Suggestions May – September 2005

Month	Suggestion	Comments
May	I just recently returned from instructing Ross in Fairbanks and Anchorage. I would like to request that priority be given to changing the timezone label to Alaska Timezone, instead of Anchorage Timezone. Now that Alaska is getting fully on board, it makes sense to get this cleaned up.	Accepted – Change time zone Anchorage to Alaska. The official is Alaska provided it is supported by the Oracle DTB CR 8779
	Having just recently returned from teaching Ross in Fairbanks and Anchorage, I would like to request that priority be given to fixing up the state of Alaska with the Township, Section and Range conversions, or ability. Now that they are coming fully on board, I think it is the right time to implement this ahead of other less critical states from the lower 48.	Accepted – Will need to purchase data if available. CR 9020
	On the incident screen. When entering a fixed or non-fixed hazard it indicates that a state is required, it has the little "*" next to it. You can enter a hazard without putting anything into that field. Which says it is a required field. It is not a required field.	Will be addressed as developers continue to implement the consistency requirements
	ISSUE: We placed an order for some crews with another dispatch center. They were unable to fill order. However, instead of UTF, they selected CANCEL UTF. So we were unable to take these orders and re-place them with another dispatch center. We had to recreate all the requests. RECOMMENDATION: Do not allow the filling unit to select CANCEL UTF (gray it out). This should only be allowed by the unit who created the request.	With Drawn. This was determined to be a refresh issue as the issue could not be reproduced.
	Instead of automatically defaulting to either aircraft or equipment, it would be very helpful to be able to set your own default. I work overhead and crews and it would be nice to have it pop up just that way. Thanks.	Accepted – although further evaluation needs to be completed expanding this to a possible reengineering of the personal setting screen. May become an Investment segment as personalizing the application may be out of scope. CR 9021

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	I would like to request that somehow the detail request form be enabled in ross. The other three supplementals are not as critical as this one. The detail request form itself has not changed in format in quite a while, seems to be a stable form, and the Ross version is so nice! We need to be able to fill it out and print it in Ross.	Accepted – Will include with re reengineering of supplemental forms. CR 9022
	On filling Aircraft request with a "New Resource". Filling a frequency request with a "New Resource" the required fields are "Aircraft Call Sign" and "Registration Number" and then you have to do travel. None which are needed. Not correct for frequency request. Would be better if had a fill screen like those of TFRs. Automatically set "At Incident". Any ideas or suggestions?	With Draw – functionality is already active, may have been disabled. Will check to see if "Fill Frequency" was turned off with supplemental forms.
	Issue: On the New Incident screen their is no field to enter the financial codes. Sometimes I just add them into the documentation, but I know that is incorrect. So to get a financial code added to an incident, you have to Create the Incident and then remember to go back and edit it to add the financial code. Recommendation: Create a field on the New Incident screen for the Financial Codes. Do not make it a required field to create an Incident. This change will save a lot of extra work (and frustration) for busy initial attack dispatchers who create the majority of the incidents.	This issue will be addressed in a future version.
	Hi.. the aviation folks are paying a lot more attention to the effects of altitude on the performance of air tankers (and other aircraft for that matter). One of the things our local SEAT managers are going to want to know is the altitude of the incident (for purposes of intentional downloading if the density altitude requires it). Suggestion: Add a block for an initial altitude in either the New Incident form or a place to edit it in in the Incident window. It would be handiest in the New Incident form and actually, it should also be possible to add an altitude later if it's missed during the opening of the incident.	This issue will be addressed in the Tactical Aviation module of version 2.4.

	I just completed an IQCS Import into ROSS and discovered that the following fields no longer import (like they did with Redcard). Airport Identifier Fitness Rating Expiration of Fitness Rating Gender Employment Status Are there any plans to have these fields import from IQCS to ROSS since the data is available in IQCS? This is going to be a really huge impact to keep this data updated in both locations. Many times, detailers will only have ROSS data as a source of reference when filling resource orders so it's important to have the fitness data in ROSS and readily available without having to cross-reference it with IQCS which they likely would NOT have access to. By no longer be able to import this data we have taken a huge step backwards. I would welcome any thoughts from the ROSS Team concerning this matter. It also appears that some of the data that I imported, it just wiped out the Fitness Information. I do not want to go in and manually enter the data only to have it wiped out again if I do another IQCS Data Import at the end of the summer (Before our Fall Fire Season).	This will be addressed in future version.
	The largest flaw of ROSS is its relatively slow pace. It's not only the few seconds of response time, but the sheer number of times that ROSS must query. Here are some suggestions to alleviate some unnecessary querying or to add more functionality... Pending Requests: While still querying the pending requests on the Pending Requests search screen, ROSS provides a "preview" of the requests that are pending showing that it already has the information available, yet it still queries for another 10 seconds or so. As far as I know, this is not required.	With Draw – Performance monitoring of the application is an ongoing item. Queries are continually being “tuned” for quicker response times to the user.

