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Chapter 19 Dispatch and Coordination System

Organization

The wildland fire dispatch and coordination system in the United States has three levels (tiers):

- National- National Interagency Coordination Center
- Geographic- Geographic Area Coordination Centers
- Local- Local Dispatch Centers

Logistical dispatch operations occur at all three levels, while initial attack dispatch operations occur primarily at the local level. Any geographic area or local dispatch center using a dispatch system outside the three-tier system must justify why a non-standard system is being used and request written authorization from the DOI National Office or USFS Regional Office.

National Interagency Coordination Center (NICC)

The NICC is located at NIFC, in Boise, Idaho. The principal mission of the NICC is the cost-effective and timely coordination of land management agency emergency response for wildland fire at the national level. This is accomplished through planning, situation monitoring, and expediting resource orders between the BIA Areas, BLM States, National Association of State Foresters, FWS Regions, FS Regions, NPS Regions, National Weather Service (NWS) Regions, Federal Emergency Management Agency (FEMA) Regions through the United States Fire Administration (USFA), and other cooperating agencies.

The NICC coordinates any requests for support from foreign countries, either through Departments of Agriculture and Interior agreements (Canada and Mexico) or arrangements (Australia and New Zealand), or from the Forest Service International Programs' Disaster Assistance Support Program (DASP) through the U.S. Agency for International Development's Office of Foreign Disaster Assistance.

The NICC supports non-fire emergencies when tasked by an appropriate agency, such as FEMA, through the National Response Framework. NICC collects and consolidates information from the GACCs and disseminates the *National Incident Management Situation Report* through the NICC website at <http://www.nifc.gov/nicc/sitreprt.pdf>.

Geographic Area Coordination Centers (GACCs)

There are 11 GACCs, each of which serve a specific geographic portion of the United States. Each GACC interacts with the local dispatch centers, as well as with the NICC and neighboring GACCs. Refer to the *National Interagency Mobilization Guide* for a complete directory of GACC locations, addresses, and personnel.

1 The principal mission of each GACC is to provide the cost-effective and timely
2 coordination of emergency response for all incidents within the specified
3 geographic area. GACCs are also responsible for determining needs,
4 coordinating priorities, and facilitating the mobilization of resources from their
5 areas to other geographic areas.

6

7 **Local Dispatch Centers**

8 Local dispatch centers are located throughout the country as dictated by the
9 needs of fire management agencies. Local dispatch centers dispatch multi-
10 agency wildland firefighting resources within a pre-established and identified
11 dispatch zone boundary. The principal mission of a local dispatch center is to
12 provide safe, timely, and cost-effective coordination of emergency response for
13 all incidents within its specified geographic area. This entails the coordination
14 of initial attack responses and the ordering of additional resources when fires
15 require extended attack.

16

17 Local dispatch centers are also responsible for supplying intelligence and
18 information relating to fires and resource status to their GACC and to their
19 agency managers and cooperators. Local dispatch centers may work for, or
20 with, numerous agencies, but should only report to one GACC.

21

22 Some local dispatch centers are also tasked with law enforcement and agency
23 administrative workloads for non-fire operations. If this is the case, a
24 commensurate amount of funding and training should be provided by the
25 benefiting activity to accompany the increased workload. If a non-wildland fire
26 workload is generated by another agency operating in an interagency dispatch
27 center, the agency generating the additional workload should offset this
28 increased workload with additional funding or personnel.

29

30 **Mobilization Guides**

31

32 The NICC and each GACC annually publish a Mobilization Guide. The
33 Mobilization Guides identify standard procedures which guide the operations of
34 multi-agency logistical support activity throughout the coordination system.
35 These guides are intended to facilitate interagency dispatch coordination,
36 ensuring timely and cost-effective incident support services are provided. Local
37 and Geographic Area Mobilization Guides supplement the *National Interagency*
38 *Mobilization Guide*.

