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| UNIT OVERVIEW |
| **Course** Expanded Dispatch Support Dispatcher, D-310 |
| **Unit** 0 – Introduction |
| **Time** 30 Minutes |
| **Objectives**  1. Introduce the instructors and students.  2. Discuss administrative concerns.  3. Present overview of course.  4. Discuss EDSD position qualifications.  5. Discuss course expectations. |
| **Strategy**  This unit provides an overview of the course and gives students an idea of what to expect. |
| **Instructional Method(s)**   * Informal lecture and discussion with PowerPoint. |
| **Instructional Aids**   * Personal computer with LCD projector and presentation software * EDSD position task books |
| **Exercise**   * ROSS Review (Optional) |
| **Evaluation Method(s)**   * Participation |
| **Outline**  I. Welcome and Introductions  II. Administrative Concerns  III. Course Overview  IV. EDSD Position Qualifications  V. Course Expectations  VI. Review Pre-Course Test |
| **Aids and Cues Codes**  The codes in the Aids and Cues column are defined as follows:  IG – Instructor Guide IR – Instructor Reference  SW – Student Workbook SR – Student Reference  HO – Handout Slide – PowerPoint |

# UNIT PRESENTATION

**Course**: Expanded Dispatch Support Dispatcher, D-310

**Unit**: 0 – Introduction

| OUTLINE | AIDS & CUES |
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| NWCG Mission Statement Slide.  Unit Title Slide.  I. WELCOME AND INTRODUCTIONS  For introductions use any method desired.  II. ADMINISTRATIVE CONCERNS  Discuss as appropriate:   * Facilities location (restrooms, vending machines) * Turn cell phones, radios, and pagers off * Computer use (no internet surfing, log on only when instructed, etc.) * Local information (restaurant locations, local map) * Meals and breaks (the time schedule for this course is tight – punctuality is very important)   Circulate a registration sheet for  Students to sign.  III. COURSE OVERVIEW  The course is presented through a series of facilitated discussions and exercises, which includes four simulations.  A. Simulation Overview  The simulation begins in Unit 5 and continues in Units 8, 9, and 11. The simulation schedule and instructions will be thoroughly discussed in  Unit 5.  The intent of the simulation is for students to experience actual job performance as they perform the role of an Expanded Dispatch Support Dispatcher (EDSD).  There is a 3-hour simulation for each of the functional areas:   * Crews * Equipment * Overhead * Supply   Each simulation will only include previously covered classroom material or dispatch recorder tasks and experience.  Students will gather and document information, role play, participate in shift briefings, and enter resource data into the Resource Ordering and Status System (ROSS).  Emphasize:  For students who feel they need a review of dispatch recorder functions in ROSS, please meet after class today. This review is optional.  The information we will review is in your student workbook.  Refer students to “ROSS Dispatch Recorder Review” (SW pages 0.7 – 0.21; IG pages 0.9 – 0.23).  B. Course Objectives  Given an incident situation, a briefing from the Supervisory Dispatcher, incident objectives, and a series of inputs from various dispatch functions, the students will:  1. Plan, organize, and implement a functional area to meet the needs of the incident.  2. Demonstrate the ability to interact with other functional areas in an incident support organization.  3. Follow established policies and procedures, utilize resource orders and supplemental forms to mobilize, reassign, and demobilize resources.  4. Demonstrate the ability to respond to changing priorities and situations within a functional area.  C. Evaluating Student Performance  Students are evaluated on the pre-course test, completion of inputs during the simulation, and class participation.  Students need to score 70%, or 700 points, to successfully complete the course.  The course point system is broken out as follows:  Pre-course test 400 points  Simulation - Inputs 400 points  Class Participation 160 points  Discretionary Points 40 points  TOTAL 1000 points  IV. EDSD POSITION QUALIFICATIONS  Training courses and/or position task books (PTBs) have been developed to qualify individuals for nationally accepted dispatching positions:   * Dispatch Recorder, D-110 * Expanded Dispatch Support Dispatcher, D-310 * Initial Attack Dispatcher, D-311 * Aircraft Dispatcher, D-312 * Supervisory Dispatcher, D-510 * Coordinator (PTB only)   Upon successful completion of this course, students will be able to meet the requirements to function as an EDSD trainee.  Discuss EDSD qualifications (refer to the current  310-1).  V. COURSE EXPECTATIONS  What are your expectations for this course?  Discuss students’ expectations and whether they will be covered in this course.  VI. REVIEW PRE-COURSE TEST  Instructor has the option of returning the pre-course tests now or at a later time.  Instructors have reviewed the pre-course tests; missed questions will be discussed throughout the course.  Coaches will answer questions concerning the test. Students may not keep the test.  Any questions? | Slide 0-1  Slide 0-2  Slide 0-3  Slide 0-4  Slide 0-5  Slide 0-6  IR 0-1  SR 0-1  Slide 0-7  Slide 0-8  Slide 0-9  Slide 0-10  Slide 0-11  Slide 0-12  Slide 0-13  Slide 0-14 |

