

Expanded Dispatch

Job Aid



EDRC

EDSD

EDSP

Version 2009

This booklet provides users with **position checklists** and **job aids** for each specific Expanded Dispatch position.

It is intended to be used as an on-the-job reference for qualified Expanded Dispatch personnel who have completed all prerequisites and the following course or courses:

D-110	Dispatch Recorder
D-310	Support Dispatcher
D-510	Supervisory Dispatcher

These Job Aids are not intended to replace training, nor can they be expected to cover every situation.

Users will need to obtain specific direction from their supervisor on questions or when procedures need clarification.

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POSITION CHECKLISTS

DISPATCH RECORDER

Position Checklist

- Seek out EDSP, EDSO or unit dispatcher for initial briefing.
 - *Job Aid - - "EDSO/EDRC INITIAL BRIEFING"*Page 14
- Acquire a ROSS log on and determine roles.
- Process resource requests using established procedures and ordering channels.
 - *Job Aid - - "ORDERING INSTRUCTIONS".....*Page 13
- Utilize supplemental forms when appropriate, such as Flight Request, Food Service Request, Crew Manifest, etc.
- Relay pertinent information through established dispatch channels.
- Track resources and document in accordance with established procedures.
- Participate in briefings and utilize shift/dispatch log when appropriate.

SUPPORT DISPATCHER (OVERHEAD, CREWS, EQUIPMENT & SUPPLY)

Position Checklist

- Seek out supervisory dispatcher or unit dispatcher for initial briefing.
 - *Job Aid - - "EDSD/EDRC INITIAL BRIEFING"*Page 14
- Gather available information necessary to immediately assess situation, determine priorities and take appropriate actions.
- Acquire a ROSS log on and determine roles.
- Start a dispatch log for the assigned functional area
- Mobilize resources specific to one or more of the functional areas: crews, overhead, equipment, and supplies.
- Use and/or direct the use of established procedures associated with ROSS.
 - *Job Aid - - "RESOURCE ORDER INSTRUCTIONS"*Page 13
- Use and/or direct the use of forms supplementing the resource order form.
- Use and/or direct the use of resource tracking and status systems.
- Supervise dispatch recorders.
- Maintain high level of professionalism with both internal and external contacts.
- Monitor functional area and communicate any needs to supervisory dispatcher.
- Coordinate with other functional areas to ensure safe, efficient and cost effective mobilization and demobilization.
- Conduct shift briefings for relief and dispatch recorders.
 - *Job Aid - - "INFO NEEDED FOR SHIFT BRIEFING"*Page 15
 - *Job Aid - - "CHANGE OF SHIFT BRIEFING FORM"*Page 16
- Prepare performance evaluations for dispatch recorders.
 - *Job Aid - - "PERFORMANCE EVALUATION FORM"*Page 32

SUPERVISORY DISPATCHER

Position Checklist

- Order a trainee Supervisory Dispatcher when appropriate.
- Seek out supervisor or agency dispatcher for initial briefing.
 - *Job Aid - - "EDSP INITIAL BRIEFING"*Page 20
- Gather available information necessary to immediately assess situation, determine priorities and take action. Reevaluate as necessary.
 - *Job Aid - - "BRIEFING WITH THE INCIDENT MANAGEMENT TEAM CHECKLIST"*Page 23
- Obtain ROSS access for local center and establish roles.
- Develop an effective organization to meet present and future needs.
 - *Job Aid - - "DEVELOPING AN ORGANIZATION"*Page 25
- Review resource orders to evaluate incident needs.
 - *Job Aid - - "INCIDENT SUPPORT CHECKLIST"*Page 27
- Provide guidance and supervision as necessary to all functional areas in the expanded dispatch organization.
- Facilitate the orderly, safe and effective mobilization and demobilization of resources.
- Establish and direct priorities for flow of resource orders and intelligence information.
- Ensure compliance with established dispatch protocols.
- Provide training for subordinates as necessary.
- Ensure the safety, welfare, and accountability of assigned personnel.
- Conduct operations considering local, area and national guidelines.
- Schedule and conduct briefings with all dispatchers to ensure complete information exchange.
 - *Job Aid - - "INFO NEEDED FOR SHIFT BRIEFING"*Page 15
 - *Job Aid - - "CHANGE OF SHIFT BRIEFING FORM"*Page 16

- Ensure coordination between functional areas.
- Define performance expectations for expanded dispatch personnel.
- Direct implementation of authorized off-site emergency procedures.
 - *Job Aid - - "EMERGENCY PROCEDURES PREPARATION"*Page 28
- Advise management, identify alternatives, make recommendations to implement management direction.
- Complete performance evaluations for subordinates.
 - *Job Aid - - "PERFORMANCE EVALUATION FORM"*Page 32
- Complete final incident package for return to unit.

JOB AIDS

PRE-ASSIGNMENT CHECKLIST

This checklist outlines who, what, when, where, why, and how questions that will aid you in preplanning your organization prior to arrival at your incident assignment.

Who:

- WHO has jurisdiction on the incident?
- WHO are the contacts at the incident?
- WHO are the contacts with local knowledge?
- WHO are the contacts within the upward chain of command?

What:

- WHAT is my assignment?
- WHAT shift will I work?
- WHAT are the ordering channels?
- WHAT are the geographic area/agency procedures?
- WHAT are the methods of tracking resources?

When:

- WHEN will I arrive at my assignment?
- WHEN did the incident begin?
- WHEN did, or will, expanded dispatch become functional?

Where:

- WHERE is the incident?
- WHERE are the local suppliers?
- WHERE are we in the history of this incident?

How:

- HOW complex is the incident?
- HOW many incidents are being supported?
- HOW do the communications systems operate?
- HOW many people is expanded dispatch supporting?
- HOW many functions will be needed?
- HOW long is the anticipated duration of the incident?

Why:

- WHY am I here?
- WHY do I need all of this information?

RESOURCE ORDERING INSTRUCTIONS

The National Interagency Mobilization Guide identifies standard procedures which guide the operations of multi-agency logistical support activity throughout the coordination system (see: <http://www.nifc.gov/nicc/mobguide/index.html>). Geographic Area and Local Mobilization Guides are used to supplement the National Interagency Mobilization Guide.

