Rawlins Interagency Dispatch Center

Expanded Dispatch Plan

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RAWLINS INTERAGENCY DISPATCH CENTER
EXPANDED DISPATCH PLAN

BACKGROUND

EXPANDED DISPATCH ORGANIZATION

Typically around the middle of July, Rawlins Interagency Dispatch Center begins to experience multiple large fires. This increase in activity usually necessitates the need to establish an Expanded Dispatch organization. Initially, expanded may be established with as few as two or three dispatchers, potentially expanding to several times that number during periods of high fire activity. Often, in less complex situations, one dispatcher handles more than one functional area of dispatch. Dispatch Recorders and Support Dispatchers should be able to handle simple situations; however, the addition of a Supervisory Dispatcher is necessary in situations where the expanded is supporting multiple fires or a longer duration incident. Additionally, a Coordinator may be necessary if situational complexity increases.

Technical support functions within Expanded Dispatch provide specialized skills to assist with incident support operations. Needed skills can vary from situation to situation. Common technical support needs are; IT support, telecommunications, cache support, ground support (providing transportation services for personnel and equipment), equipment inspection support, and security. Staffing of support functions can often be accomplished with local personnel as needed, as full time staffing is not generally necessary.

The administrative support function provides administrative advice and services for Expanded Dispatch and the incident. Administrative support provides equipment and personnel timekeeping services for off-site operations, procurement services (usually in the form of a Buying Team), hiring of local AD employees, follow-up on local compensation or claims actions, as well as providing payments, fiscal advice and interpretation. As complexity increases, an incident business advisor may be assigned to help the local administrative officer accomplish his or her incident related responsibilities.

Again, in less complex situations, many of these functions can occur without full time staffing of an organizational position, utilizing local personnel.

OBJECTIVES

1) Establish guidelines on when to implement Expanded Dispatch and Buying Teams.

2) Define how to implement Expanded Dispatch operations.

3) Support multiple or project fire situations by expanding the Rawlins Interagency Dispatch Center (RWC).

4) Provide a smooth and safe transition from mobilization to demobilization for all resources.

5) Allow RWC staff to function in their regularly assigned duties once Expanded Dispatch is in place.

WHEN TO EXPAND

The decision to expand rests with the RWC Center Manager (or acting). This decision will be made considering the following criteria:

A) Local planning level is at 4 or above.

B) A Type 1 or 2 Incident Command Team is ordered.

C) Multiple Type 3 and Type 4 incidents are occurring.

HOW TO EXPAND

Once the decision to expand has been made, the following steps will be taken to implement the process. The following list is a guideline; 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.

1) Notify IT of the plan to go into an expanded operation. *Note: It may take several hours to complete the necessary steps to get laptops and phones connected!*

2) Order Expanded Dispatch Staff:

   - 1 each, Supervisory Dispatchers (EDSP)
     (In absence of a qualified EDSP, the Logistics Dispatcher will act in this capacity until filled.)

   - 2 each, Support Dispatchers (EDSD)
     1 each, Overhead/Crews
     1 each, Equipment/Supplies

   - 1 each, Support Dispatcher Trainee (EDSD-T)

   - 1 each, Dispatch Recorder (EDRC) or Support Dispatcher Trainee (EDSD-T)

   - As needed, technical support

   If a Type-1 Team is ordered Order a Coordinator (CORD).

   Local personnel are available for radio, telecommunications, computer support, ground support, warehouse assistance and limited purchasing.

3) Make lodging and local transportation arrangements (as needed) for incoming dispatchers. All personnel will be on per diem unless other arrangements are made.

4) Obtain critical equipment. When contact has been made with the incident (Logistics Section Chief or designee of ordering from IC) tell them what was ordered. If a Type 1 or 2 Incident Command Team is ordered, refer to the Team webpage for the pre-order (The RMA Team links can be found at: http://gacc.nifc.gov/rmcc/logistics/overhead.html).

   If a Type 1 or 2 Team is ordered, place an order for the following critical equipment (if not yet ordered by the incident):

   - 1 each, Starter System (NFES #4390)
     - *Order through RMACC*
     - *A Communications Unit Leader (COML) **must** be ordered with this system*
     - *Information **required** on the resource order:*
       - ✓ *Latitude/Longitude of the incident*
       - ✓ *BILL TO: (place in ROSS, Special Needs) mailing address, including name and contact # of the person who will receive the bill*
       - ✓ *DELIVER TO: (place in ROSS, Reporting Instructions) physical address, including name and contact # of the receiving party*

   - 1 each, Area 250 Person Cache Van (NFES #2069)

   - 1 each, Caterer (if number of persons per meal is 150 or greater and it is estimated to remain at that level for at least 72 hours.)

