

2012 SOUTHWEST AREA DISPATCH WORKSHOP NOTES

Wednesday, October 31, 2012

- **Welcome to Taos, NM**
- **Dispatcher Introductions**

- **Aviation Topics** - Kris Damsgaard , John Selkirk, Rob Van Horn and Thomas French
 - Next Gen contract has been protested will allow for rebid and should know in December or January. Earliest award probably in May
 - VLAT Contract will take 24 hours to mobilize initially. This was a new contract and some issues were identified in other regions. Realized the “turnkey” retardant operations did not work. New contract will identify 14 bases nationally.
 - Mesa-Gateway and Roswell approved VLAT based in the Southwest Area. Roswell not used in 2012 but is ready to go.
 - MAFF’s Base radius available through NICC website. Issues with ramp at Libby, may not be able to use until ramp is repaired. MAFFs will need to RON at hub base.
 - Similar map for VLAT bases is also available.
 - Retardant Avoidance Areas – 2012 was first year to implement. Discussion regarding maps in WildCAD. Clarification procedure for accessing retardant avoidance maps prior to next season is needed. If retardant is dropped in avoidance areas, need to ensure report is completed and monitoring initiated.
 - New contract for light fixed wing for 2013. Solicitation will be out soon and will utilize Best Value Dispatching instead of a rotation. Pricing will be for one year and renewed annually if needed.
 - Issues of vendors switching aircraft without dispatch knowledge were addressed. It is not the vendor’s call on what aircraft is replaced. This will be part of the discussions during award of contracts.
 - Suggest language to be added to the mob guide to address what are acceptable specifics for light fixed wing orders.
 - UAS must be approved by the WO and RAO, must have a RASP in place and approved for use by USFS. If dispatch receives a request for a UAS, need to contact the RO and they will work through the process.
 - Reviewed ordering process for utilization of National Guard helicopters. Annual Operating Plan is developed by AZ State Forestry.
 - State and county aviation programs provide an approval letter of the aircraft and individuals available for medevac. It was reiterated that medevac is not to be used for bucket work or (non-emergency) personnel transport.
 - Helicopter Night Operations have been approved for Southern California (only) and will begin in June 2013. The operations are for recon and bucket work only.

- Clarification of who is allowed inside a TFR was discussed. Those allowed are: participating aircraft, law enforcement, media, IFR traffic and Airport Traffic. There are no parameters set that require communication by the media with either dispatch or disaster relief officials in charge prior to flight.
- **SEAT** program – BLM lead agency. SWA use of SEATS moderate, 293 hours compared to 8,000 hours nationwide. With the reduction in large airtankers, SEATS are taking on a different role. Sharing of SEATS within the dispatch centers was very effective.
- John Selkirk is the SEAT coordinator for the SWA, 11 exclusive use contracts, 2 BIA contracts and 1 FS.
- Will use Best Value determination for SEATS, business as usual, 3 vendors in the SW area.
- **Aircraft Pilot & Inspection** – Aircraft and pilots require annual inspections. Need to ensure they are current. Goal is to have everything inspected and approved by March 31, 2013. Approvals can be extended at discretion of inspector for one month period. There are 2 people in the region able to extend the inspections, Robert Torres and Kris Damsgard.
- P2Vs can only be returned to contract availability by maintenance inspectors who work for the WO, there are two of them.
- Aviation, Safety & SMS was presented. A total of 15 SAFECOMs were filed in the region. They were related to radio equipment, TFR, back-up for frequencies.
- Flight Follow was discussed. Ensure FAA or Agency flight follow is clearly indicated – can do both.
- FASSR schedule for 2012 included the Gila, Kaibab & Coconino; 2013 scheduled – Tonto, Apache-Sitgreaves, Lincoln and Carson
- ASTAT is used during high fire activity. Findings were: field concern about aviation using one lat/long format and the ground using another. Standard 5-mile radius for TFR wouldn't be big enough for DC-10 due to its size. Issue came up on National Flight Follow being used as a tactical frequency. Near mid-air at airport being used as a helibase between National Guard and commercial helicopter. Airtanker close call with terrain on the WS Mtn. Fire.
- SWIAT will be held February 17 – 22, 2013 at ABQ Training Center
- Review of the Safety Documents and Bulletins
- **BAe-146 Next Generation Airtanker** frequently asked questions were reviewed. (Posted in the Aviation section of the SWCC website)
- Logistics at bases determine location of BAe-146.
- Density/altitude can be a factor as well as cross wind limitation.
- Take-off from the ground may take longer. Responding to fire requires a longer check list of actions the Pilot in Command must take to comply with Federal Aviation Regulations. Pilot must become familiar with all available information concerning a flight; weather reports and forecasts, fuel requirements, alternatives available if the planned flight cannot be completed. Filing IFR will require additional time.
- BAe-146 is IA qualified. If a lead is requested, need to order one.