	Additionally, after selecting a subordinate center it queries again for the incidents the subordinate center has pending requests for. Since that information was already queried to find the number of requests the center has, perhaps this could be combined into a single query with perhaps a tree structure to select the subordinate center and then the incident. Request Status: To open the Request Status search screen, ROSS queries for a short time for some reason. That is not needed. Nor is the additional query when changing the selection from Local to Non-Local. I'm not asking ROSS to find anything yet, just setting the parameters of the search. Furthermore, it would be nice if there were some more parameters to search by with a single search. Being able to combine the search for the incident with the search for the particular request would be nice.	
	A meeting at our center today spawned a suggestion that we hope you maybe able to help us with. The information that is printed on the very bottom of ROSS orders......... EXAMPLE: Page 1 of 1 Severity CL215 support (Incident/project name) MI-UPC-000004 (Incident/project order number) Run Date: It would be a HUGE help to us to have that info printed on the left side of the order in Portrait style so that it could be read when the order is standing on end. Due to limited space we have a filing system that stores Resource Orders standing on end. It is my experience that quite a few office use this same filing procedure due to space limitations. If space only permitted (Incident/project name) along with (Incident/project order number) that would meet our needs here along with	With Draw – the current version of the resource order print out is at its maximum capacity in regards to information and font size.

	other agencies needs here in Minnesota.	
	When the resource order form is printed, the user-entered documentation (block 13) shows up without any date or time, so it's hard to know when it was done. The next version should allow the date & time of them documentation to print along with the text.	Fixed in July 05 with Version 2.3.1
	When editing a person's qualifications in Resource Item/Overhead, an extra step has been introduced. I'm filtering for a particular qualification, and it appears as in this screen shot... But in order for me to add this qualification I have to take an extra step and select it. If I don't select it, the 'right arrow' fails to move the qualification to the right side of the form. This is sort of silly when there is only one single result in the search screen. It didn't require this extra step in previous versions of ROSS. Please give us this 'one-less-step' functionality back!	Known software issue introduced with the upgrade of the development tool Versata in version 2.2. Global
	Good morning folks, I have a suggestion for upgrading the capabilities of the ROSS program. I am wondering if it would be possible to allow filling a resource by adding a "fill" tab on the "Action" box on the Resource Status Screen? This would allow for filling a pending request from an area that would be commonly used to determine overall order status.	Accepted – This would be new functionality. Possible requirements for draw down functionality. Further evaluation needs to be completed. CR 9023
	Hi. I was filling a request with a master roster and ran into a small but maddening problem when I clicked OK to accept the roster, this message popped up. Arrgh.. well, I can't get to the Resource Status screen because the Roster window is still open and it wants 'satisfaction.' So I cancel the Fill With Master Roster So I can get back to this.. Would it be possible to add the ability to "set resource status" from inside the roster window? That would save a BUNCH of extra moves since it's not possible to do a search for just the members of an assignment roster in the Resource Status screen.	Accepted – additional requirement for the rework of Roster. Constraints set by the change board are; Local resources only CR 9024

	The existing cludge being that the dispatcher has to remember to check in the roster window to see which folks are showing unavailable BEFORE canceling it to access the Resource Status screen. Those names have to be written down, hunted for and changed to available.. and then it's back to the pending resource screen to once again try to fill with that Master Roster. Filling with a master roster or any kind of configuration should not hinge on "status". Let the order go to the dispatch center whether they show available, unavailable or whatever. The dispatch center needs to be able to then make the change in an efficient quick way. Thanks. I know I have put this suggestion in before. But it never hurts to put it in again. There has also been talk of a "Team" status, but that will not help for the other types of catalogs, such as crews and aircraft.	This part is a departure of the current business practices and would need concurrence to have them changed.
	Primary concern is that the HOME unit can not see the full travel of their resources, coming home. This doesn't not happen when a resource has been reassigned to another incident. The travel description line of the travel does not show up at all on the travel tab. With the reports it shows up BUT not all the travel only the last leg, which is a lot of the time NOT the flight information. It is the driving back to their home unit. Can we either get the travel tab added to OR have the reports pull up ALL the travel legs.? 31554 - Travel Description field does not display on the travel itinerary tab from the view request option off request status 31585 - The mob and demob reports were going to be used as a work around for seeing travel description (ticket 31554), however, the mob and demob reports for 24 and 48 hours only show the last leg of travel. Customer is concerned this would be the ground transportation leg of travel and that flights would be missed.	Fixed in version 2.4 Contract and agreements module may address this issue Accepted – CR 9025 Issue previously identified and is in the process of being fixed.