Resources are requested and mobilized using the Resource Order and Status System (ROSS). Standard interagency operations when using ROSS are identified within the Interagency Standards for ROSS Operations Guide (ISROG) located at: <http://www.nifc.gov/nicc/predictive/ISROG.pdf>. The Food Service Request Form, the Infrared Aircraft Scanner Request Form, and the Preparedness/Detail Request Form are the approved forms that, when associated with a ROSS request, satisfy documentation required of resource mobilization. Technical support, user guide and quick reference cards for the ROSS can be accessed online at: <http://ross.nwcg.gov/>.

- Prior to incident mobilization, all resources will be requested by a standard resource categorization and identified with a unique request number through established dispatch channels.
- The standard categorization system is:
 - A = Aircraft
 - O = Overhead
 - C = Crews
 - E = Equipment
 - S = Supplies
- Responsible agency management fiscal codes must be included on each resource order.
- A two letter (alpha) identifier for the state in which the responsible agency is located, followed by a three or four character (alpha and/or numeric) identifier for the responsible agency, and a unique order or incident number containing a maximum of six (6) characters (numeric) will make up the incident/project order number.
- Resources assigned to incidents will be identified by a valid Unit Identifier comprised of a two (2) letter (alpha) identifier for the State in which the resource is based, followed by a three (3) or four (4) character (alpha and/or numeric) identifier for the sending agency (See http://www.nifc.blm.gov/nsdu/unit_id/Publish.html for list).

In the event that manual systems become necessary, instructions for completing resource orders in card stock format are included in an appendix to this document.

SUPPORT DISPATCHER/DISPATCH RECORDER INITIAL BRIEFING CHECKLIST

- Fire Activity, Type of incident, anticipated needs and shortages locally, geographically and nationally.
- Priorities for current shift and critical orders to expedite.
- Verify that the EDSD or EDRC has appropriate ROSS privileges in local dispatch area.
- Confirm local ordering procedures:
 - How Supplies are ordered and who issues S#'s.
 - How local personnel are mobilized.
 - How vendors are mobilized with Equipment requests.
- Identify incident ordering contacts.
- Obtain a map to incident or ICP.
- Priorities for current shift and critical orders to expedite.
- Not-to-exceed order times.
- Obtain phone lists for internal/external key contacts - who will be responsible for the contacts and frequency of contacts.
- Desk log procedures.
- Verify shift schedule and accommodations.
- Expectations for briefings between dispatchers (e.g., not to exceed 30 minutes).
- How media/contractor/outside phone calls will be handled.
- How time sheets will be handled.
- How the resource tracking information will be displayed.
- Who will verify the restricted airspace area each day and when to cancel.
- Special situations. Local procedures for handling:
 - aircraft incidents
 - spills
 - emergencies (deaths, deployments, etc.)

INFORMATION NEEDED FOR SHIFT BRIEFING

1. At the conclusion of each shift, it is the responsibility of each dispatcher in every functional area to ensure the shift log has been updated to reflect all significant shift activity. This should include the following information. Any movement of national resources such as:
 - Type 1 Incident Management Teams
 - NIRSC Telecommunications Equipment
 - Air Tankers
 - Smokejumper Aircraft
 - Smokejumpers
 - Lead planes
 - Type 2 Helicopters
 - Type 1 Interagency Hotshot Crews
 - National Shower Facilities
 - Infrared Aircraft
 - Large Transport Aircraft
 - National Mobile Food Units
 - Type 1 Helicopters
2. List how issues or items from previous shift brief were resolved.
3. Any significant incident activity (i.e., “The Magdalena fire blew up; there is a rumor that they will order an incident management team.”)
4. Any departure from established standard operating procedures (i.e., “The geographic area has put a stop to the ‘Neighborhood Policy’ and all orders must go through the Geographic Area Coordination Center)
5. Any schedule changes (i.e., “Demobilization is scheduled to start two days from now, we’re altering the shifts to accommodate incident base.”)
6. Any messages relating to injury notification or emergency releases.
7. Any significant resource shortages (i.e., “All Type 1 crews are committed and there are no more caterers available nationally.) Planned logistical aircraft movement (i.e., “The NIFC 737 will be moved to Moses Lake after a trip tomorrow for our scheduled demobilization two days from now.”).
8. Brief summary of shift activities (i.e., “Some reassignments and a few outstanding requests remain unfilled.”)
9. Any follow-up or interaction with other sections (i.e., “The crew desk should be letting the supply desk know how many lunches will be needed for incoming crews since the equipment desk just advised the EDSP that the caterer was going to be late.”)

CHANGE OF SHIFT Briefing Form

Date:
Time:

NAME: _____ off-going shift

NAME: _____ on-coming shift

FUNCTIONAL DISPATCH POSITION:

Aircraft _____	Overhead _____
Supply _____	Equipment _____
Crews _____	Intelligence _____

+++++

1. Discuss pending requests.
2. Discuss orders and requests that have problems/situations that the next shift dispatchers are likely to encounter.
3. What level of activity can the next shift dispatcher expect in this function?
4. Is there any technical information to be passed on? (equipment, supply, etc.).
5. Review pertinent notes with next shift dispatcher.
6. If you remember something after you leave, please call back with information (ensure EDSP has your local contact information).

7. Comments/Notes:

FLIGHT REQUEST INFORMATION

Large Transport

1. Name and phone number of person requesting 5 or more crew mobilizing or demobilizing.
2. Date of requested flight (at least 48 hours notice is needed for demobing of large number of crews).
3. Flight route/itinerary.
 - a. Which airport to which airport.
 - b. Not more than two drop-offs, preferred.
4. Time - When can the crews be at designated airport, ready-to-load (RTL)?
 - a. Consider time of day: mornings preferable over mid afternoon.
 - b. Crews need to be at the airport 2 hours prior to loading.
 - c. Do they need lunches or water?
5. Location – Any needs at the airport?
 - a. You also need to establish alternate airports if weather is a factor.

6.

Passenger Flight needs:	<ul style="list-style-type: none">▪ Roster/Manifest▪ Body weights (actual not estimated)▪ Luggage weights (actual not estimated)▪ Location of boarding (FS ramp etc.)
Cargo Flight needs:	<ul style="list-style-type: none">▪ Type▪ Weight▪ Volume▪ Any conflicts with passengers or crew?

