

NATIONAL INTERAGENCY COORDINATION CENTER



DETAILER GUIDE

2016

The National Interagency Coordination Center is located on the 2nd floor of the Jack Wilson building at the National Interagency Fire Center in Boise, Idaho.

Our Physical Address is:
NIFC/NICC (Mail Stop 220)
3833 South Development Ave.
Boise ID 83705
Phone: 208-387-5400
Fax: 208-387-5414 or 208-387-5663
Website: <http://www.nifc.gov/nicc/index.htm>

**NATIONAL INTERAGENCY COORDINATION CENTER (NICC)
ORIENTATION FOR DETAILERS**

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Introduction

National Interagency Coordination Center Mission Statement

The principal mission of the National Interagency Coordination Center (NICC) at the National Interagency Fire Center (NIFC) is the cost effective and timely coordination of land management agency successful emergency response for wildland fire. As a partner in the National Response Framework (NRF) and as interagency cooperators, we will also meet the requirements of all-hazard incidents as directed by the NRF or Presidential and Secretarial direction. This is accomplished through planning, situation monitoring, and expediting resource orders between the Bureau of Indian Affairs (BIA) Areas, Bureau of Land Management (BLM) States, National Association of State Foresters (NASF), Fish and Wildlife Service (FWS) Regions, Forest Service (FS) Regions, National Park Service (NPS) Regions, National Weather Service (NWS) Regions, Federal Emergency Management Agency (FEMA) Regions through the United States Fire Administration (USFA) and other cooperating agencies.

A Brief Profile of the National Interagency Coordination Center

NICC was established in 1975 to provide logistical support and intelligence for wildfires across the nation. NICC also provides support to “all-hazard” incidents such as floods, hurricanes and earthquakes. NICC coordinates resource allocation across the U.S., as well as provide support to incidents in foreign countries.

The national dispatch and coordination process is designed on a three-tiered system of support - the National Interagency Coordination Center (tier 1), one of the 10 geographic area coordination centers (tier 2), and the local dispatch center (tier 3). When a fire is reported, the local dispatch center provides dispatching of their assigned resources. If the fire continues to grow, the local dispatch center may place needed requests to the appropriate geographic area coordination center. When the geographic area has exhausted its available resources, it may place needed resource requests to the NICC at the National Interagency Fire Center (NIFC) in Boise, Idaho who will then either fill or place requests to another geographic area coordination center for help in locating what is needed, from air tankers to radios to firefighting crews to incident management teams.

Based on “closest / quickest forces” concepts, NICC will mobilize the closest / quickest available qualified resource, regardless of agency affiliation. In addition to coordinating resources among the GACCs, NICC is the sole source dispatch center for Call-When-Needed contracted Type 1 and Type 2 helicopters, air tankers, Forest Service infrared imagery aircraft, large transport aircraft, National contracted caterers, showers, NIFC telecommunications equipment, military resources (excluding National Guard assets) and requests for international assistance.

Working Atmosphere

NICC has a zero tolerance policy for harassment of any kind. All employee's, cooperators, contractors, and volunteers who participate in wildland fire operations have the responsibility to treat one another with respect. Every employee at NICC takes personal responsibility for creating and ensuring a healthy and safe work environment.

Every individual assigned to NICC has a responsibility to report harassment, inappropriate behavior, and take positive action to mitigate the effects. Promptly notify the Coordinator on Duty (COD) or Assistant Center Managers should any situation develop.

NICC takes pride in maintaining a professional and service oriented working atmosphere while still allowing for some informality. NICC maintains a fragrance free working environment, colognes, perfumes and fragrant oils should not be present on your person. We want you to have fun working here, but we also expect you to use common sense and do your assigned job to the best of your ability. If you have questions about your assigned duty, please don't hesitate to ask for help.

Appropriate Attire

In order to maintain a professional atmosphere at NICC, we request that visitors and detailers wear casual office-style apparel. With a large group working in a relatively small working space, it is difficult to keep the temperatures comfortable for everyone. We recommend that you bring a sweater or jacket to ensure your comfort.

During your stay

If you have any questions or concerns, please direct them to the Coordinator-on-Duty (COD) or ask the Lead Dispatcher assigned to the desk you are working. If your questions or concerns cannot be met at this level, please contact one of the Assistant Center Managers.

NICC Staff

NICC staffing includes 14 permanent positions, eight career seasonal and/or shared positions, and four temporary seasonal employees. NICC is staffed jointly by Bureau of Land Management and USDA Forest Service employees. An organization chart is located in Appendix A on page 12.

Lodging, Meals, and Transportation

Authorization for rental cars will be stated in your resource order. Room reservations are to be made in advance of your arrival. A list of area motels is located in Appendix D, page 16. If you are not self-sufficient, please call NICC immediately and notify the COD prior to your travel. If lodging is being paid by NICC, you are responsible for all telephone call charges, movies and/or other miscellaneous expenses.

