

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 **National Dispatch/Coordination System**

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

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

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

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

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

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

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

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

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

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

6 **Local Dispatch Centers**

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

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 **Mobilization Guides**

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

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

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

38 Local dispatch centers will have a local mobilization guide or dispatch operating
39 plan to supplement the GACC and National Mobilization Guides. The

1 mobilization guide or operating plan will include or provide reference to the
2 minimum elements and procedures to guide the operation of a local dispatch
3 center. See Appendix P for minimum required elements and procedures for
4 inclusion in a local mobilization guide/dispatch operating plan or at
5 https://www.nifc.gov/policies/pol_intgncy_guides.html.

6 **Local and Geographic Area Drawdown**

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

19 **Establishing Drawdown Levels**

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

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

28 **National Ready Reserve (NRR)**

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

33 NRR implementation responsibilities are as follows:

- 34 • NMAC establishes national ready reserve requirements by resource
35 category, type, and quantity.

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

21 **Dispatch/Coordination Center Administration**

22 **Memorandum of Understanding (MOU)**

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

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

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.

1 Service and Supply Plans

2 All local dispatch centers shall maintain a Service and Supply Plan that contains
3 current copies of procurement documents related to locally available resources.
4 Service and Supply Plans must be current, complete, organized, and accessible
5 to Initial Attack and Expanded Dispatchers.

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

10 For additional required components of a Service and Supply Plan, refer to
11 Appendix P at https://www.nifc.gov/policies/pol_ref_redbook.html.

12 Continuity of Operations Plan (COOP)

13 All centers will maintain a current Continuity of Operations Plan (COOP) which
14 includes a pre-identified alternate location with adequate supplies, notification
15 procedures for activation, a back-up computer system, and contingency plans for
16 loss of telecommunications equipment and/or loss of access to network
17 connectivity. Additionally, all centers which are required to maintain
18 communications with field going resources, including aircraft, will maintain an
19 identified back-up power source and redundancies in communication systems
20 for a possible loss of radios and/or telecommunications equipment.

21 Dispatch/Coordination Center Manager Delegation of Authority

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

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

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

36 The National Interagency Coordination Center (NICC) is responsible for the
37 following:

- 1 • **Positioning and Movement of Resources**
2 NICC, in conjunction with the GACCs, is responsible for ensuring a
3 coordinated response to wildland fire incidents and/or all-hazard incidents
4 under the National Response Framework or other appropriate authorities.
5 NICC positions resources (personnel, aircraft, supplies, and equipment) to
6 meet existing and anticipated incident, preparedness, severity, wildland, and
7 prescribed fire needs regardless of geographic location or agency affiliation.
8 NICC coordinates movement of resources across Geographic Area
9 boundaries. NICC allocates resources according to National Multi-Agency
10 Coordinating Group (NMAC) direction when competition for wildland fire
11 resources occurs among Geographic Areas.
- 12 • **Management of National Aviation Resources**
13 As directed or delegated by NMAC, NICC allocates national resource
14 aviation assets to the Geographic Areas based upon national priorities.
15 These national resources include:
16 ○ Federal airtankers
17 ○ Large transport aircraft
18 ○ Modular Airborne Fire Fighting System (MAFFS) Airtankers
19 ○ Type 1 and 2 FS Exclusive Use/Call-When-Needed contracted
20 helicopters
21 ○ Airborne Thermal Infrared (IR) Fire Mapping aircraft
22 ○ Leadplanes and Aerial Supervision Modules
- 23 NICC has established authorities and procedures for dispatching aviation
24 resources. These authorities and procedures include:
25 ○ Aircraft ordering protocols for fire, logistical and administrative flights;
26 ○ Tracking of all aircraft ordered through NICC that cross geographic
27 area boundaries;
28 ○ Mechanisms for disseminating availability and commitment status
29 throughout the dispatch/coordination system; and
30 ○ Procedures for mobilization and use of large transport aircraft (NICC is
31 the sole source for large transport aircraft).
32 ○ GACCs hosting national Type 1 and 2 helicopters will coordinate with
33 NICC prior to releasing flight crews for the day when those resources
34 are not being used within the host area and could be utilized elsewhere
35 for emerging or ongoing fire activity.
- 36 • **Management of National Support Resources**
37 NICC mobilizes national support resources such as National Interagency
38 Radio Support Cache radio systems and kits, Incident Remote Automatic
39 Weather Stations, Project Remote Automatic Weather Stations, National
40 Contract Mobile Food Services, and National Contract Mobile Shower
41 Facilities. Refer to the *National Interagency Mobilization Guide* for more
42 information.

