

# Missouri-Iowa Interagency Coordination Center Dispatch Operation Plan



Detailer Guide

FY 2016

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# INTRODUCTION

The Missouri–Iowa Interagency Coordination Center (MOCC) welcomes you. MOCC is an interagency coordination center that dispatches and supports resources within Missouri and Iowa.

**Our physical address is:**

Missouri–Iowa Interagency Coordination Center  
401 Fairgrounds Road  
Rolla, MO 65401

**E-Mail Address:** [r9\\_marktwain\\_dispatch@fs.fed.us](mailto:r9_marktwain_dispatch@fs.fed.us) or [momocdispatch@fs.fed.us](mailto:momocdispatch@fs.fed.us)

<b>NAME</b>	<b>Office Phone Numbers</b>
Charlene (Coordinator)	573-341-7484
Liz (Interagency Dispatcher)	573-341-7455
Kristin Nickell (Initial Attack Dispatcher)	573-341-7480
(Initial Attack Dispatcher)	573-341-7432
IA 1/Equipment and Supply Desk	573-341-7496
IA 2/Overhead Desk	573-341-7425
IA 3/Crew Desk	573-341-7462
Aircraft/Intelligence	573-341-7449
<b>Fax numbers:</b>	MOCC- 573-426-6800
	Front desk (at the S.O)- 573-364-6844

The official title for the dispatch center is the **Missouri–Iowa Interagency Coordination Center**. This name will be used for all official correspondence and dealing with other agencies, media, and the public.

## MISSION STATEMENT

The mission of the Missouri–Iowa Interagency Coordination Center is to allow for cost-effective and timely coordination of movement of resources to and from emergency situations. This is accomplished through planning, situation monitoring, and expediting resource orders between agencies and cooperators.

It is our goal to provide a comfortable, safe work environment for all employees. It is each person’s responsibility to ensure the work environment is friendly and productive. At times, this can be a very stressful job. Please try to remain polite and calm at all times. We practice zero tolerance for any kind of harassment. Please notify your supervisor or the Center Manager, Jim Cornelius, should any situation present itself.

Figure 1 MOCC Dispatch Organizational Relationship.

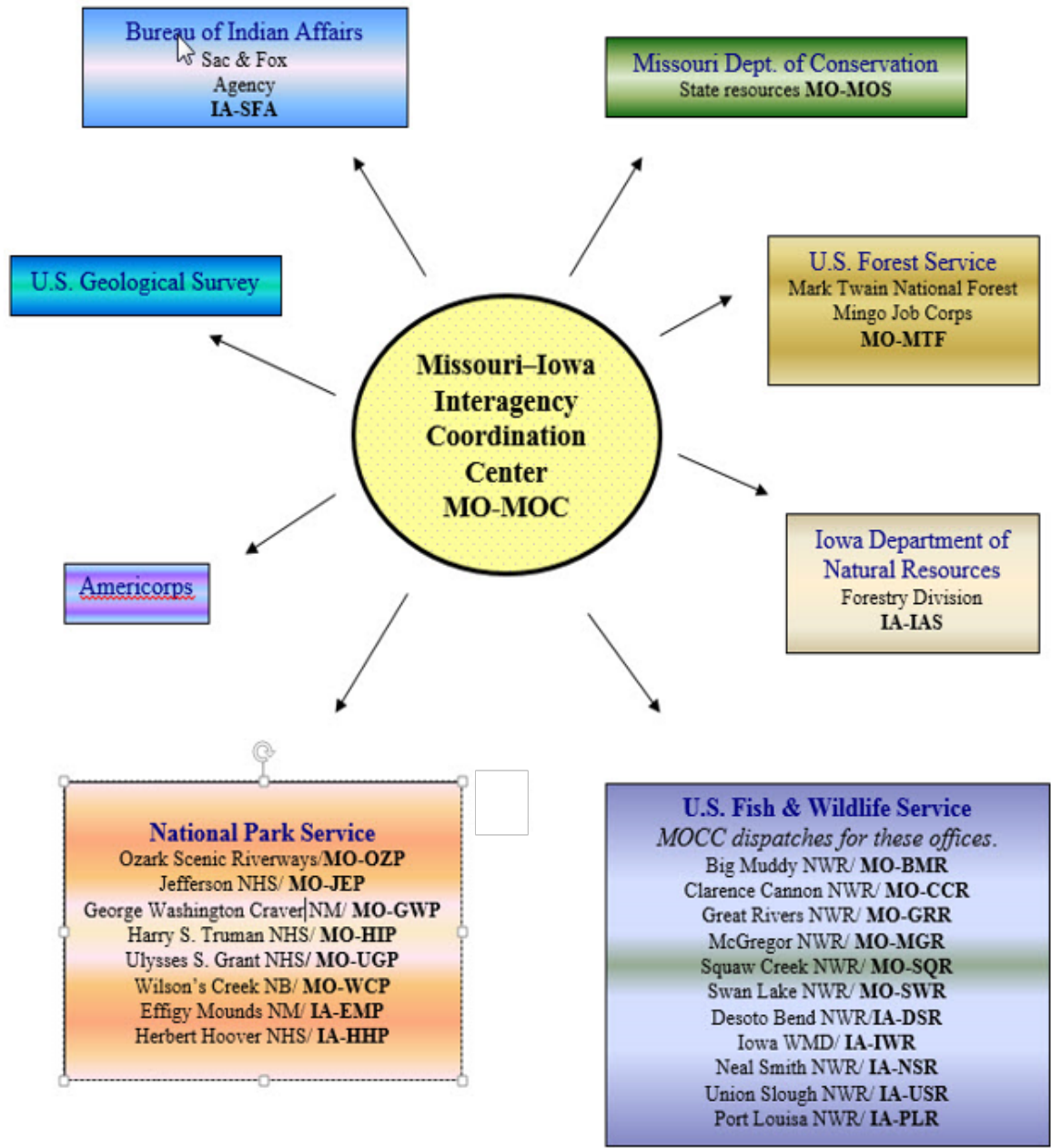


Figure 2 MOCC Office Diagram.