- *Order through RMACC*
- *A Contracting Officer (COTR)* ***may*** *be ordered by the incident.*
- *A Food Service Request form* ***must*** *be completed and faxed to RMACC.*

➢ 1 each, Shower Unit (need approximate number of personnel to service, estimated duration, and date/time needed).

➢ 1 each, Potable water truck (minimum of 1000 gallons)

➢ 1 each, Grey water hauler

➢ Porta-potties (rule of thumb, order 1 potty per 15-20 people)

➢ Hand wash stations (rule of thumb, order 1 station per 30-40 people)

5) Set up the Expanded Dispatch room (upstairs from RWC) if it hasn't already been done. The supplies and necessary equipment are located in the Expanded Dispatch Kit which is stored in the expanded closet.

6) Prepare all records for transfer to Expanded Dispatch.

EXPANDED DISPATCH OPERATIONS

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

- Orders for initial attack resources will be negotiated at the time of team transition.

- Orders for local resources will be placed directly with their home unit.
  NOTE: Coordination with the Initial Attack Dispatcher on commitment of local resources is critical!

- All orders for tactical aircraft will be placed through the Aircraft Dispatcher. This ensures coordination with local initial attack needs, provides for flight following services and simplifies airspace coordination. RWC will keep Expanded Dispatch informed about aircraft overhead request status. All aircraft ordering will be handled through the Aircraft Dispatcher including overhead attached to Aircraft.

- Emergency rental equipment and local purchases will be placed with the appropriate procurement personnel (local purchasing agent or Buying Team) via Logistics Dispatcher.

- Expanded dispatch will assign request numbers, unless the IMT agrees to utilize ROSS at the incident.

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

- Expanded Dispatch will be responsible for re-stocking the expanded dispatch kit.

ORDERING PROCEDURES

Ordering procedures will be the same as outlined in the National and Rocky Mountain Area Mobilization Guides. Every attempt will be made to fill orders from the most efficient source.

Neighborhood Ordering (also see RMA Mob Guide Chapter 20, page 15)
When local and cooperator resources have been exhausted, check with neighboring dispatch centers before placing the order up to the GACC. RWC's dispatch neighbors include, Casper (CPC), Cody (CDC), Teton (TDC), Craig (CRC), Ft. Collins

(FTC)

Items that **CAN** be ordered from neighboring dispatch centers include: Overhead (including Type 3 Teams), Crews, Supplies, Non-NFES Equipment, and Engines.

Items that **CANNOT** be ordered directly from neighbors (order must go to RMACC): Type 1 and 2 Teams, Cache Vans, NFES 4000 Series Equipment, PRAWS and FRAWS, Type 1 and 2 Helicopters, TFRs, IR Flights, and Portable Towers.

RMACC has the authority to withdraw Neighborhood Ordering. Traditional ordering procedures will be utilized when Neighborhood Ordering is withdrawn.

Within the Rocky Mountain Area, during PL 1, dispatch centers may order directly from all RMA dispatch centers, regardless of neighbor status.

All orders will be followed up with a telephone call.

Overhead
Ordering Local Resources: **Communication between RWC and Expanded Dispatch is essential.** Orders for local overhead personnel **MUST** go through the local Duty Officer. Check with the Supervisory Dispatcher or Logistics Dispatcher, prior to contacting local primary fire resources at home as it is possible they have just returned from, or are on, an incident. Resources are considered to be local if they are from one of the following units: BLM-High Desert District (HDD), BLM-Kemmerer Field Office (KRD), BLM-Pinedale Field Office (PDD), BLM-Rawlins Field Office (RAD), BLM-Rock Springs Field Office (RSD), FWS-Seedskadee NWR (SER), FWS-Cokeville NWR (CVR), FWS-Hutton Lake NWR(HLR), FWS-Bamforth NWR (BAR), FWS-Mortenson Lake NWR (MLR), FWS-Pathfinder NWR (PAR), NPS-Fossil Butte (FBP), State of Wyoming (WYS), Carbon County (CAX), Laramie County (LAX), Lincoln County (LIX), Sublette County (SUX), Sweetwater County (SWX), and Uinta County (UIX).

If Local and neighboring dispatch area resources have been exhausted, place the order with RMACC.

Crews –
If Local and neighboring dispatch area resources have been exhausted, place the order with RMACC.