7. Establish if there is a Crew Representative or Liaison, if so, get a phone number.
8. Fill out the necessary portions of the flight request/schedule.
9. Relay information to EDSP and Unit Aircraft Dispatcher.

Charter Plane Requests (Small Transport)

1. Name and phone number of person requesting a charter.
2. Reason for charter and urgency of flight.
3. Date and time needed, financial code.
4. Relay information to EDSP and Unit Aircraft Dispatcher.
- 5.

Passenger Flight needs:	<ul style="list-style-type: none">▪ Roster/Manifest▪ Body weights (actual not estimated)▪ Luggage weights (actual not estimated)▪ Location of boarding (FS ramp etc.)
Cargo Flight needs:	<ul style="list-style-type: none">▪ Type▪ Weight▪ Volume▪ Any conflicts with passengers or crew?

AIRCRAFT FLIGHT REQUEST / FLIGHT SCHEDULE

INITIAL REQUEST INFORMATION				CHARGE CODE				AIRCRAFT INFORMATION					
DATE	TO							FAA #					
TIME	FROM							FLIGHT SCHEDULE NUMBER					
MISSION DETAILS				<input checked="" type="checkbox"/> POINT TO POINT <input type="checkbox"/> HELICOPTER <input type="checkbox"/> MISSION FLIGHT <input checked="" type="checkbox"/> FIXED WING				MAINTENANCE					
								COLOR					
PASSENGER AND CARGO INFORMATION				NAME/CARGO TYPE WT ORDER# DYT IST NAME/CARGO TYPE WT ORDER# DYT IST				VENDOR					
								TELEPHONE					
FLIGHT ITINERARY				DATE PAX WT AIRPORT ETD ATD ETE AIRPORT ETA ATA PAX CARGO ETP POINTS TO # POINT				PILOTS					
FLIGHT FOLLOWING				<input checked="" type="checkbox"/> FAA FLIGHT PLAN FILED <input type="checkbox"/> AGENCY FLIGHT FOLLOWING				UNIT					
								TRANSMIT TONE RECEIVE TONE 168.650 000.00 168.650 000.00 168.625 110.9 168.625 000.00					
NOTES: AIRCRAFT IS AFF EQUIPPED,													
NATO MIL IBERE AGENCY COORDINATOR CENTER FLIGHT TOLL FREE: 800-944-6312													

Blocks 1, 2 and 3 should be filled in by expanded dispatch before passing on to Unit Aircraft Dispatcher.

SUPERVISORY DISPATCHER'S BRIEFING WITH THE HOST AGENCY DISPATCHER CHECKLIST

- Contact the Host Agency Dispatcher when travel arrangements are made. Ascertain if it is convenient to stop and brief en route to the Expanded Dispatch location. If not, attempt to get answers or information on the following over the phone.
- Ask for your ROSS profile to be updated to include the local dispatch center. Obtain copies and status of all resource orders.
- What type of communications will be in place between the Incident and Expanded Dispatch?
Are computers with ROSS set up/available for Expanded?
What type of communication equipment has been ordered?
When will it be in place?
- Current Situation. Number, type and complexity of incident(s). Expected weather, resource commitment and resource availability. Map to incident or ICP. Map of general area.
- Copy of agency Expanded Dispatch and Demobilization plans.
- Existing expanded organization and recommended schedules.
- Preferred ordering procedures:
 - Cache equipment and supplies (Confirm who initiates request numbers for Supply orders)
 - Medical Emergencies
 - AD personnel availability
 - Contract and Agreement resources (Local "best value" procedures)
 - Service and Supply Plan
 - Neighborhood Policy
- Ordering procedures for air transportation – commercial and charter. Flight following for logistical aircraft. Determine what role Expanded Dispatch will have regarding orders pertaining to aircraft.
- Process/procedure/protocol for ordering local agency personnel. (i.e., can the EDSD's go directly to the units or should all orders be placed through the Host Agency Dispatcher?)
- Local cooperators ordering procedures – both routine (collocated) and incident situation (e.g., FS, BLM, NPS, State).
Are they in ROSS?
Can you access them directly?
Any relationship conflicts to be aware of?

- Verify local contract resource ordering procedures.
Can EDSD use the agreements and order directly? Or is it preferred to go through purchasing or the host dispatcher so that billing reconciliation is easier when the incident is over?
Confirm which vendors/agreements have been statused in ROSS.

Specific areas to cover:

- Contract engines.
- Contract crews.
- Contract water tenders.
- Contract dozers.
- Miscellaneous local EERA's, i.e. copy machines, computers, pick-up trucks.
- How will equipment pre-hire inspections be done? Are Equipment Inspectors available?
- Fallers, drivers, miscellaneous AD hiring.

- Host Agency Dispatcher's expectations of the roles and responsibilities of the Supervisory Dispatcher.
- Frequency and types of briefings.
- Host agency availability of potential Supervisory Dispatcher trainees. Availability of local Support Dispatcher and Dispatch Recorder trainees.

If Trainees will not be available locally, ask if you may bring a trainee with you – especially if you are being dispatched within your own Geographic area.

- Local policies, politics, and procedures:
 - How will transportation needs be handled?
 - What are local attitudes toward the government?
 - Security of the facility in which Expanded Dispatch is located.
- Expectation of Expanded Dispatch regarding public information.

The recommendation is not to attempt to handle this function within your Expanded Dispatch organization. Need to determine what specific interaction will be required between Expanded Dispatch and Agency or Incident Information Officers, External Affairs, etc.

- Coordination with the agency Administrative Officer.
What are the local procurement procedures?
Is a local purchasing agent going to be assigned to Expanded Dispatch?
Is a Buying Team in place or being ordered?
What is their ETA?
Who is the Incident Business Advisor?
Ask for the agency's "List of Prohibited Items".