1 • **Allocation of Other National Resources**

2 As directed or delegated by the NMAC, NICC mobilizes national program
3 resources such as National Interagency Buying Teams, Administrative
4 Payment Teams, Burned Area Emergency Response Teams, and National
5 Fire Prevention and Education Teams to the Geographic Areas based upon
6 national priorities. Refer to the *National Interagency Mobilization Guide* for
7 more information.

8 • **Predictive Services and Intelligence**

9 Predictive Services is a decision support unit for federal, state and local land
10 agencies for operational management of and strategic planning for wildland
11 firefighting resources. Predictive Services accomplishes this through
12 analysis of weather and climate, fuels, and fire activity and behavior. The
13 products and services provide support for the proactive management of
14 wildland fire with an eye toward safety, cost containment, efficiency and
15 ecosystem health. Additionally, Predictive Services will advance the state of
16 science through collaborations with cooperating agencies, including
17 academic, research and private sector partners.

18 The National Predictive Services staff works under the direction of the
19 National Interagency Coordination Center (NICC) Manager, with guidance
20 from the National Multi-Agency Coordinating Group (NMAC).
21 Geographic Area Coordination Center (GACC) Predictive Services staff
22 work under the direction of the GACC Manager, with guidance from the
23 Geographic Area Coordinating Groups. National and GACC missions share
24 importance and as such National and GACC Predictive Services work in
25 unison to create and maintain products and services which provide value to
26 users at all levels.

27 Predictive Services is comprised of Meteorologists and Fuels and Fire
28 Behavior Analysts at NICC and the GACCs. GACC Managers and
29 Geographic Area Coordinating Groups decide the need for and allocation of
30 positions within each GACC with input from National Predictive Service
31 staff, the NICC Manager and NMAC.

32 Intelligence gathering is a fundamental component of the national
33 coordination system for federal, state and local land agencies. Intelligence
34 coordination is accomplished through compiling reports from all levels of
35 the firefighting organization as well as communicating with individual
36 GACCs and local jurisdictions concerning their ongoing, historical and
37 expected fire occurrence. The products and services provide support for the
38 proactive management of wildland fire with an eye toward safety, cost
39 containment, efficiency and ecosystem health.

40 The National Intelligence Coordination staff works under the direction of
41 the National Interagency Coordination Center (NICC) Center Manager,
42 with guidance from the National Multi-Agency Coordinating Group

1 (NMAC). Geographic Area Coordination Center (GACC) Intelligence
2 Coordination staff work under the direction of the GACC Center Manager,
3 with guidance from the Geographic Area Coordinating Groups. National
4 and GACC missions share importance and as such, National and GACC
5 Predictive Services work in unison to create and maintain products and
6 services which provide value to users at all levels.

7 The Intelligence sections are comprised of Intelligence Coordinators and
8 Intelligence Officers at NICC and the GACCs. GACC Managers and
9 Geographic Area Coordinating Groups decide the need for and allocation of
10 positions within each GACC with input from National Intelligence
11 Coordination staff, the NICC Manager and NMAC.

- 12 • **International and Department of Defense Assistance**
13 NICC serves as the focal point for international assistance requested from
14 NMAC either under existing agreements or by the US Department of State.
15 NICC also serves as the focal point for any requests for assistance from the
16 Department of Defense.

17 For more information, see agreements at
18 <https://www.nifc.gov/nicc/logistics/references.htm>.

19 **Geographic Area Coordination Center (GACC) Functional Responsibilities**

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

23 Geographic Area Coordination Centers (GACCs) are responsible for the
24 following:

- 25 • **Positioning and Movement of Resources**
26 GACCs, in conjunction with NICC and local dispatch centers, are
27 responsible for ensuring a coordinated response to wildland fire incidents
28 and/or all-hazard incidents under the National Response Framework or
29 other appropriate authorities. GACCs mobilize and position resources
30 (personnel, aircraft, supplies, and equipment) internally among local
31 dispatch centers to meet existing and anticipated incident, preparedness,
32 severity, wildland, and prescribed fire needs, regardless of geographic
33 location or agency affiliation. GACCs coordinate movement of resources
34 within Geographic Area boundaries and allocate resources according to
35 Geographic Area Multi-Agency Coordinating Group (GMAC) direction
36 when competition for wildland fire resources occurs within the Geographic
37 Area. GACCs will ensure adequate fire suppression capability for local
38 and/or Geographic Area managers, and enable sound planning and
39 preparedness at all management levels.