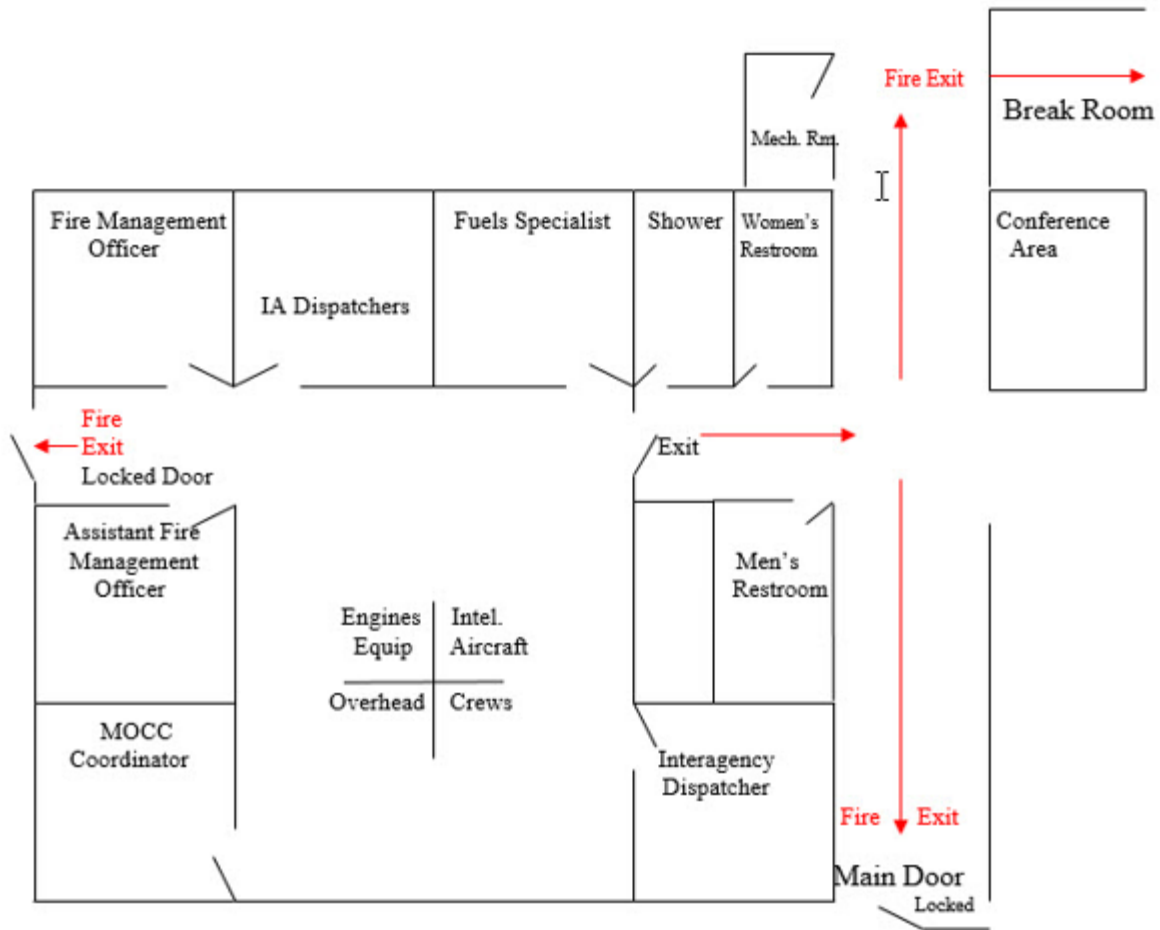
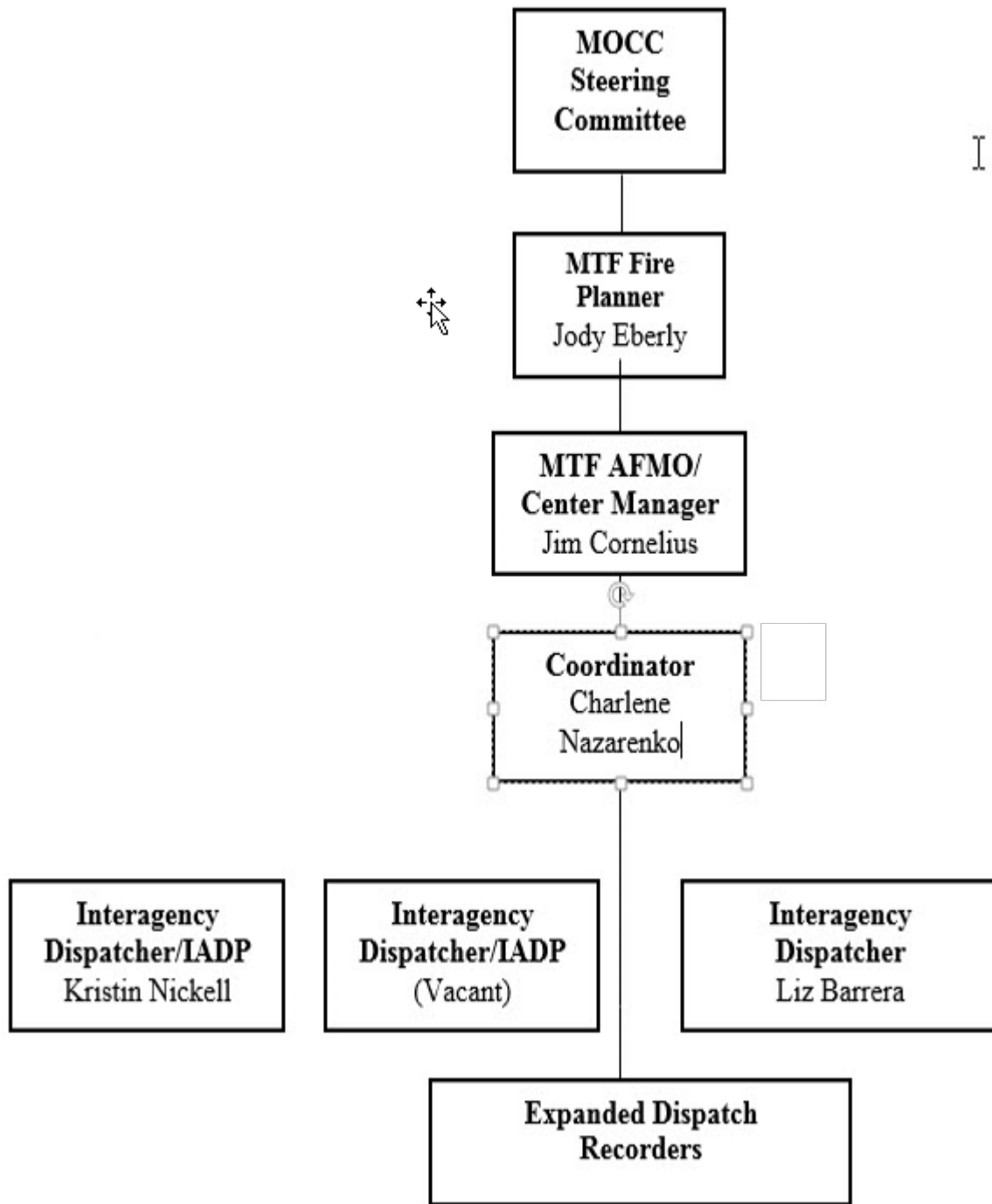


Figure 3 MOCC Working Organization



## LOCATION OF MOCC

### Directions from St. Louis Airport to Rolla, MO

It is approximately a 2-hour drive from St. Louis to Rolla.