39

40 The *National Interagency Mobilization Guide* (NFES 2092) and links to
41 Geographic Area Mobilization Guides are available at <http://www.nifc.gov/nicc/>

42

43 **Local and Geographic Area Drawdown**

44

45 Drawdown is the predetermined number and type of suppression resources that
46 are required to maintain viable initial attack (IA) capability at either the local or

1 geographic area. Drawdown resources are considered unavailable outside the
2 local or geographic area for which they have been identified. Drawdown is
3 intended to:

- 4 • Ensure adequate fire suppression capability for local and/or geographic area
5 managers; and
- 6 • Enable sound planning and preparedness at all management levels.

7

8 Although drawdown resources are considered unavailable outside the local or
9 geographic area for which they have been identified, they may still be
10 reallocated by the Geographic Area or National MAC to meet higher priority
11 obligations.

12

13 **Establishing Drawdown Levels**

14 Local drawdown is established by the local unit and/or the local MAC group and
15 implemented by the local dispatch office. The local dispatch office will notify
16 the Geographic Area Coordination Center (GACC) of local drawdown decisions
17 and actions.

18

19 Geographic area drawdown is established by the GMAC and implemented by
20 the GACC. The GACC will notify the local dispatch offices and the National
21 Interagency Coordination Center (NICC) of geographic area drawdown decision
22 and actions.

23

24 **National Ready Reserve (NRR)**

25

26 NRR is a means by which the NMAC identifies and readies specific categories,
27 types, and quantities of fire suppression resources in order to maintain overall
28 national readiness during periods of actual or predicted national suppression
29 resource scarcity.

30 NRR implementation responsibilities are as follows:

- 31 • NMAC establishes national ready reserve requirements by resource
32 category, type, and quantity.
- 33 • NICC implements NMAC intent by directing individual GACCs to place
34 specific categories, types, and quantities of resources on national ready
35 reserve.
- 36 • GACCs direct local dispatch centers and/or assigned IMTs to specifically
37 identify resources to be placed on national ready reserve.
- 38 • GACCs provide NICC specific names of national ready reserve resources.
- 39 • NICC mobilizes national ready reserve assets through normal coordination
40 system channels as necessary.

41

42 National ready reserve resources must meet the following requirements:

- 43 • May be currently assigned to ongoing incidents;
- 44 • Must be able to demobe and be enroute to new assignment in less than 2
45 hours;

- 1 • Resources must have a minimum of 7 days left in 14 day rotation
2 (extensions will not be factored in this calculation);
3 • May be assigned to incidents after being designated ready reserve, in
4 coordination with NICC; and
5 • Designated ready reserve resources may be adjusted on a daily basis.
6
7 NMAC will adjust ready reserve requirements as needed. Furthermore, in order
8 to maintain national surge capability, the NMAC may retain available resources
9 within a geographic area, over and above the established geographic area
10 drawdown level.

11 **Dispatch/Coordination Center Administration**

12 **Memorandum of Understanding (MOU)**

13
14 Each dispatch/coordination center will have a Memorandum of Understanding
15 (MOU) signed by all cooperators. This MOU will be reviewed and updated
16 annually. Dispatch/coordination center MOUs and their associated Annual
17 Operating Plans (AOPs) will be current and will define:

- 18 • The roles and responsibilities of each interagency partner's fiscal and
19 infrastructure support responsibilities;
20 • Administrative oversight/support groups involved with the
21 dispatch/coordination center;
22 • Clear fiscal reimbursement procedures and interagency funding procedures
23 • The dispatch/coordination center's organizational charts;
24 • Communication protocols for local and geographic area cooperating
25 Agencies, including briefings, planned meetings, and conference calls;
26 • Procedures for Incident Management Team mobilization and close-out; and
27 • Supporting documentation, such as any local initial attack or fire and
28 aviation agreements for units serviced by the center.
29

30
31 Funding for facilities, equipment, and staffing needs shall be identified in each
32 participating agency's planning and budget process, and included in the
33 MOU/AOP.

34 **Local Mobilization Guide/Dispatch Operating Plan**

35 Local dispatch centers will have a local mobilization guide or dispatch operating
36 plan to supplement the GACC and National Mobilization Guides. The
37 mobilization guide or operating plan will include minimum elements and
38 procedures to guide the operation of a local dispatch center. See Appendix P for
39 minimum required elements and procedures for inclusion in a local mobilization
40 guide/dispatch operating plan.
41

42 **Service and Supply Plans**

43 All local dispatch centers shall maintain a Service and Supply Plan that contains
44 current copies of procurement documents related to locally available resources.
45

1 Service and Supply Plans must be current, complete, organized, and accessible
2 to Initial Attack and Expanded Dispatchers.

