

# ROCKY MOUNTAIN AREA COORDINATION CENTER



## ORIENTATION GUIDE 2016

Rocky Mountain Area Coordination Center  
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## ORIENTATION GUIDE 2016

### Welcome to the Rocky Mountain Coordination Center!

The Rocky Mountain Area Coordination Center (RMACC) is located on the 4<sup>th</sup> floor of the Bureau of Land Management Colorado State Office on the west side of the Denver Metro Area, in Jefferson County. It is just east of Interstate 70 at the 32<sup>nd</sup> Ave. & Youngfield St. exit.

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## **MISSION**

The principal mission of RMACC is to provide safe, cost effective, and timely response of national and area resources for all aspects of wildland fire management activities and other emergency management activities within the RMA. RMACC cooperates with the National Interagency Coordination Center (NICC) in delivery of the national mission. This mission shall be accomplished through planning, situation analysis, needs projection, and activation of emergency resources through interagency cooperation.

## **OFFICE STAFFING**

RMACC normal hours of operation are 0800 – 1800 during fire season. However, as activity warrants, RMACC will staff as early and as late as necessary. Please be prepared for extended and/or flexible hours.

The Rocky Mountain Coordination Center has a regular staff of 12 positions. This includes:

Center Manager	Scott Swendsen
Deputy Center Manager	Glenn Bartter
Assistant Area Coordinator	Rob Juhola
Logistics Coordinator - Aircraft	Amy Baldauf
Logistics Coordinator - Crews	Debbie Bozarth
Logistics Coordinator - Overhead	Bruce Drapeau
Logistics Dispatcher – Equipment/Supplies	Melissa Hunt
Intelligence Coordinator	Marco Perea
RMCG Business Manager/Incident Business Specialist	Brooke Malcolm
Fire Weather Meteorologist/Program Manager	Tim Mathewson
Fire Weather Meteorologist	Russ Mann
Information Coordinator	Lawrence Lujan

When the Center Manager is not available, the Deputy Center Manager or other specifically designated person will be acting in his place

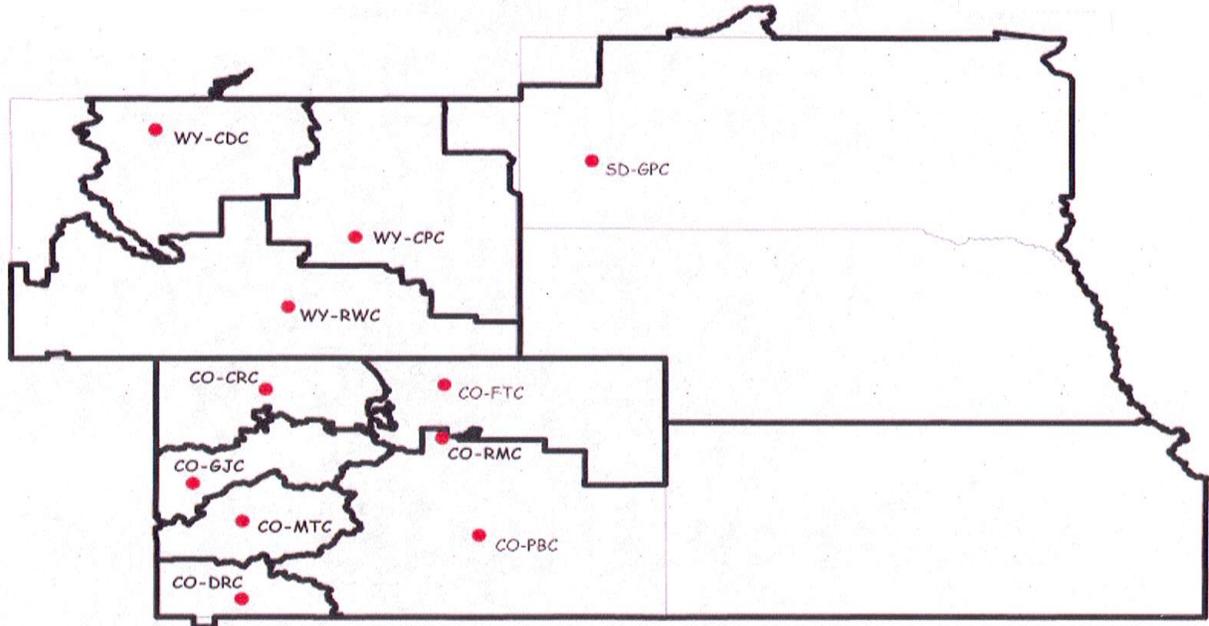
## **THE ROCKY MOUNTAIN AREA**

The Rocky Mountain Area Coordination Center (RMACC) is a Geographic Area Coordination Center (GACC). We have responsibility for resource coordination in five states: Colorado, Wyoming, South Dakota, Kansas, and Nebraska. Several RMA Units also cross over into North Dakota, Montana, and New Mexico. We have ten Interagency Dispatch Centers in the Rocky Mountain Area (RMA). They include:

Colorado:	FTC - Fort Collins Interagency Dispatch Center PBC - Pueblo Interagency Dispatch Center (includes Kansas) DRC - Durango Interagency Dispatch Center MTC - Montrose Interagency Dispatch Center GJC - Grand Junction Interagency Dispatch Center CRC - Craig Interagency Dispatch Center
Wyoming:	CPC - Casper Interagency Dispatch Center RWC - Rawlins Interagency Dispatch Center CDC - Cody Interagency Dispatch Center
South Dakota:	GPC – Great Plains Interagency Dispatch Center (includes Nebraska)

## Rocky Mountain Coordination Center Dispatch Centers

<b>CDC</b> = Cody Dispatch Center	<b>GJC</b> = Grand Junction Dispatch Center
<b>CPC</b> = Casper Dispatch Center	<b>GPC</b> = Great Plains Dispatch Center
<b>CRC</b> = Craig Dispatch Center	<b>MTC</b> = Montrose Dispatch Center
<b>DRC</b> = Durango Dispatch Center	<b>PBC</b> = Pueblo Dispatch Center
<b>FTC</b> = Fort Collins Dispatch Center	<b>RWC</b> = Rawlins Dispatch Center
<b>RMC</b> = Rocky Mountain Coordination Center	



The Rocky Mountain Area's cooperating protection agencies include:

- Bureau of Indian Affairs (Southwest, Rocky Mountain and Great Plains Regions)
- Bureau of Land Management (Colorado, Wyoming and South Dakota)
- Fish and Wildlife Service (Mountain-Prairie Region)
- Forest Service (Rocky Mountain Region)
- National Park Service (Intermountain and Midwest Regions)
- State Agencies (Colorado, Kansas, Nebraska, South Dakota and Wyoming)
- Local Agency Cooperators (VFDs, Sheriff's Departments, etc.)

The Rocky Mountain Area Interagency Mobilization Guide (RMG) identifies policy and agreements establishing standard procedures that guide the operations of multi-agency/jurisdictional logistical support activities. The RMG is an extension of the National Interagency Mobilization Guide (NMG), Agency Manuals, Handbooks, Directives, and Instructional Memoranda relating to logistical support. The guide is intended to promote uniformity of logistical support communications, facilitate interagency dispatch coordination, and ensure that the most timely and cost effective support services are provided. Dispatch centers supplement the area guide with site-specific information and provide RMACC with a copy of their guides.