You are expected to pay for your own meals and claim per diem. If you do not have any method of paying for you own meals, let the NICC Coordinator-on-Duty know before you begin travel.

Below are the 2016 Boise area per diem rates.

Primary Destination (1)	County (2, 3)	Max Lodging (exc. taxes)	+	M&IE Rate	=	Max Per Diem Rate (4)	First & Last Day (75% of M&IE)
Boise	Ada	89		51		140	38.25

Personal Items

NIFC Security

Access to the NIFC compound will be allowed only through the Security Entrance (Vista) Gate. This entrance will be staffed with NIFC security personnel 24 hours a day. All other gates to the NIFC compound are closed.

You will need to show a valid ID (federal government or state issued identification). NIFC security will be aware of incoming detailers to NICC, but you will need to state your purpose to gain entry to the facility.

The NICC Staff Assistant will issue a NIFC parking permit and combination gate/building key card to each detailer at the beginning of their assignment. GSA vehicles will not require a parking permit. When your assignment has been completed, return these items to the Staff Assistant prior to demobilizing.

NIFC Security 24 hr. number – (208) 866-6666 (cell), (208) 387-5915 (Security Entrance Gate)

Timekeeping

You are responsible for keeping track of your own time. Time should be recorded to the nearest quarter-hour. You should use the Optional Form 288 (OF-288) (Incident Time Report). Copies are available from the NICC Staff Assistant. **It is recommended that you complete the form daily and have the form signed off by the COD at the end of each column.** When your assignment is over, the COD will sign Block 21 after Block 20 is signed by you. A copy of the completed and signed form is to remain here at NICC for our records. Please provide this to the Staff Assistant when returning your NIFC parking permit and card key. Generally, the charge code on the resource order that you were ordered on will be used for your time sheet. If you have any questions about the charge codes, check with the COD.

Meal Breaks

Please notify your desk supervisor or the COD when you take a break or lunch to ensure adequate staffing is maintained within your functional area. An unpaid meal period of 30 minutes must be taken for each work shift. If an extended break is needed, contact the COD.

The NICC break room is small but has two refrigerators, two microwaves and a toaster oven. It is recommended that you bring a lunch. Meal breaks may be taken in the NICC break room or at an outdoor location. Label food items to be stored in the refrigerator with your name and the current date. Please wash your dishes after use. At the end of your assignment, please remove any left-over food from the refrigerator and/or freezer.

Coffee is available in the break room for a fee of \$6.00 per two week assignment. Additionally, snack foods and drinks are available in the vending machines on the second floor.

Smoking Policy

The Jack Wilson Building and all buildings located on the NIFC compound are smoke free. There are designated smoking areas outside of each building.

Restrooms

Restrooms are located on all floors of the Jack Wilson Building.

Handicap Accessibility

The Jack Wilson building is a fully handicapped accessible building. The NICC office is located on the second floor of the building, with an elevator located near the East entrance of the building. Parking spaces are provided for employees and visitors with disabilities; see map in Appendix C, page 15.

Sick Leave/On-the Job Injuries

If you become ill while on duty, please notify the COD immediately. If you cannot come in for your scheduled shift, please call the COD before your shift starts so that we can make arrangements to cover for you. If you feel that your illness or injury will prevent you from staying on your assignment, let the COD know so that your demobilization arrangements can be made.

If you are injured while on duty, please see the COD as soon as possible to have a CA-1 Notification of Injury form filled out. If further medical attention is needed, a CA-16 Medical Authorization Form must be filled out prior to visiting a doctor or hospital.

Performance Evaluations and Position Task Books

Performance evaluations will be completed for every detailer assigned to NICC. If you are working on completing a position task book, please let the COD know upon your arrival. Only qualified NICC employees can sign off items in your position task book that you complete successfully. Your position task book must be a properly initiated from your home unit. If you did not bring your position task book with you, call your home unit and have them mail it to you.

After your Stay

After your stay, please complete the NICC Detailer Survey Form. You can find this survey located on page 17, Appendix E. We welcome your comments or ideas on how we can improve our Center.

NIFC/NICC Emergency Procedures

Fire Evacuation Procedures

The Jack Wilson building is equipped with automatic fire alarms. Building exits are clearly posted; make yourself aware of these exits when you arrive. When an alarm sounds, everyone will follow the procedures below.

- ✚ Evacuate the building with your personal items by walking to the nearest exit. Only use stairwells. **DO NOT** use elevators. Close office and stairwell doors behind you. Employees and visitors with disabilities should be assisted by any available personnel.
- ✚ Proceed to designated assembly area (Jack Wilson Building Cabana as shown on Appendix C page 15).
- ✚ Supervisors will ensure that all floor personnel are accounted for.
- ✚ Return to building only after “all clear” has been given by the Fire Department.

