Pueblo Interagency Dispatch Center

Expanded Dispatch Plan

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 is established when a high volume of activity indicates that increased dispatch and coordination capability is required.

This plan will identify when, where and how to implement the PIDC 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 dispatch organization.

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 operating period changes, briefings, and strategy meetings. (Chapter 19 Interagency Standards for Fire and Fire Aviation Operations).

OBJECTIVES

- Address when, where and how to implement an ISO.
- Allow IA dispatchers and the local fire organization to function in their regular duties.
- Provide a smooth and safe transition from mobilization to demobilization of all resources utilized, including, overhead, crews, supplies and equipment.
- Provide the local unit with a complete package of all actions taken to suppress the fire and/or cope with all-risk incidents.
- Establish guidelines for expansion of the Pueblo Dispatch Organization to support multiple or all-risk situations.

BACKGROUND

The complexity of the Pueblo Interagency Dispatch Center and its geographic span of support deems the opportunity to initiate an expanded organization 12 months a year. This can occur when multiple incidents are occurring at the same time; when there is a single large incident; or when the workload often exceeds the capabilities of the normal dispatch organization. An ISO is established to provide logistical support to the incident. The ISO is composed of two functional branches: Expanded Dispatch and Administrative Support.

EXPANDED DISPATCH
An expanded dispatch relieves the normal dispatch organization by focusing on large and/or complex incidents, allowing the normal dispatch organization to focus on initial attack and other duties.

The volume of orders and the complexity of the incident(s) determine staffing levels and the level of expertise required. Often in less complex situations one dispatcher handles more than one functional area of dispatching. Dispatch recorders (EDRC) and Support dispatchers (EDSD) may be able to handle simple situations. The addition of a supervisory dispatcher (EDSP) is necessary in situations of multiple incidents or a long duration incident. A coordinator (CORD) is essential in the most complex situations.
The intelligence section of Initial Attack coordinates with local Public Affairs, Initial Attack, and Expanded so they can disseminate consistent information and minimize duplication of efforts.

The technical support function operates as a subset of expanded dispatch and provides specialized skills, which assist off-incident support operations. These skills can vary from situation to situation. Common technical support needs are telecommunications, transportation services for personnel and equipment, equipment inspection, ramp services, mobilization center management and security at various sites.

ADMINISTRATIVE SUPPORT

The administrative support function of the incident support operation provides administrative advice and services for the ISO and the incident. They can provide equipment and personnel timekeeping services for off-site operations, procurement service, hire local administratively determined (AD) employees to support operations, follow up on local compensation or certain claims actions, as well as provide payments, fiscal advice and interpretation.

As complexity increases, a comptroller or Incident Business Management Advisor may be requested/assigned to help the local administrative officer manage incident related responsibilities.

PIDC recommends that a Buying Team is ordered when a T1 or 2 is mobilized into the area or in the event of multiple incidents that require procurement/contract assistance.

The administrative support operations may be under the management or direction of a Unit Administrative Officer.

COMPLEXITY and MANAGEMENT

An increase in complexity requires more management involvement. Examples of complexity factors are multiple incidents, multiple agency involvement, or competition for resources is high.

The Pueblo Dispatch zone has a Zone Fire Board group who oversees the zones fire management program. Normally, the Pueblo Dispatch Center Manager and staff have the delegated authority to respond to incidents as requested or required by local fire management. During times of high fire complexity, the Zone Fire Board come together to form our multi-agency coordination group (MAC) to coordinate incident prioritization, resource allocation and to issue coordinated situation assessments.

Article 28-Fire and other Incidents Section 2 – Union Representation at Incidents (RMA mob guide)
Supervisory Dispatchers will advise the Center Manager or Assistant anytime when a staffing level of 300 individuals exists on a Forest Service Incident or there are 300 Forest Service employees on other than a Forest Service incident is reached and a command post has been established. The Council Vice-President (CVP) or designee will be notified within 24 hours after the staffing reaches 300. That notification will inform the location of the incident and the name of the incident commander. The IC will be notified of the name and the contact information of the CVP or designee.

Region 2 Dispatch Centers will provide the CVP with the names and contact information for the Incident Commander, Human Resource Specialist (HRSP) and Agency Administrator. Region 2 CVP is Gerard Sandoval Vice President National Federation of Federal Employees (NFFE) Forest Service Council and can be contacted at O – 719-274- 6323 and C- 719-480-9973 or email Gerard.sandoval@usda.gov .

IMPLEMENTATION

The decision to expand lies with the Dispatch Center Management.
The decision to expand is made using the following criteria:
- Planning level 3,4 or 5.
- A Type 1 or 2 Incident Management Team is ordered.
- Multiple Type 3 or Type 4 incidents.
- Impacts of incident activities are beyond the means of regular staffing.

Steps of implementation:
- Place request for Incident Support Operations using the PBC support order.
- Expanded dispatch, technical support and administrative support functions all work under the guidance of the Dispatch Center Management.
- The Dispatch Center Management will oversee the expanded dispatch operation.
  - A local dispatcher may be included as part of the expanded dispatch organization.
- Email or fax the expanded dispatch phone list to initial attack dispatch, incidents, RMCC, and Neighboring Dispatch Centers.
- Complete Supervisory and buying team briefing sheets.
- Prepare all records for transfer to expanded dispatch

EXPANDED SET UP

PIDC has two expanded operations:
- The PSICC Supervisor's Office has a designated room for a full expanded.
- PIDC can implement a virtual expanded dispatch capable of handling local IA and type 3 incidents.

Space and Equipment
- Expanded Dispatch Room
- Obtain keys for locked credenza from the IA locked box
- USFS or rented Smart Source Computers will be on the desk or in the credenza
- Additional phones will need to be cell phones ordered through Verizon.

Virtual Expanded
- Rental Smart Source Computers, printers, and monitor screens
- Verizon smart phone rentals

Expanded Dispatch Ordering:

Once the decision to expand has been made, the following steps will be taken to implement the process, The actual organization will vary in size based upon the current complexity. After the expanded is established, the Supervisory Dispatcher (or Coordinator) will continually assess needs to maintain the proper staffing levels. The Assistant Dispatch Center Manager will act as Coordinator if one is not ordered.

Special Needs Comments:
Standard Expanded: Best Jet Port COS, Proficient in specific program assigned, self-sufficient (lodging, and meals), Use of NERV vehicle (if no agency travel card), contact dispatch for motel information. All personnel will be on per diem unless other arrangements are made. Active NAP username and password.

Order Expanded Dispatch Staff

Inhouse
Supervision
- 1 each, Supervisory Dispatcher (EDSP)
- 1 each, Supervisory Dispatcher (EDSP-T)
- 1 each, CORD if TY 1 IMT is ordered.
Support
- 4 each Support Dispatcher (1-OH, 1-EQ, 1- CR & 1-Supply)
- 1 each Support Dispatcher (EDSD-T – EQ)
- 1 each Support Dispatcher (work with buying team if requested)
Demob, Travel, Filing
- 2 each EDRC or EDSD-T

Virtual
Staffing will depend on the amount of activity.
- 1 Supervisory Dispatcher (EDSP)
- 2- 6 Support Dispatcher (EDSD)
- 1 Support Dispatcher (EDSD-T)
- 1 Expanded Dispatch Recorder (EDRC)

Order Initial Attack Staff

Initial attack dispatch staff ordering will be determined by the Operations Manager (Lead Dispatcher) in coordination with the Center Manager.

Aircraft
- Aircraft Dispatcher (ACDP).
    - Special needs: High complexity office, individual proficient in high level initial attack.
    - Proficient in WildCad, AFF and ROSS.

Initial Attack
- Initial Attack Dispatcher (IADP) Special needs: proficient in WildCad and ROSS.

