

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 PBC 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 in place either on site or virtually to adequately staff required expanded dispatch functions. Expanded Dispatch Supervisor is responsible for establishing a staffing and briefings for expanded dispatch. (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 on incidents.
- 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 (PBC) 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.

EXPANDED DISPATCH

An expanded dispatch relieves the established 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 complex situations.

The intelligence section coordinates with local Public Information Officers, 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, an Incident Business Management Advisor may be requested/assigned to help the local administrative officer manage incident related responsibilities.

PBC requires that a Buying Team is ordered when a Complex Incident Management Teams (CIMT) are 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.

PBC 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 can come together to form our multi-agency coordination group (MAC) to coordinate incident prioritization, resource allocation and to issue coordinated situation assessments.

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.
- CIMT 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 expanded 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
- Additional phones will need to be cell phones ordered through Verizon.

Virtual Expanded

- 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 center management 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 iNAP and Login.gov username and password.

Order Expanded Dispatch Staff. Staffing will be determined for the needs. Also in house or virtual will be decided as needed.

Supervision-as needed.

- 1 each, Supervisory Dispatcher (EDSP)
- 1 each, Supervisory Dispatcher (EDSP-T)
- 1 each, CORD if TY 1 IMT is ordered.

Support- as needed.

- 4 each Support Dispatcher (1-OH, 1-EQ, 1- CR & 1-Supply)
- EDRC or EDSD-T- as able to support.

Order Initial Attack Staff

Initial attack dispatch staff ordering will be determined by the dispatch management.

Aircraft

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

Initial Attack / Intelligence

- Initial Attack Dispatcher (IADP) Special needs: proficient in WildCad-e and IROC
- 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 PBC 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 Buying teams only if they come with a contracting specialist, When CIMT are ordered.
- 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 iNAP 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 IA Floor OPS 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 mobilization 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.
 - Available for DFPC WIN (Wildfire Immediate Need) program. Can be utilized for 24-72 hours.
- **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.

Overhead

Reference Rocky Mountain Area Interagency Mobilization Guide, Chapter 20.

- Teams:
 - Rocky Mountain Area Interagency Mobilization Guide: Reference: Chapter 20.
 - CIMT 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 CIMT consideration
 - 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 tablets
 - 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.

Crews

- 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.
- CIMTs order NFES direct through RMK.
- Type 3 and 4 fires orders through 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

Expanded Dispatch Supervisory Dispatcher Briefing Check List

Date _____

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:

-

G. Other active incidents within Pueblo Zone:

Incident Name_ PSICC NF FIRE SUPPORT 20XX

- 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 4), 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

Appendix 2 - Buying Team Briefing – Check List

Buying Team Briefing-Check List Date _____

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

- 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

Center Manager – Eric Toft (o) 719-553-1639 © 719-252-9360

Initial Attack Operations Manager – 719-553-1600

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

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.