ROSS, the GACC will place it to California Office of Emergency Services Headquarters, CA-OESH.
- GACC will then fill the request in ROSS as CAOESH.

6.2   Processing out-of-State requests for OES/Local Government resources.

6.2.1   Out of State Requests will be placed to OESH for processing,

6.2.1.1   Except for local agreements and procedures

6.2.2   Name Requests for local government personnel must be accompanied by the OES Overhead Request form to justify the name request. OESH will deny the request without the justification. The form is available on line.

6.2.2.1   http://www.oes.ca.gov/Operational/OESHome.nsf/PDF/NameRequestMemo/$file/NameRequestMemo.pdf

- The GACC will receive the request in ROSS.
- In ROSS, the GACC will place it to California Office of Emergency Services Headquarters, CA-OESH.
- GACC will then fill the request in ROSS as CAOESH.

6.3   Out of State Requests for CDF resources
- Refer to 8100 Procedure # 013

7   Additional Dispatch Information

7.1   Transferring/merging Incidents
7.1.1   Merging of Two Incidents:

7.1.1.1   For two incidents that were created within the same dispatch center, you can merge them into one incident.

- For example, San Luis creates two incidents in the Hwy 46/Hwy 1 area that they originally thought were two separate fires. They used Incident # 123 and 124.
- After the first unit goes on scene, they realize they only have one incident.
- The location for incident for 123 is correct, and will need to have the resources on 124 merged into it.
- Incident 124 is the source incident, and 123 will be the destination incident.

7.1.1.2   The destination incident will keep their original request numbers.

7.1.1.3   Those resources that were on the source incident will be moved onto the destination incident and assigned new request numbers.

7.1.2   Complex / Merge

7.1.2.1   Once the decision is made to manage fires as a 'Complex' the Dispatch Office should refer to the ROSS Module Summary for Complex Incidents. http://ross.nwcg.gov/ > Module Descriptions > Complex Incidents

- Managing incidents as a "complex" and "merging" incidents are two different things in ROSS.

7.1.2.2   Complex Incidents allows Dispatch Managers to identify a new incident as a 'Complex' and relate one or more incidents to it. The complex serves as an umbrella for other incidents, while keeping all the incidents open and active.

7.1.2.3   Merge Incidents allows Dispatch Managers to merge two open incidents together, resulting in one open incident. All requests merge into the one incident and reassigns request #'s. You cannot undo this merge, nor open the incident that was merged into the other.

7.1.2.4   Refer to the ROSS Module Summary for Merging Incidents. This is found on the ROSS website http://ross.nwcg.gov/ > Module Descriptions >Merge Incidents

7.2   Transferring an Incident to another dispatch center
7.2.1   When it is determined one incident has escaped the jurisdiction of one dispatch center, it can be transferred along with all the incident resources to the new center.

7.2.2   The original incident number is still kept unless changed.

7.2.3   With ALL users at the transferring ECC out of ALL screens associated with that incident, the incident dispatch center can then be changed to the new center.

7.3   Pre-positioning
7.3.1   Purpose: The purpose of "Pre-positioning" is to temporarily transfer resources within the ROSS database from one assigned agency to another assigned agency.

7.3.2   Examples of Acceptable Use:

7.3.2.1   CDF Move-up and Cover (Unit to Unit).

7.3.2.2   USFS Move-up and Cover (Forest to Forest).

7.3.2.3   USFS Preposition

7.4   Reassign from a pre-position order
7.4.1   ROSS will ask if you want to reassign back to the original Pre-position order or send the resource home.

7.4.2   If the resource is staying on the original resource order number, ROSS will allow you either to assign a different request number or put it back on the original request number.

7.4.3   Release to preposition if possible, if link to pre-position is lost contact GACC for new request on pre-position or other new instructions

7.5   Documentation
7.5.1   Documentation is extremely important and requires extra attention from the dispatchers in the field. At both the GACC's and local ECC's documentation MUST BE VIEWED before processing requests due to the importance of information located there. Units will use this field differently but it is advised to be familiar with its use and view it regularly. Auto Doc should be turned off for most purposes.

7.5.2   Will be used by anyone in the ordering chain to document any pertinent information as related to the incident and/or the request.

7.5.3   It is to be used to document incident information only. Documentation is not intended to be used as a form of communication between dispatch offices.

7.5.3.1   "Incident documentation" is used to communicate information that applies to the entire incident. Only the primary site (the site where the incident was created) may enter incident documentation.

7.5.3.2   "Request Documentation" is specific to the individual request and is used to add specific information, cell phone, dietary needs, etc. for that resource. UTF information needs to be included in documentation when a request cannot be filled.

7.5.3.3   "Resource Documentation" should only be used for information that will not change that is associated with that particular resource. An example might be the X number or the license plate.

7.5.4   Personal remarks and comments are not to be entered into ROSS. ROSS printouts may be used in court.

7.5.5   All remarks shall be professional and specific to the resource information.

7.6   Special needs
7.6.1   The Special Needs field is an extremely important field that is not getting the required attention from dispatchers in the field. Only the creating unit can enter this information. Approval of specific elements here cuts down on time and work in all the ECCs filling requests. (Ex: Rental car, cell phone and laptop computers approved)   Also in CA, we are currently using this field to provide direction to state and local cooperators regarding payment information and agreements applicable to the request.

7.6.2   The special needs block is a **mandatory requirement** when requesting local government resources to a Forest Agency wild fire.

7.6.3   In the Special Needs Block, the dispatcher will fill in what "mission" the local resources are being requested for.

7.6.4   State Mission or Federal Mission (generally perimeter control), may be

7.6.4.1   direct hire agreement

7.6.4.2   the California Fire Protection Agreement (as determined by the Forest Agencies Agency Representative or I.C.).

- Example: CA-CNF 300 "Sierra Fire": Federal Mission – Direct Hire Agreement (Local Forest Agreement (CA-LFA) or CA-RRU 12345 "Bad Lands" - California Fire Assistance Agreement (CA-FAA) in Unified Command and has established an Unified Ordering Point (UOP) and the local resources are being tasked for structure protection, the dispatcher will place into the Special Needs Block the nature of the mission and the name of local agency making the request through the UOP. Example: CA-CNF 300 "Sierra Fire" in Special Needs Block request for Strike Team Type 1 would read: "Structure Protection – Orange County Fire Authority."

7.6.4.3   The mission tasking will determine the method of payment.

7.6.5   Failure to document the "Mission Tasking" in the Special Needs Block will automatically make any request appear as if it was under the California Master Mutual Aid Plan - (No Reimbursement.)