Procedures in the Event of a Bomb Threat by Telephone to NICC

- ✚ Behave in a calm and courteous manner.
- ✚ Do not make an attempt to transfer the call or put the caller on hold.
- ✚ Keep caller on the line as long as possible and notify a supervisor or other personnel by motion, signal or note.
- ✚ Have the call monitored, if possible.
- ✚ Use Bomb Threat Checklist as a guide for gaining information about the caller. This form is posted near each telephone throughout the Center. It is important to fill out the form while the voice and message are still fresh in your mind. This data is crucial for getting information to the right people at the right time and determining safe evacuation of the premises.
- ✚ In the event of a bomb threat, total evacuation must commence immediately with direction from the COD. Evacuation will be to the designated assembly area (Jack Wilson Building Cabana as shown on Appendix C page 15) first and from there it will be determined by a COD.
- ✚ Prior to evacuation, the employees will make a quick check of their areas for anything out of place or additional packages in the area, extra brief cases, boxes, etc. The quick check will be requested because the employees know their work area and surroundings better than anyone else.

Physical Attacks and Assaults

- ✚ BLM Law Enforcement, NIFC Security or local law enforcement should be contacted without delay upon a physical attack or assault of an individual while at NIFC. For an immediate response to protect an individual(s) from further injury, 911 services should be called. No matter what other actions may have been taken by law enforcement or the legal processes to correct the violent individual(s), management should make a written record of the attack and the response.

NICC Functional Areas and Position Descriptions for NICC Staff

Functional Areas

Equipment/Supplies: coordinates the mobilization of NIRSC telecommunications equipment, caterers, showers, engines, dozers, portable weather stations and miscellaneous supplies.

Crew/Overhead: coordinates mobilization of 20-person crews, smokejumpers, single resource overhead positions, specialty teams including: Area Command Teams, Type 1 and 2 Incident Management Teams, Burned Area Rehabilitation Teams, etc.

Aircraft Section: coordinates the transport of crews, personnel, supplies and equipment; air tankers, lead planes, aerial supervision modules, retardant aircraft, helicopters, Modular Airborne Fire Fighting System (MAFFs), infrared aircraft services and radio frequencies.

Intelligence & Predictive Services: collects, consolidates and disseminates information to cooperating agencies, fire managers and the public; responds to special requests for information, prepares daily, weekly, monthly and annual reports/assessments and assists with briefings during periods of high activity.

Position Descriptions for NICC Staff:

Logistics Coordinator: NICC staff members are typically assigned to specific functional areas. Each member is capable of functioning at most areas, but has a specific area of expertise in which they are most knowledgeable. There will be at least one regular staff member assigned to each functional area. The NICC staff can assist you with your daily tasks and answer many of the questions you may have.

Coordinator on Duty (COD): responsible for operations of the Coordination Center in providing efficient, cost-effective service to the field. The COD makes shift assignments, sets shift schedules, reviews desk dispatcher's work for accuracy and timeliness, provides input of where to place orders for resources, completes performance evaluations, is responsible for the welfare of personnel and resolves problems that are beyond resolution at the functional area level.

Assistant Center Manager: there are two Assistant Center Managers at NICC, one is a Bureau of Land Management employee and the other is a Forest Service employee. Each Assistant Center Manager regardless of agency affiliation is well versed in wildland fire agencies protocols and procedures. Their primary communication focus is directed to the GACC Center Managers and contractors. They are also responsible for general supervision and training. The Assistant Center manager performs as Acting Center Manager as needed.

Center Manager: the Center Manager is responsible for the overall management of the NICC and provides Multi-Agency direction to NICC activities. The Center Manager is involved in interaction with Multi-Agency Managers and Directors, military and political officials, incident commanders, area commanders, and external affairs.

NICC General Office Expectations

- ✓ Be professional. Be prompt.
- ✓ Receive desk assignment from the COD.
- ✓ Review the shift log and verbally debrief the person you are relieving.
- ✓ Review all resource orders, taking note of the status of pending requests.
- ✓ Review all database reports/files related to your functional area.
- ✓ Notify the COD of all new orders and new requests with recommendations of where to place the requests.
- ✓ Perform work according to standards and time frames established by the National Mob Guide, NICC Operations Guide and the COD.
- ✓ Refer personnel problems and employee suggestions to the COD.
- ✓ Notify the COD of changes to personnel schedules which may affect staffing/shifts.
- ✓ Keep your desk area clean and orderly for the next shift or day.
- ✓ Immediately notify the COD of any problems relating to improper ordering procedures or problems.
- ✓ Refer questions concerning policy or interpretation to the COD.
- ✓ Depending desk assignment, you may have routine duties to perform each day. Duties for each functional area are outlined in the NICC Operations Guide.
- ✓ At the end of your shift, review the shift log to ensure complete documentation.
- ✓ Verbally brief the person relieving you and/or the COD on outstanding requests, problems and shift notes.
- ✓ Ensure that any NICC generated flight requests have been correctly data based. If you did not have time to do this, leave good notes for the person relieving you.