- Copy of relevant decision support documentation (WFDSS), if available.
- Disposition of the final dispatch records.
- “Special situations”. Local procedures for handling:
 - Aircraft incidents.
 - Spills.
 - Medical emergencies, serious injuries, deaths, shelter deployments, etc.
 - Any other “incident within an incident.”
 - *Who is responsible for what in each situation?
- MAC Group: Is a MAC group in place and functioning (or will this happen)? Who are the members and what agencies do they represent? The EDSP needs to know conference call times and numbers. What logistical intelligence will they need, and when?
- Agency Administrator: Who is the day-to-day point of contact between the EDSP and the agency administrator for the fire? When/how often will agency administrator(s) be briefed? What should these briefings contain?
- OTHER BRIEFINGS:
- Geographic Area Coordination Center:
 - How are supply orders handled?
 - How do they handle charter and agency/owned aircraft?
 - What information is needed for resource reassignments?
 - Any special needs/concerns?
- Buying Team:
 - Information flow and interaction between Expanded Dispatch and the Buying Team.
 - Where will the Buying Team be physically located?
 - How will orders for the Buying Team be separated from orders that are filled through Expanded Dispatch?

SUPERVISORY DISPATCHER'S BRIEFING WITH THE INCIDENT MANAGEMENT TEAM CHECKLIST:

- When you receive the resource order, contact the dispatcher and see what time/place the team briefing/transition is scheduled. Attempt to attend that meeting.

If you are unable to make the team briefing, arrange a trip to the incident base to talk with the Logistics Section Chief and Planning Section Chief. As a minimum, brief with the Supply Unit and Resource Unit Leaders face-to-face.

- Communications – how many phone/fax lines, where are they located at the ICP?
Is there internet access for ICP?
What is the best method/time to get a hold of key players? – LSC, PSC.

- Establish how local purchase supply orders will be handled.

Will the Ordering Unit go directly to the Buying Team with all local purchase?
Or, will they send the orders to Expanded first?
Clarify which S#'s need to go through Expanded – i.e. radio kits, radio items.

- Establish agreement on consolidation of orders.

Outline your expectation that within two days, with the concurrence of the Logistics Section Chief and the cache, the Supply Unit Leader will be able to consolidate orders twice a day with the exception of emergency and critical needs.

- Agree on confirmations. The expectation is that before end of the operational period, the Support Dispatchers will confirm back to the Supply Unit Leader:
 - Orders that are open and have not been placed.
 - Orders that are placed and have no delivery information.
 - When orders that have been placed may have to be “killed” or an alternative developed to meet the needed date and time.

- Agree on procedures for ordering:

- Airtankers.
- Helicopters and modules.
- Medivacs.
- Emergency releases.

- Establish not-to-exceed times for certain types of orders.

- High priority requests that need immediate action.

- Discuss incident priorities and who initiates order request numbers.
- Reach agreement on “special situations.” Local procedures for handling:
 - Aircraft Incidents.
 - Spills.
 - Medical emergencies, serious injuries, deaths, shelter deployments.
 - Who is responsible for what in each situation?
- Discuss daily Expanded Dispatch/IMT briefing and exchange of information.

*Emphasize that you want daily copies of the **Incident Action Plan**. Will they send a driver; should you arrange to pick it up? Or fax it? Will it be posted on the internet?*

Request that you also receive notification of any changes in suppression objectives or tactics that may impact ordering.

Emphasize the importance of the Logistics Section Chief briefing the Expanded Dispatch Supervisor on any problems or special needs.

Discuss the time frames Situation Unit Leader should brief Dispatch.

Request that the Planning Section Chief brief the Expanded Dispatch Supervisor after each planning meeting and verify that orders have been placed for “Critical Needs” listed on the 209.

- Discuss expectations for developing the demobilization plan.

When will a Demobilization Unit Leader be ordered/in place?

Emphasize to the Planning Section Chief that you will keep them posted on geographic/national shortages and priority release resources.

Ensure a written Demobilization Plan is prepared and agreed to by Expanded Dispatch and IMT.

DEVELOPING AN ORGANIZATION

Major items to consider when developing an organization to meet present and future needs:

- Receive your briefing with the agency administrators/Center Manager:
 - Determine the complexity of the situation.
 - Current and expected workload
 - Interface with IA dispatch and separation of duties
 - Types and number of Management Teams
 - Any sensitive local issues, protocols or procedures
 - Determine the availability of resources.
 - Critical resource needs
 - Local and neighboring availability
 - GACC and National shortages
 - Determine limitations presented by briefing
 - Agency Administrator, Center Manager, IBA
- Determine Your Needs
 - STAFFING
 - How many functions?
 - Traditional vs. non-traditional, build in flexibility
 - Consider ROSS skill level within expanded
 - Who will accomplish ROSS administrative duties
 - Will expanded have any Intelligence or Aircraft responsibility?
 - How will Equipment and Supply be handled? (Buying Team, ICP Cache orders, local/geographic/national procurement procedures, etc.)
 - Is there a need for 24/hour coverage?
 - Specialized functions? (Buying Unit, Demob, time keepers, reception, ground support/equipment inspection, staging areas?)
 - SPACE
 - Each functional area
 - Specialized function locations
 - Shipping/receiving for supply
 - Equipment
 - Personnel
 - Parking
 - Is security and access adequate?

- COMMUNICATIONS

- What type of communication is available at the incidents expanded is supporting?
- Telephones
 - Enough lines?
 - Enough handsets?
 - How many needed per function?
- IT Equipment and Support
 - Computers
 - What system and is there local support?
 - COOP—where is the plan, how do you activate?
 - Is hardware and software adequate?
 - Fax machines
 - Copy machines
 - Forms, reference materials, supporting office supplies
- Set ground rules
 - Shift lengths and breaks
 - Shift briefing procedures
 - Meals and accommodations (proximity to expanded, time period allowed, etc)
 - Resource order system
 - Other logs, local procedures and/or protocols?
 - When to notify the Supervisory Dispatcher
 - Accidents/injuries
 - Calls from the press
 - Unusual requests on resource orders
 - Problems dealing with another office/individual
 - Morale or fatigue issues
- Follow up
 - Review your briefings
 - Constantly re-evaluate your needs and adjust organization as necessary
 - Review your ground rules.
 - Review critical resource requests.
 - Evaluate your expanded operation: Are customer needs being met?