Intelligence
- Initial Attack Dispatcher (IADP) with Intelligence experience or Intelligence Dispatcher (INTS or INTS-T)
    - Special needs: fully qualified IADP with working knowledge in WIMS, SIT, 209., Fire Family Plus, Current FAMWEB account.
        - Contact RMACC to have individual added to PIDC area for Sit/209.
        - Utilize position to work in dispatch and capture information for LMAC (Local MAC Group) and unit.

Support Orders

Buying Team:
- Order T2 Buying teams only if they come with a contracting specialist.
- Order T1 Buying teams if there is more than one IMT incident or the T2 buying team cannot provide a contracting specialist.
- Consider ordering procurement personnel to assist with federal agency local procurement staff.

Expanded Dispatch Operations

Once the decision is established, the following procedures are recommended; however, they may be modified to meet any specific needs.

- Dispatch Center Management will prepare all records for transfer to Expanded Dispatch; this will include having the incident entered IROC with all appropriate Finance Codes and directions to the incident.

- Dispatch Center Management will brief Expanded Supervisor. (Appendix A – EDSP briefing sheet). It is then up to the Supervisor to brief all other incoming personnel. Dispatch Center Management is available for additional briefings to expanded dispatch upon request.

- Dispatch Center Management will set up IROC access for expanded dispatch personnel. It is imperative that when ordering dispatchers, steps are taken to ensure that they come with a current NAP user account, access to IROC and confirmation that all passwords are valid and working.

- The Supervisory Dispatcher will either provide or delegate someone to provide each person with a thorough briefing to include Local fire activity, availability of local resources, upcoming weather events, meals transportation, lodging information, scheduling, phone usage, computer information, and copies of pertinent SOGs'.

- Orders for initial attack resources will be negotiated at the time of team transition. Resource Orders will be created for resources that will remain on fire after initial attack/mutual aid. **NOTE: Coordination with the Lead Dispatcher on commitment of local resources is critical.**

- All orders for tactical aircraft will be placed through the Initial Attack/Aircraft Dispatcher. This ensures coordination with local initial attack needs, provides for flight following services and simplifies airspace coordination. Coordination of logistical aircraft will be shared with Expanded and Aircraft Dispatchers.

- Expanded dispatch will be responsible for travel arrangements for resources traveling from the PBC area to other incidents and during demobilization.

- Expanded Dispatch will be responsible for re-stocking the expanded dispatch areas of supplies.

EXPANDED DISPATCH OPERATIONS

PIDC will provide expanded with:
- List of available local resources (drivers etc.)
- Service and Supply Plan link
- PIDC - Incoming Briefing Guide
- Briefing to include:
  - meals and lodging information
  - scheduling
  - building access
  - building floor plan
  - incident and weather information
  - phone usage
  - BDC travel Instructions

Ordering Procedures

- Ordering procedures will follow the NMG and RMA Mob Guide – Chapter 10.

- Rocky Mountain Area Wide Ordering (RMA Mob Guide – Chapter 10) allows RMA dispatch centers to order resources statused in IROC directly from one another under certain parameters and rules during PL1- 2. RMACC may turn off area wide ordering during PL3 through PL5. (RMG Chapter 10)

- Neighborhood ordering also see RMA Mob Guide Chapter 10.
  - Dispatch Centers may order resources from approved adjacent neighbors for extended attack, large fire support, and non-fire incidents, in order to support incidents within their own dispatch center zone.
  - Document all transactions with neighborhood dispatch centers.
  - Aircraft Ordering and cross dispatch boundary movement will be coordinated with RMACC.
  - At the discretion and RMACC approval, a dispatch center may temporarily withdraw their participation in the neighbor ordering.

- Pueblo Interagency Dispatch Center's neighbors are:
  - Durango Dispatch (DRC),
  - Ft. Collins Dispatch Center (FTC)
  - Great Plains Dispatch (GPC)
  - Montrose Dispatch (MTC).
- Cross Boundary agreements
  - (NMG Chapter 10) are in place with RMACC, SWICC and SACC allowing PIDC to order initial attack resources directly to:
    a. Taos Dispatch, Albuquerque - Region 3
    b. Arkansas – Oklahoma Interagency Coordination Center Region 8

- **State/County Ordering**
  If the State of Colorado or a county within PIDC zone mobilizes resources directly to an incident using a different mobization method and if the incident chooses to keep said resource past the mutual aid period and request that they be recorded in. PIDC will enter the resource request into IROC utilizing the following process.
  - Resource will need to be in IROC at the time of request.
  - Rosters will not be created; individuals will be listed in documentation.
  - Needed date and time will reflect when the order was placed through Pueblo Dispatch Center.
  - Documentation – **"resource was mobilized during initial attack - was not mobilized using IROC. The needed date and time reflected on this order indicates when Pueblo Dispatch received the order to be filled. All financial tracking will be reflected on shift tickets."**

PIDC IROC status availability definitions
- Availability Definitions
- Note: Some resources are restricted from accepting assignments in other states

- **Local**
  - Available to only go on assignment within the local home unit or local dispatch area.
  - Available as a subordinate on an engine, crew, helicopter.
  - Available for name request – individual should have called in and advised dispatch

- **State**
  - Resource is available to go anywhere within the state of Colorado.

- **Geographic Area (GACC)**
  - Resource is available to go on assignment anywhere within the RMA Geographic Area (CO, WY, KS, SD, NE).
  - Available for RMA priority trainee program (nation-wide).

- **National**
  - Resource is available to go anywhere in the nation.

- **IMT Only**
  - Resource is rostered on an IMT and available for IMT assignments

- **Virtual Only**
  - Resource is available to work virtual only.

Region 2 Priority Trainee Program https://gacc.nifc.gov/rmcc/training.php
- The intent of the RMA PT program is to facilitate the mobization of priority trainees to quality assignments to support position task book completion. The desired end result is to continue to support position taskbook completion. Priority to fill IMT positions, zone critical need positions, FS IFPM program needs and personal goals.
  - Individual status in IROC "GACC status".
  - Daily reports are pulled at RMACC and the RMA Training Gator (GATR) indicating available Priority Trainees. RMA Gator will call individual and confirm availability and work on placing them with an incident.
  - The RMAC GATR will contact specific person at PIDC and advise them of pending orders. TBD
  - If a priority trainee does not take the assignment. The Dispatch Center Management and RMA Gator will be advised.
  - Expanded Dispatch will provide the Assistant Center Manager with a report on all fills using PIDC Zone trainees.
  - Expanded Dispatch will advise Randy Jack - Region 2 Training Officer if individual turns down assignment and why.

IROC Incident blocks
- Dispatch Center Management can change standard.
- Blocks will not be set up in IROC other than 1000,000 – Regional and National Cache Orders

<u>**Overhead**</u>

Reference Rocky Mountain Area Interagency Mobilization Guide, Chapter 20.

- Teams:
    - ○ Rocky Mountain Area Interagency Mobilization Guide: Reference: Chapter 20.
    - ○ TY 1 or 2 IMT members should not travel before "official finalized resource order "is received at RMC. The Dispatch Center will call RMC if the team order has not been processed after one hour to get verbal authorization to travel. Team members should notify home Dispatch Center of travel plans before leaving. This includes vehicle ID's, ETD, ETA, RON locations and cellular phone numbers.
    - ○ Ordering T1 or T2 IMT consideration
        - • Clearly identify order (long or short) with ordering agency.
        - • Items to note in special needs (IROC)
            - ○ Authorization of vehicle travel (POV, AOV, and rental).
                - ▪ Cost Comparison – RMA Ch20 pg. 57
                - ▪ Standard NERV rentals for all individuals without agency travel cards.
                - ▪ Off Road NERV vehicles for authorized personnel only
            - ○ Authorization for Laptop computers and/or cell phones and I-pads
            - ○ Best Jet Port.
            - ○ Initial team briefing – date, time, place.
        - • Documentation consideration
            - • Request IC to contact incident agency - prior to the order being filled.
            - • List current incident conditions – values at risk.
            - • Request pre-communications with LSC to verify pre-orders and establish priorities. List T3 IMT Logistics name and contact.
            - • Pre-orders = Pre-Travel.
            - • Initial Orders = orders that occur after the in-briefing.
            - • Check with Agency Administrator on ordering IBA.