	After speaking with Rex Alford, he suggested I send this up to you to make sure you knew how this was working currently. An overhead resource of ours had been called to say that he did not show available local on the Type 2 Team Roster in Roster. He went into his web status, and made sure it showed available box checked, and the area as local. This did not change him to available in Ross. He called me to ask why. In the resource status screen, he showed Returned from Assignment. I had him try a variety of things. First, change to unavailable in web status. I refreshed my screen, no change. Then he changed back to available, I refreshed, no change. I changed his status to unavailable in Ross. Then I had him change his web status to available, I refreshed and this time Ross took the change. I called the helpdesk, Craig, he said he was not aware of any bug. In talking with Jill and Marco in my office, they thought the workaround was for the resource to first change to unavialible in web status, then sign out, go back in and change to available, and that is supposed to work. I did not have my guy try this, so I can't verify it.	 Fixed in Version 2.4
Month	Suggestion	Comments
June	When a “Note” is placed on a request, it remains on the request till someone “clears” it off. Even if you “place up”, “UTF” or anything to the request the “NOTE” remains on the request. It should clear off like a “Claim” does when the request is place to another unit, or UTFed.	Fixed in 2.4
	On the "Other Resource " tab on Pending Request screen. The "count" of resource avail. ----- At the GACC level we see all resources that are avail "National" and "GACC" level. What we don't know is which	Accepted – Address the splitting of columns only. CR 9026

	center have resource avail for "national" or "GACC" only. If an request comes in for a "National" Incident we don't know which of those resource are avail at the "National " level and which are avail only "GACC" level. So we end up calling and send requests to units that have resource that only have resource available at the "GACC" level, when the incident is a "national" incident. Could that column be split??? and could the computer know the difference between the orders when it come in?	
	At the present time we cannot add a configuration to a resource (Resource has a Template in Catalog) if the resource is filled using "Fill with Single Resource". I am proposing an enhancement that would allow a resource that has been filled using "FIll With Single Resource", to have a Confiuration added to it, after the fill has been completed. I am also proposing an enhancement that would allow a CWN resource that has been filled using "Fill With Single Resource", to have a Manefest added to it, after the fill has been completed. I believe this would require some pretty indepth and detailed requirements. With the possiblility of the Financial requirements requiring that all resources, even on Crews, Engines, etc be accounted for on the Incident for proper accounting costs, I think we should enhance ROSS to accomplish this. We could make it a requirement that a Roster has to be filled out prior to commiting the resoure, but there are reasons not to. 1. The dispatcher needs to be able to assign a resource quickly, and not be encumbered at that time, but would be reminded to do it. 2. Other organizations that may use ROSS down the road, may not feel this should be a requirement.	Accepted – However the change board added the constrain of only the home dispatch can edit after assigned. CR 9027

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July	Still this year we are unable to view assignments and especially important their releases on Reassigned resources, could it be changed to enter a Project # and order # and view the resource assigned, then we would have access to there assignment record and release information. Reassignments have been a glitch in Ross since it's inception.	Accepted -Address home unit seeing requests after resource is reassigned. Request Status screen CR 9028
	A couple of things have since popped up that needs to be looked at. First in looking at Pre-Orders. Should it be that I see everyones pre-orders for Colorado, R6 or others. Because currently I can. As dispatch centers become more comfortable in using this feature that list will grow hugh. I would prefer not to sift thru hundreds of lists to find mine or local pre-orders. Second, I thought we had agreed to use a standardized naming convention....including caps when entering items. If you look especially at the pre-order area, it becomes apparent why it has been discussed. I think if it wasn't decided it should be reviewed and implemented soon.	Current Functionality. Preorders are scheduled for rework in a future release. Needs Business Practices rules for naming convention of these items.
	Customer is concerned that the file type of the Data Delivery tables was changed last week (refer to ticket 35272) Customer would like to be notified of such changes. He had developed an application to utilize and automatically run reports using the previous format. These systems can be modified, however, the customer would like notification that these changes are coming.	ROSS Team to develop procedure to notify users of such changes.
	The ROSS Data Delivery all inclusive file MN-EAC-ROSS.mdb (MN-EAC-ROSS.zip) is missing fields that are included with the MN-EAC-RESOURCES.mdb & MN-EAC-REQUESTS.xls individual data draw files.	Accepted – Add fields to the appropriate tables. CR 9029

	Fields needed in the MN-EAC-ROSS.mdb RESOURCES table - RES_GACC (would prefer RES_GACC_UNIT_CD) Fields needed in the MN-EAC-ROSS.mdb REQUESTS table - INCLUSION - RESTRICTIONS - QUALIFICATION - RES_PROV_UNIT_CD Reason why RES_GACC is needed is to be able to not have to create another join to the Organization table using the DISPATCH_ORG field. Reason why INCLUSION & RESTRICTIONS are needed - to monitor Trainee requests, FED Only requests, AD exclusions, etc... Reason why QUALIFICATION field is need in the Requests table - if the Resource is a Trainee at the time of filling the request, this field is updated in the REQUESTS.xls file - can not use the Qualification table with a join as once the Resource becomes "Qualified" at that position, the Qualification QUAL_TYPE is updated and not accurate as to the request timeframe. Reason why RES_PROV_UNIT_CD field is needed in the Requests table - if the Resource transfers to another unit / agency / etc, the join to the Resource table is no longer accurate to the request timeframe. This field is updated at the time of filling the request in the REQUESTS.xls file.	
	Customer requests that when requests are generated due to incident merges, the new requests carry the original requests history and documentation. Centers need to generate reports showing how many people have been sent out by a center and the numbers are off (low) because requests	With Draw – Current functionality based on established requirements. If one request is cancelled and replaced with another, due to a merge, only one

