

# Expanded Dispatch Recorder D-110



**Student Workbook  
April 2016 (updated 2021)  
NFES 2980**

## **PREFACE**

Expanded Dispatch Recorder, D-110 is a suggested training course in the National Wildfire Coordinating Group (NWCG), Wildland and Prescribed Fire Curriculum.

This course was developed by an interagency group of subject matter experts with direction and guidance from the National Interagency Fire Center (NIFC), Fire Training Group under authority of the NWCG. The primary participants in this development effort were:

### **USDA FOREST SERVICE**

Hilary N. Shook – Alaska Interagency Coordination Center,  
Region 10

### **USDI BUREAU OF LAND MANAGEMENT**

April K. Cook – Alaska Interagency Coordination Center

### **USDI BUREAU OF LAND MANAGEMENT**

Amber L. Sunderland – Upper Yukon Tanana Dispatch Center

### **USDA FOREST SERVICE**

Amy K. Harpole – Eugene Interagency Communication Center

### **STATE OF ALASKA – DIVISION OF FORESTRY**

Edward Bradley – Mat-Su Southwest Dispatch

Contents

[PREFACE](#) [ii](#)

[Unit 0 – Introduction, Arrival and Check-In](#) [0-1](#)

[Unit 1 - Dispatch Organization](#) [1-1](#)

[Unit 2 – Communication and Working Relationships](#) [2-1](#)

[Unit 3 – Getting acquainted with the Electronic Resource Tracking System](#) [3-1](#)

[Unit 4 – Creating Resource Requests, Pending Request, Resource Status](#)

[And Edit Request](#) [4-1](#)

[Unit 5 – Filling, Placing Requests, DPL, Mobilizing, Travel/Travel Procedures](#)

[5-1](#)

[Unit 6 – Request Status, Support and Subordinate Requests](#) [6-1](#)

[Unit 7 – IROC Supplies](#) [7-1](#)

[Unit 8 – Supplemental Forms and Manual Resource Order Form](#) [8-1](#)

[Unit 10 – Demobilization](#) [9-1](#)

[Unit 11 – Final Scenario and Exam](#) [10-1](#)

[Unit 12 – AAR and Dispatch Close out](#) [11-1](#)

Expanded Dispatch Recorder Reference Guide

## **Expanded Dispatch Recorder, D-110**

### **Unit 0 Introduction, Arrival/Check-In**

#### OBJECTIVES

Upon completion of this unit, the instructor will:

1. Facilitate the introduction of course instructors and students.
2. Discuss administrative information.
3. Present overview of course.

## 4. WELCOME TO D-110 COURSE

### ADMINISTRATIVE INFORMATION AND INTRODUCTIONS

#### Administrative Information Initial Briefing:

- Ground rules (punctuality, respect, and turn off cell phones)
- Facilities (restrooms, vending area, exits)
- Meals and breaks
- Smoking areas
- Local information (restaurants, maps)
- Emergency plan (evacuation and meeting area)
- Introductions

### COURSE OVERVIEW

This course was developed based on the Expanded Dispatch Recorder (EDRC) task book and introductory IROC skills. The intent of this course is to teach dispatch concepts through hands-on ROSS exercises incorporating all elements of the EDRC position task book. Individual participation and group interactions will ensure student success.

#### Course Objectives:

Upon completion of this course, students will be able to:

- Describe the purpose and structure of Expanded Dispatch
- Describe the roles and responsibilities of the Expanded Dispatch Recorder (EDRC).
- Demonstrate how to mobilize and demobilize incident resources, using established dispatch ordering channels, through resource order forms and electronic resource tracking systems.
- Describe how to communicate effectively and foster positive interpersonal working relationships.

## Agenda

Unit 0 – Introduction, Arrival/Check-in [CK1]

Unit 1 - Dispatch Organization

Unit 2 – Communications and Working Relationships

Unit 3 – Getting acquainted with the electronic resource tracking system (IROC)

Unit 4 – Creating Requests, Pending Requests, Resource Status and Edit Request

Unit 5 – Filling and Placing Orders, DPL, Mobilizing and Travel/Travel Procedures

Unit 6 – Requests Status and Support and Subordinate Requests

Unit 7 – Supplies

Unit 8 – Supplemental Forms and Manual Resource Order Form

Unit 9 - Demobilization

Unit 10 - Final Scenario and Exam

Unit 11 - After Action Review (AAR) and Closeout

## INSTRUCTIONAL METHODS

Information will be presented via electronic presentations, demonstrations, short lectures, handouts, and a series of progressive hands-on electronic resource tracking system (IROC) exercises.