- IARR - Interagency Resource Representative: This may or may not be ordered in IROC.
    - ○ Assist with any significant incident problems, such as accidents, discipline and health issues.
    - ○ Assist the local GACC and dispatch centers in providing accurate resource information. (Location, days out, demob point, etc.).
    - ○ Assist with demob by consolidating area crews to common jetports, aircraft utilization and logistics on the receiving unit.
    - ○ PIDC will cooperate and assist all IARR's.
    - ○ PIDC will arrange travel for them if required.
    - ○ IARR's will take care of all their lodging and transportation needs.

<u>**Crews**</u>

- Rocky Mountain Area Interagency Mobilization Guide, Chapter 30.
- Pueblo Zone Crews
    - ○ Pike Interagency IHC Crew. – PSICC - Monument, Colorado
    - ○ San Isabel Regulars T2IA Crew. – PSICC – Salida, Colorado
    - ○ Rio Grande Regulars T2IA Crew. – RGF – Monte Vista, Colorado
    - ○ Mid Plains T2IA Crew. – FWS- Kansas – Mob point Rocky Flats NWR
    - ○ East Divide T2 IA Crew. – BIA – Horton Kanas
    - ○ Swift T2 Crews – State of Colorado – Canon City
        - ▪ All Swift crews are sponsored by the Colorado State Department of Correction. They can respond anywhere in the RMA and adjacent GACC's if within 1 day's drive of Colorado. Must have State approval to leave Colorado. Can be self-sufficient, work best in fire camp setting.
    - ○ Tava T2 Crew – State of Colorado – Colorado Springs
    - ○ BIA Camp Crew – (will have rental cars attached to manifest)
        - ○ Blue Stem
        - ○ Foxtail
        - ○ Goldenrod
        - ○ Red Cedar

Equipment:
- Rocky Mountain Mobilization Guide Reference: Chapter 40. Engines and Water Tenders overhead staffing will meet Red Book standards min. 3 personnel. Closest Resources
  - Priority fills: Agency Resources, Dispatch DPL Contractors.
  - Place order with neighborhood dispatch centers.
  - Rocky Mountain Area Coordination Center
  - Buying Team
  - Emergency Equipment Rentals:
- **Engines** responding to their respective jurisdictions within the RMA may be staffed to their agency/local minimum standards.
- **Rosters are preferred.**
  - Chase vehicles – we will honor request for chase vehicles – attach vehicle information in documentation.
- **Water Tenders per** Interagency Standards for Fire and Fire Aviation Operations (Redbook): Reference Chap. 14-
  - Non-Tactical Support Water Tender: 1 driver per shift. RT 130 is required- WCT is not.
  - Tactical Water Tender: 1 ENGB 1FFT2 per shift.

Aircraft
- **All aircraft orders including subordinate A's numbers and support positions will be placed and filled through the Pueblo Dispatch Aircraft Desk.**
  - Charter transport - expanded will provide a flight request form to PIDC Aircraft Desk.
    - PIDC will arrange ground transport.
  - PIDC will keep expanded informed about aircraft request status.
  - Any requested commercial air travel may be arranged by Expanded Dispatch.

Supplies:
- Order according to agency authority.
- Local purchases are to be placed directly with agency procurement or buying teams.
- All other NFES requests are to be placed with RMK.
- Type 1 and 2 IMT's order NFES direct through RMK.
- Type 3 and 4 IMT's orders though dispatch/expanded dispatch.
- Incident Replacement of Supplies: Reference RMA Mob Guide Chapter 40

Demobilization:
- Coordinate with the Pueblo Dispatch Management prior to the release of any resources.
- Assure all avenues for reassignment are checked.
- Release resource if there are no needs within the zone or if there are no reassignment opportunities.
- Actual Demobilization date and times will be entered into IROC.

Mobilization:
- Out-of-Zone Resources Orders
  - Resource Orders will create a WildCAD incident and enter in resource order information.
  - If directed expanded dispatch will create WildCAD incidents for all Resource Orders sending resources out of zone placed with the center.
  - The IA Floor Ops. Will enter in WildCad Incident information into the WildCad link Incident Log.

Travel

Pueblo Interagency Dispatch Center responds to sudden and unexpected incidents caused by fire, flood, storm or other emergencies that threaten damage to federal and non-federal protected lands, and to meet mission assignments issued by the Federal Emergency Management Agency (FEMA)

- Commercial Aircraft
- Pueblo will provide air travel for all resources assigned to incidents within the Pueblo Zone and those PBC resources mobilizing to out of zone incidents.
  - PIDC utilizes BCD Travel
  - All attempts for Cost Effective travel will be made.
  - Paperless process – reference Travel Appendix
- Primary Jet Ports used within Pueblo Zone, does not include all:
  - DEN – Denver, CO
  - COS – Colorado Springs, CO (primary for Pueblo, Colorado)
  - ALS – Alamosa, CO
  - MCI – Kansas City, MO

Final Incident Package:

- Expanded Dispatch is responsible for assembling the final incident packet.
- Will be turned over Dispatch Management
- Package will be filed in the Teams Sharepoint folder (expanded) and filed by incident name and Incident number
  - Copies of all general messages or resource request forms
  - Resource request forms
  - Dispatch schedule
  - OH evaluations
  - Incident Demobilization plan
- Typed Narrative of any outstanding or follow up items.
- Supervisory Dispatcher incident narrative that includes special situations/issues.

Appendix 1

<center>

<u>**Expanded Dispatch Supervisory Dispatcher
Briefing   Check List**</u>

Date _____

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Safety of Firefighters and positive customer service is the highest priority of Pueblo Interagency Dispatch Center

Daily Dispatch Briefing times (initial attack) 1000   and (expanded dispatch) _____

Center Personnel Information
- **Cindy French Assistant Center Manager   Office 719-553-1615, cell 719-248-8965**
- **Eric Toft Center Manager   Office 719-553-1639, cell 719-252-9360**

A.   INCIDENT IDENTIFICATION

Name of the incident: _____ Incident Number: _____
Job Code: P_____ Override _____

Incident start date: /   /   time: _____
       Cause: _____ determined _____ not determined __ under investigation
       Mutual Aid period _____ to _____

Size of incident: _____ acres.

Current Incident Commander: _____
Incoming Incident Commander: _____   arrival: date _____ time: _____
Briefing location: _____ date and time _____

General Weather Conditions: _____ National Weather Service   FWZ _____

Fire Behavior: _____

Fuel types at fire: _____

ICP location: _____
Helibase location: _____

Active IROC Incidents:
-

B. INCIDENT AGENCY INFORMATION

Master Phone list:
o   Located in   Wildcad > Links>Phone numbers > PIDC Phone List Master _____ (shown location)
Fire Management Officer or County Contact _____

Colorado Division of Fire Prevention and Control FMO _____

PIDC Coordinator for expanded dispatch _____

IA Operations Manager _____

C. **Incident Management Team Briefing Check List**

_____   **Logistics Section Chief or SUPL   Contact information**

Type 3 _____

Type 2 _____

Type 1 _____

_____   **Public Information Officer Contact Information**

_____

_____

_____

_____ Copy of resource orders provided to the team.

_____ Buying team ordered _____ eta

BUYL _____ contact _____

_____Copy of Buying Team in Brief provided to EDSP

_____ Access to IROC provided to team members.

1.   _____
2.   _____
3.   _____
4.   _____
5.   _____
6.   _____

D. IROC

Supply

_____ Team will create S numbers and go direct to Buying Team and Cache

_____ Team will not create S numbers and go directly with Expanded Dispatch

_____ Service and Supply Plan -

Aircraft Overhead

_____ all aircraft orders including subordinate A's and support positions will be placed/filled through the Pueblo Interagency Dispatch Aircraft Desk.