INCIDENT SUPPORT CHECKLIST

- Camp crew orders
- Cache vans (if available)
- Tractor ordered to move cache van
- Catering Service (and support: potable water, refrigeration truck, etc.)
- Showers
- Chemical toilets and pumping service
- Phones for incident base and staging areas
- Power to incident base
- Water tenders from private industry for roads and water hauling
- Dumpsters
- Radio systems (NIRSC)
- Buses (if needed for crew transport from airport)
- Gas - regular and unleaded, also bar oil and 2-cycle oil
- Diesel, if indicated by equipment assigned to fire
- Traffic control (local Sheriff's Department?)
- Logistical shuttle

EMERGENCY PROCEDURES PREPARATION

- Find WHERE the emergency plans and guides are located.
 - Continuity of Operations Plan (COOP)
 - Overdue aircraft
 - Search and Rescue Guide
 - Hospital plans for burn centers and medivacs
 - Hazardous materials spills
 - Aircraft Crash Guide

- Find out WHO is responsible to activate the necessary procedures.

DEMOBILIZATION CHECKLIST

Demob *Guidelines* Process/Procedures for Expanded Dispatch

Note: This is a *guideline* that an EDSP might consider using whenever an incident has over 200 miscellaneous personnel or there is more than one IMT assigned to a Dispatch Center. Forms needed to use this process would be the “DEMOB WORKSHEET” and “TENTATIVE RELEASE SCHEDULE”.

Preparation:

1. Set up the following three ring binders:
 - Air Travel
 - “GONE” Incident Name
 - “HERE” Incident Name
 - “Tentative Release Schedule”
2. Make out a “DEMOB WORKSHEET” for every O#, C# and tactical E# resource and file in the “HERE” binder. Suggestion: Use colored paper for these sheets so that the original is clearly identifiable. If there is more than one incident, use different colors for each incident.

BEFORE demob begins:

- Meet with the Planning Section Chief to go over demob plan and coordinate how Expanded will facilitate releasing of resources. Go over the “TENTATIVE RELEASE SCHEDULE” with them. If the IMT want to use their own form that is fine as long as all the information **you** need is covered. For example: does traveler have a gov’t credit card, have they rented a car etc.
- Contact the local GACC and find out how they want to be notified of available resources that want to be reassigned

Process:

When the “TENTATIVE RELEASE SCHEDULE” arrives from ICP on FAX.

1. Make enough copies of the tentative release schedule so that each desk has a copy.
2. Deliver a copy of schedule to appropriate desk.
3. File original in the “Tentative Release Schedule” book.

Crews/Overhead Desk

Using the copy of the “TENTATIVE RELEASE SCHEDULE”,

Based on information from the schedule, determine who is available for reassignment.

- **If reassignments** are wanted, go into ROSS, and add to documentation that the person is waiting/available for reassignment. Make another copy of the schedule and highlight the person waiting for reassignment. Put in a “Reassignment Folder”.
- **If air** travel is needed, make a copy of the “TENTATIVE RELEASE SCHEDULE” and highlight the people who need air reservations and give to Air Travel Desk.

Air Travel desk duties:

BEFORE demob begins, make sure you know how the local office does air travel. Contact the travel agent before and let them know that there could be an increased number of reservations

needed. Verify with them how best to make numerous ticket purchases.

Contact travel agent and make air travel from nearest jetport.

Make sure to document the ticket price and locator code on the worksheet.

Ensure travelers reach their home unit prior to 2200 hours. Keep in mind that many will be driving after they reach their jet port.

Pull up itinerary on www.virtuallythere.com. Print itinerary and Fax to ICP.

or

Fax a copy of the travel itinerary that was Faxed to Expanded from the Travel Agency to ICP Demob Unit.

Document on the worksheet on what time you sent the fax to ICP with initials.

Do ROSS Travel Itineraries.

Put the itinerary faxed to you from the Travel Agent and a copy of the “DEMOB WORKSHEET” in the Air Book binder. Highlight the name, O# and price of the ticket for local agency procurement reconciliation.

Give the *original* “DEMOB WORKSHEET” to the Overhead/Crew Desk.

- **If no air** travel is needed, and no reassignment is wanted, go into ROSS, “*Incident Resources*” and set the person’s status to “Released”. Then make sure to “Set Travel (Will have Itinerary)”. Go to the Travel section in ROSS.

Using the “TENTATIVE RELEASE SCHEDULE, set the ETD from ICP. If the home unit is not listed, use ROSS to determine the home unit and estimate driving times.

Input all travel legs and make sure to set *last leg* or *complete itinerary* (CI) when complete.

If the resource is a local agency resource, contact the Duty Officer and let them know their personnel are being released and pass on their ETA.

After ROSS is completed, print the resource order for the O# file in the “Gone” binder.

FIRE TRAVEL DEMOB WORKSHEET

_____ Dispatch

Phone: _____

Fax: _____

e-mail: _____

Order/Req. O- _____
Incident # _____
Incident Name: _____
Agency Charge Code: _____
CBA/Zone Code: _____
Purpose Code: <u>Critical Mission</u>

NAME: _____

Available for Travel: **INCIDENT:** Date: _____ Time: _____

AIRPORT Date: _____ Time: _____

Nearest Demob **JET PORT** _____

Home JET PORT _____

Hometown: _____

COST OF TICKET: _____

RECORD LOCATOR: _____

COMMERCIAL _____ **CHARTER** _____

POV/AOV/RENTAL _____

TRAVEL ITINERARY

CITY	DATE	TIME	CARRIER OR AIRCRAFT TYPE	FLIGHT OR N#
ETD:				
ETA:				
ETD:				
ETA:				
ETD:				
ETA:				

NOTIFICATION CHECKLIST

Faxed to ICP: Initials _____ Date / Time _____

ROSS: Initials _____ Date / Time _____

Travel Notebook: Initials _____ Date / Time _____

GONE Notebook: Initials _____ Date / Time _____

Expanded Dispatch

INSTRUCTIONS: The immediate job supervisor will prepare this form for each subordinate overhead. It will be delivered to the Coordinator before the rating official leaves the assignment. Rating will be reviewed with the employee, who will sign at the bottom.

Overhead Performance Rating

1. Name		2. Fire Name and Number		
3. Home Unit Name / Address:		4. Location of Assignment		
5. Position	6. Dates of Assignment	7. Complexity		8. Level of Activity
		Single	Multi	Light
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
			Moderate	Heavy
			<input type="checkbox"/>	<input type="checkbox"/>

9. Evaluation

Enter X under the appropriate rating number and under the proper heading for each category listed. Definition for each rating number follows:

0 – Deficient. Does not meet minimum requirements of the individual element.