- 1 Geographic Areas will establish priorities for their incidents and wildland
2 fires and report them to NICC. GACCs will notify NICC and adjoining
3 GACCs of the commitment of National Resources within their Area, and
4 will notify the local dispatch offices and the NICC of Geographic Area
5 drawdown decision and actions.
- 6 Activities associated with the National Response Framework will be
7 accomplished utilizing established dispatch coordination procedures. The
8 affected GACC will coordinate ordering points with Regional Response
9 Coordination Centers (RRCC) and Joint Field Offices (JFO).
- 10 • **Management of Aviation Resources**
11 GACCs have established authorities and procedures for dispatching aviation
12 resources. These procedures include:
13 ○ Aircraft ordering protocols for fire, logistical and administrative flights;
14 ○ Procedures for tracking of all aircraft within Geographic Area
15 boundaries;
16 ○ Mechanisms for disseminating availability and commitment status
17 throughout the dispatch/coordination system;
18 ○ Ordering and operational procedures between the GACC, dispatch
19 center(s) and airtanker base(s);
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 and operating
24 guidelines for airspace deconfliction for Military Air Space (MTR,
25 SUA, MOA) and Restricted Areas. GACCs will participate in planned
26 airspace meetings annually;
27 ○ Procedures for ordering and utilization of FAA temporary towers; and
28 ○ Procedures for reporting through the SAFECOM system.
- 29 • **Predictive Services**
30 The GACC Managers will provide daily supervision of their respective
31 Predictive Services programs, including developing GACC-specific
32 operating plans. These plans will encompass the daily activities of the
33 GACC Predictive Services program, including supervision, the flow of
34 information within the GACC and Geographic Area, and the products
35 produced for Geographic Area purposes. GACC Center Managers will have
36 ultimate responsibility for ensuring GACC Predictive Services staffs have
37 the appropriate allocation of time and resources to produce required national
38 products including but not limited to the National 7-day Significant Fire
39 Potential Outlook; the National Significant Wildland Fire Potential
40 Outlook; and Fuels and Fire Behavior Advisories as needed.
- 41 • **Intelligence**
42 The GACC Center Managers will provide daily supervision of their
43 respective Intelligence Coordination programs, including developing
44 GACC-specific operating plans. These plans will encompass the daily

1 activities of the GACC Intelligence Coordination program, including
2 supervision, the flow of information within the GACC and Geographic
3 Area, and the products produced for Geographic Area purposes including
4 Multi-Agency Coordination Group management. The GACC Center
5 Managers will have ultimate responsibility for ensuring GACC Intelligence
6 Coordination staffs have the appropriate allocation of time and resources to
7 produce required national products.

8 **Local Dispatch Center Functional Responsibilities**

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

- 12 • **Initial Attack Dispatching**

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

18 Each dispatch office with the responsibility for initial response to wildland
19 fires shall have a pre-planned response plan that allocates resources to new
20 wildland fires in accordance with fire management direction, initial attack
21 agreements, and established ordering procedures. The pre-planned response
22 plan will be reviewed and updated annually prior to fire season.

23 Additionally, each center will have a method to document actions taken and
24 resources sent to wildland fires. Centers may use either a manual or
25 computer aided dispatch system.

26 Each dispatch center shall have maps posted that depict initial attack
27 response areas, land ownership, jurisdictional and protection boundaries,
28 hazards, and resource concerns. Each center will also ensure that Computer
29 Aided Dispatch (CAD) and Geographic Information System (GIS) products
30 are current, functioning, and utilized.

31 Dispatch centers will have protocols in place for frequency management,
32 priority use of frequencies, and procedures for obtaining additional
33 frequencies.

34 Local Dispatch centers will have protocols in place for timely request and
35 dissemination of Fire Weather Forecasts, Spot Weather Forecasts, Fire
36 Weather Watches, and Red Flag Warnings to firefighters, Incident
37 Commanders, and field-going personnel.