- Next Gen aircraft does not have the flexibility when it comes to thunderstorm activity. Required to stay 20 miles away.
- **I-BPA Topics** – Richard Nieto and Anne Weiskircher
 - Best Value Dispatch Protocol/Cost Comparison was developed to provide a defensible competition strategy for awarding I-BPAs and to comply with OIG/Audits. Requires competition to ensure we are looking at the Best Value to the Government
 - Regular procurement rules are used to obtain equipment we will need. Competition is required, National template and VIPR must be used.
 - Contracts are awarded based on best value. This may include FAM Interests, reasonable price/technically acceptable. Price reasonableness determined by CO, other factors that are considered are Pass/Fail on past performance, qualified personnel, minimum equipment standards.
 - Biggest issue is mobilization. Reviewed factors used to determine rating of equipment: condition, gallons hauled, pump performance, age, foam.
 - Dispatch Protocol need for further clarification on the policy and intent of managing Forest Service Best Value equipment, specifically engines and water tenders.
 - Extended attack DPL priority order: Federal, state-owned, FS Best Value, Local fire department and State contracted resources.
 - Date and time needed can be determining factor in utilizing ordering from DPL. What is reasonable amount of time? This will be determined by when equipment is actually needed.
 - New dispatch center cannot be selected by the vendor until the annual roll over.
 - Performance evaluation needs to identify if met date and time needed, feedback is needed.
 - Buses are not on a regional contract but a national contract. Need to find out where they are located physically. Need valid documentation to confirm they will meet date and time needed.
 - The group discussed the vendors and location of equipment and contracts. Price changing can create issues. Ann explained the process for price modifications and procedure needed.
 - 2012 number of resources by dispatch centers were reviewed. Engine/Water Tender inspections are scheduled for March 2013.
 - Forest FMO roles –work with Center Managers to provide leadership to districts and state partners on protocol letter. Ensure in expanded operations to have all personnel briefed on local and current agreements. Most concerns are in the area of due process in mobilization of resources. Southwest Area SOP for Dispatching Contracted Resources is good resource for providing guidance for dispatching USFS contracted equipment resources.
 - Data for team assignments was presented. Critical that T3 teams are doing inspections of equipment.
 - Prerequisites for ICPI? Inspector back ground, COR. Goal is a minimum of 2-4 per forest. The group discussed local inspection procedures prior to mobilizing to a fire. It

was mentioned that the equipment will be inspected at the fire, ideally would be nice to have inspected at hiring location as well.

