

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25
26
27
28
29
30
31
32
33
34
35
36
37
38
39
40
41
42
43
44
45

Chapter 19 Dispatch and Coordination System

Introduction

The primary mission of the national dispatch/coordination system is the timely, cost-effective, and efficient coordination, mobilization, and demobilization of wildland fire resources. This mission is accomplished at the direction of Agency Administrators and designated fire managers at the local, geographic, and national level and delegated to the Center Manager. Agency Administrators and fire managers are responsible for providing direction to their respective dispatch/coordination centers. The dispatch/coordination system implements the movement of resources in response to the direction as delegated.

Agency Administrators and fire managers will:

- Provide oversight for the development and implementation of dispatch/coordination center plans and operating procedures (e.g. initial response plans, dispatch operating guides/manuals, and mobilization guides) that enable the effective implementation of the fire management plan.
- Through prior planning, provide dispatch with an initial response plan to allocate resources to new incidents under the leadership of the Center Manager or delegated acting.
- Establish priorities for prepositioning and deployment of fire suppression resources based on evaluation of current/predicted fire activity and firefighting resource status and availability, and communicate these priorities to the dispatch/coordination managers through established command channels for implementation.
- Serve as authorized representatives on local, geographic, and national coordinating groups and MAC groups.

Dispatch/Coordination Center Managers will:

- Ensure that dispatch/coordination center decisions and actions are consistent with priorities, established plans, and operating procedures as determined by Agency Administrators and fire managers.
- Implement pre-planned response for allocation of resources to new incidents, pursuant to their delegation from Agency Administrators and designated fire managers.
- Develop and implement dispatch/coordination center plans and operating procedures (e.g. initial response plans, dispatch operating guides/manuals, and mobilization guides) that enable the effective implementation of the fire management plan.

1 **Organization**

2

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

- 5 • National- National Interagency Coordination Center
- 6 • Geographic- Geographic Area Coordination Centers
- 7 • Local- Local Dispatch Centers

8

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

14

15 **National Interagency Coordination Center (NICC)**

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

24

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

31

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

37

38 **Geographic Area Coordination Centers (GACCs)**

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

44 The principal mission of each GACC is to provide the cost-effective and timely
45 coordination of emergency response for all incidents within the specified
46 geographic area. GACCs are also responsible for determining needs,

1 coordinating priorities, and facilitating the mobilization of resources from their
2 areas to other geographic areas.

3

4 **Local Dispatch Centers**

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

13

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

18

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

26

27 **Mobilization Guides**

28

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

36

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

39

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

41 Local dispatch centers will have a local mobilization guide or dispatch operating
42 plan to supplement the GACC and National Mobilization Guides. The
43 mobilization guide or operating plan will include minimum elements and
44 procedures to guide the operation of a local dispatch center. See Appendix P
45 (available at http://www.nifc.gov/policies/pol_intgncy_guides.html) for

1 minimum required elements and procedures for inclusion in a local mobilization
2 guide/dispatch operating plan.

3

4 **Local and Geographic Area Drawdown**

5

6 Drawdown is the predetermined number and type of suppression resources that
7 are required to maintain viable initial attack (IA) capability at either the local or
8 geographic area. Drawdown resources are considered unavailable outside the
9 local or geographic area for which they have been identified.

10

11 Drawdown is intended to:

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

15

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

20

21 **Establishing Drawdown Levels**

22 Local drawdown is established by the local unit and/or the local MAC group and
23 implemented by the local dispatch office. The local dispatch office will notify
24 the Geographic Area Coordination Center (GACC) of local drawdown decisions
25 and actions.

26

27 Geographic area drawdown is established by the GMAC and implemented by
28 the GACC. The GACC will notify the local dispatch offices and the National
29 Interagency Coordination Center (NICC) of geographic area drawdown decision
30 and actions.

31

32 **National Ready Reserve (NRR)**

33

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

38 NRR implementation responsibilities are as follows:

- 39 • NMAC establishes national ready reserve requirements by resource
40 category, type, and quantity.
- 41 • NICC implements NMAC intent by directing individual GACCs to place
42 specific categories, types, and quantities of resources on national ready
43 reserve.
- 44 • GACCs direct local dispatch centers and/or assigned IMTs to specifically
45 identify resources to be placed on national ready reserve.
- 46 • GACCs provide NICC specific names of national ready reserve resources.