7.6.6   Additional requirements for the specific request

7.6.6.1   Sample Item that might be requested:

7.6.6.2   Two operators on a water tender

7.6.6.3   Rental vehicles authorized

7.6.6.4   Self sufficient

7.6.6.5   Double lunch

7.6.6.6   Double crewed

7.6.6.7   Mechanic with service truck

7.7   Features
7.7.1   Specific items associated with specific resources. The available features are preset by NICC, but have to be enabled for each resource if they have that capability.

- Sample items
- All wheel drive
- Foam capabilities
- Spray Bar
- Winch
- Fire plow
- SCBA
- Class A Foam

7.8   ETD/ETA Information
7.8.1   Travel information is extremely important to the receiving unit and must be taken seriously. Make sure this field is filled in as accurately as possible. Do not put unrealistic ETA times in this field and take extra care when estimating delivery time. Updated travel times can be edited into the request by the filling unit or the GACC if one of the units in the ordering chain is contacted before the ETA time is met. A follow-up phone call is advised

7.8.2   The dispatch office for resources leaving the unit shall complete accurate ETD/ETA information. If resources will be resting over night, RON, or have travel arranged, an itinerary must be filled, including **ALL** legs of travel.

7.9   Release
7.9.1   Resources will be shown as released from an incident and may return to the pre-position order.

7.10 Tentative Release
7.10.1 The Tentative Release function will normally be mandatory in times of high fire activity where resources are being reassigned to other fires. This will only be done for resources that have not timed out and are required to return home for R&R. Tentative Release times put into ROSS should reflect the time the resource would be available to leave the camp. Normal tentative release requirements will be 48 hrs for crews that flew in on the NICC jet, 24 hrs for resources with vehicles that can be reassigned or other timeframes as dictated by the GACCs and or current events.

7.10.2 On type I or II incidents the GACC will contact the Unit to negotiate the time frames needed to show resources as available.

7.11 Ground Resource Reassignment

7.11.1 Resources that have been reassigned from mob-en route, will show an outstanding request back to the filling Unit.

7.11.2 That request number will be returned UTF'ed back to the ordering Unit and cancelled with documentation.

7.11.3 The GACC will get a new Request number from the ordering Unit and place out if still needed.

7.12 NICC Orders

7.12.1 Federal Agencies

7.12.1.1 Follow agency procedures

7.12.2 CDF:

7.12.2.1 For out of state requests for CDF resources refer to 8100 procedure 13

7.13 Strike Teams

7.13.1 As in the past, try to fill Engine and Crew Strike Team orders from the same Unit.

7.13.2 If a request will be filled from more than one unit, the Strike Team request is sent to the unit filling the strike team leader. That unit will fill the Strike Team identifier with configuration... The subordinate requests not filled by the original unit will be identified in the roster as determined by the GACC. When the original unit then fills the request, those subordinate requests are sent to the second unit, and that unit can fill those requests with any resource meeting the criteria. Dispatch offices must work together by phone to share information about meet-up locations and cell phone numbers to ensure the Strike Team travels efficiently.

7.13.2.1 If the original unit does not know where the remaining Strike Team resources are coming from, the unfilled subordinate requests can be placed up to the GACC to be farmed out.

7.14 Overhead Teams (Incident Management & Incident Command)

7.14.1 All IMT/ICT members will be entered into ROSS with the current, certified qualifications they hold on their team. This can be accomplished through manual entry (standard format) or imported from IQCS/IQS. It is the responsibility of the local Dispatch Office that **mobilizes** the team member (ROSS User) to ensure the person is entered into ROSS with the correct IMT/ICT qualification and has accurate status.

7.14.1.1 Phone calls and any mobilization notification procedures will continue as in the past.

7.14.2 Statusing

7.14.2.1 **IMT/ICT Team Name** will be statused in ROSS as "Available National" by the appropriate GACC that is responsible to deploy the team.

7.14.3 **IMT/ICT Members** will be statused as "Available Local" when on 2, 8 or 24-hour call rotation.

7.14.4 Each ECC that dispatches any IMT/ICT member is responsible to obtain updated status & make the changes in ROSS.

7.14.5 Local Government IMT Members

7.14.5.1 Local government Team Members may be dispatched or mobilized by a number of different entities throughout CA, depending on their location and whether they are a ROSS User or not.

7.14.5.2 ECCs that are ROSS Users will be responsible to dispatch team members, whether they are federal, state or local.

7.14.5.3 Federal and State agencies will accept the certification of a local team member's qualification, and assume they have all the requirements completed for their position qualification as per PMS 310-1. It is not the responsibility of the Forests or CDF Units to track local government member qualifications, as position certification documents will reside at the local government offices.

7.14.5.4 Local government team members retained for dispatching (ROSS User) by the local fire department, OES Operational Areas or county fire departments will ensure their IMT/ICT member is entered as a normal resource item (not under a contract) and accurately statused in ROSS.

7.14.5.5 If the local government IMT member (for Federal & State Teams) is from a dispatch provider that is a NON ROSS User, the local Forest/Unit under MOU with that local fire department will need to have that member in their Forest/Unit database to dispatch. If the member is already created in ROSS, but under a different provider, it must be moved to the ROSS User provider. In some cases, this person will need to be created in ROSS as a new Resource Item, but NOT before searching the database to determine if the member is already in another database. This will allow the Forest/Unit to "see" that overhead resource in ROSS and fill the request.

7.14.5.6 Local government IMT members cannot be dispatched under the Contract/Agreement TAB by Forests/Units as there are issues with IMT rostering from this tab.

7.14.5.7 If the local government team member is dispatched through a Contract County or other local fire department that is a ROSS User, the request will be sent electronically direct to that dispatch office through ROSS.

7.14.5.8 If the local government team member is not under a local agreement with a Forest Agency they must be mobilized through the OES dispatching system as "Assistance by Hire"   This will require the GACC or IMT sponsoring unit to place the Local Government Team member order to OESH for processing.   The appropriate OES Region and OES Operational Area will receive the ROSS request if they are a ROSS User. The Resource Order will be faxed to non-ROSS user to insure the ordered person receives all pertinent incident information. Reimbursement will be processed by OES via use of the F-42.

7.14.5.9 Local government IMT/ICT members are responsible to keep their dispatch office updated on their status and certified qualifications for the team callout. They are also responsible to give their local dispatch office provider identifier and/or Forest (with MOU) identifier to the IMT/ICT team member creating the ROSS Master Roster, so the ROSS application will know which office to send the request to for filling.