## **UPON ARRIVING FOR YOUR ASSIGNMENT**

To access the building during normal business hours (0800-1700 Monday through Friday) sign in with the security guard. You should present your government ID (if you have one) or a driver's license. The guard will issue you a visitor pass and call RMACC for an escort. If you arrive for your assignment before 0800 or after 1700, be sure to call us upon your arrival so that we can have someone let you in the building. Detailers will be issued a pass card with PIN which will allow them access to the building during the length of their assignment. This will be turned in when you demob. RMACC detailers are asked to not park in spaces designated for visitors.

Before and after business hours, all doors are kept locked. All personnel must be alert to their surroundings while coming to or from the office. If you would like an escort to or from your vehicle, please feel comfortable asking for one! ALWAYS report suspicious persons or activity to the COD/EDSP and/or call 911 (from the office phones, dial 8-911)

When you first arrive at RMACC, the Coordinator on Duty (COD) or Supervisory Dispatcher (EDSP) will show you around the office with focus on locating the following:

- Restrooms
- Lunchrooms/Break Areas
- First Aid kits
- Defibrillator pack
- Fire extinguishers
- Emergency Evacuation Procedures/Occupant Emergency Plan

Also, upon arrival, please provide the COD or EDSP with your cell phone number and the location of your lodging.

Detailers who have been ordered up as fully qualified resources are generally assigned for 14 days, exclusive of travel. During the summer months, we try to bring in as many trainees as we can in order to give them the experience they need to become fully qualified. In order to accommodate as many as possible, we generally limit the trainee assignments to 7 days, exclusive of travel. In extremely rare cases, you could be extended. This would be primarily if workload requires an extension, and if replacement resources are not available. In the event that the Center Manager or acting requests you to extend, proper approval must be documented by way of the Resource Extension Request form. It is also possible that activity will lessen to the point that we may not be able to justify the continuation of expanded staffing. In the event that we need to release you, we will make every attempt to reassign you to another incident before releasing.

If you didn't do so before arriving for your assignment at RMACC, take the time to look through both the Rocky Mountain Area and National Mob Guides. In particular, read chapter 10 as well as the chapter(s) corresponding to the functional area(s) to which you will be assigned. When time permits, continue reading the other sections of the guides. Additionally, read all appropriate desk SOPs.

## **TASK BOOKS & PERFORMANCE EVALUATIONS**

If you are working on an initiated Task Book, please notify the COD or the EDSP as soon as you arrive so they may assign the appropriate evaluator. At the beginning of an assignment, you will meet with your evaluator to identify outstanding tasks and/or areas for improvement. At the end of an assignment, your assigned evaluator will review the book and sign off any pertinent items. RMACC will make a copy of your book after the review, and you will take the original with you.

REMEMBER: BE SURE YOU HAVE YOUR TASKBOOK IN YOUR POSSESSION BEFORE YOU DEMOB!!

RMACC policy is to complete performance evaluations for all detailers. This will be completed at the end of your assignment and will be discussed with you prior to your signature. If you are completing a task book, the evaluation discussion will take place at the same time.

## WORKING ATMOSPHERE

We are glad you are here, and if there is anything you need, please let us know. We would like your stay with us to be fun and enjoyable for everyone.

RMACC strives to maintain a professional and service oriented working atmosphere, while still allowing for some informality. We want you to have fun working here, but we also expect you to use common sense and do your assigned job to the best of your abilities. We exist in order to provide support to the field through our local dispatch centers and other geographic areas. Professional courtesy needs to be maintained in all contacts, even if you or the person on the other end of the phone is fatigued or under stress. Interaction with other staff and detailers at RMACC must also be professional and courteous. Feel free to transfer calls to the COD/EDSP when you feel that you are being placed in a unprofessional situation.

The workload at RMACC can become complex and escalate quickly. If a situation starts to escalate, and you are feeling overwhelmed, do not hesitate to involve the COD/EDSP immediately.

We are dedicated to providing a harassment-free work environment, where people treat one another with respect. Physical, verbal/written, and visual/symbolic conduct such as: offensive remarks about race, gender, religion, age, ethnicity, or sexual orientation, inappropriate/personal questions or sexually suggestive comments, offensive T-shirts, cartoons/graphics, etc., will not be tolerated. If you feel that you are being harassed, or that the working atmosphere is becoming uncomfortable for you because of jokes, comments, etc., please tell the person(s) involved to stop the offensive conduct. If that is not effective, please talk to the COD or the EDSP.

Please advise the COD/EDSP upon arrival if you require daily physical training time to maintain fitness for arduous qualifications.

In order to avoid impacting those with allergic sensitivities, we are a fragrance free atmosphere. Please refrain from wearing strong scented products while working in our office.

If you require special accommodations due to any physical restrictions, please advise the COD/EDSP with as much notice as possible.

RMACC believes in maintaining a professional and service-oriented working atmosphere while still allowing for some informality. We want you to have fun working here, but we also expect you to do your assigned job to the best of your ability. If you have any questions, don't hesitate to ask.

**RMACC deals in sensitive information. Any incident related photographs, updates or public information should not be shared via office or personal electronic devices. This includes posts to Facebook, Twitter, and other social networking sites. To protect your own privacy and the privacy of others, do not disclose personally identifiable information or potentially sensitive incident-related information. Password requests for protected areas on our websites should be directed to the COD or EDSP.**

## **DRESS CODE**

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

## **HATCH ACT**

The Hatch Act, a federal law passed in 1939, limits certain political activities of federal employees, as well as some state, D.C., and local government employees who work in connection with federally funded programs. The law's purposes are to ensure that federal programs are administered in a nonpartisan fashion, to protect federal employees from political coercion in the workplace, and to ensure that federal employees are advanced based on merit and not based on political affiliation.

Please familiarize yourself with the Hatch Act. <https://osc.gov/pages/hatchact.aspx>

## **TIMESHEETS**

You are responsible for doing your own timekeeping on an Emergency Firefighter Time Report (OF-288). We have an electronic version of the OF-288 located on the RMACC website, following the Administration/Incident Business Management/Casual Hire Information path. See the RMACC website for the most current process for timesheets.

## **LUNCH & BREAKS**

You will take a 30 minute lunch break each day, as well as two 15 minute breaks within an 8 hour shift. These breaks will be staggered to allow for continuous floor and desk coverage. We ask that you take your breaks away from your desk.

When using the refrigerators, microwaves, and/or toasters, please be courteous and remember to clean up after yourself by washing the dish, cup or silverware you used. Label food items to be stored in the refrigerator with your name and the current date. At the end of your assignment you must remove any left-over food from the refrigerator. Do not leave this food hoping that others will have use for it. You will need to certify on your demob checklist that all food has been removed.

