

# NATIONAL INTERAGENCY COORDINATION CENTER



## DETAILER GUIDE 2011

The National Interagency Coordination Center is located on the 2<sup>nd</sup> floor of the Jack Wilson building at the National Interagency Fire Center in Boise, Idaho.

Our Physical Address is:  
NIFC/NICC  
3833 South Development Ave.  
Boise ID 83705  
Phone: 208-387-5400  
Fax: 208-387-5414 or 208-387-5663  
Website: <http://www.nifc.gov/nicc/index.htm>

**NATIONAL INTERAGENCY COORDINATION CENTER (NICC)  
ORIENTATION FOR DETAILERS**

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## *National Interagency Coordination Center Mission Statement –*

*The principal mission of the National Interagency Coordination Center (NICC) is the cost effective and timely coordination of land management agency emergency response to wildland fire incidents. This is accomplished through planning, situation monitoring and expediting resource mobilization between the Bureau of Indian Affairs (BIA Area, Bureau of Land Management (BLM) States, National Association of State Foresters (NASF), Fish and Wildlife Service (FWS) Regions, Forest Service (FS) Regions, National Park Service (NPS) Regions, National Weather Service (NWS) Regions, Federal Emergency Management Agency (FEMA) Regions through the United States Fire Administration (USFA) and other cooperating agencies.*

## *A Brief Profile of the National Interagency Coordination Center*

NICC was established in 1975 to provide logistical support and intelligence for wildfires across the nation. NICC also provides support to “all-risk” incidents such as floods, hurricanes and earthquakes. NICC coordinates resource allocation across the U.S., as well as provide support to incidents in foreign countries.

How does it all fit together? When local dispatch offices have exceeded their internal capability to fill resource requests locally, the requests are placed with their Geographic Area Coordination Center (GACC). The U.S. has 11 GACCs. See Appendix B pgs 19-22.

When GACCs have exceeded their internal capability to fill requests as a result of supporting multiple incidents, the requests for personnel, aircraft, equipment and supplies are routed to NICC.

Based on “closest forces” and “total mobility” concepts, NICC will mobilize the closest available qualified resource, regardless of agency affiliation. In addition to coordinating resources among the GACCs, NICC is the sole source dispatch center for Call-When-Needed contracted Type 1 and Type 2 helicopters, air tankers, NIFC, FS infrared imagery aircraft, large transport aircraft, National Contract caterers, showers, NIFC telecommunications equipment, military resources (excluding National Guard assets) and requests for international assistance.

## *Working Atmosphere –*

NICC has a zero tolerance policy for harassment of any kind. All employee’s, cooperators, contractors, and volunteers who participate in wildland fire operations have the responsibility to treat one another with respect. Every employee at NICC takes personal responsibility for creating and ensuring a healthy and safe work environment.

Every individual assigned to NICC has a responsibility to report harassment, inappropriate behavior, and take positive action to mitigate the effects. Promptly notify the Coordinator on Duty (COD) or Assistant Center Managers should any situation develop.

NICC takes pride in maintaining a professional and service oriented working atmosphere while still allowing for some informality. We want you to have fun working here, but we

also expect you to use common sense and do your assigned job to the best of your ability. If you have questions about your assigned duty, please don't hesitate to ask for help.

*Appropriate Attire –*

In order to maintain a professional atmosphere at NICC, we request that visitors and detailers wear casual office-style apparel. With a large group working in a relatively small working space, it is difficult to keep the temperatures comfortable for everyone. We recommend that you bring a sweater or jacket to ensure your comfort.

*During your stay –*

If you have any questions or concerns, please direct them to the Coordinator-on-Duty (COD) or ask the Lead Dispatcher assigned to the desk you are working. If your questions or concerns cannot be met at this level, please contact one of the Assistant Center Managers.

*NICC Staff –*

NICC is staffed with seventeen year-round personnel, eight nine-month WAE employees and two seasonal employees. NICC is staffed jointly by Bureau of Land Management and USDA Forest Service employees. An organization chart is located in Appendix A, page 12 of this guide.

*Lodging, Meals and Transportation –*

Room reservations are your responsibility or are to be made by the sending unit. A list of area motels is located in Appendix C, page 17 of this guide. If you are not self-sufficient, please call NICC immediately and notify the COD. Please notify us of any special needs you may have. If lodging is being paid by NICC, **you are responsible for personal telephone calls, movies and/or other miscellaneous expenses.** Also, if you are assigned to the night shift, it is highly recommended that you let the hotel staff know that you are a “day sleeper.”

Most detailers pay for their own meals via per diem. If you do not have any method of paying for you own meals, let NICC know as soon as possible.

Authorization for rental cars will be stated in your resource order. If it is not authorized, we do have some fleet vehicles available to use during you stay. If you are going to use one of the fleet vehicles, please make every effort to keep the vehicle clean and the gas tank adequately filled. We try to minimize the additional cost of renting vehicles – if you can car pool with someone else to and from your hotel who is assigned to the same shift as you, it is strongly advised. Below are the 2010 Boise area per diem rates.