DEFICIENCIES MUST BE IDENTIFIED IN REMARKS.

1 – Needs to Improve. Meets some or most of the requirements of the individual element.

IDENTIFY IMPROVEMENT NEEDED IN REMARKS.

2 – Satisfactory. Employee meets all requirements of the individual element.

3 – Superior. Employee consistently exceeds the performance requirements.

Rating Factors	EDRC Dispatch Recorder				EDSD Support Dispatcher				EDSP Supervisory Dispatcher				CORD Coordinator			
	0	1	2	3	0	1	2	3	0	1	2	3	0	1	2	3
Knowledge of the job																
Following of procedures																
Completion of work in a timely manner																
Work completed properly																
Attitude																
Initiative																
Communications																
Working with others																
Adaptability to task																

10. Remarks: :

11. Signature of person being evaluated (This rating has been discussed with me.)			12. Date
13. Signature of rating individual /s/	14. Home Unit	15. Position	16. Date

Appendix A: Internet Reference Source List

HANDY REFERENCES – SOURCE LIST

ADMIN

AD (Administratively Determined) hiring, for each Department:

USDA Forest Service: http://www.nwcg.gov/teams/ibpwt/documents/personnel/fs_id_5109.34.pdf

DOI: http://www.nwcg.gov/teams/ibpwt/documents/personnel/doi_ad_payplan.pdf

Albuquerque Service Center: <http://fsweb.asc.fs.fed.us/>

Pay Period Calendar: <https://www.nfc.usda.gov/ppcalendar/ppcalendar2008.htm#pp24>

AIRCRAFT

Airport Location Identifiers: <http://www.airnav.com/> or world wide at <http://www.landings.com/>

SAFECOMS: <http://www.safecom.gov>

DEPARTMENT OF INTERIOR

Interagency Standards for Fire and Aviation Operations. - Redbook:

http://www.nifc.gov/policies/red_book.htm

Burned Area Emergency Rehabilitation:

http://www.blm.gov/style/medialib/blm/wo/Information_Resources_Management/policy/blm_handbook.Par.52739.File.dat/h1742-1.pdf

<http://www.nps.gov/policy/DOrders/DraftHandbook.htm>

<http://fire.r9.fws.gov/ifcc/esr/Library/USFS%20The%20BAER%20Facts.pdf>

<http://www.fs.fed.us/biology/watershed/burnareas/>

FOREST SERVICE

Customer Help Desk 1-866-945-1354: <http://fsweb.chd.fs.fed.us/>

Forest Service End User Gadgets: http://gadgets.ds.fs.fed.us/EUTools/ad_promote.asp

Forest Service HB: http://www.fs.fed.us/cgi-bin/Directives/get_dirs/fsh?5109.17

Forest Service HB Health & Safety HB: <http://www.fs.fed.us/im/directives/fsh/6709.11/FSH6709.pdf#349>

Fireline Handbook PMS 410-1 (March 2004): <http://www.nwcg.gov/pms/pubs/410-1/410-1.pdf>

Field Operations Guide (ICS 420-1): <http://cawg.cap.gov/Files/other/fog8x10complete.pdf>

FORMS

Forms, Reports and Templates: http://www.nifc.gov/nicc/logistics/coord_forms.htm

Incident Management Situation Report (IMSR): <http://www.nifc.gov/nicc/sitreprt.pdf>

DISPATCH

Resource Ordering and Status System (ROSS): <http://ross.nwcg.gov/>

ISROG: <http://www.nifc.gov/nicc/logistics/ISROG.pdf>

Geographic Area Coordination Centers: <http://gacc.nifc.gov/>

Incident Qualification and Certification System (IQCS): <http://iqcs.nwcg.gov/>

Task Books: <http://www.nwcg.gov/pms/taskbook/dispatch/dispatch.htm>

Position Codes: <http://iqcs.nwcg.gov/files/jobcodes.xls>

Unit Identifiers: http://www.nifc.blm.gov/nsdu/unit_id/Publish.html

I-SUITE: <http://isuite.nwcg.gov/index.html>

FireCode: <http://firecode.gov>

P-Code/job code lookup tool: http://fsweb.ftcol.wo.fs.fed.us/aqmsys/job_codes/index.php

Active Fire Maps: <http://activefiremaps.fs.fed.us/wms.php>

EQUIPMENT

Interagency Incident Business Management HB: <http://www.nwcg.gov/pms/pubs/large.html>

National Incident Radio Support Cache:

<http://www.fs.fed.us/fire/niicd/docs/2009%20NIRSC%20User%20Guide.pdf>

2009 NFES Catalog, Part 1: http://www.nifc.gov/nicc/logistics/NFES_catalog.htm

2009 NFES Catalog, Part 2, Publications: <http://www.nwcg.gov/pms/pubs/catalog/catalog.pdf>

Equipment and Training Inventory System: <http://www.fs.fed.us/business/eatis/index.php>

Forest Service Contracting Website: <http://www.fs.fed.us/fire/contracting/index.htm>

VIPR Virtual Incident Procurement: <http://fswb.wo.fs.fed.us/aqm/incident/vipr/>

MAPS

Map-Rand McNally: <http://www.randmcnally.com/>

Map: <http://mapquest.com/> or <http://www.mapblast.com/>

Latitude and Longitude Look Up: http://www.bcca.org/misc/qiblih/latlong_us.html

OTHER AGENCIES

U.S. Fish and Wildlife Service: <http://www.fws.gov/>

U.S. National Park Service: <http://www.nps.gov/>

Department of Homeland Security: <http://www.dhs.gov/dhspublic/display?theme=29>

Federal Emergency Management Agency (FEMA): <http://www.fema.gov/>

WEATHER:

Lightning Maps: <http://www.nifc.blm.gov/>

National Fire Weather Page: <http://radar.srh.noaa.gov/fire>

National Oceanic & Atmospheric Administration: <http://www.nws.noaa.gov/>

Storm Prediction Center: http://www.spc.noaa.gov/products/fire_wx/

GOES Geostationary Satellite Server: <http://www.goes.noaa.gov/>

National Climatic Data Center: <http://lwf.ncdc.noaa.gov/oa/ncdc.html>

NEXRAD Weather Radar: <http://www.wunderground.com/radar/map.asp>

ROMAN Real-time Observation Monitor & Analysis Network: <http://raws.wrh.noaa.gov/roman/>

Appendix B: Manual Resource Order Form Instructions

RESOURCE ORDER FORM INSTRUCTIONS GENERAL GUIDELINES:

A. RESOURCE ORDER NUMBER AND REQUEST NUMBERS

1. Only the originating unit's order and request number will be relayed to the other dispatching units.
2. Do not relay your office reference number (if one is used).
3. Generally when an order is placed from the incident, the expanded dispatch organization will assign the request number and pass that number back to the incident.