## **LODGING / MEALS / TRANSPORTATION**

Area hotels are listed in Appendix A of this guide as well as on the RMACC website. Some area restaurants are listed in Appendix B. If a rental vehicle is authorized it will be stated on the resource order. If you are relying on public transportation, the following link will take you to RTD which provides light rail and bus service from the Denver International Airport to and throughout metro Denver. <http://www.rtd-denver.com/index.shtml>

If you are relying on transportation from the airport to your hotel, there are many taxi services available at the airport. However, many detailers rely on a private shuttle service. Super Shuttle can be reached at <http://www.supershuttle.com/>

## BRIEFINGS

We hold regular briefings at 1030 (depending on the day) during high activity levels. You may be expected to give us a brief (1-2 minutes) synopsis of the activity on your desk. This would include # of open orders, # of filled orders, # of UTFs, hard to fill orders and anything that may affect the other desks or the office in general. The COD/EDSP will inform you of the expectations for briefings, which may fluctuate depending on activity.

## EMERGENCY MESSAGES

Handle all emergency messages by telephone and follow through with documentation until the situation is confirmed as resolved. Notify the COD/EDSP immediately of any emergency message.

Protect sensitive information at all times! DO NOT share detailed information about the message or nature/reason for the demob with anyone except the COD/EDSP! Minimal information only should be included in any necessary ROSS documentation.

## DESKTOP DIRECTORY

You will find most of the tools and information to do your job in the Desktop Directory Folder. The desktop directory, contains mob guides, unit identifiers, and desk function specific information. Please familiarize yourself with this information prior to beginning your first shift. There are also two hard-copy desk directories for reference.

## COMMUNICATIONS

### 1. INTERNAL COMMUNICATIONS

- Keep communications flowing both internally and externally.
- Communicate with fellow Overhead dispatchers, floor supervisors, the COD, the area dispatch centers and NICC.
- If you are unsure of anything and/or a situation starts getting complicated or confusing, **talk to the COD or EDSP!!**
- Remember to coordinate with other desks on subordinate requests and other issues requiring multiple desk orders such as Crews, Aircraft or Equipment.
- Document pertinent communication on the functional area log AND in ROSS, where appropriate. This is covered further in this SOP under Functional Area Daily Logs.

### 2. TELEPHONE USE

Unless workload dictates the need for us to bring in a receptionist, all of us are required to answer the phones as they ring. Our practice is to answer the phones by the second ring. If you are not currently on the phone, it is expected that you will answer the

phone and not wait for someone else to get it first. Be professional and polite. Answer by saying "Rocky Mountain Coordination Center, this is (first name)". If receiving a call for another functional area, place the person on hold, transfer the call, or take the caller's name and number for the call to be returned. Do not take an order or information for another functional area. The reason for this is that the person in that functional area may have additional information for the person, or may need to talk to them. Do not place people on hold for too long, but do your best to get the caller to the person they need to talk to as quickly as possible. It could be time-urgent. Phone messages are to be left in the daily log for the appropriate functional area, followed up by a verbal or written message to the recipient.

Home and personal cell phone numbers will not be released to the public. Take the number of the party calling and have the employee call them back.

Irate or angry callers should be transferred to the COD/EDSP.

Examples of common incoming calls to RMACC:

Smoke reports should be plotted on the map, reported to the appropriate dispatch center and logged in the Google Documents form for Smoke Reports. The COD/Supervisor should always be made aware of new smoke reports. Keep in mind that we will receive smoke reports for areas which will be in other GACCs. We treat these with equal importance and will contact that GACC with the same urgency with which we would contact our own area dispatch centers.

Media calls are forwarded to our Public Information Officer at the Incident Information Center (IIC) at 303-445-4322 and logged in the Information tab of the Functional area daily logs. Do not engage the media in conversation. Be aware that there is a remote possibility media could try to obtain information without identifying themselves as such. Best practice to follow is that if you are not familiar with a caller who is attempting to obtain information, contact the COD/EDSP. We do not share information with outside callers.

### 3. TELEPHONE OPERATING INSTRUCTIONS

- **To ANSWER a Call** – When the switchboard rings, all phones will have the option to pick up **4300 main line**. Press the button next to that number, which will be flashing as it rings, and pick up the receiver to answer call.
- **To TRANSFER a call**, press **TRANSFER**, press the appropriate sidecar selection, (or enter the 4 digit extension number if your phone has no sidecar), and then **TRANSFER** again. It may take a second or two for the "**TRANSFER**" option to appear on your screen after dialing the extension number. Be patient.
- **To place a CALL** - We have speed dialing for all Dispatch Centers and other frequently used phone numbers. Speed dialing instructions will be located at each station with the speed dial list.
  - If the number you need to dial is not programmed on the phone, dial direct.
  - **LOCAL phone numbers**: dial an "8", the area code (303 or 720), and the number; such as 8-303-275-5738.
  - **LONG DISTANCE numbers**: dial a "8 - 1", the area code, and the number; such as 8-1-208-387-5400
  - All numbers require the area code (local and long distance)

#### **4. FORWARDING CALLS TO ON CALL COORDINATOR (On Call COD)**

Extension 4331 is set up to forward to the on call coordinator after hours. The forwarding phone number will be updated by the On-Call COD assuming that duty.

#### **5. FAX INSTRUCTIONS**

RMACC uses an email to fax service as our preferred method of sending and receiving faxes. All faxes are sent and received from our Gmail account. Directions for use are as follows:

- In order to send a fax, access the rmacc gmail account, and send the fax to [\(receiving fax number\)@rcfax.com](mailto:(receiving fax number)@rcfax.com). Attach the document you wish to send by fax. Anything typed into the body of the email will be added onto a cover page.
- To receive a fax using this service, have the sender address the fax to 888-850-2925. When a fax comes in, you will note that there is the name of one of the RMACC staff members listed in a dialogue box on the email. This is not the person who the fax is intended for. It is the name of our on call coordinator and is to ensure faxes are received after hours. The fax will be sent by "RingCentral", and subject will include "New Fax Message" If you open a fax email, act on it or communicate with the appropriate desk/person so they know to act on it. Once you have acted on it, move to the appropriate folder

If the receiving unit is not expecting the fax or is in a period of high fire activity, follow up the fax with a phone call to confirm receipt.

We also have two standard fax machines. The fax numbers are 303-445-4319 and 303-445-4321. These faxes are for backup purpose only.

#### **6. COMPUTER INFORMATION**

To sign on the USFS computers in the RMC office:

- Username = [PC Serial Number]\cormc (the user name should be on a label attached to your computer monitor) (some computers will use a "." In place of "PC Serial Number" before the backslash)
- Password = Password will be indicated at work station.
- Domain = Do not use DS; use the domain that ends in (this computer).

Log off all computers at night.

You will be asked to sign an IT Security Statement upon your arrival. This will cover computer usage. Additionally, please do not change any computer settings unless you are asked to do so by the permanent office staff. This includes, but is not limited to, backgrounds, colors, internet home page, etc. We attempt to set up computers consistently in the office. If you are a ROSS user, the document Running ROSS Status Reports, Appendix , will be helpful to you.