Go west on Departing Flights towards Natural Bridge Road. Turn **left** onto Natural Bridge Road. Take the I-70W ramp towards Main Terminal/Hourly Parking; keep **right** at the fork in the ramp. Merge onto I-70W.

Travel approximately 3 miles, and then take the I-270 exit (#232) towards Chicago/Memphis. Keep **left** at the fork in the ramp (to Memphis). Merge onto I-270S.

Travel 13.5 miles, then take I-44W/US50W exit (#5B) towards Tulsa, OK. Turn slight **right** onto the ramp. Merge onto I-44W.

*To MOCC office:* Take Rolla Exit 184, go around the roundabout to Kings Highway (last exit of the roundabout from your exit). Turn **left** onto Fairgrounds Road (before the first stoplight). MOCC is located at 401 Fairgrounds Road, in the same building as the Mark Twain National Forest Supervisor's Office (SO) on the **left** side of the road. Pull into the second driveway and around to the back of the building.

### Lodging

The per diem rate for Rolla is the CONUS; current lodging is \$89.00, meals and incidentals \$51.00. MOCC would prefer that you pay for your meals, however if it is necessary, MOCC will arrange meals. MOCC will pay for lodging and transportation for non-Federal detailers.

Most lodging is located just off I-44 at Exits 184 & 186, all meet federal per diem rates. *MOCC has a direct bill account with Comfort Suites, Drury Inn, Holiday Inn, and Baymont Inn and Suites. This simplifies arranging lodging for crews/engines etc. If personnel will be paying for the rooms with their own credit cards, we should inform the hotel of that at the time reservations are made. Check with the Coordinator before making hotel reservations for crews/engines.*

**Holiday Inn Express** (573) 426-2900) 24 hr. business center, indoor pool and exercise room

**Comfort Suites** (573) 368-4300 fridge/microwave, 24 hr. exercise room, indoor pool and business center, all on-site

**AmeriHost Inn and Suites** (573) 364-7000 fridge/microwave, exercise room, hot tub, indoor pool and business center all on-site and open 24 hours

**Hampton Inn** (573) 308-1060

**Drury Inn** (573) 364-4000

**Best Western** (573) 341-2511

**Baymont Inn and Suites** (573) 364-7000

**Super 8 Motel** (573) 426-6688

## PERSONNEL ITEMS

MOCC hours of operation are from 0800 to 1630 hours. MOCC can be reached on the 24-hour duty phone (573-201-4283) for fire emergency and crew calls. Center/dispatch hours will be determined based upon national preparedness levels, Eastern Area Coordination Center (EACC) hours of operation and Forest initial attack needs.

### Timekeeping



You are responsible for recording your own time. Time is recorded on an OF-288 form (Emergency Firefighter Time Report). Blank forms are available in desk filing drawers. It is recommended that you track your time daily. When you have completed your assignment the Coordinator or the Center Manager will sign off on your time. The white file copy will remain at MOCC for our records.

Daily work shifts will generally run for 10 to 12 hours, excluding lunch, depending upon activity. Only the Center Manager and Coordinator can approve a daily work shift over 12 hours.

When you arrive at MOCC please call or visit the front desk (dial "0") to let the receptionist know you are working in MOCC for whatever length of time. This will help him/her forward any calls you might receive.

### **Accessing Microsoft Outlook Web App (OWA)**

Outlook Web App (OWA) allows you to access your e-mail through a Web browser with a direct connection or VPN connection to the Forest Service network.

To use OWA, please use the following steps:

- Open Internet Explorer
- Enter the url [website at https://mail.usda.gov/owa/](https://mail.usda.gov/owa/)
- A Security Alert will appear "You are about to view pages over a secure connection." Click **OK**.
- A MS Outlook window will appear. Select "this is a private computer."
- At the Domain/user name enter: usda\Your Active Directory shortname"(Example ckrogers)
- In the password field, enter your Active Directory Password
- Then click "**Sign In**"

### **Lunches and Breaks**

You are allowed a 30-minute lunch after 6-hours of work. Please show lunch breaks on your time sheet. Lunch breaks will be staggered to provide continual dispatch coverage. Breaks may be taken every two hours for 15 minutes, however if you need more frequent breaks please ask the coordinator.

You are allowed full use of the kitchen area just outside the MOCC office, including the refrigerator and microwaves. There are a variety of items for sale in the kitchen area (gray metal cabinet); a concession price list is next to the refrigerator with sodas and water. Any money for snacks, soda, coffee or water should be placed in the metal cash box in the cabinet.

There are many fast food restaurants along Kings Highway and Bishop Street (Highway 63). We can give directions to anyone who needs them.

### **Smoking**

The MTNF Supervisor's Office is a smoke-free building. There is a bench and an ash can located at the beginning of the walk to the main entrance to MOCC for use by smokers. You must be 75 feet from the door while smoking.

## MOCC Facilities

- Restrooms- Men's and women's are located just inside the MOCC main entrance doors. Alternate facilities are near the reception desk of the Supervisor's Office. Water fountains are also located near both restrooms. **These are the closest tornado shelters**
- Fitness Room- There is a treadmill, stair-stepper machine and weight machine available for use by detailers during off hours.
- Shower- There is an accessible shower next to the main MOCC restrooms.
- Lockers- these are located in the shower and men's restroom. Please ask the Coordinator for a lock and key if you would like to store your valuables and personal items.
- Personal Mail- May be given to the frontliner at the Supervisor's Office, located at the main office entrance.

## Dress Code

Casual dress is preferred at MOCC. We ask that dress is neat and clean. Shorts and T-shirts may be worn on weekends and holidays. Please, no clothing with offensive slogans on them. Bring a jacket/sweater, as the room may be cool.

## MOCC Supplies

Most desk supplies can be found in the closet. Resource Order cards, documentation sheets, OF-288, and other forms are in the file drawer at each workstation in the pod. Please contact the Coordinator for assistance if you cannot find what you need.

## Office Audio-Visual System

If the TV is on, please limit it to The Weather Channel (Channel 17) or FOX/CNN/MSNBC for news and weather during the regular work week and hours for short periods of time. Movies and the TV can be on after hours and on weekends and holidays; please use discretion when watching. Make sure shows are in good taste, (i.e. no excessive violence or sex).

## Janitorial Service

The MTNF Supervisor's Office contracts janitorial services for MOCC. The cleaning staff is scheduled to clean the entire building between 1800 and 0800 hours, 3 days per week. They usually come in late evening. When MOCC is open late they usually empty trashcans and vacuum. If you are busy, you may request that the janitor not vacuum. MOCC does have a vacuum, if needed.

## Security

The front entrance to the Supervisor's Office will be open from 0800-1630 Monday-Fridays. All other doors into the supervisory building will remain **locked at all times**.

If you will be opening or closing the MOCC, you will be issued a key that will unlock all doors to the SO. For this reason, please keep it in a secure location. There is an extra key to the MOCC door in case the door into dispatch from the main office were to be locked by accident. The spare key is located in the file cabinets located between the workout area and the kitchen. The key is hanging inside the top left file cabinet drawer (File 2).