	generated from merges are not appearing in counts. For example: --the AZ-ASD-000259 O-14 request was cancelled due to an incident merge --the customer's center handled the AZ-ASD-000258 O-7 request, this request was routed through the customer's center and filled by Illinois. --the AZ-ASD-000258 O-7 request is now the AZ-ASD-00257 O-9 request, due to an incident merge. The history of that request is that it was generated due to a merge and placed directly at Illinios. However, when running reports for his center, the last request does not show up. Customer use "all" report.	request should be counted.
	1. Several personal currently are listed as a IQCS migration. This unit has not done the migration, we chose to clean up the ROSS Data base and correct names to match drivers license. Several month ago, I contacted the help desk and they said this happen during an upgrade or environmental sweep. The problem is that once a person is classified as being (IQCS) you can not manually update the WCT scores. ROSS will send a message stating that the person has lapsed in their WCT, but can be filled in the order. These scores come in year round depending on the units location, it will be an enormous workload to migrate for each WCT session. ROSS is not a certification program. Is there a way to change this?	Will be address with future version
	Make Ross Fast. By this a definiation would be: as fast as WildCAD operatates as far as processes, and request.	With Draw – Performance is continually being monitored and adjusted as necessary.
	I have recently been using the ROSS report "Resource On Assignmnet By Provider". I have found this a benifitual report to provide information on our Local SIT Report. I problem I noticed is on the format. When I look at the report, I notice	Accepted CR 9030

	that it scatters resources attached as part of an organized crew manifest, such as an engine crew, or hand crew. This make it difficult to "read" where people are at by glanceability. So the suggestion is to "GROUP" the manifested resources with the main resource type. IE: Provider: Idaho Falls District Catalog:: Engine, and subordinate/ manifest requests Category: Equipment Catalog Item: Engine Type 3,4,5,6,7 + Overhead Crew manifested Resource Item Incident Name Request Date Assigned Curent Location Number Tony Ulvestad Big Ass Fire E-25.1 07/01/2005 1238 MST Cedar City Joe Crewmember Bigg Ass Fire E-25.2 07/01/2005 1238 MST Cedar City I had trouble with the table, BUT, as you can see everyone is grouped together. In the current version of this report, resources are listed by Overhead positions, seperately, making it difficult to digest if you are looking on eight or more pages as to who is with what unit. Additionally, if there should be a Team dispatch, even though the Team leader is not from the area, still group the people together, and identify the main resource. This can work as well if there is a loan of a Fire Fighter from one dispatch unit to another, to help staff an engine. A	

	person could then at least identify that the loaned out Firefighter was assisgened to say E-1321. --------------------------------- ADDITIONAL IDEA: Add returning resources on the report: This makes it easy for a one stop shopping center for people coming home, and geting a "Traveling to home Unit" on their current location, alonge with an ETA. I would be curious to know if these ideas go anywere. We never seem to hear if they are valid or voted in, or why not voted it. Otherwise this seems like a one way street for the suggestors.	
	BACKGROUND On the legacy Resource Order form there were 2 little boxes that actually provided a wealth of information if used properly. At a glance, you could tell if the fire had been notified that resources were coming in, resources were confirmed to have arrived at the fire or when resources were demobed, and if local, back home. If the boxes weren't colored in, then at a glance you knew you had to check on the resource's status. Did they arrive? If not then initiate a search for them to make sure that they got where they needed to be safely. If they were demobed, did they ever get home? And when? PROBLEM Currently we, more often than not, have had to release our own resources from incidents outside our dispatch area. Many times we are calling the resources days after they are home…or we find out accidentally that they are home confirming that we can close out the resource order. We can no longer, at a glance, see if the resource order has or could be closed out, what resources are actually still "at large" and it is very labor intensive to search through all of the orders to see. In my mind we are not doing our job of tracking resources and ROSS has contributed to that by automatically saying the resource is at the fire because the estimated date and time of arrival has passed.	Local business practices policy may need to be developed for assigned resource upon returning from assignment.