You will find most of the tools and information to do your job located within the functional area. Each computer desktop will have a shortcut to the NICC Operations Guide, which provides detailed office procedures for each functional area. It is highly advisable to familiarize yourself with the NICC Operations Guide.

Telephone Usage and Procedures

Always answer the phone with: “National Coordination Center, this is (your name).” When speaking on the phone, we ask that you be courteous and professional. If someone is rude to you, put them on-PARK and notify the COD to take the call. You are not expected to communicate with unruly callers.

All phones are to be answered by the second ring. If you cannot answer a question, put the caller on PARK and find someone who can help. Remember to refer questions concerning policy or interpretation to the COD. If you cannot find assistance right away, take their name and number and call them back with the information requested. Refer all calls to the appropriate desk or take messages, unless you are requested to assist that desk. Do not take orders or information for a desk on which you’re not assigned to.

Personal home phone numbers are not be provided to the public. The flight following number, 800-994-6312 is for aircraft flight tracking only and should not be given out to the other functional areas. Only the telecommunications support staff may unplug and move the phones.

Computers

Upon arrival, federal employees will be assigned a login account comprised of a User ID and temporary password. The password must be immediately changed to a “strong” password made up of a minimum of 12 characters; lower case, upper case, numbers and special characters, for example: eRick140-6!3 Users are responsible for keeping their passwords secure. All non-federal employees will be assigned a login account after reading the required IT Security Awareness Training document.

All of the computers on the floor are on the BLM network. There are a few computers that are connected to the Forest Service network. At the end of each shift, please logoff the computer. This will refresh the system for the next user and leave it operational for automated software and security updates. When away from your desk, your computer needs to be locked at all times. Press the Control, Alt and Delete buttons and press Enter in order to access the lock function.

The COD will be the contact for all computer based issues.

Internet

Internet use should be work related and used sparingly which will minimize electronic traffic and maximize performance for all users. Never download screensavers or other software to the NICC computers. Be cautious of computer usage as all internet activities will be monitored 24 hours. All documents and E-mails are stored electronically and may be reviewed at any time.

Software Applications/Websites

The following applications and websites are used commonly at NICC:

AirNav	WildCad (WildNICC)
Automated Flight Following (AFF)	Microsoft Word & Excel
Dispatch Utilities (ADaM)	ROSS
Microsoft Streets and Trips	

Assignment, Extensions, Reassignment and Demobilization

An assignment is defined as the time period (days) between the first full operational period at the first incident or reporting location on the original resource order and commencement of return travel to the home unit. Generally, NICC considers the first full operational period as a minimum of 8 hours worked at your assigned function. If you travel and report to the NICC on the same day, it will generally not be considered as the first full operational period.

Verify with the ADMIN Coordinator when your 14 day assignment begins and ends.

Standard length of assignment is 14 days, exclusive of travel to and from the home unit. NICC will not normally extend the assignment beyond 14 days for any employee. If we are releasing personnel excess to our needs, we will attempt to offer you some options for reassignment, however this is not guaranteed.

All personnel are required to input their demobilization travel within ROSS prior to your last shift worked. Please inform the NICC Staff Assistant if you require return commercial travel assistance.