Account Manager IROC account access:

_____Access will be provided to the Supervisory Dispatcher to create expanded dispatcher profiles. Supervisory Dispatcher will remove access to expanded dispatchers at the end of their assignment.

INCIDENT BLOCKS
ROSS block numbers – PIDC will not use blocks in IROC except for 100,000 - Regional and National Cache Orders.

- 100,000 -? – Regional and National Cache Orders

E. Plans (location provided to EDSP) W:\\wildCADlinks\Local SOPs_Guides_plans_Agreements

_____ Expanded Dispatch Plan

_____ WildCad SOG

_____ Mob Guide (PIDC)

_____ Incident Demobilization Plan – use actual demob dates and times in ROSS.

F. Notifications

_____ **Advise** the Dispatch Center Management of any Medivacs, Emergency Releases or situations that require agency awareness.

G. Other active incidents within Pueblo Zone:

Incident Name_ **PSICC NF FIRE SUPPORT 2022**

- I Delivery Locations: Salida Ranger District – Salida Colorado (Mountain Zone) (STA 2)
  - 5575 Cleora Rd, Salida, CO 81201
- Delivery Locations: Royal Gorge Field Office (BLM) (STA 5), and San Carlos Ranger District – Canon City, CO (STA 3)
  - 3028 E. Main St, Canon City, CO 81212
- Delivery Locations: Comanche NGLS – Springfield, CO (STA 6)
  - 27204 Hwy 287, Springfield, CO 81703
  - 1420 E. 3rd St., La Junta, CO 81050
- Delivery Locations: Cimarron NGLS – Elkhart Kansas (STA 7)
  - 242 US-56- Elkhart, KS 67950
- Delivery Locations: Pikes Peak Ranger District – Woodland Park (STA 9)
  - 1410 Rampart Range Rd, Woodland Park CO
  Delivery Locations: Pikes Peak Ranger District – Monument Fire Center (Helitack and Pike IHC)
  - 3751 Mount Herman Rd. Monument, CO 80132
- Delivery Locations: South Park Ranger District – Lake George (STA 10)
  - 140 Trail Creek Road, Lake George, CO 80827
- Delivery Locations: South Platte Ranger District – Buffalo Creek or Conifer (STA 11)
  - District Office 30403 Kings Valley Dr. Suite 2-115, Conifer, CO 80433
  - Buffalo Creek 18046 County Rd 126 Buffalo Creek, CO 80425

Incident Name _____

Incident Name _____

Incident Name _____

Incident Name _____

H. Building

- Dispatch Door Code   091

Appendix 2 - Buying Team Briefing – Check List

Buying Team Briefing-Check List
Date _____

Daily Dispatch Briefing times (initial attack) 1000   and (expanded dispatch) _____
   o   Virtual Dispatch will conduct Team briefings – twice daily if deemed
Team Briefings (Expanded Dispatch, Buying Team, LSC from each incident, RMA Cache, Incident Business, AADM for host agency) Daily briefings @ TBD via conference call/TEAMS meeting

INCIDENT IDENTIFICATION

Name of the incident: _____ Incident Number: _____
Hosting Unit _____   Job Code: P_____
Incident start date: /   /   time: _____
         Cause: _____ determined _____ not determined __ under investigation
         Mutual Aid period _____ to _____
Size of incident: _____ acres.

Current Incident Commander: _____
Incoming Incident Commander: _____   arrival: date _____ time: _____
         Briefing location: _____ date and time _____

General Weather Conditions: _____ National Weather Service   FWZ _____
Fire Behavior: _____
_____

Fuel types at fire: _____

ICP location: _____
Air tanker Base Locations: _____
Air tanker Base Locations: _____

Pueblo Zone Incident Contact Information
R2 VIPR Contact Randy Sadler (o) 303-275-5405 © 303-903-1476
Assistant Center Manager -   Cindy French (o) 719-553-1615 © 719-248-8965
Center Manager – Eric Toft (o) 719-553-1639 © 719-252-9360
Initial Attack Operations Manager – TBD
Expanded Dispatch Supervisory Dispatcher _____
Agency Administrative Point of Contact _____
Administrative Officer - (District Ranger, Sheriff, etc.) _____
Incident Agency Fire Management Officer _____
Colorado Division of Fire Prevention and Control FMO - _____
   • Liaison for county/private/state land fires
IBA – Incident Business Advisor _____

Incident Management Team Contacts and Local Procurement Contact Information
Logistic Section Chief /contact _____
Logistic Section Chief / Contact _____
Supply Unit Leader/ Contact _____
Supply Unit Leader/ Contact _____
Incident Procurement _____
Incident Procurement _____

Closest towns or cities from Incident
Name _____ **Size** _____ **Mileage from Incident** _____
Name _____ **Size** _____ **Mileage from Incident** _____
Name _____ **Size** _____ **Mileage from Incident** _____

IROC – Resource Orders

INCIDENT BLOCKS
IROC block numbers – All incidents will be set up with these block numbers – unless directed by the Center Manager or Assistant Center Manager.

- 100,000 -? – Regional and National Cache Orders

Ordering Buying Team - indicate Government computer, rental vehicle and cell phone are authorized.

Supply Orders
_____ **Team will create S numbers and go direct to Buying Team and Cache**
_____ **Team will not create S numbers and go directly with Expanded Dispatch**

Status of Caterer Order   Request # _____ _____ **name** _____**eta**

VIPR / Dispatch Priority Source List (DPL) location.
    Rocky Mountain Area Coordination Center Web Site >Logistics> Equipment & Supply> Dispatch Priority List   http://www.fs.fed.us/business/incident/dispatch.php

Final Package
_____**Each juridical agency involved with the incident will get its own buying team box.**

Federal Purchasers

Emergency Contact Information –Admin Staff (Districts and SO)

Forest PSICC		
District	Name	Phone Info
SO	Jessica Javernick	Work: Cell:419-429-1730
Leadville		
Salida		
San Carlos	Randy Sandoval	Cell: 719-248-4071
South Platte		Cell: Office: 303-275-5621
South Park		Cell: 719-836-3852
Cimarron	Shari Butler	Home: 620-697-4101 620-697-4621
Comanche –LaJunta		Home: Cell:
Comanche-Springfield		Home:
Pikes Peak	Kristi Brown	Cell: Office: 719-477-4219
SO-Purchasing	Christina Sotelo	Office: 719-553-1530
Rocky Mountain District BLM		
	Shelley Freer	Cell: 719-429-5424 Office: 719-269-8524
Rio Grande National Forest		
Supervisor's Office	Tina Ghromley	719-849-0642
Saguache	Rachel Sanchez	719480-0659
Conejos Peak	Daniel Lopez	719-376-6222
Divide	Vic Webb	719-588-8818
USFS Contract Officers		
PSICC – Contract Officer		
RGF – Contract Officer		

Appendix 3 – WildCAD

WildCAD
Expanded dispatch will be assigned to create WildCAD incident(s) for all out of zone resource orders placed with this center.

- See IA Ops Manager for access to WildCAD
- Instructions on Page 17-20 of (Everything you need to know about WildCAD)
- Header information
    - o Type: Resource Order
    - o Order # (From your resource order enter in block 3 information
    - o PIDC
    - o Naming convention   Unit ID + Name of incident
- Location Tab
    - o Reporting Party: from the resource order> enter in Dispatch Center and phone number
    - o Initial Report: enter in - Resource order
    - o Initial Location: enter in – the state that the incident is located in
    - o Latitude and Longitude – enter in information found on the IROC resource order
    - o Web Comment: Resource Order
- Fiscal
    - o Under "Other Fiscal Codes" enter in job code with override code as listed on resource order
- Response Tab
    - o For Crews only
        - Click on Incidents (tool bar at the top of the screen)
        - Click on resource status
        - A screen appears with all listed resources in WildCAD
            - Find the Crew that is being assigned (local Crews only – no camp)
            - Click on it. it will drop down into the empty box in "Resource Status Screen"
            - Click and drag it over to your incident. This claims the resource to this WildCAD incident.