## 7. PRINTER INFORMATION

There are 2 printers that we normally use in RMC from USFS computers:

- **HP LaserJet 600** (black & white, duplex capability)
- **HP Color LaserJet 2700** (color, duplex capable)
- **Ricoh Copier MP 4002** (black & white, duplex capability, also is our copy machine)

The Comcast network provides access to 2 printers, accessible after mapping on any computer that is connected (wired or wireless):

- **Xerox WorkCentre 6505N** (color, manual double-sided only)
- **HP LaserJet 4000** (black & white, manual double-sided only)

## 8. ACCESSING OUTLOOK (FS WEBMAIL) – (THIS WORKS ONLY WHILE ON FS NETWORK)

1. Open Internet Explorer
2. Enter the url: <https://mail.usda.gov>
3. A Security Alert will appear “You are about to view pages over a secure connection.” Click **OK**.
4. A MS Outlook window will appear. Select “this is a private computer.”
5. At the Domain/user name enter: USDA\username
6. In the password field, enter your USDA Password
7. Then click “Sign In”

## 8. ACCESSING BLM NETWORK

Bureau of Land Management dispatchers can access the BLM network via the BLM computer in the aircraft area or conference room.

## HEALTH, SAFETY, and BUILDING SECURITY

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

### JOB HAZARD ANALYSIS

It is required for each person who works in our office to review the Job Hazard Analysis (JHA) for RMACC. We must maintain signed documentation that each person has read and understands the Analysis. The JHAs and signature page will be posted on the information wall at the front door.

### TOBACCO USE POLICY

The BLM State Office building is tobacco-free. There are designated smoking areas outside the building. There is also a picnic table and ash receptacle in the northeast corner of the underground parking garage that has been designated as a smoking area. Smoking is prohibited in courtyards and within 25 feet of doorways and air intake ducts on outdoor space. Please see "Lunch and Breaks" for information on scheduling breaks.

### BOMB THREATS

In the event of a bomb threat by phone:

- A. Maintain a calm voice.
- B. Keep caller on the line as long as possible; keep him/her talking. If possible, signal another person to call 8-911 and to notify the security guard downstairs.
- C. Listen to the message carefully; write down word for word, if possible.
- D. Ask the caller to repeat the message and try to determine characteristics of the voice (male, female, accent, background noises, etc).
- E. Ask the location of the bomb and when it is set to go off.
- F. Follow the instructions outlined by this plan in regard to procedures to be followed for evacuation of the building, such as following proper exit routes, etc. (see above).
- G. Once outside, all personnel are to meet on the lot to the north of our building on the grass in front of the Ramos Law offices. See the evacuation instructions, below, for more information on the procedures to follow for evacuation.

### SEVERE WEATHER

In the event of a tornado warning, we will evacuate to the racquetball court in the basement. We will remain there until the all-clear is given.

### EVACUATION INSTRUCTIONS

Appendix C of this document is a copy of the BLM 4<sup>th</sup> Floor Evacuation Plan, from the Occupant Emergency Plan. **In an EMERGENCY, call 8-911.** Notify the COD/EDSP of all incidents. Also notify the security guard downstairs (303-239-3779). The RMACC Floor Wardens are Glenn Bartter (303-445-4301) and Marco Perea (303-445-4303). (Two alternates are assigned, and they are on the northwest side of the building – Todd Richardson and Brian Achziger). Exit the building via the closest exit stairwell and meet at the location indicated on the evacuation plan. It is critical that you **DO NOT LEAVE THIS EVACUATION AREA FOR ANY REASON** as all employees will be accounted for at this time.

**SOME HOTELS NEAR ROCKY MOUNTAIN AREA  
COORDINATION CENTER  
As of 3/08/16**

La Quinta  
3301 Youngfield Service Road  
Golden, CO 80401  
303-279-5565  
0.5 miles from RMACC

Marriott Denver West  
1717 Denver West Drive  
Golden, CO 80401  
303-279-9100  
2.4 miles from RMACC

Candlewood Suites Denver West/Fed Ctr  
895 Tabor St  
Golden, CO 80401  
303-969-9900  
2.7 miles from RMACC

TownePlace Suites Denver West/Fed Ctr  
800 Tabor Street  
Golden, CO 80401  
303-232-7790  
2.8 miles from RMACC

Baymont Inn & Suites Denver West/ Fed Ctr  
11909 West 6<sup>th</sup> Ave  
Golden, CO 80401  
303-231-9929  
3.0 miles from RMACC

Courtyard Marriott  
14700 West 6<sup>th</sup> Ave Frontage Rd  
Golden, CO 80401  
303-271-0776  
3.3 miles from RMACC

Residence Inn Denver West/Golden  
14600 W. 6<sup>th</sup> Ave. Frontage Road  
Golden, CO 80401  
303-271-0909  
3.4 miles from RMACC

Sheraton Denver West  
360 Union Blvd  
Lakewood, CO 80228  
303-987-2000  
3.4 miles from RMACC

Holiday Inn Express & Suites – Wheat Ridge  
10101 West 48<sup>th</sup> Avenue  
Wheat Ridge, CO 80033  
303-424-8300  
3.5 miles from RMACC

Hampton Inn/Denver West Fed Center  
137 Union Blvd  
Lakewood, CO 80228  
303-969-9900  
4.0 miles from RMACC

Hampton Inn Denver West Golden  
17150 W Colfax Ave  
Golden, CO 80401  
303-278-6600  
4.4 miles from RMACC

Holiday Inn Express & Suites Den West/Golden  
17140 W Colfax Ave  
Golden, CO 80401  
303-278-2388  
4.4 miles from RMACC

**\* RMACC is located at 2850 Youngfield, Lakewood (just east of I-70 & Youngfield)**

The 2016 per diem rates for Jefferson County, in which RMACC is located, are as follows: Lodging – \$172.00; M&IE \$69.00; Maximum Per Diem Rate \$241.00

**LOCAL RESTAURANTS  
As of 05/04/2016**

Abrusci's Italian Restaurant  
3244 Youngfield Street  
303-232-2424  
Italian

Mountain Tap Bar & Grill  
1901 Youngfield Street  
720-689-5972  
Greek/American Tavern Fare

Chili's Grill & Bar  
3240 Youngfield Street  
303-238-4229  
Bar & Grill

Chipotle  
3294 Youngfield Street  
303-234-1600  
Mexican/Grill

Noodles & Company  
3294 Youngfield Street  
303-232-6688  
Noodle Dishes/Soup/Sandwiches

Pizza Hut  
3352 Youngfield Street  
303-232-1740  
Pizza

Purple Ginger Asian Fusion  
2610 Youngfield Street  
303-237-1133  
Asian/Fusion