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

1 Qualified personnel should be on site in order to adequately staff required
2 expanded dispatch functions. Expanded dispatch supervisors are responsible
3 for establishing a staffing and operating schedule for expanded dispatch,
4 including operational period changes, briefings, and strategy meetings.

5 • **Aviation**

- 6 Each dispatch center will have documented procedures established for
7 dispatching of aviation resources. These procedures will include:
- 8 ○ Aircraft ordering protocols for fire, logistical and administrative flights;
 - 9 ○ Procedures for disseminating availability and commitment status
10 throughout the dispatch/coordination system;
 - 11 ○ Procedures for coordination with airtanker bases;
 - 12 ○ Procedures for airtanker, smokejumper and rappeller use and
13 restrictions;
 - 14 ○ Procedures for flight following (including protocols for use of
15 Automated Flight Following (AFF) and initial call on the National
16 Flight Following Frequency);
 - 17 ○ Procedures for ordering and establishing TFRs;
 - 18 ○ Procedures for airspace de-confliction for Military Air Space (MTR,
19 SUA, MOA) and Restricted Areas, and current Aviation flight hazard
20 maps or military operating area sectionals;
 - 21 ○ Procedures for requesting FAA Temporary Towers; and
 - 22 ○ Procedures for reporting through the SAFECOM system.

23 **Accident Notification**

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

- 26 • Local dispatch center;
- 27 • Unit Fire Management Officer; and
- 28 • Agency Administrator(s).

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

31 **Incident Emergency Management Planning**

32 To achieve successful medical response, Agency Administrators will ensure that
33 their units have completed the following items prior to each field season:

- 34 • A Medical Emergency Response Plan that identifies medical evacuation
35 options, local/county/state/federal resource capabilities, capacities, ordering
36 procedures, cooperative agreements, role of dispatch centers, and key
37 contacts or liaisons;
- 38 • Standardized incident and communication center protocols identified in the
39 Medical Incident Report section of the *IRPG*.

- 1 • For incidents that require the preparation of an IAP, Form ICS-206-WF will
2 be used. This form is available at <https://www.nwcg.gov/publications/ics->
3 forms.

4 **Dispatch/Coordination Center Reference Material**

5 All coordination/dispatch centers will have reference materials available to all
6 dispatchers. See Appendix P for a list of minimum required reference materials
7 at https://www.nifc.gov/policies/pol_ref_redbook.html.

8 **Training**

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

11 Personnel will be cross trained in each function (i.e., aircraft, crews, overhead,
12 equipment, intelligence) in order to provide staffing coverage. Dispatch
13 personnel will be trained in and follow center procedures for the following (as
14 applicable):

- 15 • Resource Ordering and Status System (ROSS);
- 16 • Computer Aided Dispatch (CAD);
- 17 • Fire Code;
- 18 • Automated Flight Following (AFF);
- 19 • Unit Identifiers;
- 20 • SIT Report/209; and
- 21 • Other applications (e.g., WFDSS, I-Suite).

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

28 All employees will have current red cards produced by the Incident
29 Qualification and Certification System (IQCS) as per Chapter 13.

- 30 • *BLM* – *BLM employees are required to complete the BLM Fire and*
31 *Aviation Employee Orientation Checklist, available at the BLM Fire*
32 *Operations website http://web.blm.gov/internal/fire/fire_ops/index.html.*

33 **Facilities and Equipment**

34 All dispatch/coordination centers will have a telephone system with an adequate
35 number of lines for normal business volume, and the capability to expand as
36 conditions dictate. Centers will have teleconference capabilities commensurate
37 with the anticipated volume of business.

- 1 Copying, facsimile, computer, and GIS systems shall meet operational needs
- 2 (quantity and capability) and comply with agency standards. Software will be
- 3 compatible with Information Resource Management and agency requirements
- 4 for security.

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

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

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

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

- 16 **Radio Systems**
- 17 Radio systems will have an adequate number of frequencies to provide for
- 18 separation of incidents and use by all interagency partners. Base station and
- 19 repeater transmissions shall be recorded and maintained in accordance with
- 20 agency records management policies. Radio systems may have alert tones
- 21 available for use as determined by local center policies.

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