**ROSS Dispatch Recorder Review**

Overview:

This is a review of the Dispatch Recorder functions as performed in Resource Ordering and Status System (ROSS). Because the scenarios in this course are done using ROSS, it is important you know these ROSS basics. When this course covers topics that are not in the Dispatch Recorder course, the instructor will show you how to complete the function in ROSS.

Objectives:

To review Dispatch Recorder functions in ROSS including:

1. Search for resources

2. The Incident screen

3. Creating requests

4. Editing requests

5. Filling requests

6. Request Status

7. Basic Travel

Each instructor and student will need a:

* Computer with ROSS practice loaded

User name and password

Suggested time for this review: 2 hours

I. 'SEARCH FOR RESOURCES' SCREEN

Search for resources regardless of managing dispatch, resource status, or resource assignment.

II. 'INCIDENT' SCREEN

Used to view, edit, and add additional information for existing incidents (for example, editing an incident name).

III. CREATE A REQUEST ('NEW REQUEST')

A. Select the correct incident before creating new requests.

B. 'Select Item to Request'

1. Filtering and selecting an item to request.

2. 'View Reminders' button for request type.

C. Name Request

1. To request a specific Overhead resource click the Pick button.

2. Deliver To – Defaults to Incident location.

a. Select a different location.

b. Select an existing location.

c. Enter a new location.

D. Navigation Instructions

Displays instructions for 'Deliver To' location of request.

E. Special Needs

Enter any special needs such as cell phone, laptop, etc.

F. Reporting Instructions

Provides specific instructions for reporting to assignment.

G. Incident Contact Tab

Select an Incident contact from the table and click '+'.

H. Incident Ordering Contact

Name and/or contact information of individual/position at Incident that requested resource.

I. Request Contact

Name and/or contact information of individual/position, either at Incident or Requesting Dispatch Unit, through which information can be obtained about request.

J. 'Request(s) Created' Section of Screen

1. Displays requests created for Incident.

2. 'Catalog Item'/'Name Request' radio buttons.

3. Toggles 'Catalog Item' column between catalog item and requested Overhead resource.

4. 'NR' column

5. An asterisk (\*) identifies request as a 'Name Request'.

K. 'Add Documentation' Button

Add documentation to one or many requests at one time.

L. 'Edit Request'

1. A request cannot be edited once it has been filled and the resource’s ETD (Estimated Time of Departure) has passed.

2. Cannot edit request numbering.

3. For pending requests, can change a Name Request to a non- Name Request and vice-a-versa, or change name of requested resource.

4. For filled requests, only 'Deliver To' field can be edited, however, other request elements can be edited on 'Edit Assignment' tab.

M. Agreement Resource tab

Only displays if request was filled with a non-inventory agreement resource. (Discussed in 'Request Status' section.)

N. 'Delete Request' button

1. Deleted request numbers cannot be reused.

2. You cannot delete a request once it has been:

a. Filled

b. Placed

c. Cleared from New Request screen

IV. 'PENDING REQUEST' SCREEN

Pending Request screen is used to take action on resource requests pending with your organization.

A. Filter for and select the incident you wish to work on.

B. 'Select Pending Requests' section of 'Pending Request' screen.

1. 'S' column

a. 'S' indicates request has a support request.

b. '\*' indicates request is a support request (**students will not see support request in this**).

2. 'G' column

* Indicates a group (roster).

3. For requests ordered with a configuration, displays one of following:

a. WC – Catalog Item with Configuration.

b. WO – Catalog Item without Configuration.

c. SI – Selected Items from Configuration.

d. An asterisk (\*) indicates an Assignment Roster has been initiated.

4. 'NR' table column

An asterisk (\*) identifies request as a 'Name Request'. Request does not HAVE to be filled with Overhead resource requested.