Jimmy's Wings  
2050 Youngfield St  
303-238-0454  
Hot Wings

Thai Green & Sushi  
3300 Youngfield Street  
303-238-8866  
Thai/Sushi

Qdoba Mexican Grill  
3500 Youngfield Street  
303-232-3783  
Mexican/Grill

Starbucks  
3450 Youngfield Street  
303-274-0370  
Coffee/Pastries

Subway  
3410 Youngfield Street  
303-232-7755  
Subs/Salads

Tafolino's  
2001 Youngfield Street  
303-232-5118  
Mexican

Tellers Taproom & Kitchen  
1990 Youngfield Street  
303-237-1002  
Bars & Grill

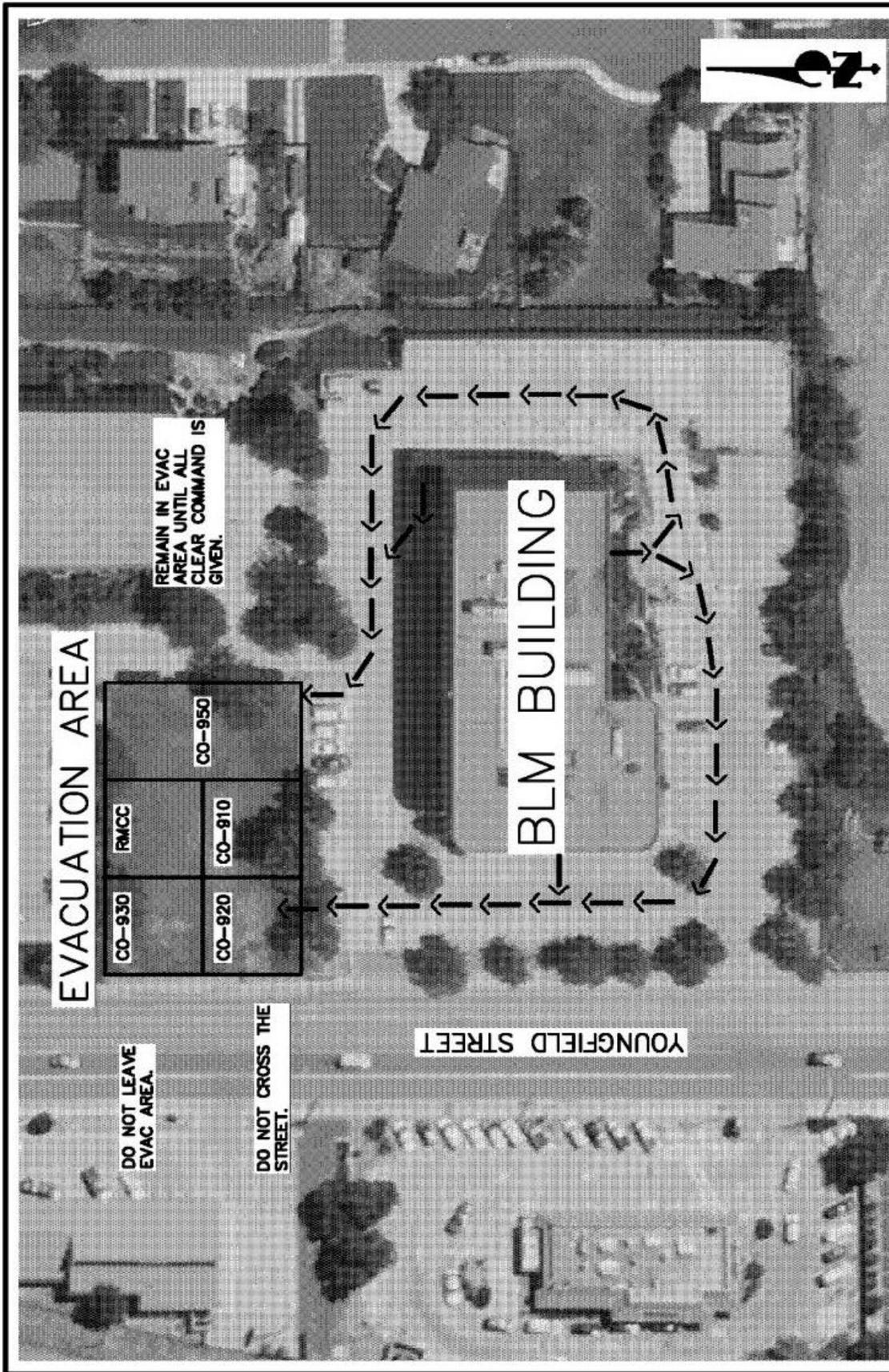
Smashburger  
3356 Youngfield Street  
303-233-2234  
Fast Food/Burgers

Denny's  
3291 Youngfield Service Road  
303-279-6659  
Continental/Breakfast

Good Times Burgers  
3230 Youngfield Service Road  
303-273-9292  
Fast Food/Burgers

Applewood Vietnamese Rest.  
1901 Youngfield Street  
720-476-4237  
Vietnamese/Pho

**\*\*\*More restaurants are located on West Colfax near Colorado Mills Mall. Feel free to ask a local staff member for directions. \*\*\***



**BLM OFFICE BUILDING - EVACUATION PLAN**

ISSUE DATE: 08/15/08

SHEET 1 of 1

**Rocky Mountain Area Coordination Center  
Detailer's Center Evaluation**

**Please rate the following on a scale of 1-10, with 1 being poor and 10 being outstanding**

Orientation to RMACC                      Score: \_\_\_\_\_

RMACC Staff                                  Score: \_\_\_\_\_  
(Helpfulness, attitude, professionalism)

Responsiveness to questions to        Score: \_\_\_\_\_  
Supervisor/COD

Overall Center Organization              Score: \_\_\_\_\_

Cleanliness of RMACC                      Score: \_\_\_\_\_

BLM Building Facilities                    Score: \_\_\_\_\_  
(Accessibility/restrooms/security)

Hotel Accommodations                    Score: \_\_\_\_\_  
Name of Hotel:

Would you recommend an assignment to RMACC to other detailers?  
Yes or No (please circle one)

Other comments:

Name (optional)

**Rocky Mountain Area Coordination Center  
Demobilization Checkout List**

Resource Name: \_\_\_\_\_

Incident Number/O number: \_\_\_\_\_

Demob Date: \_\_\_\_\_

**Checklist:**

- \_\_\_\_\_ Performance Rating and Closeout
- \_\_\_\_\_ Task Book evaluated (if applicable)
- \_\_\_\_\_ Building Key Card Returned
- \_\_\_\_\_ RMACC Detailer's Center Evaluation completed
- \_\_\_\_\_ Timesheet completed and signed
- \_\_\_\_\_ Work Area Cleaned
- \_\_\_\_\_ Personal belongings collected
- \_\_\_\_\_ Shift briefing completed
- \_\_\_\_\_ Released in ROSS
- \_\_\_\_\_ Travel completed in ROSS
- \_\_\_\_\_ All items removed from refrigerator

**(COD/EDSP will initial each item above to assure completion)**

## **RUNNING ROSS STATUS REPORTS**

1. Log into ROSS
2. Click on **Administration** -> **Reports**.
3. The ROSS Reports window will open.
4. Click on **Resource Status by Availability Status (Multi-Select)** (Report RST-002)
5. The screen that appears has 3 tabs: **Dispatch, Catalog, Resource**

