

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 BLM, FWS, and/or NPS National Office or USFS  
14 Regional Office.

15

### 16 **National Interagency Coordination Center (NICC)**

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

25

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

32

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

38

### 39 **Geographic Area Coordination Centers (GACCs)**

40 There are 10 GACCs, each of which serve a specific geographic portion of the  
41 United States. Each GACC interacts with the local dispatch centers, as well as  
42 with the NICC and neighboring GACCs. Refer to the *National Interagency*  
43 *Mobilization Guide* for a complete directory of GACC locations, addresses, and  
44 personnel.

45 The principal mission of each GACC is to provide the cost-effective and timely  
46 coordination of emergency response for all incidents within the specified

1 geographic area. GACCs are also responsible for determining needs,  
2 coordinating priorities, and facilitating the mobilization of resources from their  
3 areas to other geographic areas.

#### 5 **Local Dispatch Centers**

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

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

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

#### 28 **Mobilization Guides**

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

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

#### 41 **Local Mobilization Guide/Dispatch Operating Plan**

42 Local dispatch centers will have a local mobilization guide or dispatch operating  
43 plan to supplement the GACC and National Mobilization Guides. The  
44 mobilization guide or operating plan will include or provide reference to the  
45 minimum elements and procedures to guide the operation of a local dispatch  
46 center. See Appendix P (available at

1 [http://www.nifc.gov/policies/pol\\_intgncy\\_guides.html](http://www.nifc.gov/policies/pol_intgncy_guides.html)) for minimum required  
2 elements and procedures for inclusion in a local mobilization guide/dispatch  
3 operating plan.

4

#### 5 **Local and Geographic Area Drawdown**

6

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

11

12 Drawdown is intended to:

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

16

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

21

#### 22 **Establishing Drawdown Levels**

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

27

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

32

#### 33 **National Ready Reserve (NRR)**

34

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

39 NRR implementation responsibilities are as follows:

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

- 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](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.  
46

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 ● A Medical 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 incident and communication center protocols identified in the  
4 Medical Incident Report section of the IRPG.
  - 5 • For incidents that require the preparation of an IAP, Form ICS-206-WF will  
6 be used. This form is available at:  
7 <http://www.nwcg.gov/pms/forms/ics.htm>  
8
- 9 For more information, refer to Chapter 7, and NWCG M-14-01 at  
10 <http://www.nwcg.gov/general/memos/m-14-01.html>  
11

### 12 **Dispatch/Coordination Center Reference Material**

13  
14 All coordination/dispatch centers will have reference materials available to all  
15 dispatchers. See Appendix P (available at  
16 [http://www.nifc.gov/policies/pol\\_intgncy\\_guides.html](http://www.nifc.gov/policies/pol_intgncy_guides.html)) for a list of minimum  
17 required reference materials.  
18

### 19 **Training**

20  
21 Dispatch/Coordination center staff will be trained in, and follow established  
22 procedures for, the use of applications utilized in center operations.-  
23

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

- 28 • Resource Ordering and Status System (ROSS);
- 29 • Computer Aided Dispatch (CAD);
- 30 • Fire Code;
- 31 • Automated Flight Following (AFF);
- 32 • Unit Identifiers;
- 33 • SIT Report/209; and
- 34 • Other applications (i.e. WFDSS, I-Suite).  
35

36 All dispatch center employees will have a documentation file for current season  
37 training, past season fire training, certifications and experience, fire experience,  
38 performance evaluations, and have task books initiated appropriate to their  
39 training needs. All supervisors will be familiar with safety and accident  
40 reporting processes (i.e. Safety Management Information System (SMIS),  
41 SAFENET, SAFECOM).  
42 .

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

- 1 • **BLM-** *BLM employees are required to complete the BLM Fire and Aviation*  
2 *Employee Orientation Checklist, available at the BLM Fire Operations*  
3 *website.*

#### 5 **Facilities and Equipment**

6  
7 All Dispatch/Coordination Centers will have a telephone system with an  
8 adequate number of lines for normal business volume, and the capability to  
9 expand as conditions dictate. Centers will have teleconference capabilities  
10 commensurate with the anticipated volume of business.

11  
12 Copying, facsimile, computer, and GIS systems shall meet operational needs  
13 (quantity and capability) and comply with agency standards. Software will be  
14 compatible with Information Resource Management and agency requirements  
15 for security.

16  
17 All facilities shall have an evacuation plan, security plan, and safety practices in  
18 place to safe guard the health and welfare of employees.

19  
20 Adequate facilities will be available to host an expanded dispatch or MAC group  
21 and shall include telephones, computer access, copiers, and basic office supplies.  
22 Rooms for MAC Group use will have adequate IT equipment and support.  
23 All centers will have adequate workspace with room for reference materials and  
24 other necessary items to perform assigned duties. Individual workspace should  
25 be provided away from the initial attack floor for each permanent employee, and  
26 a break room area should be provided for employees.

27  
28 Employees will have access to a locked area to store data that may contain  
29 personally identifiable information (PII) or personal items.

#### 31 **Radio Systems**

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