Primary Destination (1)	County (2, 3)	Max Lodging (exc. taxes)	+	M&IE Rate	=	Max Per Diem Rate (4)	First & Last Day (75% of M&IE)
Boise	Ada	77		46		123	34.50

## *NIFC Security –*

Access to the NIFC compound will be allowed only through the northwest (Vista) gate. This entrance will be staffed with NIFC security personnel 24 hours a day. All other gates to the compound are closed.

You will need to show a valid ID (federal government or state issued identification). NIFC security will be aware of incoming detailers to NICC, but you will need to state your purpose to gain entry to the facility.

The NICC Staff Assistant will issue a NIFC parking permit and combination gate/building key card to each detailer at the beginning of their assignment. When your assignment has been completed, return these items to the Staff Assistant prior to traveling home.

**NIFC Security 24 hr. number – (208) 866-6666 (cell), (208) 387-5915 (guard shack)**

## *Timekeeping –*

You are responsible for keeping track of your own time. Time should be recorded to the nearest quarter-hour. You should use the pink **OF-288 form (Emergency Firefighter Time Report)**. Copies are available from the NICC Staff Assistant. **It is recommended that you complete the form daily and have the form signed off by the COD at the end of each column (Block 12)**. When your assignment is over, the COD will sign Block 26 after Block 25 is signed by you. The white copy (file copy) of the form is to remain here at NICC for our records. This must be turned in to the Staff Assistant when returning your NIFC parking permit and card key. Generally, the charge code on the resource order that you were ordered on will be used for your time sheet. If you have any questions about the charge codes, check with the COD.

## *Lunch and Breaks –*

Please notify your desk supervisor or the COD when you take a break or lunch to ensure adequate staffing. A meal period of 30 minutes must be taken for each work shift. If an extended break is needed, contact your supervisor.

The NICC break room is small but has two refrigerators, two microwaves and a toaster. If you choose to bring lunch into the office, please eat in the break room. Label food items to be stored in the refrigerator with your name and the current date. Please be courteous and remember to wash your dishes after use. At the end of your assignment, please remove any left-over food from the refrigerator.

You are allowed a 15 minute break for every two hours of work. Whole bean coffee is available in the break room for a fee of \$6 per two week assignment payable to the NICC Staff Assistant. Additionally, snack foods and drinks are available in the vending machines on the first and second floors.

### *Smoking Policy –*

The Jack Wilson Building and all buildings located on the NIFC compound are smoke free. There are designated smoking areas outside of each building.

### *Restrooms –*

Restrooms are located on all floors of the Jack Wilson Building.

### *Handicapped Accessible –*

The Jack Wilson building is a fully handicapped accessible building. The NICC office is located on the second floor of the building, with an elevator located near the East entrance of the building. Parking spaces are provided for employees and visitors with disabilities; see map in Appendix B, page 15.

### *Sick Leave/On-the Job Injuries –*

If you become ill while on duty, please notify the COD immediately. If you cannot come in for your scheduled shift, please call the COD before your shift starts so that we can make arrangements to cover for you. If you feel that your illness or injury will prevent you from staying on your assignment, let the COD know so that your demobilization arrangements can be made.

If you are injured while on duty, please see the COD as soon as possible to have a CA-1 Notification of Injury form filled out. If further medical attention is needed, a CA-16 Medical Authorization Form must be filled out prior to visiting a doctor or hospital.

### *Performance Evaluations/Task Books –*

Performance evaluations will be completed for every detailer assigned to NICC. If you are working on completing a task book, please let the COD know upon your arrival. Only qualified NICC employees can sign off items in your task book that you complete successfully. Your task book must be properly initiated from your home unit. If you did not bring your task book with you, call your home unit and have them mail it to you.

### *After your stay -*

After your stay, please complete the NICC Detailers Survey Form. You can find this survey located on page 19, Appendix D. We welcome your comments or ideas on how we can improve our Center.

## *NIFC/NICC Emergency Procedures -*

### *Fire Evacuation Procedures –*

The Jack Wilson building is equipped with automatic fire alarms. Building exits are clearly posted; make yourself aware of these exits when you arrive. When an alarm sounds, everyone will follow the procedures below.

- ✚ Evacuate the building by walking to the nearest exit. Only use stairwells. **DO NOT** use elevators. Close office and stairwell doors behind you. Employees and visitors with disabilities should be assisted by any available personnel.
- ✚ Proceed to designated assembly area (closest parking lot to the work area).
- ✚ Supervisors will ensure that all floor personnel are accounted for.
- ✚ Return to building only after “all clear” has been given by the Fire Department.