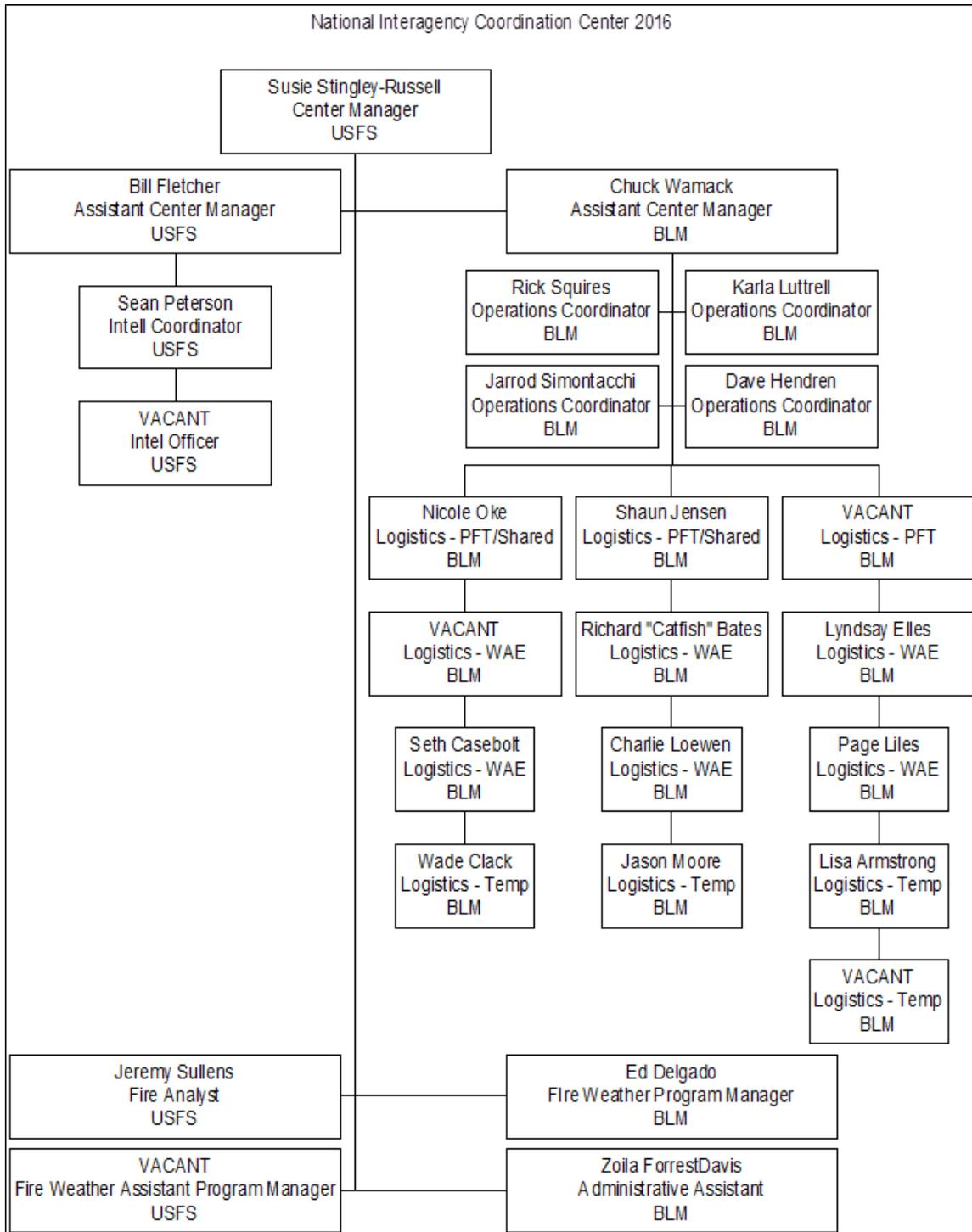
Prior to your departure, you should ensure that you have done the following:

- ✓ Completed and signed incident time report (OF-288).
- ✓ Completed and signed performance evaluation.
- ✓ Input your demobilization travel into ROSS.
- ✓ Task book with items completed as appropriate.
- ✓ Complete the NICC Detailers Survey Form.
- ✓ Return your parking pass, key card, copy of OF-288 to the NICC Staff Assistant.
- ✓ Remove and properly dispose of any perishable food items from refrigerators.

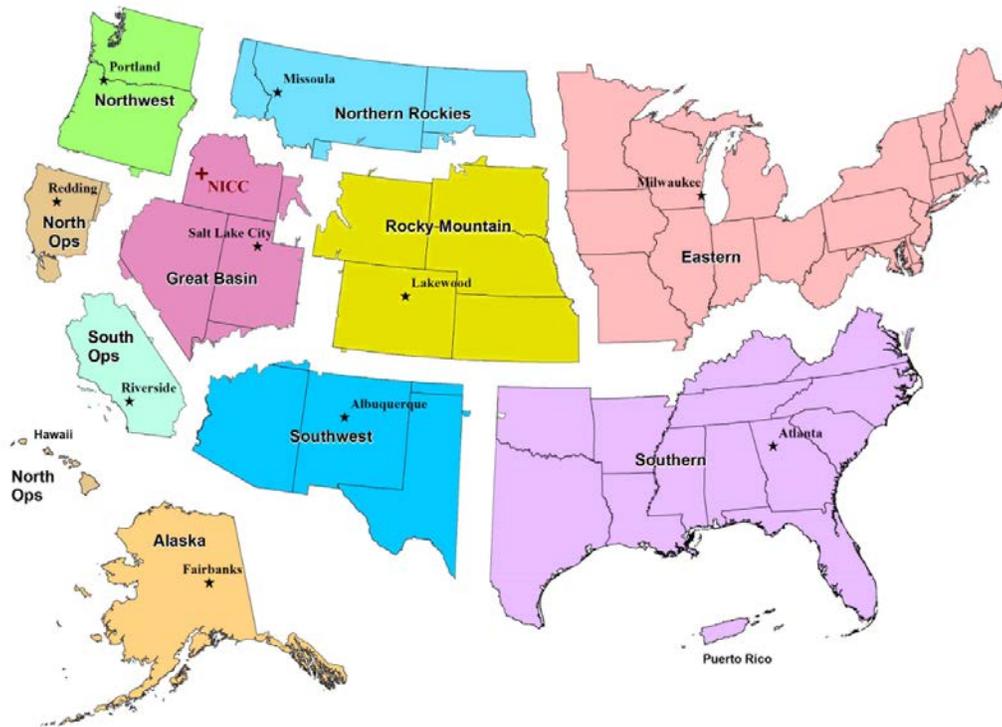
Information regarding administrative days off upon completion of a 14-day assignment can be found in the National Interagency Mobilization Guide (<http://www.nifc.gov/nicc/mobguide/>) or the Interagency Incident Business Management Handbook (<http://www.nwccg.gov/sites/default/files/publications/pms902.pdf>).