- 1 • NICC mobilizes national ready reserve assets through normal coordination
2 system channels as necessary.
3
4 National ready reserve resources must meet the following requirements:
5 • May be currently assigned to ongoing incidents;
6 • Must be able to demobe and be enroute to new assignment in less than 2
7 hours;
8 • Resources must have a minimum of 7 days left in 14 day rotation
9 (extensions will not be factored in this calculation);
10 • May be assigned to incidents after being designated ready reserve, in
11 coordination with NICC; and
12 • Designated ready reserve resources may be adjusted on a daily basis.
13
14 NMAC will adjust ready reserve requirements as needed. Furthermore, in order
15 to maintain national surge capability, the NMAC may retain available resources
16 within a geographic area, over and above the established geographic area
17 drawdown level.
18

19 **Dispatch/Coordination Center Administration**

21 **Memorandum of Understanding (MOU)**

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

- 26 • The roles and responsibilities of each interagency partner's fiscal and
27 infrastructure support responsibilities;
28 • Administrative oversight/support groups involved with the
29 dispatch/coordination center;
30 • Clear fiscal reimbursement procedures and interagency funding procedures
31 • The dispatch/coordination center's organizational charts;
32 • Communication protocols for local and geographic area cooperating
33 Agencies, including briefings, planned meetings, and conference calls;
34 • Procedures for Incident Management Team mobilization and close-out; and
35 • Supporting documentation, such as any local initial attack or fire and
36 aviation agreements for units serviced by the center.
37

38 Funding for facilities, equipment, and staffing needs shall be identified in each
39 participating agency's planning and budget process, and included in the
40 MOU/AOP.
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 Service and Supply Plans must be current, complete, organized, and accessible

1 to Initial Attack and Expanded Dispatchers.

2

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

8

9 For additional required components of a Service and Supply Plan, refer to
10 Appendix P (available at
11 http://www.nifc.gov/policies/pol_intgncy_guides.html).

12

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

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

18

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

20

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

26

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

31

32 **National Interagency Coordination Center (NICC) Functional 33 Responsibilities**

34

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

38

39 The National Interagency Coordination Center (NICC) is responsible for the
40 following:

- 41 • **Positioning and Movement of Resources**
42 NICC is responsible for, in conjunction with the GACCs, ensuring a
43 coordinated response to wildland fire incidents and/or all-hazard incidents
44 under the National Response Framework or other appropriate authorities.
45 NICC positions resources (personnel, aircraft, supplies, and equipment) to
46 meet existing and anticipated incident, preparedness, severity, wildland, and

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

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 (NWS), NIFC, NICC, and GACCS. Predictive
11 Services staff participate in planned briefings, meetings and conference
12 calls, monthly/seasonal assessments, etc.

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

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

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

35 • **Positioning and Movement of Resources**

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

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

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

11
12 GACC Predictive Services, in coordination with the NWS, has an Annual
13 Operating Plan (AOP) that outlines products and services provided by each
14 office. GACC Predictive Services ensures that provisions within the AOP
15 that affect local dispatch centers are coordinated with and communicated to
16 those centers.

17 **Local Dispatch Center Functional Responsibilities**

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

23 • **Initial Attack Dispatching**

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

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

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

44

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

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

30 **Accident Notification**

31
32 When an accident occurs, agency notification requirements will be followed. As
33 soon as the accident is verified, the following should be notified:

- 34 ● Local dispatch center;
- 35 ● Unit Fire Management Officer; and
- 36 ● Agency Administrator(s).

37
38 Additional notifications should occur in the dispatch/coordination system, from
39 the local dispatch center to the NICC through the GACC.

41 **Incident Emergency Management Planning**

42
43 To achieve successful medical response, agency administrators will ensure that
44 their units have completed the following items prior to each field season:

- 45 ● An Incident Emergency Plan that identifies medical evacuation options,
46 local/county/state/federal resource capabilities, capacities, ordering

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

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

31

32 **Dispatch/Coordination Center Reference Material**

33

34 All coordination/dispatch centers will have reference materials available to all
35 dispatchers. See Appendix P (available at
36 http://www.nifc.gov/policies/pol_intgncy_guides.html) for a list of minimum
37 required reference materials.

38

39 **Training**

40

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

43

44 Personnel will be cross trained in each function (i.e., aircraft, crews, overhead,
45 equipment, intelligence) in order to provide staffing coverage. Dispatch

Release Date: January 2014

1 personnel will be trained in and follow Center procedures for the following (as
2 applicable):

- 3 • Resource Ordering and Status System (ROSS);
- 4 • Computer Aided Dispatch (CAD);
- 5 • Fire Code;
- 6 • Automated Flight Following (AFF);
- 7 • Unit Identifiers;
- 8 • SIT Report/209; and
- 9 • Other applications (i.e. WFDSS, I-Suite).

10

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

17 .

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

- 20 • **BLM-** *BLM employees are required to complete the BLM Fire and Aviation*
21 *Employee Orientation Checklist, available at the BLM Fire Operations*
22 *website.*

23

24 **Facilities and Equipment**

25

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

30

31 Copying, facsimile, computer, and GIS systems shall meet operational needs
32 (quantity and capability) and comply with agency standards. Software will be
33 compatible with Information Resource Management and agency requirements
34 for security.

35

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

38

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

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

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

3

4 **Radio Systems**

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