- 2012 costs for aviation, national contracts, IBPA/EERA was presented. Total \$568,637,964
- Region 3 representation of ICP/EQPI and EQPM was presented.
- Trained and used ICPI positions in other regions, really helping the system. Trained specifically for contract compliance, will get better quality vendors.
- New system of IMT positions have been identified, ICPI is part of the roster now.
- Bus complaints – Melinda Draper, contact Rich Nieto and he will get it to Melinda.
- Fire Departments considered cooperators cannot put in bid for equipment is that correct? City/county highly encouraged entering into agreements with the state. Not contractor why can't use Fire Department as inspectors? NWCG certification is required and need to look at the cost of utilizing Fire Department personnel.
- The group discussed expectations from FMOs and ICs regarding requests for Best Value resources. Reasonable date and time, willingness to modify type of engine needed i.e. Type 3 vs. Type 6, good communication with local dispatch center of what is actually available needs to occur
- Lengthy discussion regarding cooperators vs. DPL. Need to determine cost of local resources versus going off local dispatch unit.
- Documentation is vital here. It's a ROSS issue, and documentation goes away after 30 days and is only available via reports. Kenan will take that forward.
- Work rest guidelines for vendors are required. If they do not adhere contract can be suspended.
- Vendors are supposed to provide names of individuals that will staff the equipment. Santa Fe requires copies of red cards and they roster the equipment.
- Subcontracting – commercial item is particular type of acquisition. Contractors do not have to notify if they want to subcontract. If VIN #, can't subcontract. Items without VIN# can be subcontracted. Working towards cost comparison for port a potties hiring through buying teams and doing away with DPL.
- The group went through the question and scenarios for utilization of DPL. (Posted in the Equipment/DPL section of the SWCC website)
- Will add a Section in SOP for items that are non-competed, i.e. Drivers
- **Intelligence Topics – Jay Ellington**
 - Main focus will be on the SIT and 209 programs. Changes on SWCC website were viewed as well as various reports available.
 - Dispatch center websites can be developed. Jay offered to assist in the development of the sites.
 - Contact SWCC website manager form for changes or comments.
 - SIT Report & 209 Programs timeline reviewed. January 1, 2013 rollout of new programs. Test system currently available on FAMWEB Test Server (<https://famtest.nwcg.gov>). Contact Jay Ellington for the username and password.
 - FAMTEST Site - went through the entry forms for the SIT and 209 programs.

- SIT report will not pick up 209 information; suggest to do ICS-209 prior to SIT report.
- The new 209 program can pull in the information from the WFDSS database. All risk 209 not just fire, will change which blocks are required.
- Plan to hold webinar in January for those interested in reviewing the new program.
- **Awards**
 - Rookie of the Year – Jennifer Plumb from Show Low Dispatch
 - AD award – Steve Marsh from SWCC
 - Al Bell Award – Barry Wallace from Prescott Dispatch
- **WFF donation** - \$364 collected

Thursday, November 1, 2012

Last October the Center Managers developed Action Items to focus on for the 2012 Fire Season. There were a total of 30 items. The group reviewed those items. Some items of note:

- IMT direct to cache worked extremely well. Need to ensure from the team side that they communicate with the cache that order is coming in. Some confusion on pre-orders. Pre-order has to be edited from account of hosting dispatch center. 4390 orders must come thru SWCC and not direct to cache from the IMT/Dispatch Center.
- Cache vans. Recommend use agency transport, if unavailable need to order through DPL and hold vendor to time frame that is needed. Silver City has contracts and makes their own deliveries; contracts ended on September 30, 2012 so will be working with CO to develop new contracts.
- Incident Replacement and general ordering of NFES items to the cache by T3, T4 and T5 teams, want to remain flexible on this. T3 entity can only go direct if they have qualified personnel (LSC/SPUL)
- Best Value Data. SOP and status in ROSS for consistency, will continue to add at SWCC level if needed. Consensus was to have SWCC continue to add new data in ROSS. Per Ann, weed washing stations were intended for only 2 years. Current weed washing unit agreement will expire this year. Only 5 units were ordered for the entire summer. Will likely go to Incident Only EERA. The group had lengthy discussion regarding Best Value Resources, inconsistencies and suggestions for managing DPL and VIPR. Discussed were:
 - Transports – will rarely use E# for transports. Consensus was to have transports in ROSS. Tony Diaz will need access to each center and get them entered in.
 - Question regarding medical units not being statused. Problem is national template when there are so many differences from state-to-state, not in VIPR.
 - Working on ROSS/VIPR interface by end of 2013, hopefully will be functional for 2014 Fire Season.
 - Need to look at some type of organization that deals specifically with Best Value (Data and Dispatching). Need to have oversight, checks and balances, more proactive instead of reactive.
 - One dedicated person per center dealing with equipment.