NICC does not authorize any deviations to your official release and home unit return travel. NICC policy is to make flight arrangements via the least cost and most direct route to your home base. If you wish to change your ticket, it will be up to you to do so and pay for any additional costs out of your own pocket. If you are driving, the above directions still apply. Per Diem will not be covered while you are in non-pay status.

Appendix A – NICC Organizational Chart



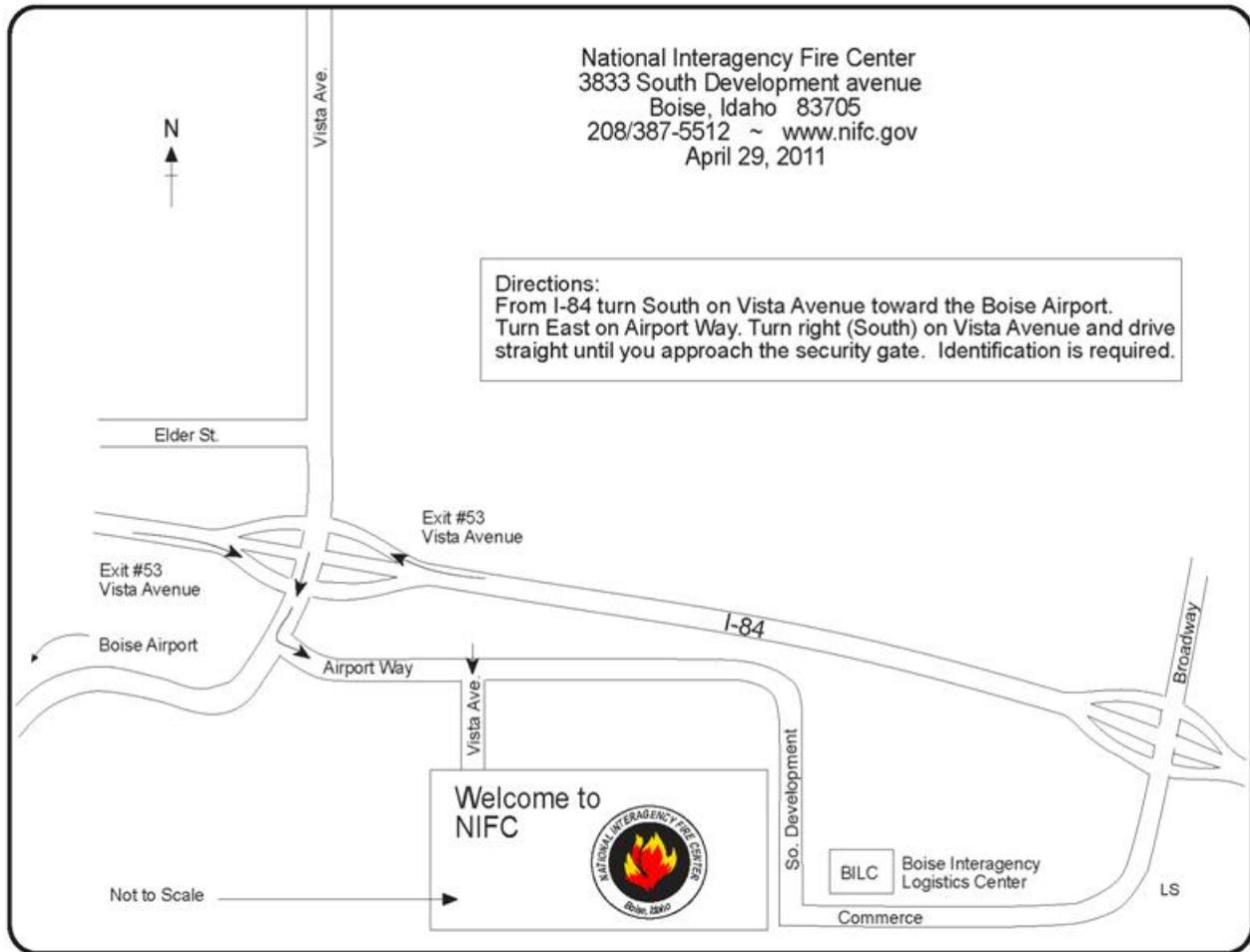
Appendix B – Geographic Area Coordination Centers



The 10 Geographic Area Coordination Centers and the Cities they are located in:

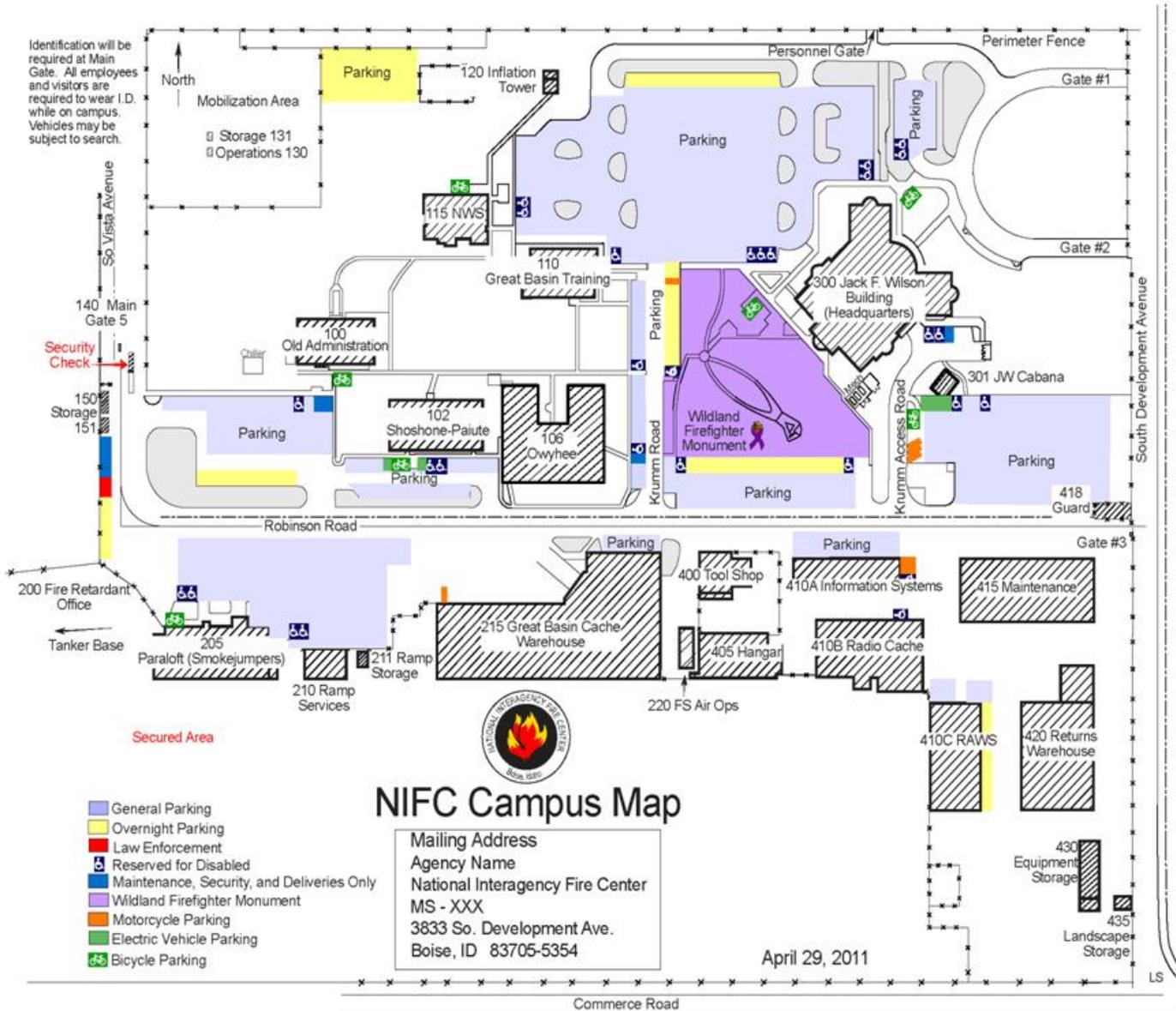
- Alaska Interagency Coordination Center (AICC), Fairbanks, AK
- Northwest Coordination Center (NWCC), Portland, OR
- California Northern Operations Coordination Center (ONCC), Redding, CA
- California Southern Operations Coordination Center (OSCC), Riverside, CA
- Northern Rockies Coordination Center (NRCC), Missoula, MT
- Great Basin Coordination Center (GBCC), Salt Lake City, UT
- Southwest Coordination Center (SWCC), Albuquerque, NM
- Rocky Mountain Coordination Center (RMCC), Lakewood, CO
- Eastern Area Coordination Center (EACC), Milwaukee, WI
- Southern Area Coordination Center (SACC), Atlanta, GA