3
4 The Service and Supply Plan will contain current copies of competitive and non-
5 competitive Incident Blanket Purchase Agreements (I-BPAs), as well as source
6 lists for incident-only contracts. Resources and their respective
7 contracts/agreements will be entered into ROSS if applicable, and naming
8 conventions will meet national standards.

9
10 For additional required components of a Service and Supply Plan, refer to
11 Appendix P.

12 **Continuity of Operations Plan (COOP)**

13 All centers will maintain a current Continuation of Operations Plan (COOP)
14 which includes an identified back-up power source, a back-up computer system,
15 a contingency plan for loss of radios (if applicable), a pre-identified alternate
16 location with adequate supplies, and notification procedures for activation.

17 **Dispatch/Coordination Center Manager Delegation of Authority**

18
19 All Dispatch/Coordination Center Managers shall have a signed Delegation of
20 Authority providing an adequate level of operational authority from all
21 participating agencies. The Delegation of Authority will include appropriate
22 supervisory authority, and a process for completion of employee performance
23 evaluations.

24
25 The Dispatch/Coordination Center Manager may, where appropriate, complete a
26 Delegation of Authority for staff that identifies roles and responsibilities for
27 Acting Center Manager, Coordinator on Duty, Floor Supervisor, and/or Internal
28 Duty Officer.

29 **Dispatch/Coordination Center Functional Responsibilities**

30 **National Interagency Coordination Center**

31 The NICC has established the Coordinator-On-Duty (NICC COD) position. The
32 NICC COD is responsible for managing the daily operation of the NICC and for
33 resource allocation decisions in alignment with NMAC direction.

34 The National Interagency Coordination Center is responsible for the following:

- 35 • **Positioning and Movement of Resources**

36 NICC is responsible for, in conjunction with the GACCs, ensuring a
37 coordinated response to wildland fire incidents and/or all-hazard incidents
38 under the National Response Framework or other appropriate authorities.
39 NICC positions resources (personnel, aircraft, supplies, and equipment) to
40 meet existing and anticipated incident, preparedness, severity, wildland, and
41 prescribed fire needs regardless of geographic location or agency affiliation.

- 1 NICC coordinates movement of resources across Geographic Area
2 boundaries. NICC allocates resources according to National Multi-Agency
3 Coordinating Group (NMAC) direction when competition for wildland fire
4 resources occurs among Geographic Areas.
- 5 • **Management of National Aviation Resources**
6 As directed or delegated by NMAC, NICC allocates national resource
7 aviation assets to the Geographic Areas based upon national priorities.
8 These national resources include:
 - 9 ○ Very Large Airtankers (VLATs);
 - 10 ○ Type 1 and Type 2 Airtankers;
 - 11 ○ Modular Airborne Fire Fighting System (MAFFS) Airtankers;
 - 12 ○ Type 1 and Type 2 helicopters;
 - 13 ○ Infra-red aircraft;
 - 14 ○ Lead planes and aerial supervision modules; and
 - 15 ○ Smokejumper aircraft.
 - 16
17 NICC has established authorities and procedures for dispatching aviation
18 resources. These authorities and procedures include:
 - 19 ○ Aircraft ordering protocols for fire, logistical and administrative flights;
 - 20 ○ tracking of all aircraft ordered through NICC that cross Geographic
21 Area boundaries;
 - 22 ○ mechanisms for disseminating availability and commitment status
23 throughout the dispatch/coordination system; and
 - 24 ○ Procedures for mobilization and use of large transport aircraft (NICC is
25 the sole source for large transport aircraft).
 - 26 • **Management of National Support Resources**
27 NICC mobilizes national support resources such as National Interagency
28 Radio Support Cache radio systems and kits, Incident Remote Automatic
29 Weather Stations, Project Remote Automatic Weather Stations, National
30 Contract Mobile Food Services, and National Contract Mobile Shower
31 Facilities. Refer to the National Interagency Mobilization Guide for more
32 information.
 - 33 • **Allocation of Other National Resources**
34 As directed or delegated by the National Multi-Agency Coordinating Group
35 (NMAC), NICC mobilizes national program resources such as National
36 Interagency Buying Teams, Administrative Payment Teams, Burned Area
37 Emergency Response Teams, and National Fire Prevention and Education
38 Teams to the Geographic Areas based upon national priorities. Refer to the
39 *National Interagency Mobilization Guide* for more information.
 - 40 • **Predictive Services and Intelligence**
41 Predictive Services is responsible for providing weather, fuels, and
42 intelligence products that support the decision-making process at the local,
43 state/regional, geographic, and national levels. NICC Predictive Services
44 produces and disseminates (among other products) a monthly/seasonal
45 outlook that covers the next one to four month period.

