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.

National Dispatch/Coordination System

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

1   • National – National Interagency Coordination Center
2   • Geographic – Geographic Area Coordination Centers
3   • Local – Local Dispatch Centers

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

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

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

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

30 **Geographic Area Coordination Centers (GACCs)**
31 There are 10 GACCs, each of which serve a specific geographic portion of the
32 United States. Each GACC interacts with the local dispatch centers, as well as
33 with the NICC and neighboring GACCs. Refer to the *National Interagency*
34 *Mobilization Guide* for a complete directory of GACC locations, addresses, and
35 personnel.

36 The principal mission of each GACC is to provide the cost-effective and timely
37 coordination of emergency response for all incidents within the specified
38 geographic area. GACCs are also responsible for:
39 • Determining needs;
40 • Coordinating priorities;

- Facilitating mobilization of resources within their Geographic Area (GA) and in support of other GA's; and
- Supplying intelligence associated with incidents and resource availability within their GA to the NICC and cooperating agencies.

Local Dispatch Centers

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

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

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

Mobilization Guides

The NICC and each GACC annually publish a mobilization guide. The mobilization guides identify standard procedures which guide the operations of multi-agency logistical support activity throughout the coordination system. These guides are intended to facilitate interagency dispatch coordination, ensuring timely and cost-effective incident support services are provided. Local and geographic area mobilization guides supplement the *National Interagency Mobilization Guide*.

The *National Interagency Mobilization Guide* (NFES 2092) and links to geographic area mobilization guides are available at https://www.nifc.gov/nicc/.

Local Mobilization Guide/Dispatch Operating Plan

Local dispatch centers will have a local mobilization guide or dispatch operating plan to supplement the GACC and National mobilization guides. The mobilization guide or operating plan will include or provide reference to the minimum elements and procedures to guide the operation of a local dispatch center. See Appendix P for minimum required elements and procedures for

inclusion in a local mobilization guide/dispatch operating plan or at

https://www.nifc.gov/policies/pol_ref_redbook.html.

Local and Geographic Area Drawdown

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

Drawdown is intended to:
- Ensure adequate fire suppression capability for local and/or geographic area managers; and
- Enable sound planning and preparedness at all management levels.

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

Establishing Drawdown Levels

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

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

National Ready Reserve (NRR)

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

NRR implementation responsibilities are as follows:
- NMAC establishes national ready reserve requirements by resource category, type, and quantity.
- NICC implements NMAC intent by directing individual GACCs to place specific categories, types, and quantities of resources on national ready reserve.
- GACCs direct local dispatch centers and/or assigned IMTs to specifically identify resources to be placed on national ready reserve.
- NICC mobilizes national ready reserve assets through normal coordination system channels as necessary.

National ready reserve resources must meet the following requirements:

- May be currently assigned to ongoing incidents;
- Must be able to demobe and be en route to new assignment in less than 2 hours;
- Resources must have a minimum of 7 days left in 14-day rotation (extensions will not be factored in this calculation);
- May be assigned to incidents after being designated ready reserve, in coordination with NICC; and
- Designated ready reserve resources may be adjusted on a daily basis.

NMAC will adjust ready reserve requirements as needed. Furthermore, in order to maintain national surge capability, the NMAC may retain available resources within a geographic area, over and above the established geographic area drawdown level.

Dispatch/Coordination Center Administration

Memorandum of Understanding (MOU)

Each dispatch/coordination center will have a Memorandum of Understanding (MOU) signed by all cooperators. This MOU will be reviewed and updated annually. Dispatch/coordination center MOUs and their associated operating plans (OPs) will be current and will define:

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

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

Service and Supply Plans

All local dispatch centers shall maintain a Service and Supply Plan that contains current copies of procurement documents related to locally available resources. Service and Supply Plans must be current, complete, organized, and accessible to initial attack and expanded dispatchers.