Appendix C – National Interagency Fire Center Maps Directions to NIFC from I-84



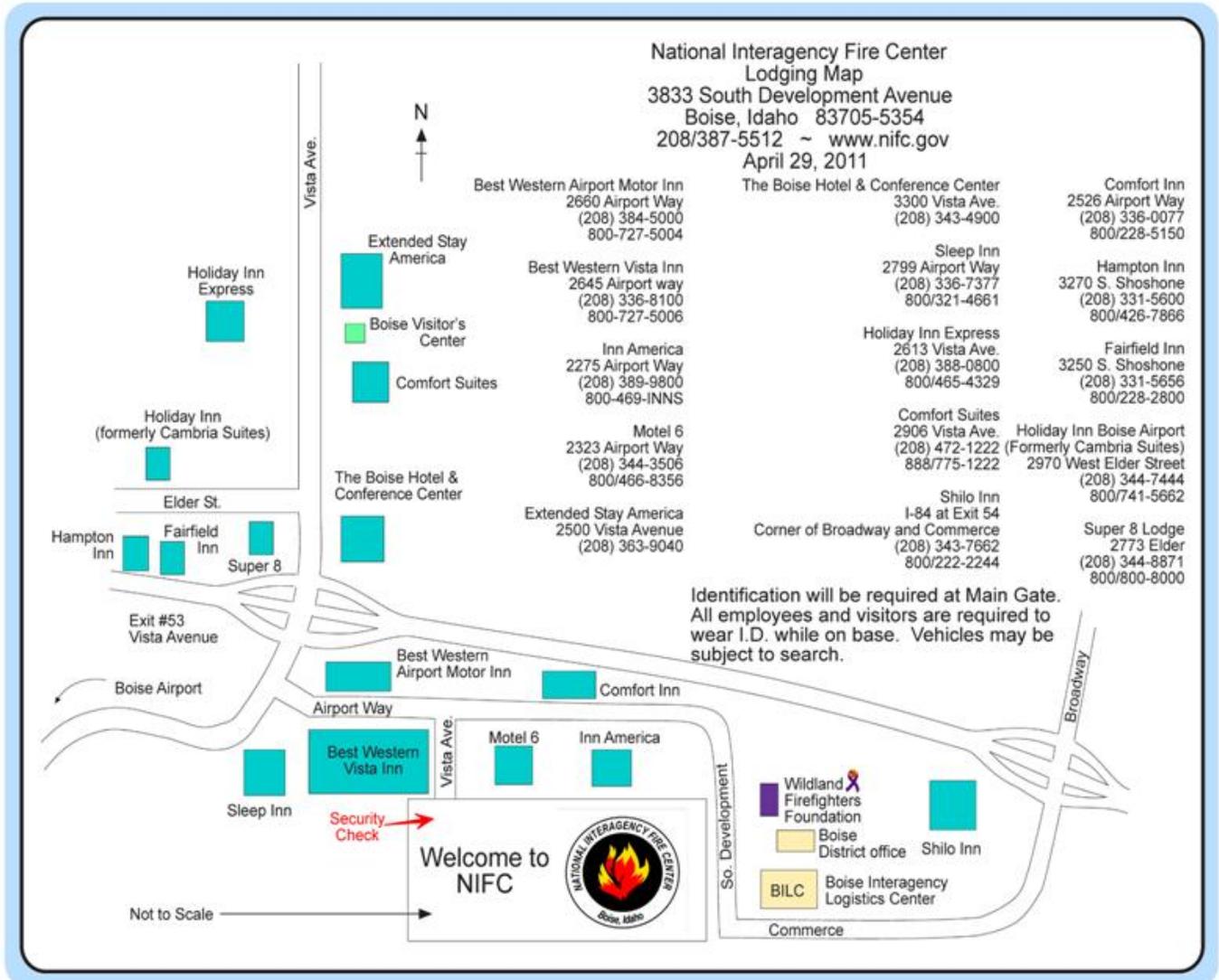
Appendix C continued

National Interagency Fire Center Base Map (NICC is located on the Second Floor of the Jack Wilson Building)



Appendix D – Boise Area Hotels and Useful Websites

Hotels Located Near NIFC/NICC



Helpful Websites

Boise Convention & Visitors Bureau:

<http://www.boise.org/>

Boise Area Weather:

<http://www.wrh.noaa.gov/boi/>

Domestic Per Diem Rates:

<http://www.gsa.gov/portal/category/21287>

Appendix E – NICC Detailer Survey

National Interagency Coordination Center

Fire Season 2016

Detailer Survey

The purpose of this survey is to identify ways to help us improve our operations and customer service needs. Your constructive feedback is very important to help us with our continuous improvement process.

NICC detailers are asked to complete the following survey; all sensitive comments will be kept confidential. Please feel free to use the back of this form if additional space is needed.

1. What recommendations or changes would you suggest to our office procedures to help us streamline operations?
2. Did NICC provide an adequate orientation? What information was not provided that would be beneficial to other detailers in the future?
3. Was the NICC staff helpful during your assignment?
4. Were the facilities adequate? If not, what improvements would you suggest?
5. What did you enjoy most about your detail to NICC?

Optional – Submitted by: _____ **. Unit** _____ **. Date** _____.

*Please submit completed survey to Ellen Green (eegreen@blm.gov) or by mailing to National Interagency Coordination Center, Attn: Ellen Green; 3833 South Development Ave, Boise ID 83705.

Thank you for your feedback!