### *Procedures in the Event of a Bomb Threat by Telephone to NICC –*

- ✚ Behave in a calm and courteous manner.
- ✚ Do not make an attempt to transfer the call or put the caller on hold.
- ✚ Keep caller on the line as long as possible and notify a supervisor or other personnel by motion, signal or note.
- ✚ Have the call monitored, if possible.
- ✚ Use Bomb Threat Checklist as a guide for gaining information about the caller. This form is posted near each telephone throughout the Center. It is important to fill out the form while the voice and message are still fresh in your mind. This data is crucial for getting information to the right people at the right time and determining safe evacuation of the premises.
- ✚ In the event of a bomb threat, total evacuation must commence immediately with direction from the COD. Evacuation will be to the designated area, usually the closest parking lot to the office first and from there it will be determined by a COD.
- ✚ Prior to evacuation, the employees will make a quick check of their areas for anything out of place or additional packages in the area, extra brief cases, boxes, etc. The quick check will be requested because the employees know their work area and surroundings better than anyone else.

### *Physical Attacks and Assaults –*

- ✚ BLM Law Enforcement, NIFC Security or local law enforcement should be contacted without delay upon a physical attack or assault of an individual while at NIFC. For an immediate response to protect an individual(s) from further injury, 911 services should be called. No matter what other actions may have been taken by law enforcement or the legal processes to correct the violent individual(s), management should make a written record of the attack and the response.

## *NICC Desk and Position Orientation -*

The NICC floor is separated into four functional areas:

**Equipment/Supplies:** coordinates the mobilization of telecommunications equipment, caterers, showers, engines, dozers, portable weather stations and miscellaneous supplies.

**Crew/Overhead:** coordinates mobilization of 20-person crews, smokejumpers, single resource overhead positions, specialty teams including; Area Command Teams, Type 1 and 2 Incident Management Teams, Burned Area Rehabilitation Teams, etc.

**Aircraft Section:** coordinates the transport of crews, personnel, supplies and equipment; air tankers, lead planes, aerial supervision modules, retardant aircraft, helicopters, FAA portable control towers, Modular Airborne Fire Fighting System (MAFFs) and frequencies.

**Predictive Services:** collects, consolidates and disseminates information to cooperating agencies, fire managers and the public; responds to special requests for information, prepares daily, weekly, monthly and annual reports/assessments and assists with briefings during periods of high activity.

Position Descriptions for NICC Staff:

**Logistics Coordinator:** NICC staff members are typically assigned to specific functional areas. Each member is capable of functioning at most areas, but has a specific area of expertise in which they are most knowledgeable. There will be at least one regular staff member assigned to each functional area. The NICC staff can assist you with your daily tasks and answer many of the questions you may have.

**Coordinator on Duty (COD):** responsible for operations of the Coordination Center in providing efficient, cost-effective service to the field. The COD makes shift assignments, sets shift schedules, reviews desk dispatcher's work for accuracy and timeliness, provides input of where to place orders for resources, completes performance evaluations, is responsible for the welfare of personnel and resolves problems that are beyond resolution at the functional area level.

**Assistant Center Manager:** there are two Assistant Center Managers at NICC, one is a Bureau of Land Management employee and the other is a Forest Service employee. Each Assistant Center Manager regardless of agency affiliation is well versed in wildland fire agencies protocols and procedures. Their primary communication focus is directed to the GACCs Center Managers and contractors. They are also responsible for general supervision and training. The Assistant Center manager performs as Acting Center Manager as needed.

**Center Manager:** the Center Manager is responsible for the overall management of the NICC and provides Multi-Agency direction to NICC activities. The Center Manager is involved in interaction with Multi-Agency Managers and Directors, military and political officials, incident commanders, area commanders, external affairs and others outside of the Center, in addition to providing direction and advice to the Assistant Center Managers and COD.



## *NICC General Office Procedures –*

- ✓ Be professional
- ✓ Receive desk assignment from the COD
- ✓ Review the shift brief and verbally debrief the person you are relieving
- ✓ Review all resource orders, taking note of the status of pending requests
- ✓ Review all database reports/files related to your functional area
- ✓ Notify the COD of all new orders and requests with recommendations of where to place the requests.
- ✓ Perform work according to standards and time frames established by the National Mob Guide, NICC Operations Guide and the COD
- ✓ Refer personnel problems and employee suggestions to the COD.
- ✓ Notify the COD of changes to personnel schedules which may affect staffing/shifts.
- ✓ Keep your desk area clean and orderly for the next shift or day.
- ✓ Immediately notify the COD of any problems relating to improper ordering procedures or problems.
- ✓ Refer questions concerning policy or interpretation to the COD
- ✓ Depending desk assignment, you may have routine duties to perform each day. Duties for each functional area are outlined in the NICC Operations Guide.
- ✓ At the end of your shift, review shift brief notes to ensure complete documentation.
- ✓ Verbally brief the person relieving you and/or the COD on outstanding requests, problems and shift notes.
- ✓ Ensure that any NICC generated flight requests have been correctly data based. If you did not have time to do this, leave good notes for the person relieving you.

## *Desk Top Directory –*

You will find most of the tools and information to do your job located within the Desk Directory. Each one contains two separate sections, general information and desk specific information. Within each Directory, you will find the NICC Software Users Guide, the National Mobilization Guide, telephone numbers and speed dial numbers, along with desk specific information. Also, each computer desktop will have a shortcut to the NICC Operations Guide, which provides detailed office procedures for each functional area. It is highly advisable to familiarize yourself with the NICC Operations Guide and the Desk Directory.