### **DISPATCH TAB**

- Click in the **red ()** to the left of **Dispatch** to open the window.
- In the **Multiples of Unit ID Prefix** box multi-select (highlight) **CO, SD** and **WY** by holding down the control key (**Ctrl**) while clicking on each of the states. Click on **Filter** (upper right of screen). This will bring up all the dispatch centers in those states.
- In the **Dispatch** box multi-select (**Ctrl** key when highlighting) the RMA dispatch centers. **Casper Cody, Craig, Durango, Ft. Collins, Grand Junction, Great Plains, Montrose, Pueblo, Rawlins Interagency Dispatch Centers and the Rocky Mountain Area Coordination Center.**

### **CATALOG TAB**

- Click in the **red ()** to the left of **Catalog** to open.
- In the **Catalog** box, make a selection (highlight) **Aircraft, Crew, Equipment, Overhead or Supplies**. One resource type must be selected.
- At this point you can filter out (or in) as much as you need. For example, in some cases the **Category** part can be skipped. If the **Item Code** is known (such as ATGS), type it in the box, **Filter**. Filtering can be done using **Item Name** or **Keyword**. When using these two options utilize the \* for uncertain item names. Click the **Filter** button. This will populate the **Catalog Item** box.
- In the Catalog Item box **select (highlight) the item you want to run a report on**.
- **OR** in the **Category** box select (highlight) a category and click the **Filter** button. This will populate the **Catalog Item** box. You may multi-select categories by holding down the **Ctrl** key while you select the categories you want to run a report on.
- In the **Catalog Item** box it is very important that you select (highlight) the item(s) you want a report on. If you do not select an item you may accidentally run a report on all the items listed in the catalog item box.

### **RESOURCE TAB**

- Click in the **red ()** to the left of **Resource**. The **Resource** screen will open.
- Make your selections – What you need the report to reflect.
  - ❖ **Qualifications:** Select **\*\*All\*\***, Visible or Hidden qualifications.
  - ❖ **Resource Status:** **\*\*All\*\***, Available, Committed, or Unavailable.
  - ❖ **Resource Availability Area:** **\*\*All\*\***, National, GACC or Local.

6. The final step is to click **View Report** box, located at the bottom of the page.

7. The report will open. To return to the **Report Criteria Selection** page click the **Blue Run button (▶)** located in the tool bar at the top right of the page.

### **SAVING YOUR REPORT DEFAULTS**

1. After clicking **View Report** and allowing the report to run, click **Keep this Version** in the top right hand menu. In the dropdown, click **Save as Report View**.
2. In the popup window, you can rename your report however you like. Then choose "**My Folders**" as the location (this will be a small blue link at the bottom, or it will appear in black under "Location" if it is already selected). Click **OK** and the popup window will close.
3. Now click the **Home** icon (shaped like a house) at the top right of your Cognos report window.
4. From your home screen, select the **My Folders** tab at the top left.
5. Find the report you just saved and follow the line across to the right. Click the **Set Properties** icon (looks like a document with a finger pointing to it—if you hover over the icons, the names will display on your screen).
6. In the Set Properties screen, select the **Report View** tab at the top left.
7. Select the dropdown that says "View Most Recent Report" and choose "Run Report."
8. On the same page, near the bottom under "Prompt Values," click the small blue **Set...** link.
9. Go through the sections to set your report defaults as you would like them to appear each time you run the report (follow instructions from previous section for each tab).
10. Click **View Report** to save your defaults.
11. When you want to run your new report, go to your **My Folders** tab and click either the blue link for the report name or the **Blue Run button (▶)**. Your default report will come up, and you can change any of the filters to fit your needs.
12. **TIP:** This technique can be used for ANY ROSS report that you run repeatedly by setting and saving the Prompt Values defaults.

## RMACC E-File Management Program

Whenever possible, documents will be saved electronically to the RMACC Google Drive. Emails will be saved in the Gmail account (see e-mail section). All documents saved in the Google platform will be regularly downloaded and archived electronically on an agency system. (See Archiving section)

### ROSS Resource Orders

Resource Order tracking will be done in the Google Sheets document entitled “Resource Order Tracking”. This document contains a tab for each functional area where resource orders should be logged upon receipt in ROSS.

RMACC will only e-file ***mobilization*** resource orders for requests that require travel arrangements billed to the RMACC Centrally-Billed Account. Resource orders will be saved in PDF format according to [Emergency Travel SOPs](#) once the mobilization travel has been entered (See Incident Travel section below).

Google Sync will upload the files to the Drive at designated intervals. Desktop shortcuts will be added to all dispatch operations computers to simplify this process.

Resource Orders should be saved with the following naming convention:

Resource Last Name\_Incident Number\_Request Number\_MMDDYYYY (***NOTE: The date at the end of the filename should be the date of mobilization for the resource.***)

Ex: Swendsen\_CORMC000001\_O25\_05212015

***For subordinate requests, enter a hyphen (-) in place of the period in the request number.***

Ex: Swendsen\_CORMC000001\_O25-1\_05122015

or Swendsen\_CORMC000001\_A15-3\_05122015

### Incident Travel

Requests for Emergency Travel using the USFS CBA account should be made using the online Travel Request Form (located on the RMACC Internal site [here](#)) and resulting Travel Fax PDF. (See [Emergency Travel SOPs](#).)

There is a minimum of two documents that need to be filed for each travel reservation made: ticketed invoice (final itinerary), and the mobilization resource order. The Travel Fax form is automatically filed in the Google Drive when the form is submitted. Another copy is attached to the filed e-mail message generated when the form is submitted.

Each Traveler’s records must be filed in the “Travel Complete” folder in the “Emergency Travel (CBA)” section of Google Drive (C:\users\cormc\Google Drive\RMACC Operations\Emergency Travel (CBA)\Travel Complete).

These documents should be named as follows:

Resource Last Name\_Incident Number\_Request Number\_Document\_Date (***NOTE: The date at the end of the filename should be the date that the travel was purchased and billed.***)

Document types should be indicated as such: Invoice, RO (*for Resource Order*), Cancel, TravelFax, etc.

Ex:

Swendsen\_CORMC000001\_O32\_Invoice\_05252015

Swendsen\_CORMC000001\_E35\_TravelFax\_03262015

Swendsen\_CORMC000001\_O42\_RO\_03152015

Any copies of these documents that are not final SHOULD NOT be saved in the Travel Complete folder. Resource orders should be filed only after the mobilization travel has been entered to ROSS.

## **E-Mail**

E-mail messages that pertain to all RMACC staff should remain in the Gmail inbox for no less than one week to allow all staff members to read them. E-mail messages that need to be saved should be moved to the appropriate folder in Gmail. If there is not an existing folder, staff may create one as needed. Gmail folders will be cleaned periodically to remove messages that no longer need to be retained (ex: outreach notice or vacancy announcement past deadline). No messages will be deleted if there is a need to retain them for historical or reference purposes.

The [rmacoordctr@gmail.com](mailto:rmacoordctr@gmail.com) account forwards all messages to the Center Manager's agency e-mail address for archiving and IT compliance. A weekly audit of this process will be performed by the Center Manager or Business Manager to ensure that messages are being archived appropriately. The audit will consist of a review to make sure forwarding is working properly, followed by an e-mail message sent to [rmacoordctr@gmail.com](mailto:rmacoordctr@gmail.com) (cc: to Center Manager) indicating that the weekly audit was completed, and indicating any problems if they were identified.