The Service and Supply Plan will contain current copies of competitive Incident Blanket Purchase Agreements (I-BPAs), as well as source lists for incident-only

agreements. Resources and their respective contracts/agreements will be entered into ROSS if applicable, and naming conventions will meet national standards.

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

Continuity of Operations Plan (COOP)

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

Dispatch/Coordination Center Manager Delegation of Authority

All dispatch/coordination center managers shall have a signed delegation of authority providing an adequate level of operational authority from all participating agencies. The delegation of authority will include appropriate supervisory authority, and a process for completion of employee performance evaluations.

The Dispatch/Coordination Center Manager may, where appropriate, complete a delegation of authority for staff that identifies roles and responsibilities for Acting Center Manager, Coordinator-on-Duty, Floor Supervisor, and/or Internal Duty Officer.

National Interagency Coordination Center (NICC) Functional Responsibilities

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

NICC is responsible for the following:
- **Positioning and Movement of Resources**
  NICC, in conjunction with the GACCs, is responsible for ensuring a coordinated response to wildland fire incidents and/or all-hazard incidents under the National Response Framework or other appropriate authorities. NICC positions resources (personnel, aircraft, supplies, and equipment) to meet existing and anticipated incident, preparedness, severity, wildland, and prescribed fire needs regardless of geographic location or agency affiliation. NICC coordinates movement of resources across Geographic Area boundaries. NICC allocates resources according to National Multi-Agency Coordinating Group (NMAC) direction when competition for wildland fire resources occurs among Geographic Areas.

- **Management of National Aviation Resources**
  As directed or delegated by NMAC, NICC allocates national resource aviation assets to the Geographic Areas based upon national priorities. These national resources include:
  - Federal airtankers
  - Single Engine Airtankers (SEATs)
  - Large transport aircraft
  - Modular Airborne Fire Fighting System (MAFFS) Airtankers
  - Type 1 and 2 FS Exclusive Use/Call-When-Needed contracted helicopters
  - Airborne Thermal Infrared (IR) Fire Mapping aircraft
  - Leadplanes and Aerial Supervision Modules
  - Smokejumpers
  - Smokejumper aircraft
  - Water Scoopers
  - Federally-contracted exclusive use and CWN UAS

  NICC has established authorities and procedures for dispatching aviation resources. These authorities and procedures include:
  - Aircraft ordering protocols for fire, logistical and administrative flights;
  - Tracking of all aircraft ordered through NICC that cross geographic area boundaries;
  - Mechanisms for disseminating availability and commitment status throughout the dispatch/coordination system; and
  - Procedures for mobilization and use of large transport aircraft (NICC is the sole source for large transport aircraft).
  - GACCs hosting national Type 1 and 2 helicopters will coordinate with NICC prior to releasing flight crews for the day when those resources are not being used within the host area and could be utilized elsewhere for emerging or ongoing fire activity.
- **Management of National Support Resources**
  NICC mobilizes national support resources such as National Interagency Radio Support Cache radio systems and kits, Incident Remote Automatic Weather Stations, Project Remote Automatic Weather Stations, National Contract Mobile Food Services, and National Contract Mobile Shower Facilities. Refer to the *National Interagency Mobilization Guide* for more information.
- **Allocation of Other National Resources**
  As directed or delegated by the NMAC, NICC mobilizes national program resources such as National Interagency Buying Teams, Administrative Payment Teams, Burned Area Emergency Response Teams, and National Fire Prevention and Education Teams to the Geographic Areas based upon national priorities. Refer to the *National Interagency Mobilization Guide* for more information.

- **Predictive Services**
  The National Predictive Services Program mission is to integrate climate, weather, fuels, situation and incident resource status information to enhance the ability of managers to make sound decisions for both short- and long-range strategic planning. Working as cohesive units situated at each of the Geographic Area and National Interagency Coordination Centers, Predictive Services will blend the functions of intelligence, fire management analysis and meteorology for delivering decision support products and services in support of Geographic Area and National decision-making.