- Commit all local Crews to this incident

Appendix 4 CREWS

PIDC will honor all resource requests for initial attack, critical need or by the direction of an agency duty officer 24 hours per day. Standard hours of mobilization are 0500-2200.

Roster positions will meet the Red Book crew standards.

Availability
- PIDC will status crews accordingly in IROC
- Agencies will status all crew members in IROC with local status.
- Rocky Mountain Area Coordination Center (RMACC) will be advised when any crew becomes available.
- Rotation
  - Based on Type
  - Closest resource
  - (Federal Crews) based on Availability date entry listed in IROC

Reference

ISROG (Interagency Standards for the IROC operations Guide)
http://www.nifc.gov/nicc/logistics/references/ISROG.pdf
Red Book – minimum crew standards – refer to Red Book - chapter 30 (Roster does not need to match minimum crew standards)
https://www.nifc.gov/policies/pol_ingncy_guides.html

Creating Order
- **Special Needs**
  - Self- sufficient - (meals, lodging, fuel) Indicate what type of vehicles are required
  - Do they need to bring sack lunches?
- **Documentation**
  - Who placed the order, or any changes to type of resource requested, date, time or location.
  - Contact name on incident for resource.
  - Any changes to demobilization; what changed; confirmation that home unit called.
  - Emergency demobilization process.

Send resource order via email or fax to Crewboss or agency representative. Always confirm that resource order was delivered.

Federal severity resources
- Reassignment –
  - Confirm with District/Agency FDO that crew is available for reassignment off that district.
  - Confirm with Agency FDO that crew is available for reassignment off the unit.
  - Confirm with RMACC with Ty 1 crew reassignments.
  - Confirm with RMACC with Ty 2 and Ty 2 IA reassignments out of zone. Ty 1 and Ty 2 and Ty 2 IA crews (approval through RMACC), confirm with FDO that resource is available for reassignment for other agency fires within PIDC.
- In zone reassignments - will be released back to original severity assignment <u>unless</u> crew has timed out.

RMACC- pre-position crews located within PIDC.
- Contact Center management to check on approval of pre-positioned Crews. Zone will have a FOO that will confirm any use with Regional FOO. Always follow-up resource order.
- IA will advise expanded supervisory dispatcher the commitment of the crew
- Expanded will create the order and send it to RMACC to be filled off of their pre-position order.
- IA will advise expanded when crew has been released from incident and resource will <u>be released back to RMACC pre-position order.</u>
- Initial attack may assign resources prior to notification of expanded.

Demobilization

- Tentative release in IROC– 24 hours out; follow up phone call to RMACC.
- Do not release any crew without notification to EDSP and Dispatch Center Management.

CREWS

Pueblo Zone has 6 CREWS * denotes WildCAD call sign

Type 1 Crew
Pike IHC – (CO-PSF) PIKE IHC located in Monument, Colorado
Usual Mob Point – Monument Fire Center Monument, Colorado
IHC Sup. **Sup 9**– David Smallman, cell # 719-330-6039
IHC Asst. Sup**. 9A** – Jeff Bade, cell # 720-219-1031
Agency Contact – Unit Fire Duty Officer - check with IA Ops Manager on daily assignment
 • This crew will come with vehicles – AOV and is self-sufficient.
Manifest: A   manifest will be submitted by the Superintendent with each assignment – a   roster will need to be updated in IROC.

Type 2 IA
San Isabel Regulars
(CO-PSF) SAN IS REG interagency crew
Agency Contact - Unit Fire Duty Officer - check with IA Ops Manager on daily assignment
Usual Mob Point – Salida Ranger District, Salida Colorado
Unit FMO will determine if the crew is available. Crew Boss will be selected and contact Pueblo Dispatch when they are available.
- The CRWB will be the main contact for district and agency FMO while working on the Crew Manifest.
- The crew manifest and Crewboss contact will be sent to copbcdispatch@firenet.gov
- This crew will come with vehicles – AOV and is self-sufficient.
- Manifest: A manifest will be submitted by the crew boss with each assignment – a roster will be updated in IROC.

Rio Grande Regulars
(CO-RGF) RGF REGS interagency crew
Agency Contact - Unit Fire Duty Officer – check with IA Ops Manager on daily assignment
Usual Mob Point – Rio Grande NF Supervisor's Office, Monte Vista, Colorado
Unit FMO will determine if the crew is available. Crew Boss will be selected and contact Pueblo Dispatch when they are available.
- The CRWB will be the main contact on the manifest and provide names and positions of the Crew Roster.
- The Crewboss will send the crew manifest to   copbc@firenet.gov
- This crew will come with vehicles – AOV and is self-sufficient.
- Manifest: A manifest will be submitted by the crew boss with each assignment – a roster will be updated in IROC.

Mid Plains Crew
(KS-QUR) MID PLAINS Interagency crew – may involve several dispatch centers (CO-FTC, CO-CRC, SD-GPC)
Agency Contact - Bill Waln 620-727-3466 cell: 620-727-3466
Usual Mob Point – Denver, CO
Agency Contact will determine if the crew is available. Crew Boss will be selected and contact Pueblo Dispatch.
- Pre – travel to Mob Point - can take 8 -12 hours.
- The Crewboss will send the crew manifest to copbc@firenet.gov
- This crew will come with vehicles – AOV and is self-sufficient.
- Manifest: A manifest will be submitted by the crew boss with each assignment – a roster will need to be made in IROC. Pueblo Dispatch will notify any other center anticipating a resource order.

East Divide Crew
(KS-HOA) EASTDIVIDE Interagency crew - resources from Kansas and Colorado.
Agency Contact – Adam Rogers 706-835-9640 cell: 706-835-9640 – Rick Jones cell: 785-741-2894
Usual Mob Point: Horton Kansas

- This crew is hosted by BIA out of Kansas.
- Crew will mobilize out of the Horton Agency
- Crew boss will send manifest to copbc@firenet.gov
- The crew boss will contact Pueblo dispatch with the availability of the crew and should have been working on the manifest. Include rental vehicles in the roster.
- Pueblo dispatch will create the roster and notify other dispatch centers to anticipate a resource order.
- **Roster will need to include purchasing individual (provided by Crewboss) and vehicle information**.
- This crew will come with vehicles –Rental or AOV vehicles and are self-sufficient.
- Manifest: A manifest will be submitted by the crew boss with each assignment – a roster will need to be updated in ROSS.

Type 2 Crew
Juniper Valley
(CO-CDPS) JV-CANON, JV-BUENA V Inmate Crews
Agency contact: Dennis Delong – © 719-924-0372 ; Ginger Middleton – (c) 719-726-6515; w: 719-269-3515; fax: 719-269-5394 email: dennis.delong@state.co.us; ginger.middleton@state.co.us
IROC status - will show available State or GACC. In addition, maybe available for assignments outside of Colorado with special permission.
Only call in case you cannot reach Personnel listed above:
JV- Canon
Ted McDowell – 719-240-0305
Canon City – Office: 719-269-5333 Buena Vista – Office: 719-395-7305

- These crew(s) will come with own vehicles.
- These crew(s) will NOT have a roster in ROSS, they will send in a manifest.
- Follow SOP on dispatching outside of Colorado.
- Manifest: FAX or email a copy to dispatch center or RMACC.

Appendix 5 – Overhead/Teams

Overhead/Teams
PIDC will honor all resource requests for initial attack, critical need or by the direction of an agency duty officer 24 hours per day. Standard hours of mobilization are 0500-2200.