7.14.5.10   Demobilization: When a local government team member arrives home, the dispatching office of that person is responsible to change their status in ROSS to available (or if mandatory rest period is needed, change to available that date), or whatever status. This may take communications to/from the local unit where the member lives. If this person is under a

contract fill, the forest or CDF Unit will notify the home office so they can change the person in their normal database.

7.14.6 Travel Arrangements

7.14.6.1 Local government IMT/ICT members are responsible to provide mobilization travel information to their dispatching office **if they are driving or make their own travel reservations (airlines, etc)**. If the dispatch office is making the reservations, they will enter the information in ROSS and inform the team member of the travel arrangements.

7.14.6.2 The Forests, CDF Units, OES Operational Areas or Local government personnel may make travel arrangements for overhead traveling on IMT/ICT assignments. If the person making the travel arrangements is not the dispatching office (ROSS User) the travel information must be relayed by fax, phone or email to the ROSS User dispatching office to enter into ROSS. This must be relayed in a timely manner, upon mobilization.

7.14.6.3 If the local government entity or the OES Operational Area does not have the means (travel agency, credit card, etc.) to make travel arrangements, it can be arranged by the Forest or CDF Unit with the MOU. This should be agreed upon at the beginning of the season, in advance of team mobilizations. Negotiations on who will make the arrangements and who will enter it in ROSS must be discussed in advance.

7.14.6.4 For IMT team travel, the Forest **or** local government entities may make the travel & in either case will be reimbursed under current agreed upon pay scales, with appropriate documentation.

7.14.6.5 Back up documentation for travel arrangements to be reimbursed will be available from ROSS through the Data Delivery System in the form of a report, and not necessarily the ROSS Resource Order Form. These reports can be accessed by the Albuquerque Service Center (ASC) **or** the Forest/Unit to attach to the billing package.

7.14.6.6 Billing invoices for federal reimbursement are to ASC for processing and payment. However all bills must be certified at the local Forest unit before ASC will process them for payment. Therefore, all billing packages must be mailed to the address given in the local agreement. A Regional certifying officer must also certify Calif. Fire Assistance Agreement billing packages. The billing address is identified in the CFAA. Forest ECCs that receive billings from ASC should set up a process with associated local government ROSS Users, so that if the local government IMT person is sent on a federal team assignment, the request & travel information is faxed to the Forest ECC ahead of time. This information could be kept in a folder for validation when the bill comes many months later. In addition, the Forest ECC can access the ROSS DDS or the CA ROSS Crystal report site for request information, after the fact, for validation.

7.14.7 IMT/ICT Ordering Protocol

7.14.7.1 Units are to contact their GACC prior to generating any IMT/ICT Team Requests. DO NOT generate a team request until instructed to do so by the GACC.

7.14.7.2 When instructed, the ordering unit (Incident Host) will generate a single overhead request number for the specific type of team (Type 1 or 2) and place up to the GACC. You must enter initial briefing location, date & time for team members on this request in the Special Needs block.

7.14.7.3 The GACC will determine which team is up on rotation and contact the Team Incident Commander (IC). The Team IC will be given one hour to ensure their Team Assignment Roster is accurate. After one hour or contact by the IC, the GACC will fill the team NAME in ROSS. This will generate the subordinate requests for team members and place them to the home dispatch units (ROSS Users) for filling.

7.14.7.4 Notifications to all affected units with team members will be advised (via radio, phone, fax, etc.) that the specific team mobilized and to fill their member in ROSS.

7.14.7.5 Units will notify and fill team members, then enter travel information as soon as it is available. If a member is not available, for any reason, the unit should immediately notify the GACC, who with notify the IC (or designate) for replacement. The unit would then UTF (Unable to Fill) the team member request, and enter the appropriate documentation.

7.14.8 IMT/ICT Pre-Orders

7.14.8.1 Pre-Orders for an IMT/ICT *may* be entered into ROSS by the GACC responsible for deploying that team.

7.14.8.2 Teams must contact GACCs to give them any changes on their standard pre-orders.

7.14.8.3 New pre-orders will be established at the beginning of the season by the team.

7.15 CCC Camp Crews
7.15.1 CCC Camp Crews will be maintained in ROSS by CDFH. CDFH will keep status of these crews. When a local CCC camp crew is utilized, a request for the crew shall be created and the crew should be filled on the Pending Request Screen, using the Contracts and Agreements Tab and the Non-Local Resource radio button. When a CCC camp crew is not available locally, the request can be placed to the GACC, or the CCC Duty Officer can be contacted per the CA Mob Guide and a crew can be assigned and filled locally using the same manner cited above. In all cases, the CCC Duty Officer is notified when a CCC Camp crew is committed and released, so that status can be kept correctly. When two or more CCC Camp crews are requested an Agency Rep may be assigned using a Support Order, or a separate O number may be requested.

7.16 Non-ROSS Local Government Overhead
7.16.1 Overhead from the non-ROSS using, local government Operational Area, who are on a Federal Incident Management Teams or a State Incident Command Teams, shall be listed as an overhead resource in the Forest Agency dispatch center that their Fire Department has a working agreement with. Their status will remain Available/Local at all times their Team is on call.   In the event that this person is utilized as a single resource on an OES assignment, the person will be transferred back to his/her Operational Area dispatch profile before being filled. This will be done by the Forest Agency dispatch center and the managing Dispatch organization for this person or this Operational Area. It is incumbent upon the individual to request this be done by the Forest Agency dispatch center.

7.17 ROSS using Local Government Overhead
7.17.1 Overhead from ROSS using local government Operational Areas or those Operational Areas supported by a cooperating agency dispatch center will remain an overhead resource in the Operational Area. Their status will be maintained as Available/Local at all times their Team is on call. Their request will come to the Operational Area dispatch profile (X**C) and be filled at this location. It will be incumbent upon the individual Team member to contact his/her sponsoring forest to obtain travel support and assure that this travel information is provided to

the dispatch center filling the request so that it can be placed on the Travel screen in ROSS. A copy of the filled overhead request should be provided to the forest agency arranging travel.

7.17.1.1 It is very important for the individual overhead resource to be in contact with whichever dispatch center is managing his/her request and also the supporting forest agency that will do their travel and process their reimbursement under local agreement. Dispatchers as well must stay in communication with each other for these special resource situations.

7.18 Emergency Messages.
7.18.1 ROSS is not to be used for relaying emergency messages.

7.18.2 The documentation feature in ROSS can be used for documenting that the message was relayed.

7.18.3 For the purposes of relaying emergency messages, the home Unit may contact the Unit hosting the incident direct, via the telephone.