	RECOMMENDATION I believe resources should remain in travel status until they are actually confirmed to be at their destination (ie: a dispatcher has to physically go into the resource order and click a “box” that says arrival confirmed. Maybe it should come up on both the sending and receiving dispatch center??). Perhaps a warning box should pop up that says “XXX resource was scheduled to arrive” and a quick access button to that order to either confirm arrival or modify ETA based upon information gathered about the delay of the resource. This information should be readily available on the front of the printed resource order for quick reference. We have many resources traveling alone and the dispatch system is their safety net. If we aren’t confirming arrivals of resources in a timely manner, then we are not doing our job and currently ROSS does not facilitate this tracking. Documentation is not the place for it – who has time to wade through all of that? It should be evident by looking/glancing at the resource order.	
	I was working with an IQS upload today. I was in the Resource Item screen and had searched for a specific provider. After retrieving the provider WI-WIS under WI-WIC I attempted to sort the database by name. The sort was successfull except that the database reverted back to the WI-WIC database. I don't remember this happening before. This is not a good thing. I hope that version 2.3, soon to be released, will not have this sort problem.	Identified software issue to be fixed In future version.
	I've been a bit out of touch with ROSS lately, other than on the DDS side. Something came up here at SACC last week that set me to thinking (sometimes a dangerous thing, I'll admit!). I was asked to come up with a list of people who had gone out on FEMA assignments as ESF4s (ordered as THSPs). I had no way to get this information out of the DDS, as there is no way to query for positions beyond the basic THSP category - which we all know is a huge catchall most of the time. I talked briefly with Rex about this, to see if anyone had ever requested that maybe the "Special Needs" field be included in any DDS files, as a possible way to search for this info. He said he thought it would be unworkable because people aren't consistent in the way they enter what the person is actually being ordered to do, but agreed	IQCS is the sytem of record for nmemonics. Special Needs has been added to the DDS files.

	that this is a big issue. Has anyone ever submitted a change request asking that an additional field be included in the Enter Request screen to further clarify what kind of THSP is being requested? If not, I think it would be a real life saver. Of course, you'd also need to add something on the qualification end to categorize what kind of THSP positions a person is qualified to perform. This is another huge issue, since right now if you're qualified as a THSP you come up on any search for one, regardless of what kind of THSP stuff you can do (it could well be apples and oranges). Of course, maybe someday the position codes and 310-1 will finally be reworked to include all the other positions that fall under THSP right now, but I'm not planning to hold my breath. Any prospects for us in the short term through ROSS?	
Month	Suggestion	Comments
August	I would like the system to be able to convert a short team to a long team and a long team to a short team. Example: I have a Type 2 short team on an incident and I want to reassign them as a long team. I own the team and I created the rosters. As it is now I either release the short team, make all the members available, and then assign the long team, and re-travel the short team members or I have to individually add each of the remaining long team position to the reassigned short team by creating subordinate requests. Solution: At reassignment, the system would 'convert' the short team to the long team using it's master roster. This would mean the short team (consisting of 11 or so positions) would be	CB determined this to be infrequent of enough situation to include as a change. Business Practices needs to be developed on how to order and fill short vs long teams using current roster.

	reassigned to the new incident, plus the remaining 16 or so long team positions would be created and filled using the master roste or placed in my pending. Also would like to be able to covert a long team to a short team, having the system release all positions not included in the short team. This functionality would be available for reassignment as well as when a team in the same assignment but converting to a short or long team.	
	Some suggestions from Central Idaho Exapanded disptach. 1) Generic docuementaion to be able to keep a shift log 2) No contact tab for equipment and aircaft. Customer was trying to find a phone number for a EERA piece of equipment and there is no where (except specail needs) to enter this type of contact infor for equipment and aircraft 3) A quick short cut to be able to add documentation from several screens. Like a left click option to add doc 4) Spell check for documentation 5) On pending request be able to bring up more than one incident at a time 6) On New request show resource counts for item begin requested, so that if count is zero request can be placed from New request screen. 7) On travel when filtering for Jet Port, once jet port is selected automtically set the time zone based on the jet port selected 8) If an incident is a complex you can't see that from the incident screen. The only place that the complex tab shows up is if you click view incident from another screen.	1) Outside scope of ROSS 2) Will be include in Contracts/agreements module, Future version. 3) Development tool Versata does not support left/right click options. 4) ROSS is not a word document and development tool Versata does not support. 5) Fixed in version 2.4 6) With Draw - Would add to much additional performance. 7) With Draw – Would require additional Maintenance 8) With Draw - Identified in naming of incident.
	I have noticed that when any resource is in pre-position status, it still shows them available nationally at the Parent level. So we see this resource as available in a GACC area. To avoid this problem I suggest that when a GACC knows when a resource will be pre-position to make there status	With Draw – Local business practices to set availability.

	available local. Or Have R.O.S.S automatically default the resource to show that they are not available or available local.	
	The system is not printing out the documentation in chronological order (time) as it is input by users. This would be real helpful if it could be updated as it used to be.	Fixed with version 2.3.1
	I'm having difficulty understanding why the machine won't let me do this.. It's not like this is some sort of business rule.. and when a number of similar resources are being released all at the same time, doing the exact same process - one at a time - is a pain in the patootie.. :-) Just curious..	Current business rule is not to allow multiple release of pre position resource because dispatchers need to determine whether the resource is going home or back to preposition.
	1. Lots of complaints about the blinking, red RE button. People want the ability to shut it off, like can do with the other blinking red buttons.	Software Issue identified will be addressed in future release.
	Wanted to make sure that you were working on fixing the multi select capability on Status reports, in particular, we use the first one, resource status detail by availabity status. We don't have time to run all 11 of our centers individually. I was hoping that this last version would fix that, but Ed at Helpdesk didn't thinks so, or that it was going to get fixed?? This is something we really need.	Fixed, to be implemented in Oct 05
	The Request status screen has been exceptionally slow lately. Please save us some time and frustration by giving us two options from the tool bar drop-down - a request Status (Local) and a Request status (Non-Local). What is status of a true "request status screen" without runing a workload report? One more like MIRPS for a very quick overview would be greatly appreciated.	The slowness has been identified and may need reevaluation after version 2.4. The request status screen has been reengineered for 2.4 so that it allows for multiple.