## Emergencies

First aid kits are located on the wall below the fire extinguisher outside the AFMO office. Flashlights and battery-operated lanterns can be found on the floor on the left side of the closet with sliding doors. If power is lost in MOCC, the emergency lights will activate. If we must be away from the phones, EACC must be notified by cellular telephone that we will be out of contact until further notice.

### **Fire, Medical, or Other Emergencies**

To reach Rolla fire or police departments- **Dial “9-911”**

#### **Fire extinguishers are located:**

1. In the main room at MOCC on the corner by AFMO office
2. In the foyer just outside the fitness center.

#### **Pull-down fire alarms are located:**

1. On the west wall between the AFMO and FMO offices.
2. In the foyer just outside the fitness center.

The building fire alarm is a high-pitched beep that will cycle on and off until the building is clear to re-enter. If the alarm sounds, exit the building immediately through the designated Exit doors on the West and North sides of MOCC and gather outside the National Guard Armory Building (next door to the office). The fire department usually arrives less than 5 minutes after the alarm sounds.

### **Severe Weather**

Rolla often experiences a variety of severe weather events ranging from high winds and hail to thunderstorms and tornados. **MOCC is located in Phelps County.** Please tune to Channel 3 (KYTV) or 10 (KOLR) in Springfield, MO on the television; or to 1490 AM/99.7 FM (KTTR) in Rolla to stay informed on severe weather conditions. If a warning is issued or the building alarm sounds, please move to the shower or the women’s bathroom. The duty cell phone which has a flashlight on it should also be taken into the shelter.

### **Hospitals**

Phelps County Regional Medical Center is located at:

**1000 W. 10<sup>th</sup> Street**  
**Rolla, MO 65401**  
**364-8899**

Take a left out of the driveway onto Fairgrounds Road. The hospital is located on the left after the road turns to the right (10<sup>th</sup> Street).

# OFFICE PROCEDURES

## Telephone/Radio Use

The phone should be answered “Coordination Center, (state your name) speaking”. Please make sure you identify yourself to the caller.

To answer resources on the radio, we are Rolla Dispatch.

To place a call to the local area, dial “9” + the number.

For long distance calls, dial “9”, “1” + area code + 7-digit number.

You may answer any phone in the dispatch pod or Charlene, Kristin or Liz’s phones. From any phone, pick up the handset; touch **MORE**, then **PICK UP**, sometimes you will also need to push the flashing button.

## Resource Availability

Availability is received via email or FAX from the designated duty officers. If individual’s call to let you know they are available, refer them to their designated duty officer. Dispatch needs to receive an email or fax from the duty officer stating resource name with qualifications they want to be made available as. Make resource available in ROSS and make sure the qualifications listed are showing in ROSS. Hide any qualifications necessary in ROSS, if needed. For resources taking assignments with teams, status them as available local in ROSS. All other resources, will be set available national. For Crew or Engine Members, set the individual resources available local. For equipment or crew, they will be set available national. Do not set a crew available national until all crew members have been confirmed available thru their duty officer. Follow up with a telephone call to EACC for crews you are making available national. Let EACC know if they have vehicles available to travel and if there is a purchase card holder.

## Transferring Calls

To transfer a call to another phone, touch **TRANSFER**, punch in 5-digit extension # (example 77484), touch **TRANSFER** and hang up.

<b>Person/Desk</b>	<b>Extension</b>
Jody Eberly	77493
Jim Cornelius	77404
Charlene Nazarenko	77484
Liz Barrera	77455
(Vacant)	77432
Kristin Nickell	77480
IA1/Equipment	77496
IA2/Overhead	77425
IA3/Crew	77462
Aircraft/Intel	77449
Angie Ruble/FAO	77424
Bennie Terrell	77420
Will McCubbrey or Greg Burkhart (Helitack-can’t transfer from here)	573-299-4100 <b>Rolla Helibase/Vichy, MO)</b>

The list of extensions for the entire Supervisor’s Office is at each desk.

## Speed Dial

Fifteen of the most frequently called numbers are programmed into the speed dial buttons on the Aircraft/Intel phone (77449) and IA1/Equipment (77496). To reach these parties, push the gray button next to the label.

## Shift Briefings

Each dispatcher will be briefed informally at the beginning of their shift by the supervisory dispatcher on duty. Briefings at other times may be necessary when assignments need to be changed. We all must try to remain flexible, which will allow us to respond to current needs and requests.

## Daily Log

Log into WildCAD to use the daily log or to start new incidents.

**MOCC Daily Duties** (see Appendix A)

## COMPUTERS

### Signing On

- Press any key or move the mouse to activate the monitor.
- Press **Ctrl + Alt + Delete** keys all at once to turn the computer on.
- Message window “\*\*\*Warning- this is a United State Government computer system...” pops up. Click on **OK**.
- At the Logon Information window, type:  
User Name: momocdispatch  
Password: (Check with Coordinator since these have to be changed frequently)

This will take you to the main desktop. **Do not change the look of the Program Manager by rearranging or deleting icons from the main desktop.** Use Internet Explorer or Google Chrome if you have sites you like to visit. You have been entrusted with access to many files. Please respect that trust and **DO NOT** delete or change these files without prior approval.

Please remember to close all programs or files and log off your computer before leaving for the day.

If you are on nights please ensure all computers on the Pod are **logged off** (shutdown/restart) before leaving.

## OFFICE EQUIPMENT

### Facsimile Machine

The fax machine is located in the corner of the dispatch center outside of the aircraft dispatcher’s office door.

To operate the fax machine, place copies face down. Fax numbers for some partners and frequently used numbers are programmed into the machine. To enter a number by hand, press “9” + “1” + area code + number. Press the gray **Fax Start** button. To use pre-programmed numbers, push the button, and then the gray **Fax Start**.

## Computer Printers

MOCC Printers	Features
PR_Fire1	Black & white, duplex
MTNF-SO color PCL6	Color, duplex, sort, copier, scanner

Printers for all computers in the MOCC are located just outside the aircraft dispatcher's office door. You may access other printers in the building, if necessary. Please see your supervisor for assistance.

## Copier

The MTNF-SO Color PCL6 printer can also copy and scan. Papers placed in the automatic feed should be put in face up. This machine will duplex, reduce and enlarge, and sort. Please check the instructions on the machine for any other capabilities. Paper supplies for these machines can be found in a paper box on the floor near them or in the mailroom.

## Label Machine

MOCC has a small label machine usually located near the hole punches located on the bookshelf. Please check with your supervisor if you have a project that requires its use. Do not use the label maker for resource orders as the tape is expensive.