Availability IROC standards
- Reference Dispatch Plan

Filling Overhead Orders
- Fill with closest resources or as requested by jurisdictional agency
- First by jurisdictional agency
    - Agency
    - AD
    - contract
- PIDC has a 30-minute **fill or kill practice.** Once contacted; the individual has 30 minutes to call back and identify if they can fill the request or not. Do not UTF Team requests until reasonable time to contact individual has been made.

Demobilization of Overhead
- All overhead resources will be placed through IROC in tentative release status a min. of 24 hours before release.
- Actual travel time will be documented when resources are released.
- Contact home dispatch center if demob time changes.

Documentation
- Who placed the order; any changes to type of resource requested, date, time and/or location.
- Contact name on incident for resource.
- Any changes to demobilization; what changed; confirmation that home unit called.
- Emergency demobilization process.

Special Needs
- Best Jet Port
- list authorized items: rental, POV, AOV (type of vehicle), cell phone, laptop, IPAD, type of vehicle
- additional required qualifications (RMA mob guide for specifics)
- self-sufficient definition: rental car, meals, motel

Send resource order via email or fax to individual or agency. Always confirm that resource order was delivered.

Hiring AD or Casual Employees

AD program
- Horton Agency – BIA KS-HOA – (Adam Rogers – Coordinator) 706-835-9640
- PSICC - CO-PSF – (Cindy French – Coordinator) 719-553-1615
    - AD plan, rates and qualifications listed in:
        - Information about the PSICC AD program is located in Fire Net: copbc@firenet.gov > Teams > General> Ads > AD Spreadsheet
        - Qualifications, AD Rates, and contact phone numbers listed
    - Will not be mobilized without a signed Single Resource Casual Hire Form, and resource order
        - If Cindy is not in available, check with IA Operations or Eric Toft
    - AD's must be self-sufficient for all orders. All AD's are authorized NERV vehicles.
    - AD's with Federal Driver's Licenses may drive FS vehicles locally.

Regional Priority trainee program

Region 2 priority list provides trainees opportunities to obtain assignments throughout the nation. RMA Training Gators maintain a list of trainees determined by all agencies to be targeted to these assignments. RMA GATR work with other regional GATR to get assignments. They contact the trainee to determine availability and name request orders are placed. Special needs should identify that this is a priority trainee position.

- Trainees should contact PIDC to advise that a name request order is coming.
- Trainees IROC status will be placed in GACC status.
- If the individual turns down the assignment; supervisory, Dispatch Center Management will be advised as well as Region 2 GATR (Randy Jack).
- The order will be UTF'd with the Region 2 GATR approval.

Aviation Resources

PIDC Initial Attack Aircraft desk will create and fill all aviation orders unless directed by the Operations Manager.

Colorado Springs Tanker Base

 Orders for Overhead will come from Colorado Springs Tanker Base (COSATB@gmail.com) general message forms Information will be entered into IROC and completed resource orders will be emailed or faxed to the base.
Telephone number _____ Fax Number _____

Team Orders

Per PIDC Mob Guide – PIDC will order a long team unless advised otherwise by the agency placing the order

- Supervisory Dispatchers or Center Management will handle team orders unless delegated.
- Documentation of who requested the order will be placed in team order, with title and contact information
- Documentation: list the values of risk, fire growth, evacuations, and other items in documentation. Identify prioritization needs for this incident (ALWAYS) and why the incident needs this type of resource.
    - Special needs will be identified prior to the team order.
    - Accepted mode of transportation (private., rental, AOV, or fly)
    - Special items authorized: cell, laptop, specialized equipment, chase vehicle
    - Best jet ports if more than one is acceptable.
- Deliver location will be identified prior to team order being created.
- Identify location of team in briefing and identify location of ICP.

National Resources or Critical Need Resources

- Special needs Justification/documentation: list the values of risk. Fire Growth, evacuations, and Identify prioritization needs for this incident (ALWAYS) and why the incident needs this type of resource.

Emergency Release

Regardless of the severity of the injury and regardless of if it happens within Pueblo Zone or if an individual/crew was on assignment.

- Notify Supervisory Dispatcher, Center Management and home unit of any Emergency De-mob information immediately.
- Be mindful of PII – details are not required. Fast, safe mobilization is desired. Ensure home unit is aware and can facilitate meeting individual if requested.

Appendix 6 EQUIPMENT

ORDERING
PIDC will honor all resource requests for initial attack, critical need or by the direction of an agency duty officer 24 hours per day. Standard hours of mobilization are 0500-2200.

Availability IROC standards
- Reference IROC status availability standards found on page 6 of this document.

Filling Equipment Orders
- Fill with closest resources or as requested by jurisdictional agency
- First by jurisdictional agency
- Agency
- AD
- Contract
- PIDC has a 30-minute **fill or kill practice.** Once contacted; they have 30 minutes to call back and identify if they can fill the request or not

Pueblo Zone County Equipment
- All County Equipment listed in IROC has a CRRF (Colorado Resource Rate Form) Agreement
- IROC contact numbers are not always correct. Reference DMT (equipment for additional contact information)
- CRRF Forms should have the correct contact information and Equipment information.
- These forms are in copbc@firenet.gov DFPC folder – CRRF's
- County is listed in IROC organization.

Methods to find closest resource to incident
- Google distance of resource location to the incident
-
- **IROC**
  - Utilize Atlas or google earth or WildCAD to determine closest county
  - Utilize IROC availability to determine if resource is available

- **Documentation**
  - Who placed the order? Any changes to type of resource requested, date, time or location changes?
  - Contact name on incident for resource.
  - Any changes to demobilization; confirmation that home unit called.
  - Emergency demobilization process

Send resource order via email or fax to agency or individual. Always confirm that resource order was delivered.

- **Filling Equipment Orders**
  - Fill with Roster, when applicable. If Roster isn't current fill with option will fill with Roster.
  - Always include contact information of individual in charge (POC) in documentation.
  - If manifest is provided attach to documentation.

Standards
- **Engines**
  - Engine orders within RMA will be staffed with a min. of 3 personnel or as indicated in the Red Book.
  - Personnel contact information will be listed in documentation of the resource order and mode of travel.
  - Chase trucks will be honored if sending resource request using one. Place vehicle information in roster
  - Orders should be filled with Rosters; individuals should be listed in IROC, qualified and available.
  - If roster is not available at the time of fill: select fill; will complete roster later.
    - **Special Needs entry considerations**
      - 4-wheel drive
      - High pressure pump
      - Foam Proportioner
      - CAFS unit
      - Water tender – spray bar
      - Additional personal authorized
      - Chase truck authorized.
- **Dozer**
  - What size
  - Turn around location
  - Off loading
  - Mobilization out of state needs specific permits and insurance
  - Does transport need to stay at incident or will it be released with delivery.
  - Dozer operators need be current in RT130.
  - Size definition
    - Type 1 – Min. 200 HP – 320 HP
    - Type 2 – Min. 100 HP – 199 HP
    - Type 3 – Min. 50 HP – 99 HP

- **Transport (Lowboys)**
  - Type 1 - rated at loads over 70,000 lbs.
  - Type 2 - rated at loads up to 35,001to 69,999 lbs.
  - Type 3 – rated at loads up to 35,000lbs

Fork Lift
- Between 4-6000 lbs. – needed for cache van - example. (Genie GTH-5519)

Excavator
Special Needs considerations: may request clamshell, up/down blade, and/or steep ground excavator
- Type 1 - 156 + HP rating
- Type 2 - 111 - 155 HP rating
- Type 3 - 81 - 110 HP rating
- Type 4 - 60 – 80 HP rating

Water Tenders
- Support Tenders staffed with one operator.
- Tactical water tender – ENGB + 1

<u>**DPL – Dispatch Priority List**</u>

Rocky Mountain will dispatch all heavy equipment VIPR resources:
Add: Information Guides – VIPR Ordering Guide, RMA VIPR Availability Definitions, and National SOG for Contracted Resources

<u>**Hiring of equipment/services from DPL via dispatch center**</u>
RMA has established Dispatch Centers or the Coordination Center that will mobilize specific VIPR resources. They can only be dispatched off the DPL with that Center; that does not mean that they cannot travel to geographic areas and get signed on via EERA's by the incident. The EERA rates do not have to meet DPL rates.