7.19 Retrieve Function
7.19.1 The "Retrieve" function is used when a request has been placed in error, *or can be filled by the local unit* or other means.

7.19.1.1 Contact the Unit where the request has been placed via the telephone,

7.19.1.2 Retrieve the request and document it.

7.20 Edit Request Function
7.20.1 Only the home Unit has the authority to edit/change a request until travel has started

7.20.2 The initiating unit for any request has the ability to change certain fields at any time. This needs to be monitored specifically when the reporting location changes which happens regularly when an ICP is established or a staging area is set-up. It is the responsibility of the unit to manage their requests and update this information as needed.

8 ROSS Administration

8.1 NEW ROSS Sites.
8.1.1 All new ROSS sites must be submitted to the CDF or USFS ROSS Project Manager for approval.

8.2 ROSS Position Code approval process
8.2.1 The Authority to add Position Codes into ROSS is retained by the CA CRIT BP group via the National Interagency Coordination Center.

8.2.2 Should the need arise to create/add a Position Code into ROSS that is not currently utilized by NWCG the following process shall be adhered to:

8.2.3 Local Unit/Forest will submit the position code to a CA CRIT BP group member (see attachment "A") with the following information.

8.2.3.1 Description of position

8.2.3.2 List the formal training that may be required for the position.

8.2.3.3 ICS functional area, i.e. Plans, Ops, etc..

8.2.3.4 The CA CRIT BP member will submit the request to the appropriate representatives on the California ROSS Business Practice Group. California ROSS Business Practice Group in concert with FIRESCOPE will review and approve.

8.2.3.5   If approved, GACC Command Centers can add locally, but the Position Code may be restricted to "local use in area of submission" or state wide.

8.2.3.6   California ROSS Business Practice Group may submit the proposed position code to NICC for its consideration as a nationally used position code.

8.3   ROSS Change Control Process

8.3.1   Nationally, there is a process for any ROSS user to submit change requests through the ROSS help desk. The intent of the California ROSS Change Control process is to prioritize the California requests and to help give the California representative on the National ROSS Change Control Board some direction.

8.3.2   The California ROSS Business Practices and Standards working group will appoint a representative from the dispatch community, to the ROSS Change Control Board for a term of two years. This person will represent the interests of the California agencies as well as the national dispatch community. The terms will alternate between a California Federal employee and a State employee. The appointee will become a member of the CA ROSS BP&S group.

8.3.3   A change request is defined as a suggestion to improve or modify the system. These requests may be submitted to the ROSS help desk by email (ross_suggestions@dms.nwcg.gov) or phone (1-866-224-7677) Information with each submission should include the following: Date, name, email, phone number, Unit/Forest ID, agency and a description of the change, suggestion or idea.

8.3.4   The ROSS Change Control Board Member will receive a list of the suggestions from the help desk and bring them to the CA ROSS Business Practices and Standards working team for prioritization prior to the ROSS CCB meeting.

8.3.5   For ROSS software problems contact the ROSS Help desk for resolution. The ROSS Help desk will notify the person if it a known problem, training issue or an enhancement.

8.4   Roles and Responsibilities:

- A complete list and detailed description of accounts and roles is located at the ROSS homepage: http://ross.nwcg.gov/ > Documents Library > Production Documents > "*System Role Descriptions*"

8.4.2   **ACCOUNT MANAGER:** This role would allow a person to create, modify and close a user accounts.

8.4.3   **AIRCRAFT DISPATCHER:** This role is required to access the Tactical Aviation Screen.

8.4.4   **BASIC USER**: This role allows them to access the ROSS Home Page, Reports and Help.

8.4.5   **DATA MANAGER:** This person is responsible for entering of Resources, Organization, Contract, and other data.

8.4.6   **DISPATCH MANAGER:** Establishes Pre-Order, Rosters and sets up affiliations for the centers.

8.4.7   **DISPATCHER:** This role will allow the Dispatcher to check/maintain the status of their resources, create incidents and generates request, fill requests, reassign and make travel arrangements.

8.4.8   **INCIDENT MANAGEMENT TEAM:** This role permits the entry and monitoring of resource requests.

8.4.9 **QUALIFICATIONS IMPORT MANAGER:** This person is responsible for running the utility programs to download IQCS. (Overhead qualifications).

8.4.10 **ROSTER MANAGER:** A Dispatcher needs to have this role in order to make any changes to crew, engine, and modules roster.

8.4.11 Units should make their own policy for administrative access to ROSS. There should be a minimum of one primary and one alternate at each unit to administer the ROSS resource data. This will require yearly maintenance, prior to fire season and also each time personnel transfer or new equipment or crews are brought on line. **There should be no reason for outside personnel visiting the unit to have administrative access to a unit's resource data.** Roles provided to a person assigned to help the unit should also be removed when their assignment is over. GACC personnel or designated "super-users" will normally have full access to all units, to assist the unit but will not change anything without conferring with the ECC Manager.

8.4.12 The center manager/ECC Chief shall be notified when users are added.

8.5   Suggested roles for ROSS user accounts:

8.5.1 Each GACC should have an Administration Account at the GACC with the following roles:

- Basic User
- Account Manager
- Data Manager
- Selection Area Manager
- Aircraft Dispatcher

8.5.2 At the Local Unit/Forest level, each Parent (GACC) should have an Admin Account with the following roles:

- Basic User
- Account Manager
- Dispatch Manager
- Dispatcher
- Aircraft Dispatcher

8.5.3 Each Local Unit/Forest Center should have an Admin Account with the following roles:

- Basic User
- Account Manager
- Data Manager
- Selection Area Manager

8.5.4 Each Local Unit/Forest Center should have a ROSS Administrator (and alternate) with the following roles: One person on each shift

- Basic User
- Dispatch
- Dispatch Manager
- Qualifications Import Manager
- Roster Manager

8.5.5 Local Unit/Forest Center Dispatchers should have the following roles:

- Basic User
- Dispatcher

- Roster Manager
- Aircraft Dispatcher

8.6 Selection Areas

8.6.1 There are three ordering affiliations available in ROSS: Selection Area, Direct Order, and Place Up. In addition to these, there are several other functions in ROSS that facilitate the placing and filling of requests.

In most cases, the 'Selection Area Affiliation' in ROSS will serve to replicate current business practices governing who can place a request to whom. Do to the complexity of all the possible combinations; the GACC's will be responsible for setting up these affiliations for all Units in ROSS. For the Mutual Aid system, each OES Region will set these affiliations for the operational area within the region. OES Headquarters will set the selection areas for the Regions.

If there are problems, additions or changes to your Unit's affiliations, please contact the ROSS Administrator at your respective GACC. The only approved deviation from normal dispatch ordering channels will be those that are negotiated by agreement.