- Contract database management.
- Recommend scheduled updates twice a year.
- Suspension should be for a full 30 days and not 2 days here, a day there, etc.
- PIOF workshop needs to have a dispatcher attend to explain dispatch protocol for ordering PIOFs.
- Approval from home unit needed before sending resources into Mexico. The International and local agreements allow for it, but must go through approval process.
- Need for ESDS to go with a BUYT flow smoother. Kenan will follow up with leaders, and will take to the national conference.
- Luggage Fees for crews against FS acquisition regulations for someone with purchase card. Billy Zamora said they are trying to get that changed. To be legal, it has to be a warranted person. BUYT has had some resistance.
- Extension Forms. Propose nationally GACC only involved if national resource. Incident and home unit for all others.
- Orders for items that fall outside DPL where do you find the information? Ann has regional spreadsheet that is available to requisition individuals. Should have a template for printers, etc. in January. Request doing EERA at unit or requesting unit. Give the information to BUYT at the incident level. Units should not be entering into Incident Only Agreements for other units.
- ON Call/Duty Officer (Pay) Standards. Still working on this, not being pushed but Kristi will keep pursuing. OPM has standby status, FS does not recognize. Suggested using telecommute work status.
- Teams upset regarding fuel tender availability. Consider using other sources such as ADOT. Will continue to work with Pete Masiel on this. Nancy Martinez stated that one of her vendors has bought a new Type 1 fuel tender.

After Action Reviews

SWCC

Staff Communications biggest item:

- Keep everyone in the loop.
- Documentation

Floor briefings:

- PL3 M-W-F
- PL-4 daily

Weekly trainings done in-house – i.e. show people how to do TFR, show how 209s are done, cross train

Student hire – IT focused

Video Brief Issues

- Unacceptable!!!
- Briefed CIO
- Pursuing hosting on Virtual Private Server

Live Meeting for SWCG to increase communication

- Meetings, live meetings

PL Level Criteria

- Does it work?
- Works well for Step up but not necessarily step down
- Live fuel moisture as part of criteria

Frequencies

- A-G Naming – some did not get into radios
- Success/Use?
- Continue implementation

AM Frequency Maps

- Delays every year in the AM maps
- Issue Communications Guide without AM maps?

Aviation

- Air Guard what can and can't do
- RO FAM/SWCC Consistency of CWN Source Lists (14 lists issuances this year)

TFR

- 3,000 feet AGL above highest point

Engine/Crew call around will continue to do

PRESCOTT/SILVER CITY Cache

- Annual report for Prescott was sent around
- Incident replacement requests went exceptionally well this year.
- Dispatch needs to verify replacement order and what is being requested.
- Accountable property needs to be sent back to Cache
- Make sure Cache orders are bundled

TAOS

AD crews not self sufficient

- Lack of qualifications
- Last minute changes to crew rosters

ROSS issues

Need to still use telephone to pass information

- Good note, lots of people got out this year

IDOPP Concerns

- Safety
- Jobs
- Money

THANK YOU for help on Midnight Fire

SANTA FE

Success

- No large fires
- No reportable accidents
- 2 new employees, Tracy to this region and Dominique from Taos
- Frequency split, east side and west side
- Single resources, lot of folks out and trained up
- DPL/VIPR contractors, work well with them, better understanding

- Cache – thanks no issues at all, responded quickly

Challenges/Issues

- ROSS
Update during active fire season
Slow
IQCS/ROSS interface
- DPL
Updates throughout season
Incident only resources not statused
- Aircraft frequencies late coming out in May
- Extension forms

ALBUQUERQUE

Success

- Work well with partners

Challenges

- DPL
- National Standardization for Flight Follow ROSS= Standard for all Agencies
- NIMS – National Adherence required by DHS Presidential Directive – 5
- How do other centers pay for luggage? BIA, BLM, State Forestry
- Travel Arrangements 1) Dispatch, 2) Supervisors of ordered resources 3) Individual responsibilities