## *Telephone Usage and Procedures -*

Always answer the phone with: “National Coordination Center, this is (your name).” When speaking on the phone, we ask that you be courteous and professional. If someone is rude to you, put them on-hold and notify the COD to take the call. You are not expected to communicate with unruly callers.

All phones are to be answered by the second ring. If you cannot answer a question, put the caller on hold and find someone who can help. If you cannot find assistance right away, take their name and number and call them back with the information requested. Refer all calls to the appropriate desk or take messages, unless you are requested to assist

that desk. Do not take orders or information for a desk on which you're not working, just take the name and number of the person and pass the information to the appropriate desk.

Personal home phone numbers to the public. The flight following number, 800-994-6312 is for aircraft flight tracking only and should not be given out to the other functional areas.

Only the telecommunications support staff may unplug and move the phones.

### *Computers –*

Upon arrival, each person will be assigned a login account comprised of a User ID and temporary password, once they have read and signed the required IT Security document. The password must be immediately changed to a “strong” password made up of a minimum of 12 characters; lower case, upper case, numbers and special characters, for example: eRick140-6!3 Users are responsible for keeping their passwords secure.

All of the computers on the floor are on the BLM network. There are a few computers that are connected to the Forest Service network. At the end of each shift, please RESTART the computer. (Click on Start, Shut Down, and Select Restart from the drop down menu and click OK.) This will refresh the system for the next user and leave it operational for automated security software upgrades.

The COD will be the contact for all computer based issues.

### *Internet –*

Internet use should be work related and used sparingly which will minimize electronic traffic and maximize performance for all users. Never download screensavers or other software to the NICC computers. Be cautious of computer usage. All documents and E-mails are stored electronically and may be reviewed at any time.

### *Software Applications/Websites –*

The following applications and websites are used commonly at NICC:

AirNav	Lotus Notes
Automated Flight Following (AFF)	Microsoft Word & Excel
Cardfile	Dispatch Utilities (ADaM)
ROSS	Microsoft Streets and Trips
WildCad (WildNICC)	

## *Demobilization, Reassignment and R&R –*

Fire assignments generally last 14 days (excluding travel), although we sometimes have long-term detailers assigned at NICC. The duration of the assignment is generally agreed upon at the time of dispatch. You may be released from your assignment for a variety of reasons; end of commitment, lack of fire activity, reassignment, or performance related issues. Please inform the NICC Staff Assistant if you mobilized with a round-trip airline ticket.

Prior to your departure, you should ensure that you have done the following:

- ✓ Completed and signed time sheet (OF-288) with the appropriate funding codes.
- ✓ Completed and signed performance evaluation.
- ✓ Task book with items completed as appropriate.
- ✓ Return your parking pass and key card to the NICC Staff Assistant.
- ✓ Remove and properly dispose of any perishable food items from refrigerator.

If your first day back home from the 14-day assignment falls during one of your normal work days, you may be eligible for a paid (administrative) day (s) off at your home unit. It is not the policy of NICC to issue a written statement requesting administrative leave for departing detailers, so please do not ask for one. Information regarding administrative leave can be found in the National Interagency Mobilization Guide in Chapter 10.