  The National Predictive Services Oversight Group (PSOG) provides management oversight and direction to the National Predictive Services Program. The group coordinates, directs and oversees the development and implementation of national program products and services, ensures the integrity and cohesiveness of program operations, arbitrates differences, and provides a venue for dialogue and deliberation in support of a sustainable and effective program.

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

  Predictive Services is comprised of Meteorologists, Fuels and Fire Behavior Analysts and Intelligence Coordinators and Officers at NICC and the GACCs. GACC Managers and Geographic Area Coordinating Groups determine the need and allocation of positions within each GACC with input from National Predictive Service staff, the NICC Manager and NMAC.
- **International and Department of Defense Assistance**
  NICC serves as the focal point for international assistance requested from NMAC either under existing agreements or by the US Department of State. NICC also serves as the focal point for any requests for assistance from the Department of Defense.

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

Geographic Area Coordination Center (GACC) Functional Responsibilities

Each GACC Manager will be responsible for managing the daily operation of the GACC and for resource allocations within their GA. Resource allocation will

be in alignment with their GA MAC and NMAC. The GACC Manager may identify an additional point-of-contact (POC) in the form of coordinator-on-duty (COD), Duty Officer and/or Duty Chief.

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

- **Positioning and Movement of Resources**

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

    Geographic Areas will establish priorities for their incidents and wildland fires and report them to NICC. GACCs will notify NICC and adjoining GACCs of the commitment of National Resources within their Area, and will notify the local dispatch offices and the NICC of Geographic Area drawdown decision and actions.

    Activities associated with the NRF will be accomplished utilizing established dispatch coordination procedures. The affected GACC will coordinate ordering points with Regional Response Coordination Centers (RRCC) and Joint Field Offices (JFO).

- **Management of Aviation Resources**

    GACCs have established authorities and procedures for dispatching aviation resources. These procedures include:
    - Aircraft ordering protocols for fire, logistical and administrative flights;
    - Procedures for ordering agency-approved IR Mapping Aircraft and unmanned aircraft system (UAS);
    - Procedures for tracking of all aircraft within Geographic Area boundaries;
    - Mechanisms for disseminating availability and commitment status throughout the dispatch/coordination system;
    - Ordering and operational procedures between the GACC, dispatch center(s) and airtanker base(s);
    - Procedures for flight following (including protocols for use of Automated Flight Following (AFF) and initial call on the National Flight Following Frequency);

1   ○   Procedures for ordering and establishing TFR's and operating
2   guidelines for airspace deconfliction for Military Air Space (MTR,
3   SUA, MOA) and Restricted Areas. GACCs will participate in planned
4   airspace meetings annually;
5   ○   Procedures for ordering and utilization of FAA temporary towers;
6   ○   Procedures for reporting through the SAFECOM system; and
7   ○   Procedures for reporting drone intrusions.
8   •   **Predictive Services**
9   The GACC and/or Predictive Service Managers will provide daily
10   supervision of their respective Predictive Services programs, including
11   developing GACC-specific operating plans. These plans will encompass the
12   daily activities of the GACC Predictive Services program, including
13   supervision, the flow of information within the GACC and Geographic
14   Area, and the products produced for Geographic Area purposes. GACC
15   and/or Predictive Service Managers will have ultimate responsibility for
16   ensuring GACC Predictive Services staff have the appropriate allocation of
17   time and resources to produce required national products including the
18   National 7-day Significant Fire Potential Outlook; the National Significant
19   Wildland Fire Potential Outlook; and Fuels and Fire Behavior Advisories as
20   needed.

Local Dispatch Center Functional Responsibilities

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

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

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

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

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

Aided Dispatch (CAD) and Geographic Information System (GIS) products are current, functioning, and utilized.

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

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

The National Multi-Agency Coordinating Group (NMAC) has established incident name protocols. Guidance can be found at https://www.nifc.gov/nicc/administrative/nmac/index.html.