Below are the descriptions of these ordering affiliations:

8.6.2 Selection Area

- Allows a Parent Dispatch Center to set up a Selection Area for their Subordinate dispatch centers (All incidents regardless of the host)
- Parents may limit authorization to order down to the Category (i.e. all air tankers)
- Example: Yreka Interagency Dispatch and Medford; If the two GACCs set up corresponding 'selection areas' for all Incidents that the Yreka Dispatch Center creates (limited to what the GACC sets up All Airtankers, All Equipment, etc.) North Ops could allow placing of requests from YICC directly to the Medford Fire Center. Medford could then Fill, Place it to a subordinate Dispatch, or UTF the request.
- However, if you also check the 'Place Up Authorized' box on the Selection Area Screen, Medford could then place that request with the Northwest Coordination Center. We do not recommend using the "Place Up Authorized" capability.
- Only an order placed from the Forest Agency dispatch center to an OES Operational Areas will have the Place Up Authorization box checked.

8.6.3 Direct Order:

8.6.3.1 Allows a Parent Dispatch Center to set up a Direct Order affiliation for their subordinate dispatch office. Direct Order Affiliation must be limited to a specific Catalog Category (i.e. Air tanker) and may be further restricted to a specific catalog item (i.e. Air tanker, Type 1)

8.6.3.2 The Direct Order Affiliation only allows the Unit that receives the request to fill or UTF a request placed to them via direct order. (i.e. Any dispatch center in Oregon which has a state jurisdiction incident is permitted to place a Direct Order for the State-contracted air Tanker in Medford through this affiliation).

8.6.3.3 This allows the GACC to limit the types of requests that can be placed, Place requests for a Category (All Airtankers) or limit to the Resource type (Airtanker, Type 1).

8.6.3.4 Example: Yreka Interagency Dispatch; Only for an incident hosted by Klamath National Forest.

8.6.3.5   By using Direct Order Affiliation, you can allow placing of requests for Airtankers (all Types), Crews (Crew, Type 1 Only), Engines (All Types) directly to Medford Fire Center. Medford must fill or UTF.

- NOTE: Because this is a DIRECT ORDER AFFILIATION, the only choices that Medford has is to fill or unable to fill (UTF.)
- Medford cannot place the request to any other unit. A request for a strike team could not be subsequently 'farmed out' to other units to fill elements.

8.6.4   Place Up:

8.6.4.1   This affiliation allows a request to be routed in different ways according to the jurisdiction of the Incident Host.

- (i.e., if an Interagency Dispatch Center, such as Grants Pass, has an incident within State jurisdiction, the requests can be routed up to the State of Oregon Coordination Center in Salem, and if they have an incident within Federal jurisdiction, the requests can be routed up to the Northwest Geographic Area Coordination Center in Portland.)
- A Place up affiliation does not limit how a dispatch can handle requests placed to them. (Fill, UTF, place up, place down, place to anyone within his or her selection area.) (This functionality is currently turned off).

9 Reports

There are four methods for extracting reports from the ROSS program.

9.1   Live ROSS Reports

9.1.1   From the application itself, various "canned" reports are queried from the live database.

9.1.2   There are three categories of reports, Status, Administration and Incident. ROSS reports are in PDF format.

9.1.3   To access reports users, must have a user login and password to the ROSS application.

- Contact your local ROSS administrator for passwords.

9.2   Data Delivery System (DDS)

9.2.1   From the ROSS website, you can access the Data Delivery System.

9.2.2   The ROSS Data Delivery System is a repository which contains data, presented in Microsoft Excel spreadsheets and Microsoft Access databases an

9.2.3   The data repository is the solution for accessing data (not reports) from ROSS.

9.2.4   The data is updated at pre-designated times through out the day.

9.2.4.1   Refer to the ROSS website for more information on the types and times the data is updated.

9.2.4.2   To access the data, you must have a valid dispatch messaging system (DMS) username and password

9.3   Data Analysis System (DAS)

- In the future, users will have access to a Data Analysis System (DAS)
  - Offers a centralized data storage site comprised of multiple data sources.
  - Data in a DAS will be summarized by subject area.
    - However, users can 'drill down' to specific transactions.
    - Use of the DAS will be primarily for strategic analysis.

- When the DAS is on-line, it will be:
  - Updated a minimum of every 24 hours
  - Used for a variety of inquiries, reports and analysis
- Accessed by anyone with a DMS username/password

9.4   Crystal Reports —ROSS Resource Order Form

- A ROSS resource order report, similar to the old MIRPS report, is now available to the CA ROSS user community. This report was developed using Crystal reports and does not require using the ROSS program for access. It only contains resource activity occurring in ROSS. This report is now available to all users with a CDF user I.D. Share this with your dispatchers and others who may need access to resource order reports.
- The database in Sacramento for the ROSS Information using Crystal Reports is **updated at: 0400, 0800, 1200, 1600 & 2000 (five times a day).**
- If you use Crystal Reports to get the ROSS Resource Order Form for an incident, the newest information will be just after these times. Currently, it takes approximately 30 minutes to update the server. So run reports at 30 minutes after the times above.
- The information on the reports are only the requests that have come to CA to fill, regardless of fill, pending or UTF'd.

9.4.2   Logon instructions:

9.4.3   CAL FIRE users with user ID and password

While on network go to:
http://reports.cadweb.fire.ca.gov/businessobjects/enterprise11/InfoView/logon.aspx
While off network, go to:
https://reports.cadweb.fire.ca.gov/businessobjects/enterprise11/InfoView/logon.aspx

System:	leave blank
Username:	Your CDF user I.D. (example, eapplega)
Password:	Your CDF user password
Authentication:	Windows AD

9.4.4   All Federal agencies

Go to https://reports.cadweb.fire.ca.gov/businessobjects/enterprise11/InfoView/logon.aspx

System:	leave blank
Username:	rossfed
Password:	ROSSFED
Authentication:	Enterprise

9.4.5   All Contract Counties

Go to:https://reports.cadweb.fire.ca.gov/businessobjects/enterprise11/InfoView/logon.aspx

System:	leave blank
Username:	rosscc
Password:	ROSSCC
Authentication:	Enterprise

9.4.6   All OES users

Go to:https://reports.cadweb.fire.ca.gov/businessobjects/enterprise11/InfoView/logon.aspx

System:	leave blank
Username:	rossoes
Password:	rossoes
Authentication:	Enterprise

9.4.7   All User Instructions

Once logged on:

Click the	+ on public folders
Click the	+ on ROSS Reports
Click the words	*Shared Reports*
Click the words	*ROSS Resource Order Form*

Notes:

Enter fields exactly as shown i.e. capitol letters, hyphens, zeros (6 digits total), full year etc.