Equipment
After exhausting agency resource, cooperator resources and the Dispatch Priority List (DPL), orders for local Emergency Equipment Rental agreements are to be placed directly with the local Administrative Officer or Buying Team.

Area and National requests are to be placed with RMACC after utilizing neighbors

Aircraft
All requests for aircraft not associated with the mobilization/demobilization of other resources will be placed through the Aircraft Desk including overhead attached to aircraft.

Supplies/Cache items - USE MOST EFFICIENT SOURCE!
All Supplies will be ordered in ROSS. The cache may not use ROSS to fill and track orders, therefore the orders may need to be emailed or faxed to the cache. Email is preferred. Local purchases are to be placed directly with the local Administrative Officer or Buying Team. See the SOP for ordering procedures in RWC.

All other requests are to be placed with Rocky Mountain Cache (RMK).

Type 3 and 4 incident supplies are ordered through expanded and then faxed to RMK with a confirmation phone call.

Type 1 and 2 incidents generally order supplies directly from the RMK cache and will have their own block of S#'s.

Often times these procedures are negotiated with the teams during their initial in-briefing.

TRAVEL PROCEDURES

All travel arrangements for resources will be the responsibility of Expanded Dispatch and will follow Rocky Mountain Area and National guidelines. If needed, a local support person can be requested to assist with commercial travel.

Overhead Traveling Via Commercial Airline
Rawlins Dispatch Center has a Fire Travel Account with Concur Travel. Upon the initiation of an expanded operation, the Travel Instructions and Log Book will be issued to Expanded Dispatch.

Overhead Traveling Via Charter Aircraft
All charter aircraft travel will be coordinated with RMACC and/or adjacent dispatch centers to ensure cost effective transportation and will use current AMD/USFS Source lists. These lists are available on the internet. Expanded Dispatch will be responsible for point-to-point flight following in accordance with the RMA MOB Guide. All charter aircraft will have a flight plan faxed to RMACC, the receiving unit and any other unit involved in the transport.

Other
All other resources are to have travel arranged as appropriate.

INTELLIGENCE OPERATIONS

The Intelligence function will remain located in the Rawlins Interagency Dispatch Center and will work with Expanded Dispatch to collect necessary information.

The Intelligence function will be responsible for coordinating information from Initial Attack and expanded for the Interagency Situation Report. All 209s from large fires will be forwarded to the person assigned to the Intelligence function who will ensure copies are given to Expanded. RMACC guidelines for reporting will be observed as noted in the RMACC Mobilization Guide.

RESOURCE RECORD KEEPING

Obtain Incident Action Numbers from Initial Attack for any new resource orders.

FINAL FIRE PACKET PROCEDURES

The final Expanded Dispatch fire packet will contain:

1) Copies of all Resource Orders
2) Expanded Dispatch day and night shift organizational charts
3) Incident Action Plans
4) Maps
5) Incident Status Summaries, EFSA and Delegation of Authority if available
6) AM and PM weather forecasts
7) Daily press releases and copies of newspaper articles if available
8) Equipment rental agreements, shift tickets, commissary records, etc.
9) Copy of Demobilization Plan
10) Resource Locator Cards/T-cards if used
11) Inventory of all resources remaining on the incident
12) Telephone logs, shift logs
13) Incident narrative by section including: Claims against the incident, Tort Claims, CA-1's, Property Loss/Damage Reports, Witness Statements

EXPANDED DISPATCH JOB DESCRIPTIONS

SUPERVISORY DISPATCHER
The Expanded Dispatch Supervisory Dispatcher is a facilitator accomplishing the direction provided by the Center Manager or Fire Management Officer, who has delegated authority from the Agency Administrator. Facilitation is

accomplished by adequately staffing and supervising the operations of the Expanded Dispatch organization, maintaining positive and effective liaison with the host agency and incident management team(s), and assisting in clarifying the roles and responsibilities for the ISO and the host agency dispatch unit as needed. The individual filling this position must be a qualified Expanded Dispatch Supervisory Dispatcher and capable of performing all functions within the Expanded Dispatch organization.

SUPPORT DISPATCHER
The Support Dispatcher works in Expanded Dispatch and is capable of performing one or more of the functional areas (equipment/supplies, crews/overhead, and intelligence) within the organization and provides supervision to Dispatch Recorders.

- Obtains briefing from Supervisor
- Ensures resource orders and related forms are processed to completion
- Applies procedures as outlined in MOB guides
- Operates telecommunications systems
- Supervises dispatch recorders
- Prepares functional resource status summaries
- Ensures resource tracking and status systems are maintained
- Communicates pertinent information to Supervisor, co-workers, and incident personnel

DISPATCH RECORDER
The Dispatch Recorder works in Expanded Dispatch receiving and processing resource orders as well as document, track, and maintain the status of resources.