## RESOURCE ORDERS

### Standards for Processing Resource Orders

*Resource orders are processed and completed following the national curriculum of the Support Dispatcher, D-310 course* **ROSS will be the primary method for ordering and tracking resources.** ([URL for ROSS at http://ross.nwcg.gov/](http://ross.nwcg.gov/)) **ROSS Help Desk (866) 224-7677**

Please check with the Coordinator to see how your personal settings should be set in ROSS.

Use ROSS to process resource orders. If handwritten log is used, **do not erase any written information!** Strike through and rewrite corrected information above or below entries, no White Out or Post-it-Notes allowed!

EACC will usually call when placing an order with MOCC. You will be alerted to an Action message in ROSS. Find resource request on *Pending Requests* screen. **Notify your supervisor of any name requests.**

All orders need charge codes.

- P-code for suppression **with override** (region/unit number)
- Job code with override for Severity (S-code) and special projects (preparedness, non-suppression projects) with completed Preparedness/Detail Form (generated by the requesting unit).
- Also check for incident jetport/travel directions (ICP is not a jetport); special needs (rental car, computer, cell phone, etc.) If these are missing call EACC so they can send any gaps in information back through the dispatch chain. **Remember:** We cannot rent cars for State employees or ADs (administratively determined or "casuals"). We can reserve them thru BCD but you need to check with the incident to see if they have someone there that can pay for the rental. Always check with the AD to make sure they are OK with paying for a rental. Try to have the incident provide this for them.

Use **Add Documentation** option in ROSS to record the name of the person(s) with whom you spoke, or any action you have taken that is not an automatic entry. **Remember to DOCUMENT, DOCUMENT, DOCUMENT!!** Use of ROSS does **not** preclude use of standard dispatch procedures.

If/when all information is complete, contact the available resource through predetermined channels. Contact the appropriate duty officer for that zone or organization (These change periodically, so please check with the Coordinator when you arrive for correct procedures). If no contact can be made with the duty officer, then you can contact the individual direct. Email the filled resource order to the duty officer and the resource filled. For the NPS, email the resource order to Bobby Bloodworth, Peggy Bruce and Scott Bressler. See the Dispatch Directory for email addresses.

When the resource has accepted the assignment, **Fill** in ROSS. If the resource cannot fill the order as requested and MOCC does not have another qualified resource, **UTF** the order in ROSS, confirm with EACC and document in ROSS.

Federal overhead resources (Forest Service, Fish and Wildlife and National Park Service) will arrange their own travel. Ensure that they call, fax, or e-mail their travel arrangements to MOCC at **r9\_marktwain\_dispatch@fs.fed.us**.

MOCC will arrange travel for the following resources:

- Federal employees traveling in a group (Crews)
- Missouri and Iowa State employees
- ADs

If MOCC will be arranging travel, using a Central Billing Account (CBA); you will need the following information from the traveler(s) to set up travel thru BCD:

- Confirm jetport
- Their travel time to the airport
- When can they depart?
- Remind them to bring a current red card and a picture ID (license)
- Confirm name on ID and make reservation under that name, including middle initials. **THEY MUST MATCH!**
- Confirm where to fax or e-mail their itinerary
- Date of Birth

After this information is gathered, go to W Drive/Dispatch/Travel/BCD Travel Form. Complete the travel form and email to [Usda.incidentdispatch@bcdtravel.com](mailto:Usda.incidentdispatch@bcdtravel.com). Email from [momocdispatch@fs.fed.us](mailto:momocdispatch@fs.fed.us) account. The preferred method is to fax the travel form to BCD Travel at 770-901-3914. BCD Travel telephone number is 855-207-1737. Do not call BCD Travel until 30 minutes have passed since you emailed or faxed. You should receive a call back from a BCD travel agent after your email. You can discuss flight options at that time. Once you receive the ticketed itinerary, email to the individual traveling and their duty officer. Print the itinerary and place in the **Travel** notebook, near the Availability notebook located between the Overhead and Crew desks. Attach the completed travel form and their resource order form to the itinerary. Place a copy of the filled Resource Order on Liz's desk so she can database.

Enter travel arrangements into ROSS **Travel**. Refresh then print the incident resource order, including all MOCC resources at that incident. At this point, do the following if Intel is out of the office or not returning the next business day.

- Go to **My Computer > W drive > Dispatch> 5100Fire> momoc\_database > 2016**, enter resource into correct type of database depending on function (e.g. overhead, engines, crews, etc.);

newest at the top of the page. When this is done write a red **D** on the resource order to the right of travel time and date.

- Then go to **My Computer > W drive > Dispatch > resource\_report > resource\_report\_2016**, go to the latest date, file, save as with today's date and enter the mobilizing resource at the top of the section entitled **Resources Dispatched today through MOCC**. Add number of mobilizing resources by agency to the table **Current assigned resource totals**. Place a **blue dot** inside the red **D** on the resource order. File alphabetically in the Rack.

Ensure all previous orders from the same incident are also marked with red **D** and **blue dot**.

**Pending Orders** –Keep all resource orders that require follow up action on desks. Make sure to include pending request in shift briefings. Be sure to enter documentation in ROSS.

Become familiar with the information in the desktop reference stands. Most of the tools you will need to do your job are located in these stands (phone lists, mob guides, instructions for databases, etc.)

Remember to be courteous & professional at all times on the phone with all customers. **Any questions should be referred to your supervisor**

### Shift Log Use

Each dispatch station has both a Dispatcher's Log book or notebook and the WildCAD program which is loaded on the computers. WildCAD is the method of choice to record all events and communication. The paper log will be used if WildCAD is not available.

### To use WildCAD's electronic log:

Open using WildCAD icon on the computer desktop. Log on as **GUEST** or *select your name if you have a profile*.

Click on **View-> Daily Log**

After you type an entry, hit Enter.

Entries should include any important information not already documented on resource orders, pertinent shift activity, or specific information for your shift relief dispatcher, supervisor or Center Manager. Documentation should include important FYIs, information that needs to be shared with the next shift, or reminders to yourself during your shift. **Do not** record information in the shift log that is associated with a specific resource order. This should be done with documentation for the specific resource order or incident.

Print all fires from WildCAD at the end of each shift day. You may need to email WildCAD PDF's to LEO's, IC's, FMO's, etc.

### Closeout of Resource Orders

As incidents close down, paper copies of incident resource orders will need to be removed from the rack and filed. The Coordinator will give direction when assigning this task.



## Instructions for Initial Attack Dispatchers (IADP)

If you are the first one arriving into dispatch, check the Aircraft telephone for any phone messages. The passcode is located on the telephone.

Contact the appropriate Zone FMO or Duty Officer for any new fires, they will contact the District Ranger.

