

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):

- National – National Interagency Coordination Center

- 1 • Geographic – Geographic Area Coordination Centers
- 2 • Local – Local Dispatch Centers

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

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

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

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

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

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

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

35 The principal mission of each GACC is to provide the cost-effective and timely
36 coordination of emergency response for all incidents within the specified
37 geographic area. GACCs are also responsible for:

- 38 • Determining needs;
- 39 • Coordinating priorities;
- 40 • Facilitating mobilization of resources within their Geographic Area (GA)
41 and in support of other GAs; and

- 1 • Supplying intelligence associated with incidents and resource availability
2 within their GA to the NICC and cooperating agencies.

3 **Local Dispatch Centers**

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

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

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

23 **Mobilization Guides**

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

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

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

34 Local dispatch centers will have a local mobilization guide or dispatch operating
35 plan to supplement the GACC and National mobilization guides. The
36 mobilization guide or operating plan will include or provide reference to the
37 minimum elements and procedures to guide the operation of a local dispatch
38 center. See Appendix P for minimum required elements and procedures for
39 inclusion in a local mobilization guide/dispatch operating plan or at
40 <https://www.nifc.gov/standards/guides/red-book>.

1 Local and Geographic Area Drawdown

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

6 Drawdown is intended to:

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

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

14 Establishing Drawdown Levels

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

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

23 National Ready Reserve (NRR)

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

28 NRR implementation responsibilities are as follows:

- 29 • NMAC establishes national ready reserve requirements by resource
30 category, type, and quantity.
- 31 • NICC implements NMAC intent by directing individual GACCs to place
32 specific categories, types, and quantities of resources on national ready
33 reserve.
- 34 • GACCs direct local dispatch centers and/or assigned IMTs to specifically
35 identify resources to be placed on national ready reserve.
- 36 • NICC mobilizes national ready reserve assets through normal coordination
37 system channels as necessary.

38 National ready reserve resources must meet the following requirements:

- 39 • May be currently assigned to ongoing incidents;
- 40 • Must be able to demobe and be en route to new assignment in less than 2
41 hours;

- 1 • Resources must have a minimum of 7 days left in 14-day rotation
 - 2 (extensions will not be factored in this calculation);
 - 3 • May be assigned to incidents after being designated ready reserve, in
 - 4 coordination with NICC; and
 - 5 • Designated ready reserve resources may be adjusted on a daily basis.
- 6 NMAC will adjust ready reserve requirements as needed. Furthermore, in order
- 7 to maintain national surge capability, the NMAC may retain available resources
- 8 within a geographic area, over and above the established geographic area
- 9 drawdown level.

10 **Dispatch/Coordination Center Administration**

11 **Memorandum of Understanding (MOU)**

12 Each dispatch/coordination center will have a Memorandum of Understanding

13 (MOU) signed by all cooperators. This MOU will be reviewed and updated

14 annually. Dispatch/coordination center MOUs and their associated operating

15 plans (OPs) will be current and will define:

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

27 Funding for facilities, equipment, and staffing needs shall be identified in each

28 participating agency's planning and budget process, and included in the

29 MOU/OP.

30 **Service and Supply Plans**

31 All local dispatch centers shall maintain a Service and Supply Plan that contains

32 current copies of procurement documents related to locally available resources.

33 Service and Supply Plans must be current, complete, organized, and accessible

34 to initial attack and expanded dispatchers.

35 The Service and Supply Plan will contain current copies of competitive Incident

36 Blanket Purchase Agreements (I-BPAs), as well as source lists for incident-only

37 agreements. Resources and their respective contracts/agreements will be entered

38 into IROC if applicable, and naming conventions will meet national standards.

39 For additional required components of a Service and Supply Plan, refer to

40 Appendix P at <https://www.nifc.gov/standards/guides/red-book>.

1 Continuity of Operations Plan (COOP)

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

10 Dispatch/Coordination Center Manager Delegation of Authority

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

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

**20 National Interagency Coordination Center (NICC) Functional
21 Responsibilities**

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

25 Positioning and Movement of Resources

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

35 Management of National Aviation Resources

36 As directed or delegated by NMAC, NICC allocates national resource aviation
37 assets to the Geographic Areas based upon national priorities. These national
38 resources include:

- 39 • Federal airtankers
- 40 • Single Engine Airtankers (SEATs)
- 41 • Large transport aircraft
- 42 • Modular Airborne Fire Fighting System (MAFFS) Airtankers