- Obtains briefing from Supervisor.
- Processes resource orders and related forms to completion.
- Compiles, maintains, and communicates resource status.
- Operates telecommunications systems.
- Keeps Supervisor apprised of resource order status.
- Communicates pertinent information to Supervisor, co-workers, and incident personnel.

ROSS DISPATCHING TOOL AIDE

LOGGING ON TO ROSS
Log on to ROSS Production by clicking on the ROSS icon found on your desktop. ROSS Production is the ROSS icon. **(Remember, passwords are case sensitive.)**

PERSONAL SETTINGS
When opening up a Pending Request, it may say "No pending requests based upon your personal settings". If so, then check PERSONAL SETTINGS under Administration. There should be some things populating the right side of the screen, both under dispatch units and host units. If you are new to our office, please ask us how you should set this up. It may be different for different people, and could change on a daily basis, depending on the activity level in our center.

The first time clicking on Pending Request, it will say "Set Incident Search Criteria" window. If there is more than one unit/incident populating this window, check with the Supervisory Dispatcher as to which fire to work on.

IMPORTANT NOTE: When selecting the "Other Resources" tab, it will display the dispatch centers that are set up as "selection areas". **In order to make sure it is showing the correct information as to the number "Available or Reserved", you need to click on the "QUERY" button found just below.** (Next to the "Action" and "View" buttons) Query will bring up a list of the available qualified resources for that pending request. Each time you change the highlighted request, you will need to **RE-QUERY.**

RWC will be following our normal office procedures for passing orders to our neighboring dispatch centers who have available resources. We want these choices to reflect a cost effective train of thought, in addition to filling with the "closest resource". We will utilize Neighborhood ordering and Rocky Mountain Area Wide ordering procedures.

<u>Neighborhood Ordering</u> – Allows RWC to order Initial Attack resources directly from an adjoining Dispatch Center. Additionally, RWC may order resources from approved adjacent Dispatch Centers (neighbors) for extended attack, large fire support and non-fire incidents in order to support incidents within our own Dispatch Center Zone.
*****Please confirm use of the Neighborhood Ordering procedure with the Supervisory Dispatcher before placing orders with other Dispatch Centers*****

<u>Rocky Mountain Area Wide Ordering</u> – Allows RWC to order resources in ROSS directly from any other Dispatch Center in the Rocky Mountain area under certain parameters***. **Please confirm use of the Area Wide Ordering procedure with the Supervisory Dispatcher before placing orders with other Dispatch Centers*****

2014 Expanded Dispatch Inventory					
NFES/OF #	Description	Cabinet	Box 1	Box 2	Total
	Post-It Flags		6	5	11
	Rubber Bands				0
	Mechanical Pencils		19	22	41
	Pencil Lead		4	4	8
	Highlighters	10	8	5	23
	Erasers (each)		2	2	4
	Red Pens		4	4	8
	Scotch Tape	48	4	3	55
	Dry Erase Markers		12	8	20
	Boxed Staples		2	2	4
	Thumbtacks (box)		2	2	4
	Binder Rings		2	2	4
	Glue Sticks		2	2	4
	Paper Clips (box)		6	9	15
	Staple Puller		1		1
	Clam Clips Small (box)		1	2	3
	Masking Tape		1	1	2
	Dry Mark Eraser		1	1	2
	Re-writable CD's		10	10	20
	2-Hole Punch		1		1
	Ruler		2	2	4
	4X6 Sticky Notes Lined (pack)	17			17
	3-Hole Punch			1	1
	Clip Boards		2	1	3
	Binder Clips (box)		1	1	2
	1" Binder		1	1	2
	2" Binder	6			6
	Expanded Dispatch Job Aid	1	1	1	3
	Staplers	1	2	2	5
	Phone Message Pads (pack)		1	1	2
	2X3 Post-Its (each)	3	7	6	16
	2X2 Post-Its (pack)		1	1	2
	3X3 Post-Its (pack)	4	6	7	17
	3X5 Post-Its (pack	2			2
	Post-It Fax Notes (box)	2	1	1	4
	Black Pens (box)	2	1	1	4
	Atlas (2001)		1	1	2
	Legal Pads	7	2	3	12
	8 1/2 X 11 Pads	13	11	12	36
	5X8 Pads	2	13	12	27
	Phone Book-Steamboat/Craig/Meeker	1	1	1	3

