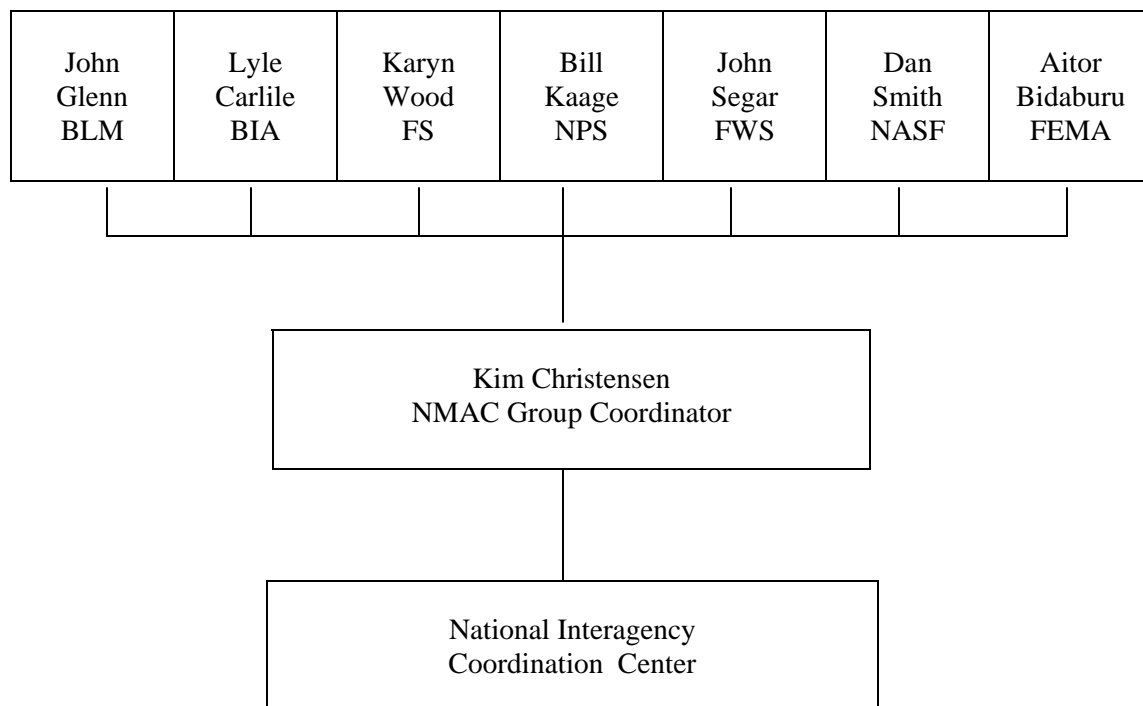


**CHAPTER 30
ORGANIZATION**

National Multi-Agency Coordinating Group (NMAC) Organization

During National Preparedness Levels 4 and 5, the National Multi-Agency Coordinating Group (NMAC) is activated and twice daily briefings are conducted to establish national priorities and provide national leadership and direction to wildland fire activities.



NIFC Directors’ Delegations

The FS, BLM, BIA, NPS, FWS, NASF, and FEMA Directors at NIFC have written delegated authority from their respective agency heads to:

Represent their agency on all matters related to wildland fire operations. This includes membership on the NMAC, determining national priorities, and allocating/reallocating incident resources.

Multi-Agency Coordinating Groups (MAC) Organization

Multi-Agency Coordinating Groups (MAC) at the National and Geographic Area level should be activated in accordance with Preparedness Levels found in the National or Geographic Area Mobilization Guides. As the number and complexity of wildland fires increase, involvement and/or impact on agencies increase, and competition for resources increase, it becomes necessary to expand the normal coordination system to ensure efficient use of critical and National Resources. There may be a need for Geographic Areas to activate their MAC Groups when the National Preparedness Level is at 5, enabling Geographic Area response to requests and direction from the NMAC.