5. 'Action' button

Only those 'Action' button options applicable to the selected request display (are not grayed out) in dropdown list.

6. Retrieve Request

a. Retrieves a request that your organization placed status-only/external.

You can also retrieve internally placed requests; however, this must be done on the 'Request Status' screen.

b. Not applicable to services requests.

c. Can only retrieve if request has not yet been filled.

d. Retrieved requests are again 'pending' with your organization.

7. Edit Request

a. Can only edit your own organization’s requests.

b. Cannot edit once request has been filled and resource’s ETD has passed.

8. Place Request Up

Places request to your parent organization

9. View button

a. Top; view details about incidents, requests, requesting unit.

b. Check out the bottom view button.

10. Fill With Agreement

Can fill request with a resource not in ROSS inventory.

11. Continue Assignment Roster

12. Cancel Assignment Roster

Cancels Assignment Roster for selected request. You cannot cancel an Assignment Roster once a request for an Assignment Roster position has been created.

C. 'Select Action for Pending Request [Request # – Requested Item]' section of screen (bottom portion of screen).

1. 'Available' tab and 'Fill' button

Displays resources for which you may dispatch directly (without going through another dispatch office).

2. 'Reserved' tab and 'Fill' button

Displays resources for which you may dispatch directly that have been assigned to an Incident, AND who’s ETD has not yet passed.

When you fill a request using a resource from 'Reserved' tab, the request the resource had been reserved for will be UNFILLED.

3. 'Mob In Route' tab and 'Reassign' button

Displays resources for which you are the current dispatch or for which you are in the 'ordering chain', AND that are in route to an Incident.

4. 'At Incident' tab and 'Reassign' button

Displays resources that are at one of your organization’s Incidents.

5. 'Demob In Route' tab and 'Reassign' button

Displays resources for which you are the home dispatch, OR are for which you are in the 'ordering chain', AND that are demobilizing from an Incident.

6. 'Contracts/Agreements' tab and 'Fill' button

a. Displays resources on contracts or agreements in ROSS.

b. Select either 'Local Resources' or 'Non-Local Resources'.

7. 'Other Resources' tab and 'Action' button

a. Displays your Selection Area organization’s available resources.

b. Select either 'Government Controlled' or 'CWN/Agreement'.

8. Subordinate request numbering:

a. All subordinate requests have same catalog designation as root request.

b. 1st level of hierarchy beyond root: C-6.1, C-6.2, C-6.3, etc.

c. 2nd level of hierarchy beyond root: C-6.2.1, C-6.2.2, 6.2.3, etc.

9. 'Query' button

a. Updates information displayed in table for selected tab.

b. Does not update tab numbers ('Filter' button updates the numbers).

V. REQUEST STATUS

A. The Request Status screen is used to:

1. Check status of resource requests.

2. Perform basic actions on requests, such as Edit, Unfill, Cancel (but NOT Fill or Place).

3. You can only view those requests for which your organization is in the 'ordering chain'.

B. Search for and select the appropriate incident and catalog item.

C. Filter and select the appropriate request status and request number.

By selecting the Request Number radio button and typing ‘%’ in the right field, all requests will display, regardless of status.

VI. 'INCIDENT REQUEST' TABLE OF REQUEST STATUS SCREEN

A. Following is displayed for each request:

1. S – 'S' indicates request is a support request, '\*' indicates request has a support request.

2. 'NR' – Asterisk (\*) identifies request as a 'Name Request'.

3. 'G' column – '\*' Indicates has a configuration.

4. Qty R/A – Quantity Requested/Quantity Assigned.

5. Request Number

6. Resource Requested – In case of automatically placed Assignment Roster requests, also includes specific name of requested resource.

7. From – Generally, the originator of the action (the organization that placed the request).

8. Request Status

9. To – Generally, the recipient of the action (the organization that receives a placed request).

10. Action Taken On – Date and time action was taken.

11. Resource Assigned (only applicable to requests that have been filled). For root request of a configuration, either Assignment Resource Name or Resource Name can be displayed, depending on which radio button is selected just below 'Incident Requests' table.