You must know the Incident Number & Year. (CA-SHF-001693, 2006)

ROSS Data from Kansas City updated four times a day into database in Sacramento.

Crystal Reports session will expire after approx. 15 minutes of non-use.

Use lowest tool bar in Crystal Reports:

> **Export** This Report: Use file format Microsoft Word (RTF)
>
> > Identify pages or All pages
> >
> > OK
> >
> > New Window: SAVE, File Location, Rename, Save
> >
> > Then **email** as an attachment.
>
> **Print** (icon) to mapped printers. Prints Landscape automatically.
>
> **Search:** Use field to left of binoculars. Enter request number or name, etc.
>
> **Change Pages:** Use arrows, first/last page, or enter page number in "Go to Page" field
>
> **Order Relayed Information**: Type in "relayed" in Search field.
>
> Click on binoculars. Click anywhere on document to reveal request #'s on left side.
>
> Click on specific request # to take you to that request.
>
> (Remarks are coming!)
>
> To return to main report, drop down & pick main report. Change to page #1. Hit Enter.
>
> Click on **REFRESH** arrows to go to another incident.

10 Business Practices Working Team

10.1 Representatives

- Assistant Chief, CDF Northern Region ECC
- Assistant Chief, CDF Southern Region ECC
- Battalion Chief, CDF Northern Region ECC
- Battalion Chief, CDF Southern Region ECC
- USFS Operations Northern California
- USFS Operations Southern California
- Field Representative, Northern California Forest
- Field Representative, Northern California CDF Unit
- Field Representative, Southern California Forest
- Field Representative, Southern California CDF Unit
- CDF ROSS Project Manager
- USFS ROSS Project Manager (Chairperson)
- DOI Coordinator BLM, Northern California
- CDF Northern Region ROSS IT Coordinator

- CDF Southern Region ROSS IT Coordinator
- Representative, California Office of Emergency Services (OES)
- California ROSS Change Control Board Representative

10.2 Current membership

- List is included in Attachment A ("ROSS Business Practices Working Team").

10.3 Roles

10.3.1 Review and prioritize ROSS software change suggestions from California users.

10.3.2 Give input and direction to the California ROSS Change Control Board Representative.

10.3.3 Develop, distribute, and manage the ROSS Business Practices and Standards Document.

10.3.4 Provide oversight and support to the ROSS Training Working Team.

10.4 Responsibilities

10.4.1 To accomplish their role, the Business Practices Working Team has the following responsibilities:

10.4.1.1 Meet and communicate at least twice a year.

10.4.1.2 Ensure that all issues with the ROSS program are captured and documented in the ROSS ISSUE Log.

10.4.1.3 Recommend program changes and enhancements to the California ROSS Change Control Board Representative.

10.4.1.4 Review the status of requests and changes.

10.4.1.5 Develop, distribute, and manage the ROSS Business Practices and Standards Document.

10.4.1.6 Oversee development and approve training curriculum and training plans for ROSS.

10.4.1.7 Implement change-management policies and procedures provided by the ROSS Project Management Team.

11 ROSS Project Management Team

11.1 Members

11.1.1 CDF —   ROSS Project Manager Ed Applegate

11.1.2 USFS —   ROSS Project Manager Julie Vogan

11.2 Roles

11.2.1.1 Act as liaison to Agency management.

11.3 Responsibilities

11.3.1 Set policy.

11.3.2 Obtain funding sources if required

11.3.3 Maintain the Cost Share Agreement.

11.3.4 Maintain Service Level Agreements.

11.3.5 Approve and coordinate changes to the ROSS program.

11.3.6 Provide oversight of ROSS Business Practices and Standards.

11.4 CA ROSS Agency Sponsors

11.4.1 Bureau of Land Management

11.4.2 Bureau of Indian Affairs

11.4.3 California Department of Forestry

11.4.4 Fish and Wildlife Service

11.4.5 Governor's Office of Emergency Services, Fire Rescue Branch

11.4.6 Kern County Fire Department

11.4.7 National Park Service

11.4.8 United States Forest Service

12 Overview of ROSS

12.1 Purpose of ROSS

The National Interagency Resource Ordering and Status System (ROSS) project is a National Wildfire Coordinating Group (NWCG) sponsored information systems development project. ROSS is a computer software program, which automates the resource ordering, status, and reporting process. Established in 1997 and chartered by the NWCG in June 1998, the scope of the project focuses on automating current processes enabling dispatch offices to electronically exchange and track information near real-time. ROSS tracks all tactical, logistical, service and support resources mobilized by the incident dispatch community.

ROSS operates in an estimated 400 interagency dispatch and coordination offices throughout the Nation. Automation of dispatch processes has reduced labor-intensive practices, increased customer service, improved communications and lowered the costs associated with delivering services to field operations.

The ROSS Project Team is comprised of representatives from the Bureau of Indian Affairs, Bureau of Land Management, and Department of the Interior, US Fish & Wildlife Service, National Park Service, National Information Technology Center, US Forest Service, State representatives, and supporting contractors.

12.2 Technical Overview

12.2.1 ROSS Databases

12.2.1.1 There are three ROSS databases: Production, Practice, and Training. ROSS users normally have access to the Production and Practice databases. The Training database is available to end-users to use for training.

12.2.2 Servers

12.2.2.1 The ROSS application program resides on Servers located at the National Information Technology Center (NITC) in Kansas City

12.2.3 Network Access

12.2.3.1 Access to ROSS is via Local/Wide Area Networks operated by either CDF or USFS. The Networks are connected with two dedicated T-1 lines at Redding and Riverside to Sacramento before connecting to Kansas City.

- As a backup, the program may also be accessed via the public Internet

13 Access to ROSS (System Logon IDs)

13.1 ROSS User IDs

13.1.1 Each ROSS User will be assigned a unique ROSS User ID. Each Unit will designate personnel with   Supervisor or Administrator access level to be responsible for keeping user logon IDs current.

13.1.2 The Account Manager at the Unit can create user IDs. User IDs will be assigned the lowest level of rights necessary for the user to perform the duties of their assignment.

14 ROSS Business Continuity & Recovery Plan

14.1 ROSS Outage, PLANNED

14.1.1 Continuation of ongoing work in the event of a ROSS "planned" outage:

- Print all active and necessary orders based on best estimates of outage duration.
- Example, it may not be necessary to print next week's VMP incident if the expected outage is scheduled only to last an hour or so.
- Implement and bring current any manual backup system for incidents, status, and tracking.
- Log out of ROSS
- Review intercom protocols and manual ordering procedures.