There are times when the incident will assign the request numbers and pass them to the expanded dispatch organization.

B. MOBILIZATION

1. When the resource departs the home unit and travel information is relayed, the resource becomes the responsibility of the receiving unit.
2. Confirmation of arrival for resource is not required, except for aircraft.
3. The receiving unit, at the final destination, shall initiate follow-up action if the arrival schedule has not been met.
4. All of these activities should be documented on the Resource Order documentation sheet.

C. TRAVEL TIME

1. Each dispatch/coordination center will use the local time of the location the resource is departing.
2. Use the local time for the destination of the resource when passing the estimated time of arrival (ETA).
3. All times will be referred to in military time.

D. CLOSING THE RESOURCE ORDER.

1. The resource order will be kept open until all the resources are released or reassigned to another order except supplies.
2. Resource orders may be closed and filed according to local office procedures after all resources have been released or reassigned.

□ **HEADER - INITIATE THE RESOURCE ORDER**

Note: see Figure 1 at end of document for complete resource order form.

RESOURCE ORDER _____ (a)	INITIAL DATE/TIME (b)
--------------------------------	-----------------------------

BLOCK 1:

- a. Functionalize by resource: Overhead, Crews, Equipment, Aircraft, Supplies, Equipment.
- b. Enter DATE/TIME the order was initiated or received.

2. INCIDENT/PROJECT NAME

BLOCK 2: Enter name of incident or project.

3. INCIDENT/PROJECT ORDER NUMBER

BLOCK 3: A national resource order numbering system, which allows for identification of a particular resource order throughout the coordination system is assigned by the host unit.

XX-YYY(Y)-AAAAAA

XX represents the two letter **STATE** designator where the unit headquarters is located.

YYY(Y) is the pre-assigned three (or four) letter **UNIT** identifier. (See NWCG Unit Identifier System of Record, http://www.nifc.blm.gov/nsdu/unit_id/Publish.html)

XX-YYY(Y) should accurately reflect the host unit Agency.

AAAAAA is the individual incident **NUMBER** assigned.

ONLY ONE INCIDENT/PROJECT ORDER NUMBER IS ASSIGNED FOR EACH INCIDENT.

4. OFFICE REFERENCE
NUMBER / FINANCIAL CODE

BLOCK 4: Cost coding data - At the minimum, a standard fire incident code generated by the USDA/DOI FireCode System must be assigned and passed. If the order is for preparedness, severity, or non-fire activity, the appropriate management codes must be assigned and passed.

Office reference number is optional and for internal use only.

5. DESCRIPTIVE LOCATION/RESPONSE
AREA

6. SEC	TWN	RNG	BASE MDM
--------	-----	-----	----------

7. MAP REFERENCE

BLOCK 5: Enter unit, airport, dispatch office, etc, where need is or where incident is located. It may be used for a geographical location or general area. It may also be used for giving specific directions for resources to use to get to the incident, for a shipping address for some supplies, and/or for a billing address if different from the incident address.

Equipment and accountable supply orders require this block be used for the billing address. If items are sent directly to the incident base, a detailed physical location is needed. If the ship to address is different than the billing address and not the incident base, a street address is needed. If more space is needed, use the documentation sheet.

BLOCK 6: Enter legal description of the incident.

BLOCK 7: Type of Map - Thomas Bros., quad, administrative, etc.

8. INCIDENT BASE/PHONE NUMBER

9. JURISDICTION/AGENCY

10. ORDERING OFFICE

BLOCK 8: All orders require a phone number. If no incident phone exists, the administrative unit's or expanded dispatch's phone number can be used.

BLOCK 9: Agency with primary jurisdiction. The agency responsible for the fire protection on the land in question. Normally the agency is the same as Block #3.

Use USFS, BLM, BIA, NPS, FWS, or State. For FEMA, use FEMA.

BLOCK 10: Office or location giving you the order (incident, forest, ranger unit, dispatch center, geographic area coordination center, NICC).

11. AIRCRAFT INFORMATION		LAT. (a)	LONG.	
BEARING	DISTANCE	BASE OR OMNI	AIR CONTACT	FREQUENCY
(b)	(c)	(d)	(e)	(f)

BLOCK 11:

- a. The Latitude and Longitude of the incident by degrees, minutes, and seconds. Required for all Aircraft orders and Equipment orders for radios.
- b. Bearing - Azimuth from the VOR nearest the incident. (VOR: Very high frequency Omni directional Range is a compass bearing off of a specific point.)
- c. Distance - In nautical miles, straight line distance from the VOR indicated.
- d. Base or OMNI – FAA identifier for the VOR.
- e. Air Contact - Call sign or name of air contact. (Air Attack 02, Lead 21)
- f. Frequency - Radio frequency and tone, if applicable, for air contact.

GROUND CONTACT	FREQUENCY	RELOAD BASE	OTHER AIRCRAFT/HAZARDS
(g)	(h)	(i)	(j)

- g. Ground Contact - Call sign or name of ground contact. (Incident Commander, dispatch center).
- h. Frequency - Radio frequency and tone, if applicable, for ground contact.
- i. Reload Base - The air tanker base to be used for reloading. This is usually the closest air tanker base to the incident.
- j. Other Aircraft/Hazards - Other aircraft in the area and any known hazards. (Smokejumpers, helicopters, lead planes, towers, wires, heavy smoke, thunderstorms, etc.)