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	I use resource item a lot. When I search for a specific provider I would like to be able to further sorts while in that provider. Past versions of ROSS Prod have allowed me to bring up a provider and then do a sort A-Z or Z-A without loosing that provider. Since ROSS v2.2 this feature has been lost. Now any sort request brings you back to the master list for the dispatch center. This has become very frustrating! I request that this anomaly be fixed in a future revision of ROSS production. Thank you.	Accepted - Software bug introduced with update of developmental tool Versata. CR 9031
	Another look at the Resource Status screen.. Please add "Resource Name" and "Status" to the Display Dropdown menu in Set Resource Status - **Filtered**. Then make it possible for this dropdown to Set the Default instead of it going back to Home Unit if the window is closed. I think that the ability to sort by Home Unit is a good option. So I'm wondering why it's not an option in the Select Filter for Resources portion of this screen. It would be really handy to be able to filter overhead by the home unit (since I've split out folks into discrete home units instead of lumping as done in provider and owner). Thanks.. this would make life a bit quicker for us in the field. The current default sort to home unit means two clicks and two really long waits to obtain an alphabetical list of resources to scroll through.	With Draw – The change board felt this to be to great of a performance factor on this screen to warrant it's inclusion.
	Would it be possible to allow ROSS users to set the 'default sort' in the Resource Status window? These are really nice options, but the most useful for me is having the Resources sorted alphabetically. And although I can do that with a couple of clicks and a lot of waiting, I'd like to have the option to set that as my default window.	Accepted - Maybe an option in establishing personal setting. Could be added to above item of personal setting rework. CR 9032 Ref: CR 9021
	I wish when I change screens that the new screen would default to the incident I was previously working on. Example: If I am working on the New Request screen for Deep Creek incident and go to the Request Status screen, would like the screen to default to the Deep Creek incident.	Some what implemented in version 2.4 with the "goto" button on the new request status screen.

	Just a suggestion why can't there be a "team only" availability under the tab that ask were you are available too GACC, National or local. People always call wanting a person showing as available and we have to explain that there only available for team assignments only not a single resource.	On hold by NWCG direction. CR on record
	In the search screen for travel incidents, the "incident type(s)" menu box is really difficult to work with.... Due to the code used to create the box, instead of getting a dropdown menu of incident types, a scroll menu is provided. But only two types of incidents are viewable at any point. This makes it really difficult to find, remember the choices, and choose the desired incident type. It would be WAY easier to pick the appropriate incident type off a drop down list that showed all the options.. At minimum, if a scrolling menu has to be used, providing 6-10 items in the window would increase the usability markedly. Another related time saver would be the ability to set the default incident type. If I know the name of the incident (or the number) but forget that it's not a "Fire - Wildfire" I end up wasting time having to rerun the search for various kinds of disasters, pre-position, or other obscure incident options. I'd like the ability to set the default to "all of the above" (which I currently have to scroll to and choose) so I can get right to searching by name/number for my incident. This is particularly true for travel since I'm almost always searching for a particular incident which I have the name and number for to complete the travel for. And finally, a repeat of my earlier suggestions.. I'd like the ability to set the default to include ALL INCIDENTS, not just local incidents. It might be just one additional keystroke, but it's the cumulative effect of having to make that extra keystroke over and over again that creates frustration and RSS irritation. (Repetitive Stress Syndrome) True power to the user is not just a search tool that rummages through all corners of the database. It's also in being able to customize the application to	Fixed in version 2.4 Identified in previous version as this is to be the default. Ability to select all incidents will be available in version 2.4

	streamline the workflow at hand. All the power in the application is for naught if I know where I want to go and have to endure a 'powerful search' for something I'd rather just go straight to. :-)	
	Have noticed that the "Transportation Description" is not populating in the "View Request" - Travel Itinerary tab. Showed this to Rex Alford, and he was not sure if this was a bug or a suggestion. It does show up on the "View Mobilization Itinerary". We need the same columns on the view request travel itinerary tab.	Duplicate of above.
	Suggestion on the work load report. On the first page there is no line under the names of the column headers.	Resolved.
Month	Suggestion	Comments
Sept	A few things in the process of importing IQCS data, and the ensuing cleanup. Some of this you are already aware, and some maybe not. This includes merging the old Ross Record into the new IQCS record. 1. The new IQCS record does not allow you to change the gender in ross. (Greyed out). It shows as "unknown" for imported records. 2. Have to reinput the employment status and preferred jetport, and all contacts. 3. Have to set up brand new User Account for merged record, with new user name and passwords. This is documented in the Merge Resources document with the User Guide. I would recommend in the document that you also mention the need to run a "Person Overhead Listing" to get a record of all contacts entered, that way this can be re-entered. It would be a lot better if this not get lost in a merge. As well as all of the above, employment status, preferred jetport and especially user accounts. If you don't do this before the import, you lose your contact info, and are not able to recreate very easily. 4. Would like to see Auto Doc when you complete an import from IQCS. 5. Would like to see an admin notifier when you complete an import from IQCS. (Would also like to be able to print them.)	Addressed with future version IQCS import