To log on computer (this works on all pod computers)

Username – momocdispatch

Password – (check with the Coordinator, changes or check the ledger book)

- Check ledger book (this is located on the shelf in the 341-7449/Intel/Aircraft area) for any other passwords you might need. You will need to log on the computer in the 77449 area to access Microsoft Outlook. This will give you access to the [r9\\_marktwain\\_dispatch@fs.fed.us](mailto:r9_marktwain_dispatch@fs.fed.us) and MO-MOC inbox.
- Log on to Microsoft Outlook to get each zone's daily availability. Print the daily availability and place the resources in correct locations on the map. Check the fax for daily availability also.
- Print the weather for each of the Zones, double click the icons on the desktop (Springfield weather, St. Louis weather, Paducah weather).

Zone 1 Salem/Potosi-Fredericktown – St. Louis Fire Weather

Zone 2 Doniphan-Eleven Point, Winona, Poplar Bluff – Paducah Fire Weather

Zone 3 Ava/Cassville/Willow Springs/Houston/Rolla/Cedar Creek – Springfield Fire Weather

**Read the morning and afternoon fire weather to Zone 3 (Hercules & Roby Repeaters) during fire season.**

**Remote Automated Weather Stations (RAWS)** are located on the fire weather Internet pages.

*Sinkin* is used for Salem (Zone 1)

*Council Bluff* is used for Potosi, (Zone 1).

*Doniphan* is used for Zone 2

*Ava/Tidwell* is used for Ava/Cassville/Willow Springs (Zone 3)

*Roby* is used for Houston/Rolla (Zone 3)

**To Request a Spot Weather Forecast**, go to the fire weather service homepage for that Zone

[Sample URL for Springfiled, MO at http://www.crh.noaa.gov/sgf/?n=fire\\_weather](http://www.crh.noaa.gov/sgf/?n=fire_weather). If you are requesting a Spot Forecast for Zone 1, you will need to go to the St. Louis fire weather page or Paducah fire weather page, depending on the county the fire is in. For Zone 2, you will go to the Paducah fire weather page. For Zone 3, you will go to the Springfield fire weather page. Select **Click Here for a Spot Forecast** (top of the page). Fill in all blocks with a red \* and any other blocks that you have information for. See the following page for an example.

## Log into WildCAD

After you log on the computer, double click on the wildcad.exe icon on the desktop

Select your name or guest to log in

**View, Daily Log** to add general information for the day

**Incident, Open** to see a list of all incidents – If you want to view the incident, double click it.

**Incident, New Incident** for a new fire, etc.

Make sure you have the Fire Name, actual location (Latitude/Longitude and Township, Range and Section), reporting party, initial location.

**For the Initial Report** – you will need to have fuels, acres, wind speed and direction, slope, aspect, spread potential and jurisdiction.

Enter Incident Commander tab information and IC trainee information.

**For the Fire Report Information** – You will need the fire #, Subunit, Subunit #, final acres, elevation, land status, contain, control, out, statistical cause, specific cause. Get the fire # and subunit # from the book located at desk 77496 (it is labeled SO Fire #'s, District #'s, MOCC #'s). You will need to have these blocks filled in. Ensure the District name and county (ex: HRC, Texas Co.) is entered in the comments area.

You will need to request a fire job code by clicking the Fiscal Tab in WildCAD. You need to have entered fire name, latitude/longitude, Township, Range and Section, Area, Disc Acres and Related Station on the main WildCAD screen. You can check the IRWIN tab to see if the information has been transferred to IRWIN, if so you will click Fiscal Tab and click Get Fire Code. This will auto-populate. See the attached FY 2016 Fire Code letter. This will transfer into WildWEB.

Commit the resources responding and returning.

At the end of the day, print your wildfires so these can be put into FIRESTAT and IQCS.

Enter new fires on the spreadsheets located at W/Dispatch/CY\_zone\_fires/2016/2016\_SO#\_wildfires. And MTNF\_Fires\_CY2016 (please update both of these spreadsheets) and then save to the O Drive/NFS/MarkTwain/Program/5100Fire/MOCC/Momoc/CY\_zone\_fires.

Report any new fires to the Zone Fire Management Officer or Duty Officer. Contact the appropriate Law Enforcement Officer if the fire is on Forest Service land. If you aren't sure if it is on Forest Service, you can let them know that when you call them.

If you are going to be the on call person, take the duty cell phone with you before leaving the office.

**File Code:** 5100

**Date:** October 28, 2015

**Route To:**

**Subject:** Fiscal Year 2016 Incident Job Codes

**To:** All Employees

The following direction and procedures will be used to establish and charge to wildland fire, support, and non-fire incident job codes in FY 2016.

Incidents that qualify for a unique incident job code are as follows and will be established in the FireCode system:

- Wildfire incidents 300 acres or more
- Type 1 or Type 2 IMT is ordered
- Human caused
- Trespass
- Expected reimbursement
- Cost share

Job codes are processed into the financial system as they are created in the FireCode system.

The job code cycles in the financial system do not run on Friday and Saturday night. **Therefore, incident job codes passed to the financial system on Friday, Saturday and Sunday nights will not be available for use (in Paycheck and other systems) until after processing on Monday night.**

Fire Code **P9EK3E** override (**0905**) (**Mark Twain NF ABCD Misc. Suppression**) will be used for the following:

- False alarms (including FS response to DOI false alarms)
- For any fire whose assigned "P" code is not accepted in Paycheck by Wednesday of T&A week (you would need to go back and do a corrected T&A).

Fire Code **P9EK68** override (**0905**) (**Support**) will be used for dispatchers, tower lookouts, meal runners, driving resources to the airport (this includes on or off forest support).

Fire Code **WFSUAD** override (**0901**) will be used for all **AD training and physicals**.

If questions, you can call MOCC Dispatch at (573) 341-7449.

WILLIAM B. NIGHTINGALE  
FOREST SUPERVISOR

## CHECKLIST FOR WILDFIRES

(To be completed daily during fire season)

We have an **Information Needed** checklist that needs to be attached to the fire report, WildCAD log, map, etc.

See Pages 16 & 17 of the Detailer Guide for Instructions for IADP. Here is additional information for completing fire report information.

Enter the fire in the Fire Book (located at desk 77496). This is where you will get the SO & Local # to be entered into WildCAD & FIRESTAT. Keep this list up to date during the day (very important to log the fire as they occur in this book). To update this list electronically, go to W drive/dispatch\CY\_zone\_fires – 2016\_SO\_wildfires\_updated. Keep this updated as activity occurs. You can save to O drive when this sheet is updated (every 2-3 days depending on activity). Zone FMO's only have access to the O Drive.

To update the list for the Forest go to W drive\dispatch\CY\_zone\_fires, MTNF\_Fires\_CY\_2016. Enter the information on Sheet 1 and the correct District Sheet. Keep this updated as activity occurs.

Go into IQCS to set up the incident (note the IQCS incident # on the small **Information Needed Card**) and enter employee's experience (if you don't have the incident organizer, make a note and go back in later to enter employee's experience). Example of incident number in IQCS is MO-MTF-000001 (6 digits). (you will get this number from WildCAD).