Reference material is provided electronically and hardcopy.

## RESPONSIBILITIES

Students:

- Actively participate
- Ask questions
- Take notes
- Be flexible
- Complete unit evaluation forms

Coaches:

- Provide clarification and guidance
- Ensure data is entered correctly
- Evaluate student performance Instructor(s)
- Demonstrate electronic resource tracking system (IROC) screens
- Explain dispatch concepts
- Assist other coaches and students

- MEASURING STUDENT PERFORMANCE
- Students will receive an NWCG certificate from the lead instructor upon completion of the entire NWCG-approved D-110 curriculum.
- Participate in brainstorming and discussions
- Successful student participation is required to complete the course.
- All exercises must be completed.
- Students having issues completing any of the IROC portions should talk to their coach about additional hands-on work time. The goal is to feel confident working with IROC.
- 70% or higher on final exam.

## COURSE MATERIAL

Each student will be provided with:

- Laptop or PC with internet and printer access.
- In some instructional settings, personal laptops are not allowed for security purposes. In the remote setting, they may be required.
- Student workbook.
- “Common Web Links” resource

## COURSE EVALUATION FORMS

Students will be afforded the opportunity to evaluate the instructors and the course using evaluation forms.

Students should fill out the evaluation forms daily



## **Expanded Dispatch Recorder D-110**

### **Unit 1 Dispatch Organization**

#### OBJECTIVES

Upon completion of this unit, the student will be able to:

1. Describe the purpose and structure of the dispatch organizations (established and expanded).
2. Demonstrate the use of established dispatch ordering channels
3. Describe the unique language of dispatch
4. Describe unit ID components and the dispatch channels as they relate to IROC
5. Describe the EDRC's roles and responsibilities and their limits of authority.
6. Describe the importance of documentation and recordkeeping<sup>[CAK2]</sup>.

## DISPATCH ORGANIZATION

There are two types of dispatch organizations: Established and Expanded

Established dispatch organization: Primary mission is to provide timely, cost-effective coordination of emergency response within its specific geographic area.

### **Established dispatch**

\*There are three levels of established dispatch

A. Local dispatch center: commonly referred to as “initial attack” (or IA).

Responsibilities include, but are not limited to:

- duties (i.e. weather forecasts, tracking non-fire resources, any other local duties)
- Aircraft flight following
- Intelligence gathering and dissemination (i.e. WIMS, IQCS, weather forecasts, tweeting, etc.)

B. Geographic Area Coordination Centers (GACC)

- There are currently 10 GACCs in the United States
- Focal point for requests (internal and external) not filled at the local level.
- Provide intelligence, predictive services and related products designed to be used for geographic area fire community for incident management decision- making.

C. National Interagency Coordination Center (NICC)

- National focal point for requests not filled at the geographic level.
- Reports directly to Washington, D.C.
- Provide intelligence, predictive services and related products, which are designed to be used by the internal wildland fire community for incident management decision-making nationally [CAK3]

## Expanded Dispatch

Expanded Dispatch is established when a high volume of activity indicates that increased dispatch and coordination capability is required to relieve Initial Attack Dispatch of the support function of one or more large incidents or multiple smaller incidents.

- When is expanded set up? What are some trigger points?
  - Multiple incidents - fire, earthquake, floods, etc.
  - Incident Management Team is ordered
  - There is an incident within an incident
  - Large, complex, or politically sensitive incidents
  - Local factors (i.e. short staffed, increased workload, etc.)[SA4][SHN5][SHN6]
  - Expanded Dispatch Environment

Expanded dispatch can often be chaotic and, in the beginning, unorganized. It can go from extremely busy to extremely slow. You will work with dispatchers from across the nation and priorities will constantly change. Remember, you represent the local host unit and your home unit.