All required reference material will be current and accessible, and expired or out-of-date material will be removed.

- **Intelligence**
The intelligence function is responsible for gathering and disseminating incident, resource, weather and predictive services information. Each dispatch center will ensure that locations and conditions of the fire weather stations are known and a current weather station catalog is available. Weather data will be archived daily in WIMS and seasonal inputs will be maintained, including vegetative state, fuel moisture values, daily state of the weather observations, and updating breakpoints.
  - *FS – Dispatch centers are required to have a person trained in the National Fire Danger Rating System (NFDRS) assigned to data quality assurance responsibilities.*

Dispatch centers will ensure that coordination/communication with the local NWS Forecast Office occurs annually prior to fire season.

Local dispatch centers will have a process in place for submission of the daily situation report and ICS-209s.

Dispatch centers with websites will ensure current intelligence and weather information is posted.

- **Expanded Dispatch and Incident Business Management**
Expanded dispatch is a functional branch of the Incident Support Organization (ISO) that supports incidents and expands as local fire conditions and activity dictates. Expanded dispatch is established when a high volume of activity indicates that increased dispatch and coordination capability is required.

Each dispatch center will have an Expanded Dispatch Operating Plan which provides specific details about when, where, and how to implement an expanded dispatch. The plan will identify logistical support facilities available for expanded dispatch use. These facilities will be pre-identified,

procured, and available for immediate setup, along with necessary equipment.

The expanded dispatch workspace will be separate from, but accessible to, the initial attack organization. The area should have adequate office space, including suitable lighting, heating/ cooling systems, and security. Expanded dispatchers will have access to communications equipment including telephones, fax machines, copiers, and computer hardware with adequate data storage space.

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

- **Aviation**
  Each dispatch center will have documented procedures established for dispatching of aviation resources. These procedures will include:
    - Aircraft ordering protocols for fire, logistical and administrative flights;
    - Procedures for ordering agency-approved IR Mapping Aircraft and unmanned aircraft system (UAS);
    - Procedures for disseminating availability and commitment status throughout the dispatch/coordination system;
    - Procedures for coordination with airtanker bases;
    - Procedures for airtanker, smokejumper and rappeller use and restrictions;
    - Procedures for flight following (including protocols for use of Automated Flight Following (AFF) and initial call on the National Flight Following Frequency);
    - Procedures for ordering and establishing TFRs;
    - Procedures for airspace de-confliction for Military Air Space (MTR, SUA, MOA) and Restricted Areas, and current Aviation flight hazard maps or military operating area sectionals;
    - Procedures for requesting FAA Temporary Towers;
    - Procedures for reporting through the SAFECOM system; and
    - Procedures for reporting drone intrusions.

Accident Notification

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

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

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

Incident Emergency Management Planning

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

- A Medical Emergency Response Plan that identifies medical evacuation options, local/county/state/federal resource capabilities, capacities, ordering procedures, cooperative agreements, role of dispatch centers, and key contacts or liaisons;
- Standardized incident and communication center protocols identified in the Medical Incident Report section of the *IRPG*.
- For incidents that require the preparation of an IAP, Form ICS-206-WF will be used. This form is available at https://www.nwcg.gov/sites/default/files/products/ics-forms/ics_206_wf.pdf.

Dispatch/Coordination Center Reference Material

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

Training

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

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

- Resource Ordering and Status System (ROSS);
- Computer Aided Dispatch (CAD);
- Fire Code;
- Automated Flight Following (AFF);
- Unit Identifiers;
- SIT Report/209; and
- Other applications (e.g., WFDSS, ISuite).

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

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

- ***BLM** – BLM employees are required to complete the Fire and Aviation Employee Orientation Checklist available at https://www.nifc.gov/policies/pol_ref_intgncy_prepcheck_BLMchecklist.html.*

Facilities and Equipment

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

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

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

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

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

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

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