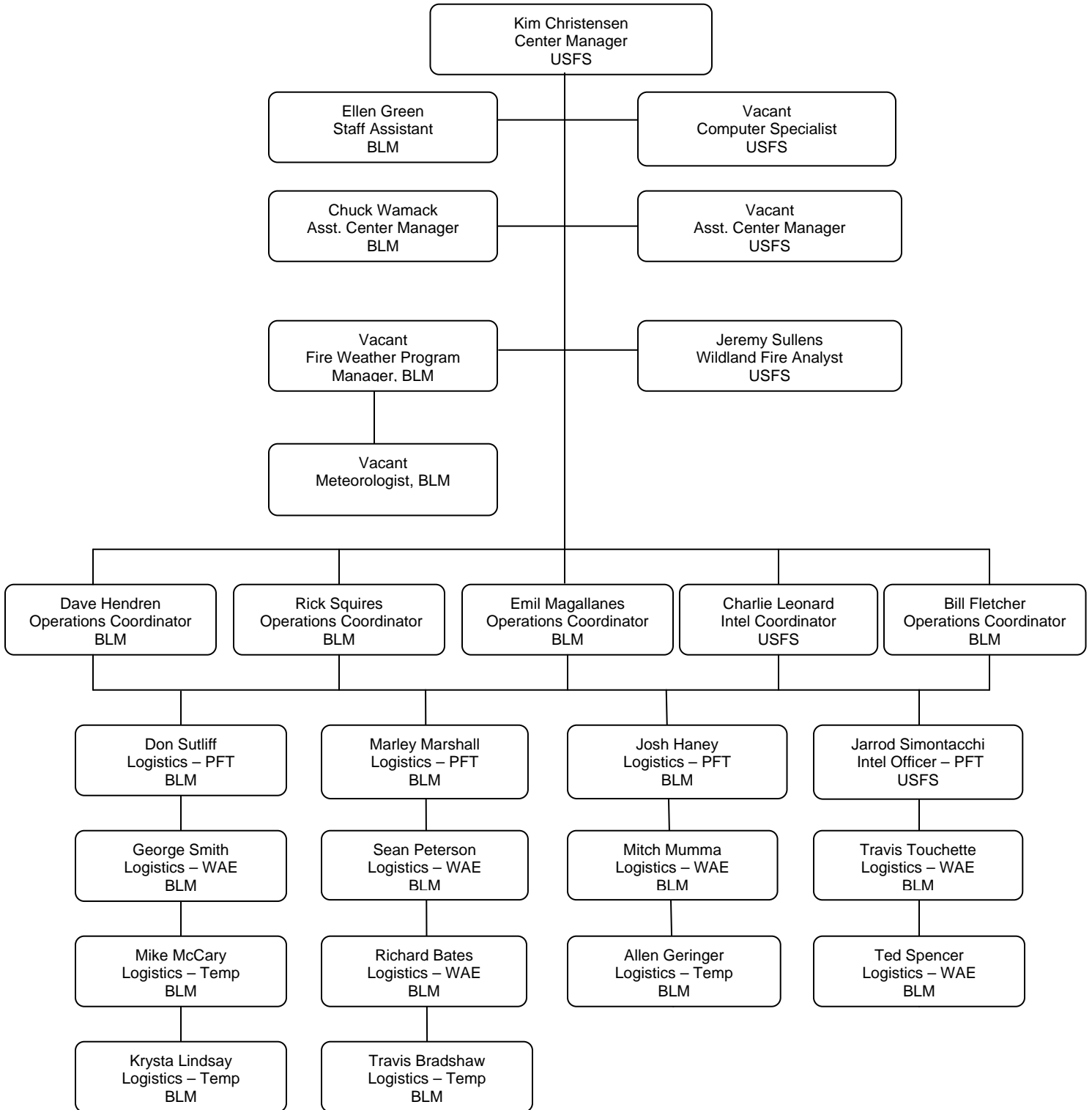
NICC does not authorize any deviations to your official release and home unit return travel. NICC policy is to make flight arrangements via the least cost and most direct route to your home base. If you wish to change your ticket, it will be up to you to do so and pay for any additional costs out of your own pocket. If you are driving, the above directions still apply. Per Diem will not be covered while you are in non-pay status.

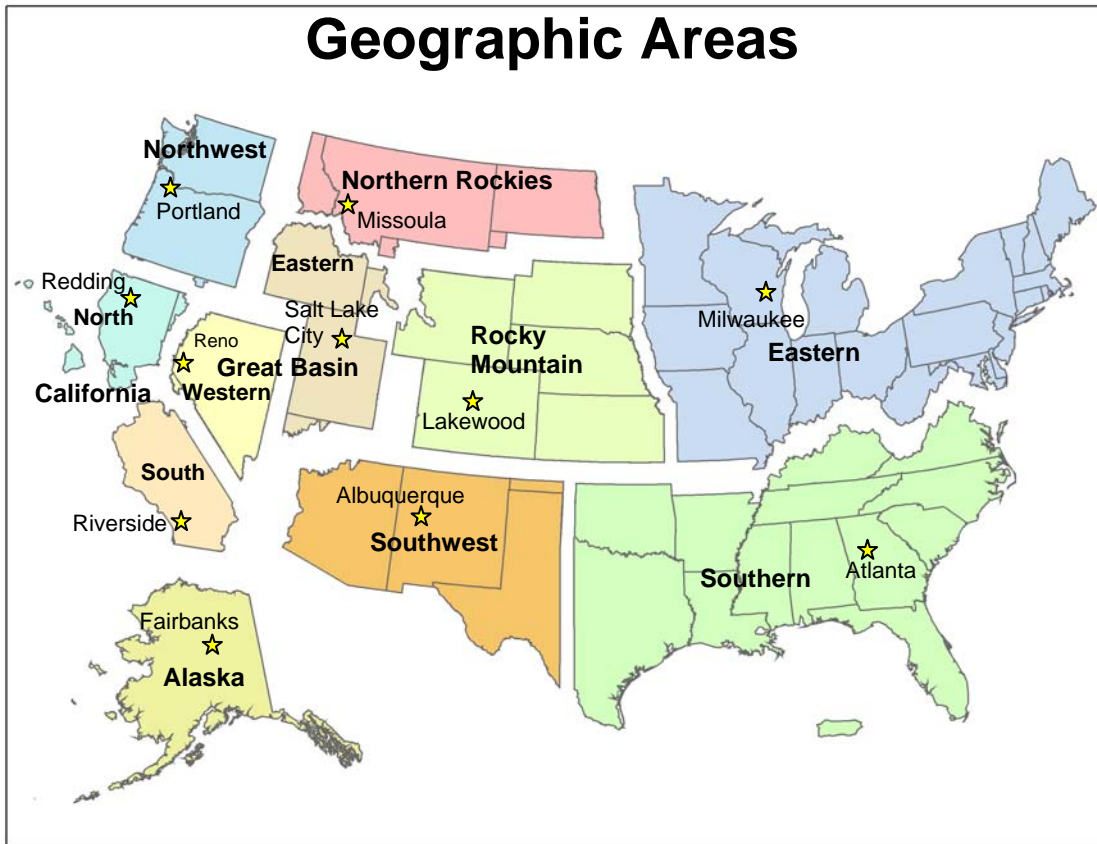
If we are releasing personnel excess to our needs, we will attempt to offer you some options for reassignment, however this is not guaranteed. Please remain flexible.