46

1 NICC ensures that procedures are in place for gathering, accessing and
2 disseminating information, and maintains a current Standard Operating
3 Procedure that outlines duties and procedures of the predictive services
4 program. NICC is also responsible for maintaining a Predictive services
5 and Intelligence website to meet these mission requirements.

6
7 NICC Predictive Services has identified and maintains open lines of
8 communication with interagency partners. NICC Predictive Services
9 ensures that contacts and roles are maintained and understood for the
10 National Weather Service, NIFC, NICC, and GACCS. Predictive Services
11 staff participate in planned briefings, meetings and conference calls,
12 monthly/seasonal assessments, etc.

13
14 NICC Predictive Services, in coordination with the National Weather
15 Service (NWS) has an Annual Operating Plan that outlines products and
16 services provided by each office. NICC Predictive Services ensures that
17 provisions within the AOP that affect local dispatch centers are coordinated
18 with and communicated to those centers.

19 • **International and Department of Defense Assistance**

20 NICC serves as the focal point for international assistance requested from
21 NMAC either under existing agreements or by the US Department of State.
22 NICC also serves as the focal point for any requests for assistance from the
23 Department of Defense.

24 For more information, see the *National Interagency Mobilization Guide*,
25 Chapter 40 at <http://www.nifc.gov/nicc/>

26
27 **Geographic Area Coordination Centers**

28 The GACCs have established the Coordinator-On-Duty (COD) position. The
29 COD is responsible for managing the daily operation of the GACC and for
30 resource allocation decisions in alignment with NMAC direction.

31
32 Geographic Area Coordination Centers (GACCs) are responsible for the
33 following:

34 • **Positioning and Movement of Resources**

35 GACCs are responsible for, in conjunction with NICC and local dispatch
36 centers, ensuring a coordinated response to wildland fire incidents and/or
37 all-hazard incidents under the National Response Framework or other
38 appropriate authorities. GACCs mobilize and position resources
39 (personnel, aircraft, supplies, and equipment) internally among local
40 dispatch centers to meet existing and anticipated incident, preparedness,
41 severity, wildland, and prescribed fire needs, regardless of geographic
42 location or agency affiliation. GACCs coordinate movement of resources
43 within Geographic Area boundaries and allocate resources according to
44 Geographic Area Multi-Agency Coordinating Group (GMAC) direction
45 when competition for wildland fire resources occurs within the Geographic
46 Area. GACCs will ensure adequate fire suppression capability for local