GILA

Success

- Survived Whitewater Baldy main area of activity
- Utilized R1/R3 agreement
- Continued to focus dispatch orders on agency people 15-20 trainees this year
- New dispatchers in place providing continuity, Permanent staff
- Continued development of SOP and oversight as a whole
- Continued updates in center, websites, computers
- More openness about communication, trainee
- Additional frequencies which will help with over congestion especially on the Gila South
- Medevac success within 1 hour in hoist and to Tucson and in surgery within 3 hours
- Conducting internal dispatch meetings on Tuesdays

Challenges

- Name requests to NICC requiring more justification
- Conflict with BUYT, especially from Region 5
- ADs and Casual hire forms having to reinforce need for new form
- Extension forms
- Continued journey “more with less”
- Standard dispatch organization in the region
- Resources roster for assignments
- IQCS
- Numerous tickets for radio issues

ALAMOGORDO

Lessons Learned

- Sister dispatch center more involved
- Lost pre order – Logistics sent individual to work with expanded
- Took a while to get expanded set up
- Call SWCC is assistance is needed on preorder entry
- Trainee EDSP teams pre order is listed in priority
- ESDS at camp
- WildCad log, keep documentation clean
- ROSS documentation – split server

Success

- Computers ordered kept for entire summer
- 2 CORDS takes off work load relief
- Best Value – don't fight it, send them
- Local logistic dispatcher in expanded
- Keep 2 ESDS and CORD in expanded relieves IA personnel
- Handout to logistic chief of dispatch protocol
- Someone from expanded make a visit every day to camp

Challenges

- Phone lines
- Computers DSL lines
- BAER Teams lack of quals for some of the locals
- BUYT remote from expanded – need to co-locate

TUCSON

Success

- Utilize local fire department for overnight dispatch needs staying within work rest, ordered through system, maintain regular schedule with regular dispatchers, morale goes up, fire fighters already, structure and wildland qualified, EMT, equips them to deal with phone calls, radio protocol, familiar with command structure, one call – one point of contact, couple taking off forest assignments. "Incredibly beneficial".

Challenges

- BUYT – find out who is running the floor
- HR concerns, not being able to hire
- No calls when orders are sent
- Transition with ADC
- Roll over early one morning on Montezuma Fire – BIA Fire, BIA Team family ties tight a lot of people from team out of commission. Others did take over.
- Gap in ability to contact people, who should be contacted in the BIA
- Last minute new fire needing overnight dispatch – solution work with local fire department

PHOENIX

Success

- Second year in new building

- Tanker base - busy year ¾ million gallons of retardant
- New Gen aircraft
- Hosted a few T2 Teams
- Expanded, IA and BUYT at mob center
- National Guard helicopters
- DPS Medevac helicopter for Poco Fire

Challenges

- Name requests
- ROSS freezing up
- DPL
- Bus Issues
- NIMS
- Baggage fees

AZ STATE

Success

- Briefings daily on AOP for AZ State dispatch
- Will now be ADC, Federal agency no longer in center
- While in transition mode – will have Fire Code for state develop

Challenges

- Transitioning, December 1st into Tucson, A3S the rest into Phoenix TBD
- CFR Agreements – Code of Fire Response Agreement – agreements made with fire districts. Pushing of name request – state stepped in and said no more name requests
- While in transition mode – how will they bring in Federal folks to help
- IDOPP lack of AOP, SOG, charters, moving of resources from one center to another
- Gladiator Fire started on state challenges with PIFC already working 2 T2 fires.

PRESCOTT

Gladiator started on private, percentage of jurisdiction lop sided easy decision for the Prescott National Forest to take it over.

Success

- Transition of Gladiator from AIDC to PNF
- Aircraft experience for trainees signed off
- Expanded set up
- EDSD to camp on daily basis
- BUYT co located
- Office Communicator valuable – saves making phone calls
- Barry Wallace signed off as EDSP
- BLM transition into center

Challenges

- Phones down
- No fax machine in expanded for first few shifts of expanded
- Team had new ORDM
- Best Value
- Name request to NICC inconsistent

- ROSS performance issues
- Lack of documentation in ROSS
- Maintenance timing of ROSS
- Extension forms
- IDOPP – unknown and lack of communication with what is going on
- Time outs of the computer not being able to adjust
- CIO request for 800 line, need to go to their web site still no 800 number after 2 months