# NICC and Geographic Area Maps

## Appendix A

### National Interagency Coordination Center





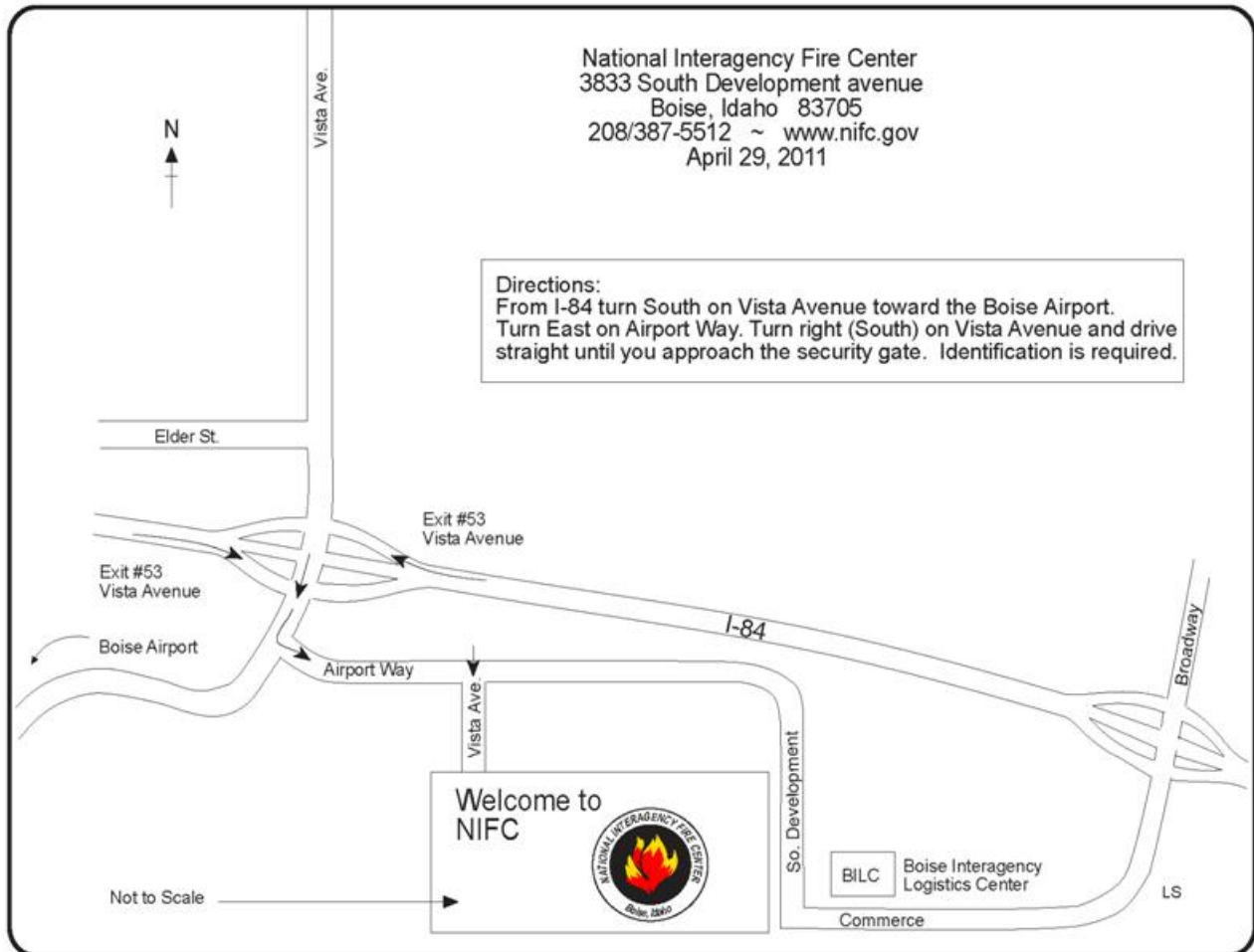
**The 11 Geographic Area Coordination Centers and the Cities they are located in:**

- Alaska Interagency Coordination Center (AICC), Fairbanks, AK
- Northwest Coordination Center (NWCC), Portland, OR
- California Northern Operations Coordination Center (ONCC), Redding, CA
- California Southern Operations Coordination Center (OSCC), Riverside, CA
- Northern Rockies Coordination Center (NRCC), Missoula, MT
- Eastern Great Basin Coordination Center (EBCC), Salt Lake City, UT
- Western Great Basin Coordination Center (WBCC), Reno, NV
- Southwest Coordination Center (SWCC), Albuquerque, NM
- Rocky Mountain Coordination Center (RMCC), Lakewood, CO
- Eastern Area Coordination Center (EACC), Milwaukee, WI
- Southern Area Coordination Center (SACC), Atlanta, GA