	Question, when does a user account self populate? I had one of my imports, I merged it, updated resource item and then went to user accounts to search for (originally the lower case ross entered record was in there), and all of a sudden I see the uppercase iqcs record in there? After doing a few of these, I am not sure I understand how it works. Some people, like myself, Flint Cheney, have an IQCS record, altho I know for certain we were Ross records before. But there is no duplicate for us? I don't understand how come not everyone imported into Ross ended up with a duplicate record. Was there something that occurred with the last version that changed Record Source on some people? I had better send this before it is too long for you to even respond to.	
	I request that within the message text for Place Request Notifiers, the "Requested Item" be included in the sentence just after the "Request O-#". This is how it reads when you go to the notifiers for Fill. Example: Request O-261 - SAFETY OFFICER TYPE 2 - [ID-NPF-170097] Clear Red Complex has been filled with HARRIS, GARNER (CO-CRC) by CATHERINE HUTTON@CO-CRC. I am asking for the Place Request to read like this... Request O-261 - SAFETY OFFICER TYPE 2 - was placed by VICTOR MONTOYA @CO-RMC. Because notifiers are so helpful in seeing the work that has come in to your office at any given point in time, I am in the habit of reviewing them first thing in the am, as well as through out the day. It is very time consuming on the "Action Notifiers" to click on view request to see the "Requested Item", especially when you are getting 30-50 at a time, etc.	Cleaning up Auto doc and Notifier messages are an ongoing item with each release.

	So, if the Message Text could be rewritten to just include the "requested item" (position code, mneumonics), life would really be sweet. Then I could just quickly scroll through the list seeing what sorts of things are being ordered. It makes sense to me to do this for all catalogs...OH, CR, EQ, AC.	
	Hi...I have a request on the reminder screen. Please include "Views", in order to get the phone number of the dispatch center responsible for transferring the person to me. This just recently occurred, they did not call me (WA-PSC), the phone numbers for the resource in "search for resources" no longer work, I have no idea who the person is or what agency he has transferred to... however, I do really like the reminder screen. It is great. Thanks for	Accepted - Add view functionality to reminder screen. CR 9033
	When creating support orders on a new request from the new request screen it would be helpful if the support orders were added to the request that was highlighted instead of being added to the request at the top of the requests created list. We know it is possible to accomplish this from the pending request screen, just would be nice to be able to do it in new request, thought we used to be able to do that.	Accepted - Software bug introduced with update of development tool Versata. CR 9034
	I'd noticed this before, but I don't think I'd commented.. All of the times portrayed in ROSS are "Standard" times.. no daylight savings times. I'm willing to bet a bazillion cases of Fat Tire Ale that the vast majority of dispatchers are not "correcting" travel and resource needed times for the difference between standard time and daylight savings time. In fact I'm guessing that a lot of dispatchers aren't setting the correct time zone in travel occurring across time zone boundaries.. So that means our documentation is just a wee bit suspect in terms of what time things actually happened. Suggestion! - That ROSS be programmed to automatically default to Daylight Savings time (and back) when the official dates come around. And that the time be displayed as such - e.g. MDT, PDT, etc. - during the DST portion of the year. That means that places like Arizona would always have MST (since the state doesn't switch).	As designed for reasons identified in the last sentence of this suggestion. As for the setting the correct time zone this should be an item needing addressed in business practices.

	User would like to place a suggestion to give an option to unrelease a request once the resource is already at home, to enable users to fix erroneous release/set no travel (set at home).	Fixed in Version 2.4 non-local resource will not have the option of setting at home.
	Hi...When you click on print from the travel screen, you do not get a dropdown selection like you do elsewhere in Ross. It automatically prints the travel itinerary. I suggest that you stay consistent with the drop down on the print button, and show the choice of what you have to print. Even tho it may only be one choice from travel, that way you can either choose to print or not. The way it is now, you have to waste time while the print query happens, and you may have wanted to just update the order, not print itinerary. We don't want to hold dispatchers up in ross if we don't have to! This just happened to me. I wanted to update the order with the travel itinerary I had just input, and had forgotten that wasn't what you get from the Travel Screen Print button.	With Draw - No drop down needed with only one print option on this screen.
	Before implementing the supply module in ROSS, it must have the unit measure. It currently has no quantities attached to the unit of measure in the New Request screen. Without the quantities, a dispatcher will need to reference the NFES catalog. For example, a box of NFES 1842 (MREs) consists of 12 meals per box and 48 boxes per pallet. Without this information, it will be difficult to order quantities (in standard packs) without consulting the catalog.	Addressed in future version with other ICBS-R items
	Roster – Deleting, Canceling and Retrieving - When filling requests with resources that have rosters. (Crews, Engines, Helicopters, & Smokejumper Planes) There are three options… 1) Save and continue later 2) Commit Resources (Save and continue unassigned later) 3) Commit Resources and create outstanding requests. Fill with E-1	Accepted – Correct functionality where requesting unit can not cancel or retrieve request once filling process has begun. Deleting may be corrected with the resolution of cancel/retrieve. CR 9035