Responsibilities of the NMAC

- Determine and set National priorities.
- Direct, control, allocate or reallocate resources among or between Geographic Areas to meet NMAC priorities.
- Provide policy modification and direction for procedures, standards, and methods.
- Coordinate information and situation assessments between agencies and publics.

Responsibilities of GMACs

- Determine and set Geographic Area priorities.
- Acquire, allocate, and reallocate resources.
- Issue coordinated Situation Assessment Statements.

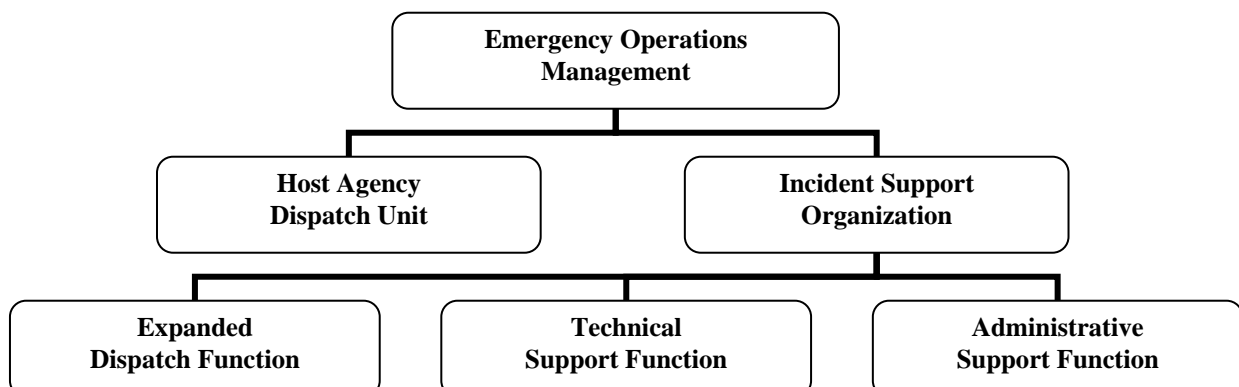
Incident Support Organization (ISO)

Agency Administrators are responsible for emergency operations. They provide general guidance and interact with the MAC Group. Typically, some or all of their responsibilities are delegated to personnel who can devote more complete attention to the situation. Often, the unit Fire Management Officer (FMO) has responsibility for the **Incident Support Organization (ISO)** and as a representative on the local MAC Group. Routine initial attack and other dispatch functions continue, but are separated from the ISO. Each office shall maintain a Dispatch Operating Plan, which will include authorities, roles, and responsibilities for Expanded Dispatch personnel, procedures for routine and emergency operations, the resource order process, job aids, and references for the integration of Buying Teams and sources of supply.

The ISO works to provide logistical support to the host agency and the incident(s). The ISO is implemented to address the increased business volume and to supplement established organizations. Staffing positions in an ISO are to be based on need rather than a preconceived organizational chart.

The ISO reports to the Agency Administrator and is composed of functional branches: Expanded Dispatch, Technical Support, and Administrative Support. The functional branches coordinate and cooperate to support the host agency and the incident(s).

INCIDENT SUPPORT ORGANIZATION



1 **Expanded Dispatch Organization**

2 The Expanded Dispatch function of the ISO relieves the host agency's dispatch unit by focusing
3 exclusively on the large or complex incident(s).

4 5 Expanded Dispatch Functional Areas

- 6 • Overhead
- 7 • Crews
- 8 • Aircraft, Logistical
- 9 • Equipment
- 10 • Supplies

11
12 The volume of orders and complexity of the incident(s) determines staffing levels and the degree
13 of expertise required of the Expanded Dispatch organization. In less complex situations, one (1)
14 dispatcher can handle more than one (1) functional area. Additional personnel may also work
15 within the Expanded Dispatch, such as data entry.