- 1 • Type 1 and 2 FS Exclusive Use/Call-When-Needed contracted helicopters
 - 2 • Airborne Thermal Infrared (IR) Fire Mapping aircraft
 - 3 • Leadplanes and Aerial Supervision Modules
 - 4 • Smokejumpers
 - 5 • Smokejumper aircraft
 - 6 • Water Scoopers
 - 7 • Federally-contracted exclusive use and CWN UAS
- 8 NICCC has established authorities and procedures for dispatching aviation
9 resources. These authorities and procedures include:
- 10 • Aircraft ordering protocols for fire, logistical and administrative flights;
 - 11 • Tracking of all aircraft ordered through NICCC that cross geographic area
12 boundaries;
 - 13 • Mechanisms for disseminating availability and commitment status
14 throughout the dispatch/coordination system; and
 - 15 • Procedures for mobilization and use of large transport aircraft (NICCC is the
16 sole source for large transport aircraft).
 - 17 • GACCs hosting national Type 1 and 2 helicopters will coordinate with
18 NICCC prior to releasing flight crews for the day when those resources are
19 not being used within the host area and could be utilized elsewhere for
20 emerging or ongoing fire activity.

21 **Management of National Support Resources**

22 NICCC mobilizes national support resources such as National Interagency Radio
23 Support Cache radio systems and kits, Incident Remote Automatic Weather
24 Stations, Project Remote Automatic Weather Stations, National Contract Mobile
25 Food Services, and National Contract Mobile Shower Facilities. Refer to the
26 *National Interagency Mobilization Guide* for more information.

27 **Allocation of Other National Resources**

28 As directed or delegated by the NMAC, NICCC mobilizes national program
29 resources such as National Interagency Buying Teams, Administrative Payment
30 Teams, Burned Area Emergency Response Teams, and National Fire Prevention
31 and Education Teams to the Geographic Areas based upon national priorities.
32 Refer to the *National Interagency Mobilization Guide* for more information.

33 **Predictive Services**

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

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

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

16 Predictive Services is comprised of Meteorologists, Fuels and Fire Behavior
17 Analysts and Intelligence Coordinators and Officers at NICC and the GACCs.
18 GACC Managers and Geographic Area Coordinating Groups determine the need
19 and allocation of positions within each GACC with input from National
20 Predictive Service staff, the NICC Manager and NMAC.

21 **International and Department of Defense Assistance**

22 NICC serves as the focal point for international assistance requested from
23 NMAC either under existing agreements or by the US Department of State.
24 NICC also serves as the focal point for any requests for assistance from the
25 Department of Defense.

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

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

29 Each GACC Manager will be responsible for managing the daily operation of
30 the GACC and for resource allocations within their GA. Resource allocation will
31 be in alignment with their GA MAC and NMAC. The GACC Manager may
32 identify an additional point-of-contact (POC) in the form of coordinator-on-duty
33 (COD), Duty Officer and/or Duty Chief.

34 **Positioning and Movement of Resources**

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

1 and allocate resources according to Geographic Area Multi-Agency
2 Coordinating Group (GMAC) direction when competition for wildland fire
3 resources occurs within the Geographic Area. GACCs will ensure adequate fire
4 suppression capability for local and/or Geographic Area managers, and enable
5 sound planning and preparedness at all management levels.

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

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

15 **Management of Aviation Resources**

16 GACCs have established authorities and procedures for dispatching aviation
17 resources. These procedures include:

- 18 • Aircraft ordering protocols for fire, logistical and administrative flights;
- 19 • Procedures for ordering agency-approved IR Mapping Aircraft and
20 unmanned aircraft system (UAS);
- 21 • Procedures for tracking of all aircraft within Geographic Area boundaries;
- 22 • Mechanisms for disseminating availability and commitment status
23 throughout the dispatch/coordination system;
- 24 • Ordering and operational procedures between the GACC, dispatch center(s)
25 and airtanker base(s);
- 26 • Procedures for flight following (including protocols for use of Automated
27 Flight Following (AFF) and initial call on the National Flight Following
28 Frequency);
- 29 • Procedures for ordering and establishing TFR's and operating guidelines for
30 airspace deconfliction for Military Air Space (MTR, SUA, MOA) and
31 Restricted Areas. GACCs will participate in planned airspace meetings
32 annually;
- 33 • Procedures for ordering and utilization of FAA temporary towers;
- 34 • Procedures for reporting through the SAFECOM system; and
- 35 • Procedures for reporting drone intrusions.