Go to FIRESTAT at URL <https://fam.nwcg.gov/fam-web/> (go thru Internet Explorer, not Google Chrome) and enter fire information (attached is an example of a completed fire report, fill in all highlighted blocks). After each screen's entry, click update. You do not need to enter information on screens 39 or 47. When all screens have been entered, select screen 1-8, click complete, update and print report. This will be filed in the file drawer with the other fire reports (this is in the lower right hand side of desk with extension 77496) once everything has been received and is completed. Clip the fire report, WildCAD log, incident organizer and map (from the IC or zone) together for the completed file.

For any supply orders for fires, go into ROSS and create the resource order, email the resource order to person who will be purchasing and be sure they fax or email receipt back to dispatch. Be sure to fill/close order after receiving the receipt.

### Additional Information Needed for FIRESTAT:

#### **District #'s**

Ava – 21  
Cassville – 22  
Willow Springs – 25  
Houston/Rolla – 03  
Salem – 07  
Potosi/Fred. – 05  
Poplar Bluff – 04  
Cedar Creek – 08  
Eleven Point (Doniphan/Winona) – 23

#### **IA-FWS**

Desoto – 135501  
Neil Smith – 136101

#### **Mark Twain Weather Stations**

Sinkin – 236403  
Council Bluff – 236501  
Ava – 238502  
Roby – 237301  
Doniphan – 239102  
Big Spring – 239004

## Appendix A – MOCC Daily Duties Checklist

**Date:**

<b>Time</b>	<b>Task to be completed</b>	√
	MOCC in service. Check the aircraft desk telephone (77449) for any messages. Open Microsoft Outlook mail (to access r9_marktwain_dispatch and momocdispatch) and check for any messages requiring action. This is loaded on the computer at the 77449 pod area. Log onto the pod computers. momocdispatch is the username, check on password, as it changes.	
<b>0800</b>	Print National Situation Report and Large Fire Map. Post on Fire Information boards in foyer.	
<b>0900-0930</b>	Complete and mail Forest Resource Report. (Send to USFS and MOCC Partners in Microsoft Outlook on Aircraft/Intel desk. Use <b>Resource Report</b> mailing list)	
	<p><b><i>During MTF Fire Seasons:</i></b></p> <p>Update and print MTF Situation Report. Post on Fire Information board in foyer. (Send to <b>FMO</b> and <b>Dispatchers</b> mailing lists)</p> <p>Print NWS weather narratives from SGF STL and PAH. Print zone daily availability lists from Microsoft Outlook inbox. Check the fax machine for zone availability lists. Update the forest map with location of resources from availability lists.</p> <p>Read morning and afternoon fire weather to Zone 3 (Hercules &amp; Roby Repeaters)</p>	
<b>1000-1030</b>	Collect district and partner’s availability lists (expanded dispatch). Check email (r9_marktwain_dispatch and momocdispatch for any updates from our partners or duty officers as well as the fax machine. Update white boards on west wall & ROSS. (Print and place in ringed availability binder on the book shelf.)	
<b>1400</b>	Complete National “SIT” Report on <a href="http://famweb.nwcg.gov">famweb.nwcg.gov</a> page and submit. During slow times, do on Tuesday. During Fire Season, daily.	
<b>1400</b>	Run Weather/WIMS (Intel computer) – Instructions are to the left of the monitor. Post in foyer the forecasted weather for the next day.	
<b>End of the Work Day</b>	<p>Print fires from WildCAD and update the spreadsheets located on W/Dispatch/CYZone_Fires/2016 and save to O:\NFS\MarkTwain\Program\5100Fire\SO\CY_zone_fires 2016_SO#\WILDFIRES AND MTNF_FIRES_CY2016</p> <p>Shutdown/restart all computers, turn off all media equipment, lock closet, ensure that North and West entrance doors are locked, lights out.</p>	
	MOCC Out of Service, be sure to take duty cell phone and your office key with you if you are on call.	

## Appendix B – Checklist for Mobilizing/Demobilizing Crews

**CREW:** \_\_\_\_\_ **MOB DATE:** \_\_\_\_\_

TASK	Assigned Person	Completed
While building crews, note anyone on the crew holding a govt. purchase card, or anyone qualified as a Faller 1, 2, or 3; ICTs; and crew member gender. No more than 6 “newbies”, or inexperienced crew members per crew.		
When crew is built. Notify Crew Boss and partner reps. if they have personnel in that crew. Make sure they let all resources know the crew is being listed available national and they need to be ready to travel when the order arrives.		
Receive copy of the resource order in ROSS. Make 5 copies for CRWB packets.		
Ensure W-4’s, I-9, direct deposit, and state tax forms are completed for each AD crew member. For MOS, Crystal Allen or Ben Webster will take care of their paperwork.		

\*To be continued using Appendix B-1/4 as needed.

## Appendix B-1 – Checklist for Crews Flying out on Charter.

CREWS FLYING OUT ON CHARTER	Assigned Person	Completed
When going out on Charter, NICC will make flight arrangements. EACC will fax a copy of the flight plan to MOCC. FAX a copy to Air BP or Signature Flight Service and follow up with phone call to verify they received. Update with any flight changes.		
<b>If using St. Louis Mob Center:</b> Alert the Center Manger on duty (Refer to the current STL Mob Center Plan).		
Create a crew mobilization timeline: <b>Who:</b> Name of Crews and how many. Need copies of all manifests. <b>When and How:</b> ETD and mode of travel from home unit and arriving at the STL Mob Center, Rolla, lodging, or airport. <b>Where:</b> Where is the crew coming from?		
Order busses; determine how many, based on crews needing transport. Do not forget to consider gear.		
Reserve lodging or make any purchases totaling less than \$3,000/purchase. Contact purchasing agent to handle any greater amounts.		
Contact crewmembers, via assigned contact person (Zone FMO, etc.), from farthest to nearest to the gathering location, in that order.		

CREWS FLYING OUT ON CHARTER	Assigned Person	Completed
Make travel arrangements for anyone requiring travel using a CBA. Insure that travel agent has received the faxed travel request.		
Email resource order and itinerary for any crew members to home unit or dispatch office, as required. Insure itinerary will get to the crewmember. Iowa – Email copy of resource order and itinerary to Jaime Farmer for FWS and Ryan Schlater IA-IAS DNR. NPS – email a copy of the resource order to Bobby Bloodworth, Scott Bressler and Peggy Bruce.		
Make lodging reservations for crewmembers needing to overnight before travel to the incident. Two persons to a room; no males and females sharing a room. The CRWB normally has their own motel room.		
Compile a packet of reference material for the Crew Boss, Crew Boss (T), and all Squad Bosses. (See list below for suggested contents)		

**\*\*If outside crews will be arriving via charter:** Check to see if they need lunches before arriving STL. Arrange for meal purchase. They will need to be double lunched when mobilizing. Assigned Person \_\_\_\_\_ Completed \_\_\_\_\_

**\*\* If outside crews will be arriving to meet a charter the next day:** Arrange for transportation from airport to lodging, as needed: Assigned Person \_\_\_\_\_ Completed \_\_\_\_\_, Arrange for meals and lodging, as needed: Assigned Person \_\_\_\_\_ Completed \_\_\_\_\_.