- Utilizing List of available resources.
- The first resource on the list is always dispatched out every time unless it is assigned. If # 1 is assigned, then proceed down the list.
- If # 1 is back and available move back to number one.
- Resources contracted competitively must be statused "available in ROSS" in order to use the DPL ranking.
    - Resource must meet needed date and time based on 45 mph travel time for the resource.
    - Critical documentation
    - Point of hire location
    - Driver's name and contact information
    - Names and positions for all personnel including chase vehicles and last 5 digits of the VIN # and any vehicle/equipment information not included in the IROC resource item.

<u>**National Contracts Showers/Caterers**</u>
- IROC orders
    - Must have a completed service request form for all Mobile Food Service Request and Shower Services orders.
    - Physical address and zip code are required on resource order.
        - Special Needs
        - Showers list - Order large (12+ shower heads) or small (4-11 shower heads)
            - Rule of thumb 50 persons per shower head.

<u>**Cache Van**</u>
RMA has 9 cache vans pre-positioned in the region. Must be ordered through RMACC NFES 008602. A subordinate equipment order NFES 002069 is order with the van.

Emergency Rental Car Programs

BCD Travel –
- For all emergency travelers that are flying to an incident that have agency travel cards.
- Fill out BCD travel form (used for obtaining airline tickets), BCD Travel will contact the dispatcher within 30 mins to confirm receipt of this document.
- **Do not use** if the resource order indicates that an OR (off road vehicle is authorized). Individual will need to go to NERV website to place request independently.
- Traveler's should not have to get travel… when request is put through BCD

NERV Rental Car Program (National Emergency Rental Vehicles) ABSOLUTELY NO TRANSFER OF VEHICLES WITHOUT NEW O OR E # AND CONTRACTS FROM ENTERPRISE. Vehicle must be returned back to Enterprise and re-requested.

- https://sites.google.com/a/firenet.gov/nerv/

Who can use the NERV program?
- Any single resource responding to an incident who's position requires an Off-road capable vehicle to meet the needs of the assignment (4x4, high ground clearance, HD Tires.
- Any single resource that does not have an agency travel card.
- Incident Pool vehicles that will be managed by a ground support, buying team, dispatch or other units and will be utilized by multiple resources or multiple incidents.
- Season long rentals that are needed due to COVID Better Business practices.

Single Resource Orders – Assisting
- **NERV application – special instructions**
  - Under Are you approved for billing? YES
  - Book with direct billing number; add your authorized billing number now: 17245152
  - NERV Off Road and/or Pool password is NERV1905
  - Click on book
- Provide NERV URL in documentation of resource order.
- **Note it may take a while to get information on rental car that may alter travel date and times.**
- Person should never be asked for a credit card and to purchase insurance.
- **Flying Resource** -
  - Resource will need information from the flight itinerary: Pickup location (airport), and Pickup date/time.
  - Ensure individual is aware of website and of order process. Remind them to read Cover sheet requirements.
  - It is their responsibility to complete the coversheet.
- **Driving Resource** –
  - Have resource go to NERV website and start working on rental car.
  - It is their responsibility to complete the cover page.

Team Orders – ABSOLUTELY NO TRANSFER OF VEHICLES WITHOUT NEW E # AND CONTRACTS FROM ENTERPRISE

- Dispatch will receive general message/Equipment request form for Rental Vehicles – 4x4 off road trucks or SUV.
- Special Needs (indicate that this will be part of the "team pre-order" or buying team.)
- Order will identify primary contact on the incident (usually Ground Support Unit Leader or someone in Logistics.
- Dispatch will create orders in IROC – (1) E number per vehicle
- Go to NERV website – select **Pool Vehicle Reservations**
- Create new reservation – Pool Vehicle (click here to reserve….)
- Note Requesting Official will be person on the incident.

- Contact phone number – primary person – if the person changes have them contact dispatch and send in a coversheet identifying changes.
- E-Numbers (enter in all E-numbers associated with this order)
- Vehicle Pick – Up Location (Colorado Springs and Denver are the main locations in Colorado)
- Other Notes – if you need the vehicle delivery request enter address of where it needs to go.
- Instruct primary contact to provide PIDC with the fill information on the resource order (Contract #, Make, Model, Lic Number)
- Dispatch will send them a copy of the resource order
- Dispatcher need to add contract sheet and coversheet to IROC documentation.

- Incident will be responsible to create NERV Payment Coversheet and send into NERV

Pool Rentals –

Who can use this rental program?
- Season Long Rentals
    - o Tanker Base
    - o Buying Teams
    - o Expanded Dispatch Operations
    - o COVID Better Business Practices
    - o Agency incoming resources for initial attack due to increased activity
- Fuel purchase will be completed by individuals with purchase cards
    - o Supply resource order will be created for specific location hosting NERV rental cars.
    - o Identify that fuel will be for NERV vehicles only - for the district/location that the vehicle is based out of.
    - o Usage log kept identifying vehicle date, license plate and operator

Process
Program Review
- Review Season Long Rental Request tab
- Review Region 2 rental for Overhead
- Ordering IMT "Fleet" Rentals

Season Long Rentals –
- Districts or agencies will place Equipment request to dispatch for season long rental
- Dispatch will create IROC Equipment Request and send copy of pending request (resource order) to the NERV Program SM.FS.NERV@usda.gov
- Enterprise will contact primary person on resource order and advise when and where vehicle can be picked up.
- Primary person will contact dispatch with fill information on the resource order (Contract Number, Make, Model, color, Lic. plate
- Fill IROC Order – (Enterprise, Contract Number, Make, Model, Lic. Plate Number)
- Email resource order to individual
- Place information in Pre-Po sheet under rental cars.

Team Orders – NOTE – ABSOLUTELY NO TRANSFER OF VEHICLES WITHOUT NEW E # AND CONTRACTS FROM ENTERPRISE

- Dispatch will receive general message/Equipment request form for Rental Vehicles – 4x4 off road trucks or SUV.
- Special Needs (indicate that this will be part of the "team pre-order" or buying team.)
- Order will identify primary contact on the incident (usually Ground Support Unit Leader or someone in Logistics.
- Dispatch will create orders in IROC – (1) E number per vehicle
- Go to NERV website – select **Pool Vehicle Reservations**
- Create new reservation – Pool Vehicle (click here to reserve….)
- Note Requesting Official will be person on the incident.
- Contact phone number – primary person – if the person changes have them contact dispatch and send in a coversheet identifying changes.
- E-Numbers (enter in all E-numbers associated with this order)
- Vehicle Pick – Up Location (Colorado Springs and Denver are the main locations in Colorado)

- Other Notes – if you need the vehicle delivery request enter address of where it needs to go.
- Instruct primary contact to provide PIDC with the fill information on the resource order (Contract #, Make, Model, Lic Number)
- Dispatch will send them a copy of the resource order
- Dispatcher need to add contract sheet and coversheet to IROC documentation.

- Incident will be responsible to create NERV Payment Coversheet and send into NERV

Appendix 7 SUPPLIES

<u>**ORDERING**</u>
PIDC will honor all resource requests.