36 **Predictive Services**

37 The GACC and/or Predictive Service Managers will provide daily supervision
38 of their respective Predictive Services programs, including developing GACC-
39 specific operating plans. These plans will encompass the daily activities of the
40 GACC Predictive Services program, including supervision, the flow of
41 information within the GACC and Geographic Area, and the products produced
42 for Geographic Area purposes. GACC and/or Predictive Service Managers will

1 have ultimate responsibility for ensuring GACC Predictive Services staff have
2 the appropriate allocation of time and resources to produce required national
3 products including the National 7-day Significant Fire Potential Outlook; the
4 National Significant Wildland Fire Potential Outlook; and Fuels and Fire
5 Behavior Advisories as needed.

6 **Local Dispatch Center Functional Responsibilities**

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

10 **Initial Attack Dispatching**

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

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

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

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

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

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

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

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

1 **Intelligence**

2 The intelligence function is responsible for gathering and disseminating
3 incident, resource, weather and predictive services information. Each dispatch
4 center will ensure that locations and conditions of the fire weather stations are
5 known and a current weather station catalog is available. Weather data will be
6 archived daily in WIMS and seasonal inputs will be maintained, including
7 vegetative state, fuel moisture values, daily state of the weather observations,
8 and updating breakpoints.

- 9 • *FS – Dispatch centers are required to have a person trained in the National*
10 *Fire Danger Rating System (NFDRS) assigned to data quality assurance*
11 *responsibilities.*

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

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

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

18 **Expanded Dispatch and Incident Business Management**

19 Expanded dispatch is a functional branch of the Incident Support Organization
20 (ISO) that supports incidents and expands as local fire conditions and activity
21 dictates. Expanded dispatch is established when a high volume of activity
22 indicates that increased dispatch and coordination capability is required.

23 Each dispatch center will have an Expanded Dispatch Operating Plan which
24 provides specific details about when, where, and how to implement an expanded
25 dispatch. The plan will identify logistical support facilities available for
26 expanded dispatch use. These facilities will be pre-identified, procured, and
27 available for immediate setup, along with necessary equipment.

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

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

37 **Aviation**

38 Each dispatch center will have documented procedures established for
39 dispatching of aviation resources. These procedures will include:

- 40 • Aircraft ordering protocols for fire, logistical and administrative flights;

- 1 • Procedures for ordering agency-approved IR Mapping Aircraft and
- 2 unmanned aircraft system (UAS);
- 3 • Procedures for disseminating availability and commitment status throughout
- 4 the dispatch/coordination system;
- 5 • Procedures for coordination with airtanker bases;
- 6 • Procedures for airtanker, smokejumper and rappeller use and restrictions;
- 7 • Procedures for flight following (including protocols for use of Automated
- 8 Flight Following (AFF) and initial call on the National Flight Following
- 9 Frequency);
- 10 • Procedures for ordering and establishing TFRs;
- 11 • Procedures for airspace de-confliction for Military Air Space (MTR, SUA,
- 12 MOA) and Restricted Areas, and current Aviation flight hazard maps or
- 13 military operating area sectionals;
- 14 • Procedures for requesting FAA Temporary Towers;
- 15 • Procedures for reporting through the SAFECOM system; and
- 16 • Procedures for reporting drone intrusions.

17 **Accident Notification**

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

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

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

25 **Incident Emergency Management Planning**

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

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

38 **Dispatch/Coordination Center Reference Material**

39 All coordination/dispatch centers will have reference materials available to all
40 dispatchers. See Appendix P for a list of minimum required reference materials
41 at <https://www.nifc.gov/standards/guides/red-book>.

1 Training

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

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

- 8 • Interagency Resource Ordering Capability (IROC);
- 9 • Computer Aided Dispatch (CAD);
- 10 • Fire Code;
- 11 • Automated Flight Following (AFF);
- 12 • Unit Identifiers;
- 13 • SIT Report/209; and
- 14 • Other applications (e.g., WFDSS, e-ISuite).

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

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

- 23 • *BLM – BLM employees are required to complete the Fire and Aviation*
24 *Employee Orientation Checklist available at*
25 *<https://www.nifc.gov/standards>.*

26 Facilities and Equipment

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

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

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

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

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

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

7 **Radio Systems**

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