14.2 ROSS Outage, UNPLANNED

14.2.1 Determine magnitude of "unplanned" ROSS outage for continuation of ongoing work:

- Check the server status for ROSS by calling the Help Desk (1-866-224-7677) and check option #2.
- Check the local internet connection to see if still operational
- Check with a neighboring unit to see if they are still operational.

14.3 Unit-wide (site) outage

14.3.1 Advise the GACC, the ROSS Field Coordinator, and the ROSS Helpdesk of the outage.

14.3.2 The GACC should notify all units by intercom of a potential ROSS problem so other units can immediately start the Planned Outage procedure.

14.3.3 If outage is contained to one or a few units, the GACC can act as those units (stand-in), or find a suitable host dispatch that can take on the workload.

14.3.4 If "stand-in" is not an option, the affected units will have to switch to resource order cards, as will all other participants on those specific incidents. Utilize the 5,000 series request numbering scheme.

- Upon resumption of operations, the request blocks for the affected incident will have to be split in order to correctly assign the numbers used during the outage.

14.4 System-wide outage

14.4.1 Utilize local backup systems, such as CAD programs, T-Cards, magnets, WinCan, and Resource Order forms.

14.4.2 Contact and coordinate information with active incidents as to what is at-scene and other vital status.

14.4.3 Switch to Resource Order forms and any new requests, on new or old incidents, start with the 5,000 series request numbers.

14.5 Recovery of Data After ROSS Outage

14.5.1 Capture as much actual information as possible.

14.5.2 Utilize fill by agreement if database is unavailable at time of re-creation.

14.6 Roles/Responsibilities of "Stand-In Centers"

14.6.1 GACC Command Center will create/set up user account for stand in Unit/Forest.

14.6.2 Receive orders via FAX or telephone if FAX is unavailable from affected Unit(s) / Forest(s) with outage.

14.6.3 Unit/Forest sign in utilizing identity that is needed.

14.6.4 Place orders to appropriate level as needed.

14.7 Contingency Plan.

14.7.1 The following procedures in the ROSS Continuation and Recovery Plan are based, in part, on the following assumptions:

14.7.2 Repeated printing of all active orders is not reasonable.

14.7.2.1 The standard Resource Order form will be used if ROSS is not available.

14.7.2.2 Any requests originated while in the manual mode will be issued a sequential request number starting at 5,000.

14.7.2.3 A-5000, E-5000, etc. This will allow easy identification later for requests that are "non-standard" in terms of ROSS documentation and retrieval.

14.7.3 During a ROSS outage, each office will have to switch to the manual status and tracking system.

14.7.4 If the ROSS program becomes unstable, print all active and necessary orders based on best estimates of outage duration. For example, it may not be necessary to print next week's VMP incident if the expected duration of the outage is hours rather than days in length.

14.7.5 Any apparent ROSS system problems should be reported to the next level Duty Officer, the ROSS Field IT Coordinator, and the ROSS Helpdesk as soon as possible.

15 ROSS Reference and User Guide

15.1 ROSS User Guide Access

The ROSS web site has a variety of tools, guides, reference cards, and assistance for users and instructors. Each dispatch supervisor should be familiar with the resources found at this site and consider using the appropriate documents to build a user manual and dispatcher aids necessary for their office. This site is constantly updated. http://ross.nwcg.gov/

16 ROSS Training

16.1.1 For ROSS to be successful in California, ROSS training will be necessary on a statewide basis to educate dispatchers and other potential ROSS Users on the use of the ROSS application. This application is interagency in nature and is intended for the use by agencies with wildland fire

protection responsibilities and their cooperators. The Federal and CDF cooperators include the California Office of Emergency Services and CDF's Contract Counties.

16.1.2 The intended users of the ROSS Program will be dispatchers and managers in California Emergency Command Centers (ECC's), dispatch team personnel, expanded dispatchers (Dispatch Recorders, Support Dispatchers, Supervisory Dispatchers) and Administratively Determined (AD) or call when needed (CWN) dispatchers. In California, with 17 Federal ECC's, 22 State ECC's, 6 CDF Contract Counties and two Geographic Area Coordination Centers (GACC's), the number of dispatchers to train amounts to over 1000 people. Many of the ECC's are interagency, but employ a multitude of dispatchers and managers from different agencies.

16.1.3 Due to the sheer numbers of personnel needing training, the BP&S working group will appoint a Training sub-group in the future to accomplish the following:

- Determine by the end of May of each year, the number and type of classes needed to fulfill the training needs
- Solicit cadre members and class coordinators through the ROSS project managers each year.
- Coordinate the classes through the normal training channels and develop a training schedule
- Manage the California ROSS training data base and schedule
- Update and maintain the training curriculum.
- The sub-group will stay in effect until the training needs are completely addressed by the normal agency Dispatcher/ECC Academies, D-110, D-310 and D-510 courses.

17 Attachment A

17.1 ROS Business and Practices Working Team

NAME	HOME UNIT	PHONE#	EMAIL
AMARO, ALICIA	CDF-LNU	707-963-4112	Alicia.Amaro@fire.ca.gov
APPLEGATE, ED	CDF-SAC	916-657-4549	Ed.Applegate@fire.ca.gov
BILZ, FELECIA	FS-SOUTH	619-577-5262	fbliz@fs.fed.us
CHASE, GARY	CDF-CNR-IT	530-226-3410	gary.chase@fire.ca.gov
DUNCAN, ED	BLM-ONC	530-226-2831	eaduncan@ca.blm.gov
EMBREE, WALT	CDF-CNR	530-224-2466	Walt.Embree@fire.ca.gov
ERWIN, JOHN	CDF-CNR	530-224-2466	John.Erwin@fire.ca.gov
EVANS, TOM	FS-ONC	530-226-2801	tkevans@fs.fed.us
GAUSEN, MARY	FS-KNF	530-841-5600	mgausen@fs.fed.us
GETHEN, SUE	FS-ONC	530-226-2801	sgethen@fs.fed.us
HELLER, MAC	FS-ENF	530-647-5214	dmheller@fs.fed.us
HODNETT, KATHY	FS-SRF	530-842-3380	khodnett@fs.fed.us
HOLDEN, JOHN	FS-R5	916-640-1209?	jholden@fs.fed.us
HONER, JULIA	CDF-OSC	951-320-4169	Julia.Honer@fire.ca.gov
MASON, BETH	FS-OSC	951-276-6721	bmason02@fs.fed.us
MOORE, ALICIA	CDF-MMU	209-966-3803	alicia.moore@fire.ca.gov
O'BANNON, PAT	OES-RDD	530-224-2441	Pat.O'Bannon@oes.ca.gov
RAMIREZ, LUPE	CDF-SAC	916-845-8680	Lupe.Ramirez@fire.ca.gov
ROUSH, PAUL	CDF-CSR-IT	951-320-6136	paul.roush@fire.ca.gov
SCHIEBER, BRYAN	CDF-CNR	530-224-2466	Bryan.Schieber@fire.ca.gov
VOGAN, JULIE	FS-R5	530-252-6620	jvogan@fs.fed.us
WATKINS, DAREN	CDF-FKU	559-291-4300	Daren.Watkins@fire.ca.gov