16
17 The Expanded Dispatch Supervisory Dispatcher is a facilitator accomplishing the direction
18 provided by the Center Manager or Fire Management Officer, who has delegated authority from
19 the Agency Administrator. Facilitation is accomplished by adequately staffing and supervising
20 the operations of the Expanded Dispatch organization, maintaining positive and effective liaison
21 with the host agency and incident management team(s), and assisting in clarifying the roles and
22 responsibilities for the ISO and the host agency dispatch unit as needed. The individual filling
23 this position must be a qualified Expanded Dispatch Supervisory Dispatcher and capable of
24 performing all functions within the Expanded Dispatch organization.

25
26 An Expanded Dispatch Coordinator is normally assigned in the most complex situations; ones
27 where there are considerable external influences affecting the ISO, a local MAC Group is in
28 place, or where span of control within the ISO and/or Expanded Dispatch becomes an issue.

29 30 **Technical Support**

31 The Technical Support function of the ISO provides specialized skills, which assist off-incident
32 support operations. These can vary from situation to situation. Common Technical Support
33 functions are: telecommunications, caching of supplies, transportation services, equipment
34 inspection, Aviation ramp services, Mobilization or Demobilization Center management, and
35 security. In many situations, full-time staffing of these support skills is unnecessary. If the
36 situation requires more attention, it may become a full-time responsibility for the duration of the
37 incident(s).

38 39 **Administrative Support**

40 The Administrative Support function of the ISO provides administrative services for the host
41 agency, ISO, and incident(s). These can vary from situation to situation. Common
42 Administrative Support functions are: equipment, personnel timekeeping services, procurement
43 services such as a Buying Team, hiring of local ADs or casual employees, follow-up on local
44 compensation and claims actions, providing fiscal advice, and vendor payments.

45 An Incident Business Advisor (IBA1 or 2) may be ordered by the Agency Administrator to assist
46 with incident business.

47
48
49

1 **MAC Group Coordinator**

2 The MAC Group Coordinator should only be assigned when a MAC Group is activated. The
3 MAC Group Coordinator serves as a facilitator to multi-agency decision making. The position
4 provides expertise in obtaining and summarizing multi-agency information to affect collective
5 decisions at the MAC Group level and implementing agencies' priorities.

6 Responsibilities:

- 7 • Ensures MAC Group decisions are communicated and implemented through established
8 dispatch ordering channels.
- 9 • Arranges for and manages facilities and equipment necessary to support the MAC Group
10 function.
- 11 • Facilitates the MAC Group decision process by ensuring the analysis and display of
12 information that will assist the MAC Group or their representatives in keeping abreast of
13 the total situation. Provides the data necessary for astute priority setting, allocation of
14 resources, and other collective decisions.