References
Rocky Mountain Cache order aids `https://gacc.nifc.gov/rmcc/rm_cache.php`

Special Considerations
- Teams T1 and T2 IMT orders direct to RMK.
  - They are assigned a block of numbers S-100,000
- T3, 4 & 5 IMT will place order through PIDC; who will place orders to RMK.
- Radio Kits (Reference RMA mob guide)
  - Require Bill To – information entered into ROSS Special Needs
  - Enter contact person information: name and phone number
- Shipping Instructions Block
  - Street address including zip code
  - Contact information for person(s) picking up the NFES item(s)
  - Any special requirements (Hold and call, pick-up at XYZ air freight, local office closes @ 1800, security needs to be notified, locked gate, etc.)

Incident Replacement orders
- IMT or other approved incident personnel may authorize replacement of items at the incident.
- Items will either be replaced at the incident or replacement order will be placed in IROC (NFES) and sent to resources' servicing cache.
- Request for non-NFES items should be requested on a separate approved incident replacement requisition to be processed by the home unit.
- Dispatch will enter in approved Supply order in IROC
- Document that the item will be filled by the home unit.
- Fill IROC with Agreement with Resource Name, Unit and Contact Name and phone number

Send resource order via email or fax to agency or individual. Always confirm that resource order was delivered.

<u>**Reference**</u>
Interagency Resource Ordering Capability (FAM-IT Portal)
https://famit.mwcg.gov/applicaitons/IROC

Rocky Mountain Area Coordination Center Website – Equipment
https://gacc.nifc.gov/rmcc/equip_supply.php
Ordering Information
https://www.nwcg.gov/catalogs-ordering-quicklinks

APPENDIX 8 – TRAVEL

Incident Travel Information

Pueblo Dispatch uses BCD Travel
- Directions and forms located in W drive
  - W://wildcadlinks/Dispatch/travel/
- Travel Form: fill out and email to BCD travel
  - Use copbc@firenet.gov
    - Located on your desktop
- You will receive a phone call from an agent – confirming the flight
- You will receive an itinerary and receipt in copbc@firenet.gov
  - Email the receipt to the passenger – enter information into IROC
  - Save itinerary and receipt to the folder on the side marked- BCD Travel receipts
- Enter in Travel information into Commercial BCD Travel Log

APPENDIX 9   FILING

Pueblo Interagency Dispatch Center's goal is paperless. It is our intent to save all necessary documentation associated with every incident.

Files

Pre-Po sheet
- This page is done to track resource brought in for agency support orders or pre-position orders, NERV and outgoing PSICC employees.
- It is done nightly and emailed out to:
  - PSICC FMO List pdl_r2_psicc_fire_fmo@usda.gov
  - Colorado Springs Tanker Base coloradospringsatb@gmail.com
- Location: copbc@firenet.gov>OneDrive>Prepotracker.xlsx (shared)

End of Year Statistics
File each resource order using following information
File link: W:\\wildCAD\WildCADLinks>End_of Year_Statistics>2021>IROC Incidents> xxx
Naming convention for each resource order
Example: (Incident number.Incident name-request number)
Example: CO-PSF-0000002.PSICC NF Fire Support 2021 – E-1

APPENDIX 10 – MISCELLANEOUS

Building Information

- **Outside Door (Front and Back)** are alarmed automatically after 2200 each night. There are directions on the door how to turn it off. If the alarm goes off punch in the code 1400 this will activate and deactivate the alarm.
- **Initial Attack Door Code -** 091
- **Backdoor -** There is a button and a key in the event of evacuation on the right side of the first door that you go out. This will open the vehicle chain link gate for emergency exit. There is a FS key for the walk through at the same location.
- **Building Maintenance Contacts** – Samantha LaBella is the FS Building Contact to the landlord – If something should go wrong with the building contact the Center Manager Staff.
  - **Samantha Labella (Office 719-553-1437) (work cell 719-251-7182)**

Answering Service
Executive Service – Contact is April 719-549-0540 email – april@myexecutiveservices.com Dispatch Contact: Eric Toft

APPENDIX 11 – PHONES

Telephones

Answer by saying **"Pueblo Expanded Dispatch"** and **your first name**. Please do not let the phone ring more than 3 times. Please do not place people on hold for too long. Be professional and polite on the phone and remember that opinions or anything you say represents PIDC and our Agencies.

Incoming calls: When taking a call for someone else, please ask the following questions, if the person is not available:
1. Ask if you can provide assistance?   2. Is this in regard to a fire or incident?

Answering calls: Lift receiver and press the **Flashing YELLOW light,** for the **553-your extension line**. *Do not pick up 553-1600.*

Pick up the handset, or press 🔊 (Speaker) to answer

Place a call on Hold: Above the phone keypad, press the 📞 **RED** hold button.

Return to a call that is on Hold: Press the 📞 **RED** hold button, and then lift the handset or press 🔊 (Speaker). *<Caller>* WAS HOLDING appears.

Transferring a call: While on the call, press the 🔀 (Transfer**)** button, and then dial **last 7 digits** or the **10-digit phone number**. Wait for the phone to ring, then hang up.
Placing internal calls: Dial the **last 7 digits** of the phone number (i.e. - 553-1639)
Placing Outside calls: Dial the **10-digit phone number** (include "**area code**" for both local & long-distance calls).

Forward Phones to IA DESK
- **Click Blue Icon on phone**
- **Click on call forwarding (Off)**
- Click on activate   you will see a phone receiver at the top of your phone view screen, enter in 719-553-1600 click activate.

Disconnect Phones from IA DESK
- Click Blue Icon on the phone
- Click Deactivate
- Phone receiver icon will disappear.

Cell Phone use is NOT encouraged on the floor!
Please place on mute or vibrate, if you need to take a call please notify Expanded Supervisor and step out of expanded.

719-553-1600

Your Incident is: _____

_____
Your address is: 2840 Kachina Drive Pueblo, CO 81008

Telephones: Your number _____

- **Answer Pueblo Dispatch and your first name.**
- **Try to answer within 3 rings and don't put on hold too long.**
- **Pick up handset, or press speaker to answer**
    - **Do not pick up 553-1600 numbers (IA)**
- **To Answer another extension**
    - **Lift receiver**
    - **Press your button left of your phone number**
    - **At the top of the screen you will see pick up number, push that button**
- **To put on hold, press the red hold button.**
- **Return to call press the red button**
- **Transfer a call**
    - **Press the transfer button – right of the red button**
    - **Dial 7 digits for numbers within the office; dial 10 digits for outside calls.**
    - **Wait for the call to ring and hang up.**
- **Internal Calls – dial the 7-digit phone number.**
- **Outside calls – dial the 10-digit phone no. No need to dial 1**
- **Forward phone each night to 719-553-1600**

Password for Computer for you are using _____

Pueblo IA Email copbc@firenet.gov TBD _____
Pueblo Expanded Email copbcexpanded@gmail.com Password Fireseason2018

Expanded Dispatchers:

Center Manager	**Eric Toft**	office	**719-553-1639**	cell: **719-252-9360**
Assistant CM (Coordinator)	**Cindy French**	office	**719-553-1615**	cell: **719-248-8965**
IA Operations	_____	office	**719-553-1600**	cell: _____
Supervisor	_____	office	_____	cell: _____
Overhead	_____	office	_____	cell: _____
Equipment	_____	office	_____	cell: _____
Supply	_____	office	_____	cell: _____

Buying Team:

Lead	_____	cell	_____
Member Name	_____	cell	_____
Member Name	_____	cell	_____
Member Name	_____	cell	_____

<u>Ordering Manager</u>

Incident Name _____   **Teams Email** _____
                                                ORDM Email _____

ORDM _____   **Number** _____
ORDM _____   **Number** _____
DEMOB _____   **Number** _____

Incident Name _____   **Teams Email** _____
                                                ORDM Email _____

ORDM _____   **Number** _____
ORDM _____   **Number** _____
DEMOB _____   **Number** _____

Incident Name _____   **Teams Email** _____
                                                ORDM Email _____

ORDM _____   **Number** _____
ORDM _____   **Number** _____
DEMOB _____   **Number** _____