5/7/07

18 Attachment B

18.1 Intercom/Dispatch Net Use

This provides instructions for Intercom/Dispatch Net (intercom) use between the Geographical Area Coordination Centers (GACC) and the units. The intercom is a valuable tool for requesting initial attack and immediate need resources. It also is a means to provide general updates as to incident conditions. This process is dependent on the ordering unit promptly placing the information into ROSS.

New Order, New Request

Required Information:	Examples:
Unit with the new incident addresses GACCs/Regions, Units/Forests, and air bases affected, based on where the requests have been placed in ROSS.	NorthOps, Red Bluff, Redding Air Attack, Redding, new order (Wait for acknowledgement)
Incident Name	Incident name Millville
Order Number	SHU-5555
Descriptive Location (i.e. prominent landmark)	Highway 44, 5 miles east of Palo Cedro
Response Area and Map Reference	Statewide Thomas Brothers page 18, D-Delta 2
Latitude and Longitude or Township Range Section (Base Meridian)	Latitude 40 degrees, 33.4 minutes by Longitude 122 degrees, 10.3 minutes, Township 32 N. Range 2 E. Section 6, Base Meridian Mt. Diablo
Air Contact and Frequency	Air contact, Millville Air Attack on 151.285
Ground Contact and Frequency	Ground contact Millville IC on 151.445
Hazards	Hazards include large drilling rig at the scene
Break	"Break" (Wait for acknowledgement)
Request Numbers and resources dispatched or needed	On Alpha 1, using Air Attack 240; Alpha 2, using one air tanker from Redding; Alpha 3, using one air tanker from Redding; Alpha 4, requesting one additional air tanker; Alpha 5, requesting one copter

View Tactical Aircraft Incident Information

Incident Name April Prepo

Incident # G5-A13-000001

Office Reference

Description

Location

Latitude 41 31 17 N **Longitude** 121 43 50 W

Township 43N **Range** 2E **Section** 34 **1/4 1/4** **Base Meridian** Mt. Diablo, CA

UTM Northing 4597426 **UTM Easting** 605809 **UTM Zone** 10

Tactical Aircraft Frequencies

Type	Frequency	Tone

Reload Base

Aviation Hazards

Type	Latitude	Longitude

Requests

Req #	Status	Placed To	Requested Item	Resource Name

Print

OLD ORDER, NEW REQUEST, IMMEDIATE NEED
Unit with new request calls GACC/Region for needed resources. An example would be:

1.1. NorthOps, Redding, old order SHU-5555, new request.
(Wait for acknowledgement)
Requesting two additional air tankers, one Type 3 engine strike team and two CDF dozers, immediate need.

2. GACC/Region will use the intercom to advise the selected units of placed ROSS requests for copters and ground resources and will give units and air bases the full dispatch information for fixed-wing resources. An example would be:

Red Bluff, Susanville, Oroville, Chico Air Attack Base, Mendocino, NorthOps, old order SHU-5555, new request aircraft and equipment"
(Wait for acknowledgement)
To Red Bluff, request for a Type 3 Engine Strike Team and two additional dozers, immediate need.
To Susanville, Incident name Millville, SHU-5555, Highway 44, 5 miles east of Palo Cedro. Statewide

Thomas Brothers page 18, D-Delta 2. Air contact, Millville Air Attack on 151.285, ground contact Millville IC on 151.445. Hazards include large drilling rig at the scene, break.
To Oroville, Chico Air Attack Base, on Alpha 6, one air tanker.
To Susanville on Alpha 7, one air tanker.
The units and air bases will use the intercom to advise GACC/Region and the requesting Unit of the IA and immediate need resources assigned. Examples would be:
Redding, NorthOps, Oroville, Mendocino, Chico Air Attack, old order SHU-5555
(Wait for acknowledgement)
Alpha 6, Tanker 18, off Chico 1500, time in route 0+20."

> 2.1. Redding, NorthOps, Susanville, old order SHU-5555.
> (Wait for acknowledgement)
> Alpha 7, Tanker 151, off Chester 1502, time in route 0+25."

> 2.2. Redding, NorthOps, Red Bluff, old order SHU-5555.
> (Wait for acknowledgement)
> Echo 14, Strike Team 9251 Charlie, ETA of the first engine 1530, and the rest of the strike team will form at the incident.

OLD ORDER, RELEASE INFORMATION

- When releasing aircraft resources, it is mandatory to notify the affected dispatch centers by intercom.
  - This is especially important for tactical aircraft that may be available for reassignment while still airborne. For air tankers, retardant load status is critical for this scenario.
  - A typical release might be:
    - NorthOps, Oroville, Chico Air Attack Base, Redding, old order SHU-5555, Aircraft release.
      (Wait for acknowledgement)
      Alpha 6, Tanker 18 released 1530 half a load, ETE to Chico 0+20
- It is important that the resources be released in ROSS prior to the intercom notification.
-

INCIDENT INFORMATION

1. If an incident is escalating and the ECC feels that it will need to continue ordering resources or will have shared resources committed for an extended length of time, providing a brief incident summary over the intercom is appropriate if time permits. This will allow neighboring units to assess potential for resource requests. A typical incident summary might be:
   - "Redding with an incident summary on SHU-5555, the Millville incident. The fire is 150 acres with moderate rate of spread in grass into brush and oak woodlands. Anticipate additional orders for aircraft, crews, equipment and overhead."
- Summaries would be low priority traffic on the intercom, but with the implementation of ROSS they will help all parties anticipate and plan for resource needs based on area-wide incident activity.
- Additionally, units can use ROSS Displays [Maps] to locate a wildland fire and view Outstanding, Placed, Filled, and Total requests for air tankers, helicopters, hand crews, engines, and overhead. This will give interested neighbors and managers a quick feel for the level of incident escalation.