- 1 and/or Geographic Area managers, and enable sound planning and
2 preparedness at all management levels.
3
- 4 Geographic Areas will establish priorities for their incidents and wildland
5 fires and report them to NICC. GACCs will notify NICC and adjoining
6 GACCs of the commitment of National Resources within their Area, and
7 will notify the local dispatch offices and the NICC of Geographic Area
8 drawdown decision and actions.
9
- 10 Activities associated with the National Response Framework will be
11 accomplished utilizing established dispatch coordination procedures. The
12 affected GACC will coordinate ordering points with Regional Response
13 Coordination Centers (RRCC) and Joint Field Offices (JFO).
- 14 • **Management of Aviation Resources**
15 GACCs have established authorities and procedures for dispatching aviation
16 resources. These procedures include:
- 17 ○ Aircraft ordering protocols for fire, logistical and administrative flights;
 - 18 ○ Procedures for tracking of all aircraft within Geographic Area
19 boundaries;
 - 20 ○ Mechanisms for disseminating availability and commitment status
21 throughout the dispatch/coordination system;
 - 22 ○ Ordering and operational procedures between the GACC, dispatch
23 center(s) and airtanker base(s);
 - 24 ○ Procedures for flight following (including protocols for use of
25 Automated Flight Following (AFF) and initial call on the National
26 Flight Following Frequency);
 - 27 ○ Procedures for ordering and establishing TFR's and operating
28 guidelines for airspace deconfliction for Military Air Space (MTR,
29 SUA, MOA) and Restricted Areas. GACCs will participate in planned
30 airspace meetings annually;
 - 31 ○ Procedures for ordering and utilization of FAA temporary towers; and
 - 32 ○ Procedures for reporting through the SAFECOM system.
- 33 • **Predictive Services and Intelligence**
34 GACC Predictive Services is responsible for providing weather, fuels and
35 intelligence products that support the decision-making process at the local,
36 state, geographic and national levels. GACCs provide timely
37 communications on information and decisions that affect the interagency
38 dispatch community.
39
- 40 GACCs ensure that procedures are in place for gathering, accessing and
41 disseminating information, and maintain a current Standard Operating
42 Procedure that outlines duties and procedures of the predictive services
43 program. GACCs are also responsible for maintaining a Predictive services
44 and Intelligence website to meet these mission requirements.
45

1 Each GACC prepares an intelligence report that consolidates fire and
2 resource status information received from each of the local dispatch centers
3 in its area. This report is sent to NICC and to the local dispatch centers,
4 caches, and agency managers in the geographic area.
5 GACC Predictive Services maintains open lines of communication with
6 interagency partners and ensures that contacts and roles are maintained and
7 understood for the National Weather Service, NIFC, NICC, and adjacent
8 GACCS. Predictive Services staff participate in planned briefings,
9 meetings and conference calls, monthly/seasonal assessments, etc.
10
11 GACC Predictive Services, in coordination with the National Weather
12 Service (NWS) has an Annual Operating Plan that outlines products and
13 services provided by each office. GACC Predictive Services ensures that
14 provisions within the AOP that affect local dispatch centers are coordinated
15 with and communicated to those centers.
16

17 **Local Dispatch Centers**

18 Local Dispatch centers are responsible for initial attack dispatching,
19 coordination of communications, intelligence gathering and dissemination, and
20 logistical support for local incidents and field operations.

21 • **Initial Attack Dispatching**

22 Local dispatch centers are the focal point for the report of, and initial
23 response to wildland fires, and under appropriate authorities, other
24 emergency incidents at the local level. Deployment of response resources is
25 made in accordance with local processes and procedures as outlined in the
26 dispatch center's mobilization guide.
27

28 Each dispatch office with the responsibility for initial response to wildland
29 fires shall have a pre-planned response plan that allocates resources to new
30 wildland fires in accordance with fire management direction, initial attack
31 agreements, and established ordering procedures. The preplanned response
32 plan will be reviewed and updated annually prior to fire season.
33 Additionally, each center will have a method to document actions taken and
34 resources sent to wildland fires. Centers may use either a manual or
35 computer aided dispatch system.
36

37 Each dispatch center shall have maps posted that depict initial attack
38 response areas, land ownership, jurisdictional and protection boundaries,
39 hazards, and resource concerns. Each center will also ensure that Computer
40 Aided Dispatch (CAD) and Geographic Information System (GIS) products
41 are current and functioning.
42

43 Dispatch centers will have protocols in place for frequency management,
44 priority use of frequencies, and procedures for obtaining additional
45 frequencies.
46