# National Interagency Fire Center Maps

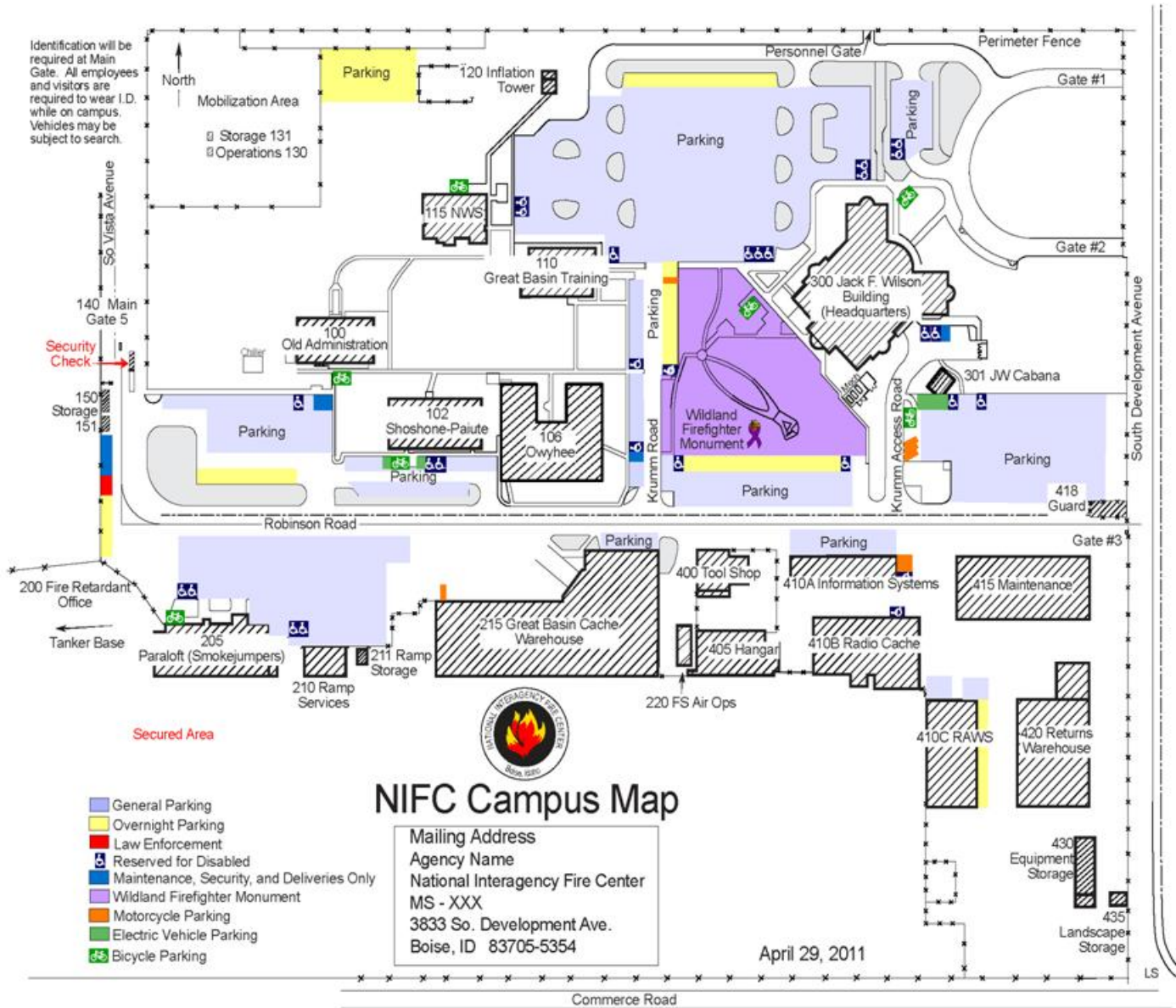
## Appendix B

### Directions to NIFC from I-84



# National Interagency Fire Center Base Map

(NICC is located on the Second Floor of the Jack Wilson Building)