SHOW LOW

Success

- ROSS
- FTA helping out more on Forest side
- Work well with neighbors
- Better at documenting in ROSS
- Off forest assignments for dispatchers
- WildCad being used for intended purpose
- Everyone working well in office
- DPL standard

Challenge

- Difference in management codes for USDA and DOI, prescribed burns
- Dozer orders for out of state - weight limits, permit requirements
- Type 2 Team for Bull Flat, laptops thought they could use them for the season. Accountability of property, goes to the host unit
- Documentation in ROSS
- Follow up calls with orders placed
- ROSS – Fallers in IQCS expire dates
- Team members leaving without order
- Aircraft exclusive use national contracts not in ROSS – SEATs for BIA

WILLIAMS

Success

- R1/R3 Agreement
- Working with SWCC and other centers neighborhood agreements
- Order direct to Color Country Dispatch
- VLAT used
- No issues with Cache

Challenges

- Gladiator Fire – replacing team member took long time
- Name request to NICC not honored
- Radio issues
- Phone issues ticket changed from Severity 1 to Severity 2
- UTF list at SWCC actually had people available in ROSS and no order
- SIT300 Aviation not always correct
- IADP Trainees, never received order until phone calls were made
- IDOPP

FLAGSTAFF

Success

- Minimal fire activity, applaud prevention program
- Support all surrounding incidents within GACC and out of GACC assignments
- R1/R3 Agreement
- Fourth tier dispatch busy, multiple IA helped to support that
- Continuing to run IA shop when other activity around us
- Expanded computers ready
- DPL updated

Challenges

- Lack of notification of other aircraft doing work on Forest, need to be in the know
- Mobilizing T2 and T2IA crews when not self-sufficient; qualifications
- AD payments not timely

BIN ITEMS

- Name requests for agency personnel not being honored from NICC but order is shopped and filled with AD. Succession. Will address at CORD Meeting
- National Aerial Firefighting Academy accepting aircraft dispatchers' nominations by November 11. Nominations need to go through James Willard. Training will be January 15-18 at NAFRI.
- SWCG considering implementing Type 2 team rotation in 2014.
- Typing of teams may be going away
- Team application open. IQCS master record needed
- Dispatch training D-310 February 28 – March 1 at ASC in ABQ class limit 24; D-310 in Tucson class of 10 or 12 in November; D-311 in April Jeff lead instructor already have 10 nominations for out of GACC; D-312 every other year will be scheduling for Fall 2013
- Clerical support units vs. mobile office – will make pitch to change naming standards to match DPL. Will address at CORD Meeting
- December 18, CISM After Action Review at PIFC
- Naming 4390 starter system, don't have system number in ROSS. Will address at CORD Meeting
- Protocol how long add subordinate request to Team once they go out. Will address at CORD Meeting
- Support request for bus ordering when crew has been reassigned. Will address at CORD Meeting
- Typing of Wildland Fire Modules in ROSS. Will address at CORD Meeting
- Clarify procedure for accessing retardant avoidance maps prior to next season.
- Follow up on dispatch protocol for SEATs. Will address at CORD Meeting
- ICPI position and duties
- Establish a working group to look at appropriate VIPR documentation issues.
- New language in ROSS for control of support requests

IDOPP

Kenan briefed the group on the IDOPP and reasoning behind it. The report looked at ways to improve efficiencies of dispatch centers in a 3 Phase approach. Phase 1 is looking at consolidation of Williams to Flagstaff; Taos to Santa Fe and A3S to Tucson; AZ1S and AZ2S to Phoenix. Transition of Federal Units along the Colorado River has occurred and are now in Prescott.

BIA Western Region and BLM have sent letters out approving recommendation to move forward with IDOPP. The centers are waiting on a letter from Forest Service for agency direction to move forward.

With no further business to discuss the workshop adjourned at 16:30 on November 1, 2012.

Kenan will take any action items from this workshop and add to existing action items worksheet and send out to Center Managers in mid-November.