16 **Complexity**

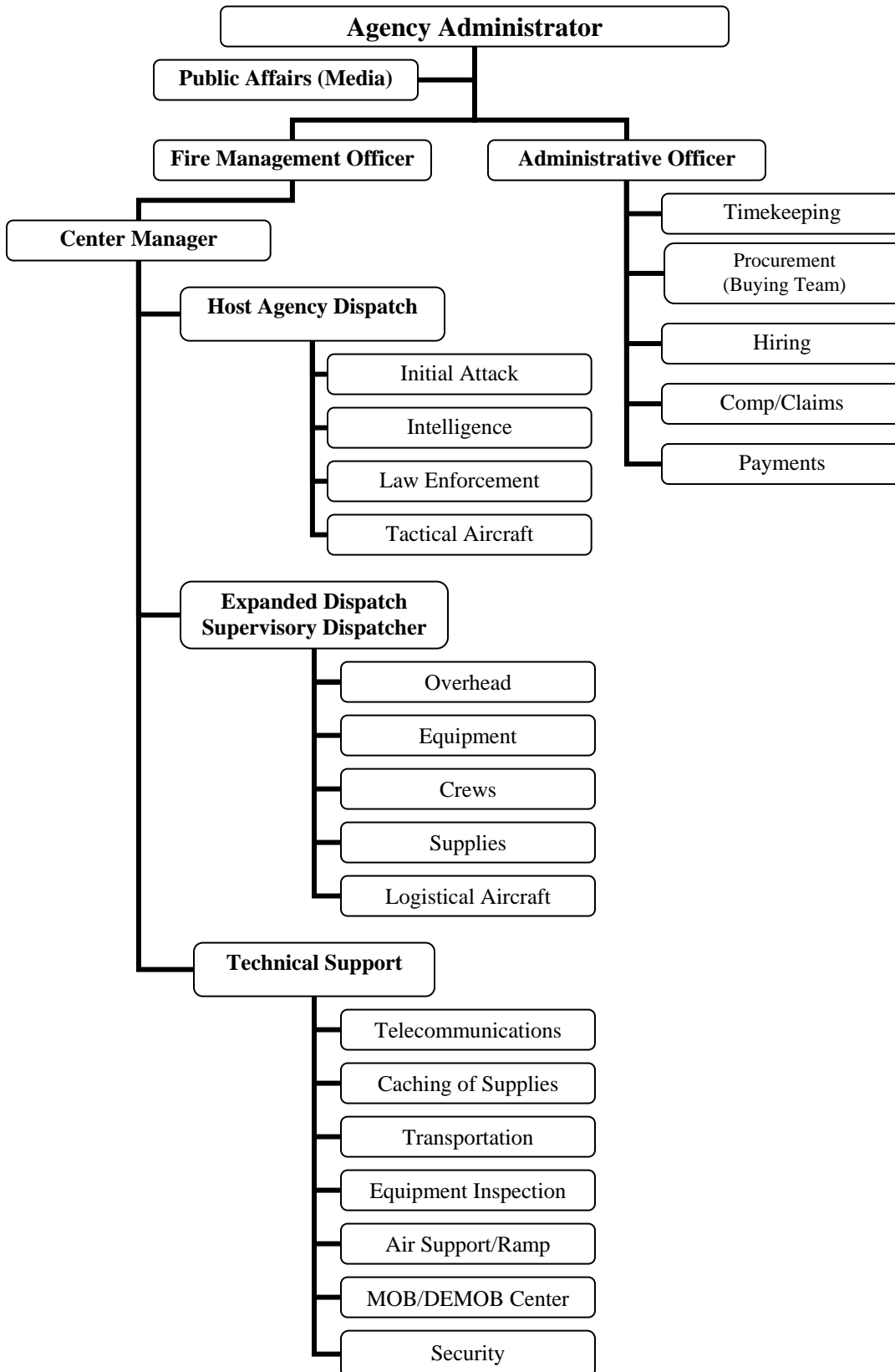
17 An increase in complexity usually requires more involvement with management. Examples of
18 complex situations are: multiple problem fires, multiple agency involvement, or when
19 competition for resources is high. MAC Groups may be activated in the most complex situations
20 or directed by a Preparedness Level. They provide direction to off-incident coordination and
21 support. (See Chapter 30) Basic actions of a MAC Group are priority setting, allocating
22 resources, and issuing coordinated situation assessments to the media. MAC Groups occur at all
23 levels of the organization.

24
25 Communications to and from the incident(s) are accomplished through the host agency's
26 dispatch unit, using established dispatch channels. This includes ICS-209s, supplemental
27 intelligence worksheets, situation assessments, analysis, prognosis, and fire behavior/weather
28 information. Agency Administrator will communicate policy and specific directions directly to
29 the Incident Commander(s) and Public Affairs will contact the Incident Information Officer(s)
30 for media information and/or news releases. Redundant contacts are to be avoided.

32 **Example Organizations**

33 ISOs are implemented to address the increased business volume and to supplement established
34 organizations. Staff positions in an ISO are to be based on need rather than a preconceived
35 organizational chart. (See ISO Charts, Chapter 30)

Incident Support Organization, Example



Incident Support Organization, Example – Complex Incident