Appendix B-2 – Checklist for Crews Flying out on Commercial.

CREWS FLYING COMMERCIAL	Assigned Person	Completed
MOCC will make flight arrangements from STL to the incident.		
Call all crewmembers and give timeline when to be at Rolla or STL. MOCC may have to make flight arrangements for crewmembers off-Forest.		
Call BCD travel company and make flight arrangements for crew using the CBA. Try to make as many on the same flight as you can. Look at early morning flights Put CRWB on first flight, stagger CRWB-T and Squad bosses with other flights as needed. Do not have all newbies on one flight.		
Enter travel into ROSS.		

Appendix B-3 – Checklist for Crews Driving.

CREWS DRIVING TO THE INCIDENT	Assigned Person	Completed
If no one on the crew has a government purchase card, arrange for any lodging to be secured and paid for in advance. Designate a purchasing person to cover meal costs, as needed.		
Get map and driving directions to motel and incident.		
Enter cell numbers on the resource order.		
If someone on the crew has purchase card, remind the purchaser to keep all receipts.		
Keep the daily driving log updated in the vehicles with the Fire Code.		
Make sure FS employees have their WEX pin number.		

Appendix B-4 – Checklist for Demobilization of Crews.

DEMOBILIZATION OF CREWS	Assigned Person	Completed
<p>DEMOB is basically the same as MOB of crews: Time line is not as critical as going out.</p> <p>Food: Make sure everyone is fed throughout travel</p> <p>Hotel: Make reservations for anyone that needs to stay over, wherever that may be. Timelines will be the same for all agencies.</p>		

Suggestions for CRWB, CRWB (T), and FFT1 Information Packets:

- 5 copies of the resource order
- 5 copies of the crew manifest
- **If driving:** An atlas and driving directions with map, off Internet, for each vehicle.
- Lodging reservation confirmation and driving directions. May include room assignments.
- Any relevant safety alerts.
- Firefighter Pocket cards for each crewmember, with a few extras.
- MOCC phone pocket cards.
- Compartment Syndrome information.
- CA-1 & CA-2 and cards with Injury Contact Information
- Phone contact cards



## Appendix C - Missouri-Iowa Interagency Coordination Center

### Detailer Survey

The purpose of this survey is to identify ways to help us improve our operations and customer service needs. Your feedback is important to help us in our improvement process.

All MOCC Detailers are asked to complete the following survey:

1. What recommendations or changes would you suggest to our office procedures, how to streamline operations, office layout and furniture?
  
  
  
  
  
  
  
  
  
  
2. Did MOCC provide adequate Center orientation and detailer materials? What information can you think of that was not provided by MOCC that would be beneficial to Detailers during their assignments to MOCC in the future?
  
  
  
  
  
  
  
  
  
  
3. Did you feel safe working at MOCC? If not, why?
  
  
  
  
  
  
  
  
  
  
4. Was the MOCC staff helpful to you during your detail?

Submitted by: \_\_\_\_\_ Date: \_\_\_\_\_

Please submit completed survey to Jody Eberly, Mark Twain National Forest Fire Planner or ([jeberly@fs.fed.us](mailto:jeberly@fs.fed.us)) or fax to 573-426-6800.

**Thank you for participating in this survey!**

# Appendix D - Example of Spot Weather Forecast Information

St. Louis Fire Weather Spot Request - Windows Internet Explorer provided by USDA Forest Service

http://spot.nws.noaa.gov/cgi-bin/spot/spotform?site=lsx

## ST. LOUIS SPOT FORECAST REQUEST

Required Elements in RED (\*)

### PROJECT NAME

(\*)Project Name:

Wildfire     HAZMAT  
 Prescribed Fire     SAR  
 Ignition Time:      Cen  
 Date:

### REQUESTING AGENCY

(\*)Requesting Agency:

(\*)Requesting Official:

(\*)Phone Number:  Ext.

FAX Number:

Contact Person:

### REASON FOR SPOT FORECAST REQUEST

(\*)Must choose either Wildfire or one of the Non-Wildfire reasons

Wildfire

#### Non-Wildfire

- Under the Interagency Agreement for Meteorological Services (USFS, BLM, NPS, USFWS, BIA).
- State, tribal or local fire agency working in coordination with a federal participant in the Interagency Agreement for Meteorological Services.
- Essential to public safety, e.g. due to the proximity of population centers or critical infrastructure.

For NWS Spot forecast policy, see section 4.0 in NWS Instruction 10-401 at <http://www.nws.noaa.gov/directives/010/010.htm>

### LOCATION

(\*)Lat:

(\*)Lon:

7.5' Quad:

\*Enter Lat/Lon (WGS84/NAD83 preferred)

(\*)Elevation:  Top     Bottom

Drainage:

(\*)Aspect:

Size:  (Acres)

### FUEL

Type:

Sheltering

Full

Partial

Unsheltered

### OBSERVATIONS

Place	Elev	Time	Wind	Temp	Wetbulb	RH	Dewpt.	Sky/Weather
<input type="text" value="On site"/>	<input type="text" value="1000"/>	<input type="text" value="1400"/>	<input type="text" value="S-5-15"/>	<input type="text" value="70"/>	<input type="text" value="50"/>	<input type="text" value="25"/>	<input type="text"/>	<input type="text" value="clear"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

St. Louis Fire Weather Spot Request - Windows Internet Explorer provided by USDA Forest Service

http://spot.nws.noaa.gov/cgi-bin/spot/spotform?site=lsx

File Edit View Favorites Tools Help

How To Take Screenshots wi... St. Louis Fire Weather Sp... X

### OBSERVATIONS

Place	Elev	Time	Wind	Temp	Wetbulb	RH	Dewpt.	Sky/Weather
On site	1000	1400	S-5-15	70	50	25		clear
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

#### PRIMARY FORECAST ELEMENTS

TDA TNT TMR (Today, Tonight, Tomorrow)

- Sky / Weather
- Chance of Wetting Rain
- Lightning Activity Level
- Temperature
- Relative Humidity
- Eye Level Wind
- 20 Foot Wind
- Haines Index
- Mixing Height
- Transport Wind
- Ventilation Rate

#### REMARKS

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**NOTICE:** Information provided on this form may be used by the National Weather Service (NWS) for official purposes in any way, including public release and publication in NWS products. False statements on this form may be subject to prosecution under the False Statement Accountability Act of 1996 (18 U.S.C. § 1001) or other statutes.

National Oceanic and Atmospheric Administration (NOAA)  
National Weather Service  
Fire & Public Weather Services Branch

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