- 1 Local Dispatch centers will have protocols in place for timely request and
2 dissemination of Fire Weather Forecasts, Spot Weather Forecasts, Fire
3 Weather Watches, and Red Flag Warnings to firefighters, Incident
4 Commanders, and field-going personnel.
5
- 6 All required reference material will be current and accessible, and expired
7 or out-of-date material will be removed.
- 8 • **Intelligence**
9 The intelligence function is responsible for gathering and disseminating
10 incident, resource, weather and predictive services information. Each
11 dispatch center will ensure that locations and conditions of the fire weather
12 stations are known and a current weather station catalog is available.
13 Weather data will be archived daily in WIMS and seasonal inputs will be
14 maintained, including vegetative state, fuel moisture values, daily state of
15 the weather observations, and updating breakpoints.
16 ○ *FS- Dispatch centers are required to have a person trained in the*
17 *National Fire Danger Rating System (NFDRS) assigned to data quality*
18 *assurance responsibilities.*
19
- 20 Dispatch centers will ensure that coordination/communication with the local
21 NWS Forecast Office occurs annually prior to fire season.
22
- 23 Local dispatch centers will have a process in place for submission of the
24 daily situation report and ICS-209's.
25
- 26 Dispatch Centers with websites will ensure current intelligence and weather
27 information is posted.
- 28 • **Expanded Dispatch and Incident Business Management**
29 Expanded Dispatch is a functional branch of the Incident Support
30 Organization (ISO) that supports incidents and expands as local fire
31 conditions and activity dictates. Expanded Dispatch is established when a
32 high volume of activity indicates that increased dispatch and coordination
33 capability is required.
34
- 35 Each dispatch center will have an Expanded Dispatch Operating Plan which
36 provides specific details about when, where, and how to implement an
37 Expanded Dispatch. The plan will identify logistical support facilities
38 available for Expanded Dispatch use. These facilities will be pre-identified,
39 procured, and available for immediate setup, along with necessary
40 equipment.
41
- 42 The Expanded Dispatch workspace will be separate from, but accessible to,
43 the initial attack organization. The area should have adequate office space,
44 including suitable lighting, heating/ cooling systems, and security.
45 Expanded Dispatchers will have access to communications equipment

- 1 including telephones, fax machines, copiers, and computer hardware with
2 adequate data storage space.
3
- 4 Qualified personnel should be on site in order to adequately staff required
5 Expanded Dispatch functions. Expanded Dispatch supervisors are
6 responsible for establishing a staffing and operating schedule for Expanded
7 Dispatch, including operational period changes, briefings, and strategy
8 meetings.
- 9 • **Aviation**
- 10 Each dispatch center will have procedures established for dispatching of
11 aviation resources. These procedures will include:
- 12 ○ Aircraft ordering protocols for fire, logistical and administrative flights;
 - 13 ○ Procedures for disseminating availability and commitment status
14 throughout the dispatch/coordination system;
 - 15 ○ Procedures for coordination with airtanker bases;
 - 16 ○ For airtanker, smokejumper and rappeller use and restrictions;
 - 17 ○ Procedures for flight following (including protocols for use of
18 Automated Flight Following (AFF) and initial call on the National
19 Flight Following Frequency);
 - 20 ○ Procedures for ordering and establishing TFR's;
 - 21 ○ Procedures for airspace de-confliction for Military Air Space (MTR,
22 SUA, MOA) and Restricted Areas, and current Aviation flight hazard
23 maps or military operating area sectionals;
 - 24 ○ Procedures for requesting FAA Temporary Towers; and
 - 25 ○ Procedures for reporting through the SAFECOM system.

27 **Accident Notification**

- 28
- 29 When an accident occurs, agency notification requirements will be followed. As
30 soon as the accident is verified, the following should be notified:
- 31 • Local dispatch center;
 - 32 • Unit Fire Management Officer; and
 - 33 • Agency Administrator(s).

34

35 Additional notifications should occur in the dispatch/coordination system, from
36 the local dispatch center to the NICC through the GACC.

38 **Incident Emergency Management Planning**

- 39
- 40 To achieve successful medical response, agency administrators will ensure that
41 their units have completed the following items prior to each field season:
- 42 • An Incident Emergency Plan that identifies medical evacuation options,
43 local/county/state/federal resource capabilities, capacities, ordering
44 procedures, cooperative agreements, role of dispatch centers, and key
45 contacts or liaisons;