☐ RECEIVING THE REQUEST/BLOCK 12 LEFT HALF

12. Request Number	Ordered Date/Time	From To	QTY	RESOURCE REQUESTED	Needed Date/Time	Deliver To
(a)	(b)	(c)	(d)	(e)	(f)	(g)

BLOCK 12 (Left Half):

- a. Enter the request number. Requests for each resource category will be numbered sequentially, beginning with "1", preceded by the resource function letter. Each single resource will be assigned a request number. A single request number will be assigned for strike teams. Individual overhead positions will be given separate request numbers.

Request numbers are either assigned by the incident or by the expanded dispatch.

All request numbers must be prefaced by the letter designating the kind of resource ordered.

A - Aircraft, *including*:

- airtankers
- helicopters
- dedicated AM and FM frequencies
- infrared mapping

C - Crews, *including*:

- hand crew, specify type
- camp crew

O - Overhead, *including*:

- incident management teams
- specialty teams
- individual overhead positions

E - Equipment - *Major firefighting and support items, including*:

- engines, specify type
- dozers
- caterer

and specialized items, including:

- radio systems
- retardant plants

S - Supply, *including*:

- NFES cache items
- local purchase

b. Enter date and time when that particular request is received by you.

c. The requestor's name and their office identification plus initials.

REMEMBER TO LIST THE REQUESTOR'S OFFICE IDENTIFICATION.

d. Quantity is always one, EXCEPT SUPPLIES. When ordering supplies, list the unit of issue from the NFES catalog (kt, ea, cs, pk, etc.)

e. What is it they want; be specific. Be sure more than one line is allowed for each resource ordered. For some items it is desirable to leave extra lines between requests. Anticipate the number of lines needed to identify major resource components, i.e., an engine strike team will need at least six lines before entering the next request number. Certain resource requests require additional information, e.g., Food Service Request form, Flight Request/Schedule form. Be sure to use the required form and attach it to the Resource Order.

Supply requests and some equipment requests **MUST** start with the NFES number followed by the appropriate description.

Crew orders must state type of crew, configuration, tool requirements, meal needs, time frames, transportation and/or unusual needs for assignment.

f. Enter the date and time resource(s) are to be at location shown in DELIVER TO block. ASAP is not acceptable.

g. Enter location resource(s) are to be delivered. If an airport, enter its 3_character FAA airport identifier. Otherwise, enter full name of the location. An asterisk may

be entered and information put in REMARKS. If delivery point is described in Block 5, enter "BLK 5". Additional information may be entered in REMARKS.

12. REQUEST INFORMATION

To/ From	Time
(h)	(i)

BLOCK 12: (Right Half) Placing the order

- h. Who the request is placed with (office and individual's name) and who is placing the request (your name or initials).
- i. Time the order was placed.

When the chance is high that more than one unit will be contacted to fill an individual request, consider the following alternative method: Using both TO/FROM and TIME blocks, only record unit abbreviations or three letter identifiers to track where you have placed the request. Use the documentation sheet to document exactly who (office and individual's name) and time request is placed.

Agency ID	RESOURCE ASSIGNED	ETD/E TA	RELEASED		Time/ ETA
			Date	To	
(j)	(k)	(l)			

- j. When the order is filled, enter the unit identification of the resource filling the request. Use the two letter state identification and the three letter unit identification. (See NWCG Unit Identifier System of Record, http://www.nifc.blm.gov/nsdu/unit_id/Publish.html).
- k. Enter name of resource or the resource's identification. For instance, engine call sign, crew name with last name of unit supervisor and number of people, aircraft "N" number, vehicle number, etc.

In the Release To block, enter the closest commercial jetport the sending unit prefers as a demobilization point.
- l. Enter actual time of departure and estimated time of arrival. When this information has been passed to the ordering office, the small box is blackened in.

If a unit, person, crew, etc., cancels out after all the information has been passed on, use a red pencil and write in "CX," Date/Time & person who canceled the order in the Resource Assigned column. If you are Unable-To-Fill an order write in "UTF" in the Resource Assigned column and follow the same procedures.

RELEASED		Time
Date	To	ETA
(m)	(n)	(o)

- m. Enter the actual date the resource is released.
- n. Who or where resource is released to.
- o. Enter ETD/ETA, date(s) may also be needed for travel extending over two or more days.

If a resource is being reassigned to a new incident, use the "RELEASED" column on the ORIGINAL Resource Order to tell you which order they were REASSIGNED TO. On the new Resource Order under the Resource Assigned, put the ORIGINAL Resource Order number & Request number above the resource's name. Document what happened on both orders in the Action Taken section and in the Released and Resource Assigned sections. Officially, their sending unit thinks they are still on the original incident, so you need to know what order they came on so you can release them off of it to the sending unit. Example:

RELEASED		Time
Date	To	ETA
6/18 2100	BTM	6/18 2200/2400
	Reassigned to: MT-LNF- 17625 O-25	

If the resource is reassigned outside of the unit originally ordered for, use the "Action Taken" on the original Resource Order to document where it is sent, date released, time of departure, and estimated time of arrival.

When the resource is released from your zone of control, you will release them off of the ORIGINAL order that you received them on, so you need to keep good documentation on what they do so you know what order they came off of originally.

13. ORDER RELAYED				ACTION TAKEN
Req. No.	Date	Time	To/From	
(a)	(b)	(c)	(d)	(e)

BLOCK 13:

- a. Be sure the request number from item 12 is referenced for each action that is documented.
- b. Date any information is relayed.
- c. Time any information is relayed
- d. To whom the order is being placed or received from and who you are. Use initials, or names and what unit they are on, e.g. Kass_MCD/RT.
- e. Enter what action has taken place concerning each resource. Notes, travel itinerary, etc. will be documented in this block. This is extremely important. Document EVERYTHING. These are legal documents and may be needed to back you or the agency up sometime. It's also important to leave tracks, so that anyone working on the order will know exactly what has been done. Do NOT use sticky notes and think that is all you need. It is NOT acceptable procedure. If the unit cannot fill the order, (in Block 13) write out the DATE/TIME and who it was that could not fill the order. Then drop to the next available line in Block 13 and place the request with another unit. Avoid using the back of the resource order card for documentation. When all blocks are filled on the front of the card attach a DOCUMENTATION SHEET. DO NOT write on the back of the resource orders.

REMARKS:

Enter any information which might be required at a later date for tracking purposes. That means ANY information on the resource MUST be documented.