12. Action

13. Resource Status (only applicable to requests that have been filled).

B. 'Show Subordinate Requests' check box – Unchecking results in only 'parent' requests being displayed.

C. 'Action' button – Select a request and click 'Action' button, which displays a drop-down list of actions.

D. Unfill Request

1. Only available if request status is 'Reserved'.

2. Unfilled request becomes pending with organization that performed the unfill.

E. Cancel Reassignment

Resource is placed back on original request it was reassigned from and is statused 'At incident' (travel arrangements cannot be made).

F. Retrieve Request

Retrieves a request that your organization placed (regardless of whether you created the request).

G. Cancel Request

Only available if request has not yet been filled, placed, or placed up.

H. Cancel UTF Request

Only available if request has been UTF’d back to you as the originator.

VII. TRAVEL BASIC

The 'Travel' screen is used to document mobilization and demobilization travel for a resource that was used to fill an Incident request.

A. 'TRAVEL' SCREEN

1. Filter and select an incident.

\* NONE SELECTED \* – Displayed until an Incident is selected.

\* SELECTED \* – Displayed after searching for and selecting an Incident.

2. Filter for and select a resource type.

\* NONE FILTERED \* – Displayed until resource filter is set.

\* FILTERED MOBILIZATION / DEMOBILIZATION \* – Displayed after setting resource filter.

3. 'Travel to be Arranged' tab on 'Travel' screen.

Travel has not yet been set for resources displayed here.

4. 'No Travel' tab on 'Travel' screen.

Resources displayed here have been placed 'At Incident' (mobilization) or 'At Home' (demobilization).

5. 'Travel (No Itinerary)' tab on 'Travel' screen.

Resources displayed here have already had an 'ETD/ETA' designated.

VIII. 'INCIDENT RESOURCES' SCREEN

Incident Resources screen is used to release resources from an Incident and/or reassign resources from one Incident to another.

You will only see your local incidents on this screen.

A. Filter for and select an incident, a catalog item and a resource type.

B. 'Set Resource Filter' section

C. 'Incident Resources' Table – Displays information for each resource, based on resource’s status.

D. 'Show Subordinate Requests' check box – Unchecking results in only 'parent' requests being displayed.

E. 'Action' button

1. Release – Only available for a resource that is 'Mob in Route' or 'At Incident'.

If 'Release' selected, resource is automatically released when displayed release date/time arrives.

2. If 'Tentative Release' selected, resource is not automatically released when displayed release date/time arrives, and 'Travel' options are not applicable.

3. Releasing resources that are part of a configuration:

a. Releasing resource on a parent request automatically releases resources on subordinate requests.

b. Resource on a subordinate request can be released without affecting resources on parent or other subordinate requests.

4. Edit Release

Only available for a resource that is 'Tentative Release (At Incident)', ‘Released (At Incident)', or 'Demob in Route'.

5. Reassign

a. Reassigning resources that are part of a configuration:

* Reassigning resource on a parent request automatically reassigns resources on subordinate requests.
* Resource on a subordinate request can be reassigned without affecting resources on parent request or other subordinate requests.
* If reassigning parent of a configuration, 'Reassign Roster' screen will display.
* When parent request is reassigned, any filled subordinate requests on original assignment inherit travel selected for parent to new assignment.

b. Fields at top of dialog box:

* 'Incident Requests' – Used to reassign a resource to another Incident request.

**Find it Quick in Ross**

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| **ACTION** | **SCREEN** |
| CREATE A NEW REQUEST | Request > New Request |
| EDIT A REQUEST | Request > Request Status > Action> Edit request |
| FILL A REQUEST | Request > Pending Request > Action > Fill |
| DOCUMENT TRAVEL | Travel > Travel Screen |
| FIND A RESOURCE | Resource > Search for Resources |
| VIEW INFORMATION ABOUT A RESOURCE | Resource > Resource Status > Details icon  Request > Request Status > View Resource |
| SET RESOURCE STATUS | Resource > Resource Status screen |
| VIEW THE STATUS OF A REQUEST | Request > Request Status screen |
| VIEW RESOURCE AT AN INCIDENT | Incident > Incident Resources screen |

**EXERCISE:**

On an existing incident (or by first creating an incident if necessary):

1. Create four requests (all of them with a qualification that you have).

* Fill one request with yourself with an ETD of now and ETA of 2 hours.
* Place one up to the GACC.
* Place one within their selection area if possible.

2. For the request you filled with yourself:

* Edit the travel for #A and set at incident.
* Reassign yourself to another request and set travel at incident.
* Release yourself from the second request and set travel at home.