	The main objective is to fill the request as soon as possible so the requesting unit can not cancel or retrieve with out having to CALL and tell the filling unit of said plans. (Have happened because the filling unit is waiting for the roster confirmation and travel times.) Special Need and Reporting Instructions – On a team deployment, the special needs and reporting instruction do not duplicate on to the subordinate requests. The "Special Needs" and "reporting instructions" get entered by the Requesting Unit and then the Filling Unit of the Teams sees the "Special Needs" and "Reporting Instructions" but once the "Team Name" (Team – 1 – Cable) gets filled by the GACC that holds the team, basically deploying the team and all the team member orders and requests get placed with their home units, they, the home unit dispatch centers can not see the "Special Needs" and "Reporting Instructions" that were entered on the original "O" number for the team, on the "Parent Request". It does not copy down if entered under documentation either.	Accepted – Propagate special needs and reporting instruction down through the subordinate requests when fill a roster. CR 9036
	Would like to see the Aircraft Tail # printed in block 11 (of the resource order) for the "Other Aircraft/Hazards" not the lat/long.	May be addressed with Tactical Aviation report (print out) in version 2.4
	We re-printed an order from a wildfire we had this year. We noticed that on the order it only showed demob times. Due to this we are keeping 2 copies of the order, one with mob/demob and one with official demob times on it. I am wondering if we could change the system to leave demob and mob times on the orders at all times. Thanks for your help and have a great day!	This issue was resolved by the DEW Group with the current RO print. Due to paper size, font size and information needed, mob and demob are separated. More complete Information is available through reports.
	On the Katrina incidents (I think we are dealing with 21 now) we are moving resources, primarily equipment, from one incident to another to another and are having a difficult time following the sequence because when things are filled with agreement and then reassigned, the resource assignment history doesn't show and Search for Resources doesn't work.	May need to be looked at with the Contracts and Agreement Module in future version

	It would be a wonderful enhancement to be able to follow all resources through the sequence they go through on any given continuous assignments.	
	A couple suggestions from working the Katrina orders in Louisiana: 1. Have a "Search for Pending Requests" feature like the Search for Resources feature. This would help when a resource is released with time left and a dispatcher wants to quickly see if there are any openings that match the quals of the person being released. Could include all pending requests in the GACC or even nationally. 2. Built in knowledge of the ranking of positions, so if someone is qualified as an ORDM, ROSS would accept that qual to fill a SUPL request, maybe with the prompting of "Are you sure?". 3. The ability when releasing a request with a subordinate request to release them together (like you can do with crews, teams, etc).	1. Can be resolved with workload report. 2. NWCG has determined this to be out of scope. 3. Issue addressed in future version
	When requested a Non-NFES Supply item in Supply, you have the option to type in the Item Description. When requesting an Equipment item as *Category not listed, it would be nice to have the same option so that what is actually ordered will show in the Resource Requested column instead of "!Equipment not in catalog".	May get addressed in future version.
	I noticed that the email information which shows in Resource Item does not show up when in any of the View Resource screens This is a bummer as I try to email a copy of the resource order to folks as it's a better copy on their end than if I fax it. The only way to get to a person's email address is to leave whatever View Resource screen, which ever window spawned it, and open up Resource Item and search for the individual again. May I suggest that whenever a "contacts" tab is opened, that ALL of the contacts entered for a person be entered, not just the phone numbers.	Accepted – Will update view Contact tab with all new contact information. CR 9037
	Well, first of all, I would hope that you all would run a report by "! Equipment Not in Catalog (SEE DOC)" and reference any like resources that are being filled and add them to the list of Equipment Catalog Items on the	Will pass suggestion on to catalog manager for possible addition.

	next release/update of ROSS. Just as an example, on the Blossom incident (OR-SIF-000011), we really didn't have that many, but one that stands out is a CHIPPER. I would think for the rehab work, this would be a popular requested piece of equipment.	Send to R.Squires on 10/20 for resolution
	Would like a print button included in the "Search for Resources" area. This screen is the only place we can see the O# and the incident # that a resource has been reassigned to. This is important to our center because we are required to send a hard copy to the Ogden Payment Center of each assignment an AD has. An AD resource may be reassigned to a higher or lower paying assignment or laterally to another O#. In any case our payment packet must include a resource order that reflects/documents all of the AD's assignments. We can print out the O#'s that our center was involved in, via the "Request Status" screen but not the reassignments. Haven't found a workaround to be able to print these reassignments.	Accepted - Create new report for resource assignment history, assigned to contracts and agreements module future version CR 9038