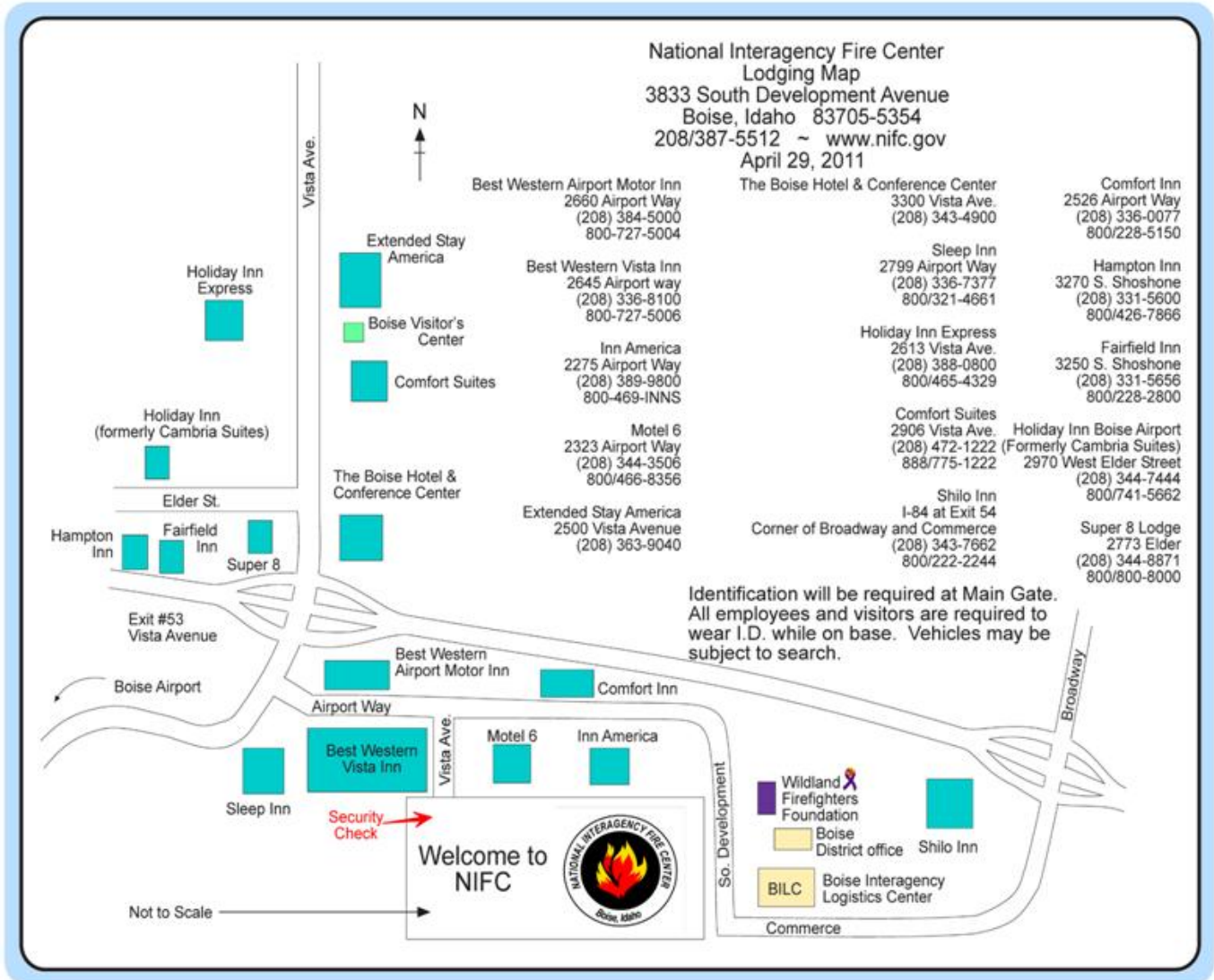




# Boise Area Hotels and Useful Websites

## Appendix C

### Hotels Located Near NIFC/NICC





# Helpful Websites:

**Boise Convention & Visitors Bureau:**

<http://www.boise.org/>

**Boise Area Weather:**

<http://www.wrh.noaa.gov/boi/>

**Domestic Per Diem Rates:**

[http://www.gsa.gov/Portal/gsa/ep/contentView.do?contentType=GSA\\_BASIC&contentId=17943](http://www.gsa.gov/Portal/gsa/ep/contentView.do?contentType=GSA_BASIC&contentId=17943)

**Appendix D**  
**National Interagency Coordination Center**  
**Fire Season 2011**  
**Detailer Survey**

The purpose of this survey is to identify ways to help us improve our operations and customer service needs. Your constructive feedback is very important to help us with our continuous improvement process.

NICC detailers are asked to complete the following survey; all sensitive comments will be kept confidential. Please feel free to use the back of this form if additional space is needed.

1. What recommendations or changes would you suggest to our office procedures to help us streamline operations?
  
  
  
  
  
  
  
  
  
  
2. Did NICC provide an adequate orientation and detailer materials? What information was not provided that would be beneficial to other detailers in the future?
  
  
  
  
  
  
  
  
  
  
3. Was the NICC staff helpful during your detail?
  
  
  
  
  
  
  
  
  
  
4. Were the facilities adequate? If not, what improvements would you suggest?
  
  
  
  
  
  
  
  
  
  
5. What did you enjoy most about your detail to NICC?

**Optional – Submitted by:** \_\_\_\_\_ . **Unit** \_\_\_\_\_ . **Date** \_\_\_\_\_ .

\*Please submit completed survey to Ellen Green (eegreen@blm.gov) or by mailing to National Interagency Coordination Center, Attn: Ellen Green; 3833 South Development Ave, Boise ID 83705.

*Thank you for participating with this survey!*