NFES/OF #	Description	Cabinet	Box 1	Box 2	Total
	Phone Book-Cheyenne	1	1	1	3
	Phone Book-Laramie/Rock River	2	1	1	4
	Phone Book-RS/GR/Farson/Pinedale	1	1	1	3
	Phone Book-Rawlins/Encamp/Saratoga	1	1	1	3
	Phone Book-Evanston/Kemmerer	2	1	1	4
	Phone Book-Lander/Riverton	3	1	1	5
	Scissors		1	1	2
	Calculator		1	1	2
	Manilla Folders (each)		25	25	50
	Flashlight		1	1	2
	Large Clam Clip Dispenser	12			12
	3.5" Diskette Holders	2			
	Small Clam Clip Dispenser	12			
	Dry Erase Markers (pack)	4			
	Erasers (case)	7			
	Wooden Pencils (box)	2			
NFES 0065	Fireline Handbooks	1	3	3	7
NFES 1159	Mobile Fire Weather Observation Record	3	1	1	5
	Emergency Equipment Shift Ticket	32	1	1	34
	Emergency Equipment Fuel/Oil Issue	10	1	1	12
NFES 2160	Business Management Handbook	1	1	1	3
NFES 1885	IHOG		1	1	2
NFES 1336	General Message (pack)	9	1	1	11
NFES 1327	Organization Assignment List (pack)	6			6
OF-209	Incident Status Summary (pack)	4			4
OF-228	Incident Cost Worksheet (pack)	5			5
OF-229	Incident Cost Summary (pack)	4			4
NFES 1326	Incident Objectives (pack)	3			3
NFES 1328	Division Assignment List (pack)	7			7
NFES 1330	Incident Radio Communication Plan (pack)	5			5
NFES 1331	Medical Plan (pack)	5			5
NFES 1325	Incident Briefing (pack)	8			8
NFES 1340	Radio Frequency Assignment List (pack)	5			5
OF-289	Property Loss/Damage Report (pack)	3			3
NFES 1332	Incident Plan (pack)	2			2
NFES 1509	Check In Sheet (pack)	0.5			0.5
NFES 1338	Operations Planning Worksheet (pack)	3			3
NFES 1300	Incident Replacement Requisition (pack)	5			5
NFES 1286	Incident Replacement Requisition Con't (pack)	2			2
NFES 1335	Check In List (pack)	1			1
NFES 2221	Incident Safety Analysis (pack)	3			3
OF-313	Incident Injury Case File Envelope (pack)	4			4

NFES/OF #	Description	Cabinet	Box 1	Box 2	Total
OF-371	Overhead Performance Rating (pack)	4			4
NFES 1351	Operations Summary (pack)	2			2
NFES 1300	Personnel Performance Summary (pack)	2			2
OF-372	Firecrew Performance Rating (pack)	3			3
OF-245	Passenger/Cargo Manifest (pack)	7			7
OF-105	Receipt of Property (pack)	1			1
NFES 1577	Crew Performance Rating (pack)	4			4
SF-261	Crew Time Reports (book)	37	1	1	39
OF-285	Warehouse Supplies (pack)	6			6
OF-134	Report of Accident/Incident (pack)	3			3
OF-094	Statement of Witness (pack)	4			4
NFES 2202	Resource Order - Crew (pack)	4			4
NFES 2213	Resource Order - Overhead (pack)	2			2
NFES 2215	Resource Order - Supply (pack)	4			4
NFES 2208	Resource Order - Equipment (pack)	4			4
NFES 2200	Resource Order - Aircraft (pack)	4			4
NFES 2203	Resource Order Continuation - Crew (pack)	4			4
NFES 2214	Resource Order Continuation - Overhead (pack)	3			3
NFES 2216	Resource Order Continuation - Supply (pack)	9			9
NFES 2209	Resource Order Continuation - Equipment (pack)	4			4
NFES 2201	Resource Order Continuation - Aircraft (pack)	3			3
OF-294	Emergency Equipment Rental Agreement (pack)	2			2
OF-305	Emergency Equipment Rental Use Envelope (pack)	8			8
NFES 2054	Mobile Shower Order/Invoice (book)	4			4
OF-802	Food Service Evaluation (book)	5			5
OF-286	Emergency Equipment User Invoice (pack)	2			2
OF-296	Emergency Vehicle/Equipment Checklist (book)	8			8
NFES 1472	Incident Waybill (pack)	4			4
NFES 1341	Support Vehicle Inventory (pack)	5			5
OF-287	Commissary Issue Record (pack)	3			3
NFES 2165	Fireline Handbook Appendix (book)	4			4