## **Archiving**

Should an internet outage or other technical difficulty arise, local copies of files will be accessible via the Google Drive folders on the C:\ drive. **Staff should confirm COOP procedures with the Center Manager before utilizing the local files. If local files are used in lieu of live shared files, staff members will need to coordinate with the Business Manager to ensure appropriate archiving when systems are back online.**

A weekly backup archive of all Google Drive documents will be conducted by the Business Manager. Files will be downloaded and saved on the USFS O:\drive in the RMACC folder under Google Drive Backup (O:\NFS\R02\Program\5100Fire\5100-4RMACC\rmacc2\google\_drive\_backup\[year]) Functional Area Logs will retain all data until the end of the year when a full annual archive will take place. Starting January 1, logs will be cleared for the new calendar year.

Incident Travel files will be archived monthly in the same location after the travel card reconciliation is completed by the Business Manager. This may occur on a different schedule than the monthly archive of operational documents.

## Google Technology Standard Operating Procedures

### GENERAL INFORMATION

RMACC strives to reduce paper use and retention by using electronic systems and technology for logs, document archiving and other activities. The current platform in use for e-mail, file management, and shared documents is Google.

**THE PREFERRED BROWSER AT RMACC IS **GOOGLE CHROME**. ELECTRONIC SYSTEMS (GOOGLE DRIVE, ETC.) DO NOT ALWAYS FUNCTION CORRECTLY IN INTERNET EXPLORER OR FIREFOX.**

The RMACC general inbox is: [rmaoordctr@gmail.com](mailto:rmaoordctr@gmail.com)

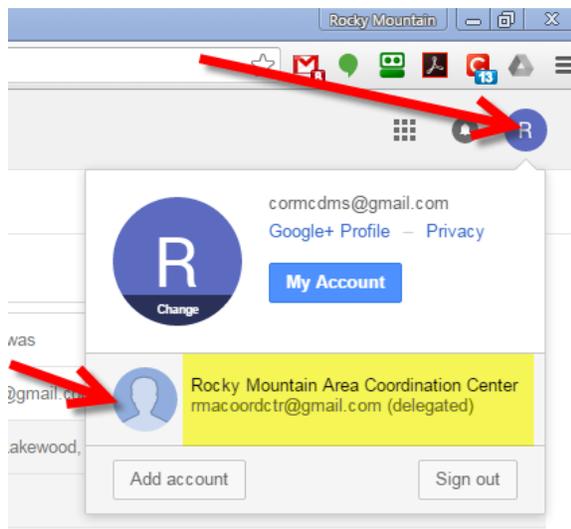
To log in, navigate to: <https://mail.google.com> or <https://accounts.google.com>

All RMACC Forest Service employees have access to this inbox and the associated Google Drive via their individual agency email accounts by logging in, then selecting the RMACC inbox (delegated) from the dropdown in the upper left corner.

DOI employees and RMACC detailers must use the following detailer login and choose the RMACC inbox (delegated) from the dropdown in the upper left corner. (See next section for DOI Employees.)

Email Address: [cormc@dms.nwcg.gov](mailto:cormc@dms.nwcg.gov)

Password: We<3Firefighters!



When the RMACC delegated inbox is selected, it will open in a new browser tab.

**To avoid confusion, it is recommended that users close the original email tab for [cormcdms@gmail.com](mailto:cormcdms@gmail.com). We do not use this account for sending/receiving emails!**



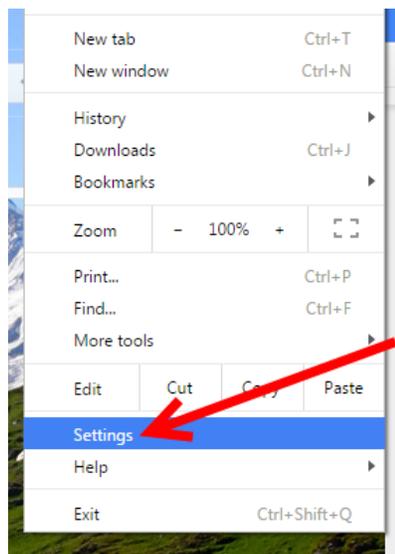
## FOR DOI EMPLOYEES (AND ANY OTHER AGENCY USING GOOGLE-BASED EMAIL):

In order for Google to allow access to more than one account at a time without conflict (i.e. Bison Connect account and RMACC Google account), it is best to open a **separate Chrome browser profile** for each account. To do this, follow these instructions:

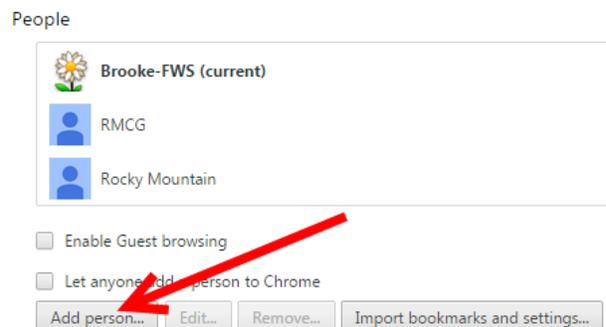
1. Open Chrome and click the Menu button at the top right of the screen.



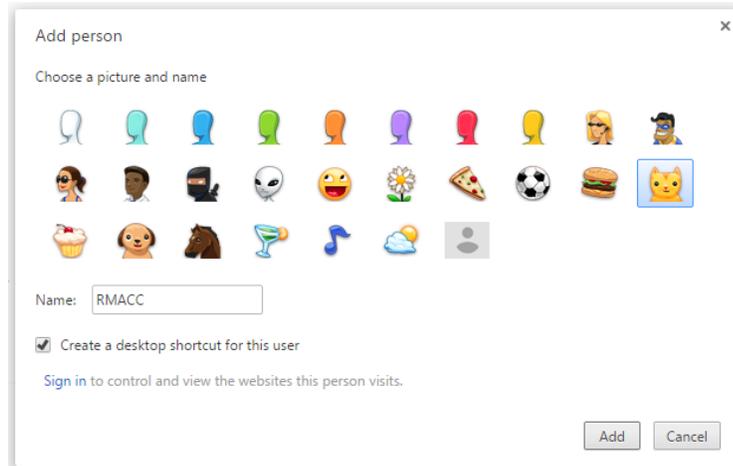
2. Near the bottom of the menu, select "Settings."