- 1 • Standardized communication center protocols that include the following
2 components:
 - 3 ○ Determine the nature of the emergency;
 - 4 ○ If the emergency is a medical injury/illness, determine if the
5 injury/illness is life threatening;
 - 6 ○ If the injury is life threatening, then clear designated frequency for
7 emergency traffic;
 - 8 ○ Identify the on-scene point of contact by position and last name (i.e.
9 TFLD Smith);
 - 10 ○ Ensure that the Medical Unit Leader (if assigned) is contacted
11 immediately;
 - 12 ○ Identify number injured, patient assessment(s), and location
13 (geographic and/or GPS coordinates);
 - 14 ○ Identify on-scene medical personnel by position and last name (i.e.
15 EMT Jones);
 - 16 ○ Identify preferred method of patient transport;
 - 17 ○ Determine any additional resources or equipment needed;
 - 18 ○ Document all information received and transmitted on the radio or
19 phone; and
 - 20 ○ Document any changes in the on-scene point of contact or medical
21 personnel as they occur;
- 22 • For incidents that require the preparation of an IAP, an incident medical
23 plan that satisfies the requirements found in NWCG memo number 025-
24 2010 is required, and will include an expanded block eight of the ICS-206
25 Medical Plan detailing available resources (ground and air), roles,
26 responsibilities, and hazard mitigations.

27 For more information, refer to Chapter 7, or NWCG 025-2010 at
28 <http://www.nwcg.gov/general/memos/nwcg-025-2010.html>

29

30 **Dispatch/Coordination Center Reference Material**

31

32 All coordination/dispatch centers will have reference materials available to all
33 dispatchers. See Appendix P for a list of minimum required reference materials.

34

35 **Training**

36

37 Dispatch/Coordination center staff will be trained in, and follow established
38 procedures for, the use of applications utilized in center operations.-

39

40 Personnel will be cross trained in each function (i.e., aircraft, crews, overhead,
41 equipment, intelligence) in order to provide staffing coverage. Dispatch
42 personnel will be trained in and follow Center procedures for the following (as
43 applicable):

- 44 • Resource Ordering and Status System (ROSS);
- 45 • Computer Aided Dispatch (CAD);

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- 1 • Fire Code;
- 2 • Automated Flight Following (AFF);
- 3 • Unit Identifiers;
- 4 • SIT Report/209; and
- 5 • Other applications (i.e. WFDSS, I-Suite).

6
7 All dispatch center employees will have a documentation file for current season
8 training, past season fire training, certifications and experience, fire experience,
9 performance evaluations, and have task books initiated appropriate to their
10 training needs. All supervisors will be familiar with safety and accident
11 reporting processes (i.e. Safety Management Information System (SMIS),
12 SAFENET, SAFECOM).

13 .

14 All employees will have current red cards produced by the Incident
15 Qualification and Certification System (IQCS) as per chapter 13.

- 16 • **BLM-** *BLM employees are required to complete the BLM Fire and Aviation*
17 *Employee Orientation Checklist, available at the BLM Fire Operations*
18 *website.*

19

20 **Facilities and Equipment**

21

22 All Dispatch/Coordination Centers will have a telephone system with an
23 adequate number of lines for normal business volume, and the capability to
24 expand as conditions dictate. Centers will have teleconference capabilities
25 commensurate with the anticipated volume of business.

26

27 Copying, facsimile, computer, and GIS systems shall meet operational needs
28 (quantity and capability) and comply with agency standards. Software will be
29 compatible with IRM and agency requirements for security.

30

31 All facilities shall have an evacuation plan, security plan, and safety practices in
32 place to safe guard the health and welfare of employees.

33

34 Adequate facilities will be available to host an expanded dispatch or MAC group
35 and shall include telephones, computer access, copiers, and basic office supplies.
36 Rooms for MAC Group use will have adequate IT equipment and support.

37 All centers will have adequate workspace with room for reference materials and
38 other necessary items to perform assigned duties. Individual workspace should
39 be provided away from the initial attack floor for each permanent employee, and
40 a break room area should be provided for employees.

41

42 Employees will have access to a locked area to store data that may contain
43 personally identifiable information (PII) or personal items.

44

45

46

1 Radio Systems

- 2 Radio systems will have an adequate number of frequencies to provide for
- 3 separation of incidents and use by all interagency partners. Base station and
- 4 repeater transmissions shall be recorded and maintained in accordance with
- 5 agency records management policies. Radio systems may have alert tones
- 6 available for use as determined by local center policies.