3. In the new tab that opens, scroll down to the "People" section. Choose "Add Person."

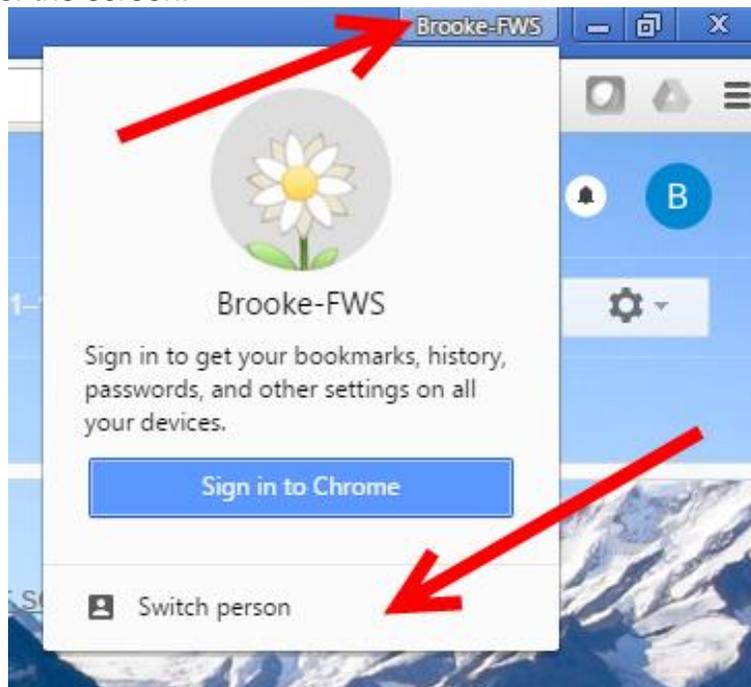


4. In the window that opens, add a name for your new profile and an icon if you like. Click “Add.”



5. You will be directed to a Google sign in page. Sign in with the RMACC detailer cormc login (above). Once you're logged in, your profile is complete!

6. When you open Chrome, you can switch profiles by clicking the Profile button at the top right of the screen:



## ACCESSING GOOGLE DRIVE

### ***From a new browser tab:***

Navigate to <https://drive.google.com>. If already logged in, Google Drive will open automatically.

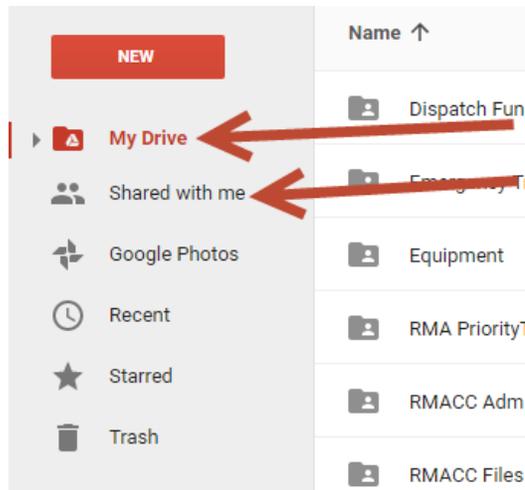
### ***From the RMACC Internal page:***

Navigate to the RMACC Internal page at <https://sites.google.com/site/rmaccinternal/>.

Links to the most frequently used logs and forms are on this page. Users will need to be logged in to Google in order to access the RMACC Internal page.

## LOCATING GOOGLE DOCUMENTS IN DRIVE

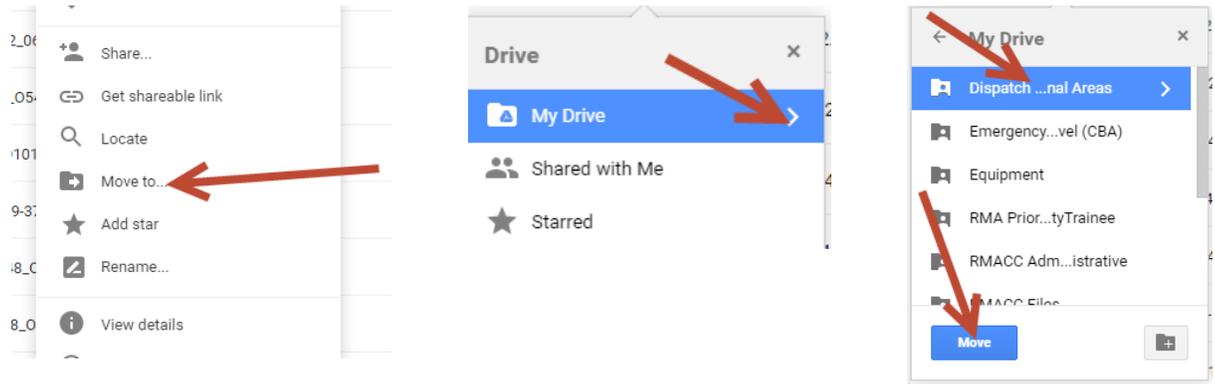
All shared documents should be listed in the “My Drive” section on the left menu. If one is not listed there, it might be listed in the “Shared with Me” section.



If the document is not in My Drive or Shared with Me, try searching for it in the “Search Drive” box at the top of the page. This search works just like a Google search: type all or part of the document name or its contents, and the search will return a list of everything that matches.

If the document still cannot be located, contact the Business Manager for assistance.

When the document is located, right-click on it for the options menu. Choose the “Move to...” option, then select the arrow at the right edge of the “My Drive” option. Choose the appropriate folder for the file and click “Move”. Ask RMACC staff members for assistance if needed.



## RMACC DAILY LOGS

The easiest method to access daily functional area and resource order logs is via the RMACC Internal webpage: <https://sites.google.com/site/rmaccinternal/>

The three most common forms are listed across the top line: RMACC Staff Schedule, Resource Order Tracking Logs and Functional Area Daily Logs.



These documents are also accessible in the RMACC Operations folder in Google Drive.

Click the link for the appropriate log, and it will open in a new tab.

When the log is open, select the appropriate tab at the bottom of the screen:



Enter the required information in the appropriate columns:

1 <a href="#">Overhead Resource Order Tracking</a>											
2	Status	Travel	Filed	Date	Incident Name	Incident Number	Req #	Requested Position Code	Trainee	Priority Trainee Check Complete	Resource Name
3	Fill by CDC			1/8/2016	CY16 Ouachita Rx Burn Support	AR-OUF-016007	O-1	RXB2			Heath Morgan
4	Fill by CDC			1/8/2016	CY16 Ouachita Rx Burn Support	AR-OUF-016007	O-2	ENGB			Orin Hutchinson

Coordinator Daily Log						
Date	Time (Ctrl + Shift + :)	Contact With	Organization	Alert	Description	Entered by
1/27/2016	700				RMC I/S	debbie
1/28/2016	700				RMC I/S	debbie
1/28/2016	1416	Mark	FAA	Complete	smoke report, 20 miles south of COS, 4 plumes. made notifications and entered in system	debbie

**All Google Docs auto-save, so there is no need to save your work! 😊**

## STANDARD RMACC GOOGLE FORMS

All forms that RMACC uses on a regular basis are available on the RMACC Internal webpage: <https://sites.google.com/site/rmaccinternal/>

### ***Emergency/Incident Travel***

[Travel Request Form](#)

[Billed Travel Form](#)

[Cancelled Travel Form](#)

[Report of Delayed Travel Arrangements](#)

[Enterprise Off-Road Vehicle Request Form](#)

### ***Smoke Reports***

[Smoke Reports & Notifications Form](#)

[Smoke Reports & Notifications Log](#)

### ***UAS Intrusion/Situation Reporting***

[Intrusion/Situation Report Form](#)

[Report/Response Logs](#)

### ***Service Requests***

[Request for Service/Maintenance Form](#)