Skills that will help you:

- Being flexible
- Ability to multitask
- 
- 
- 
-

## **Expanded dispatch positions**

\*There are four expanded dispatch positions:

### A. EDRC = Expanded Dispatch Recorder

- Receive initial briefing from EDSP.
- Process resource requests using established procedures and ordering channels.
- Relay pertinent information through established dispatch channels.
- Track resources and document in accordance with established procedures.
- Participate in briefings and utilize shift/dispatch log when appropriate.
- Relay any issues to EDSP.

### B. ESDS = Expanded Dispatch Support Dispatcher

- Mobilize resources specific to one or more functional area: crews, overhead, equipment, and supplies
- Use or direct use of established procedures associated with IROC.
- Provide guidance to EDRCs.
- Relay issues to EDSP.

### C. EDSP = Expanded Dispatch Supervisory Dispatcher

- Orders additional dispatchers as needed for present and future needs.
- Provide supervision to ESDSs and EDRCs.
- Ensure compliance with established dispatch protocols.
- Provide training, as necessary.

EDSP continued:

- Ensure coordination between functional areas.
- Schedule and conduct briefings.
- Liaison between dispatch center and expanded dispatch.
- CORD = Expanded Dispatch Coordinator
- Usually assigned in complex situations involving MAC groups or multiple expanded dispatches.
- Liaison between all units involved (IA, expanded, MAC groups, etc.)
- Schedule and attend briefings with all units involved.

## ORDERING CHANNEL

Incident

Local Dispatch Unit

Neighbors

GACC

NICC

Other GACC

Sending Unit

## UNIQUE LANGUAGE OF DISPATCH

It is important that students describe the unique language of dispatch. We will look at commonly used abbreviations and terms and demonstrate where to find them.

Glossary of Common Terminology defines common dispatch terms. (See EDRC

Reference Guide)

## UNIT IDENTIFIERS

A unit identifier is five or six letters, consisting of two parts:

- The first two letters indicate what state a unit is in.
- The second part is three (or four) letters that indicate a specific unit.

## EXERCISE

On your computer click on the link for the FAMIT Homepage and select Unit ID (click agree)

Select the Read Only Unit ID page which will open to a map. Can set by state for the Unit Identifier and narrow down from there.

The best way is from Organizational Unit Name search, start typing in the name and it will auto-populate.

## End of Exercise

## Position Codes

All overhead positions have a 4-digit identifier.

Examples:

- EDRC = Expanded Dispatch Recorder
- ORDM = Ordering Manager
- FFT1 = Firefighter Type 1

## **Acronyms**

Common acronym examples (locate these in “Glossary of Common Terminology”):

- ETA =
- SOP =
- UTF

## **Communication Outside Expanded**

There are other incident ordering personnel that an expanded dispatcher may interact with. Some of these contacts should be handled by the supervisory dispatcher (\*).

Examples:

- Incoming resources
- Expanded dispatchers from other units
- IA and GACC dispatchers
- Local cache
- Ordering Manager (ORDM)
- Buying Team
- Supply Unit Leader (SPUL), Logistics Section Chief (LSC)
- Ground support
- Compact personnel (if appropriate)
- Contractors

- Interagency Resource Representatives (IARR)\*
- Local management and officers\*
- Public\*
- Public Affairs/Information Officers\*
- Media\*

### Limits of Authority

The EDRC has limits to the decisions they can make. This is called limits of authority.

1. Always follow host agencies' policies and procedures
2. Always consult with supervisor if there is any uncertainty or anything outside the well-defined tasks.
3. For example:
  - Name requests
  - Unreasonable order timeframes
  - Emergency messages

## DOCUMENTATION

Importance of documenting:

- Used for legal proceedings
- Follow-up (during and after incident)
- Provides a record of significant events
- Host unit will use this for research after expanded has demobilized.
- Shift briefs



- Significant events
- Items requiring follow up.

## RECORDKEEPING

- Currently IROC is the official system of record.
- Document all important information in the electronic resource tracking system (IROC).
- Keep all general message forms and any notes you make.
- Keep all shift briefs.
- Host unit will brief you on local recordkeeping protocols.

## PREPARING FOR AN ASSIGNMENT

- Make sure to have a resource order.
- Contact host unit for local information (dress code, lodging, etc.).

## **Expanded Dispatch Recorder, D-110**

### **Unit 2 Communication and Working Relationships**

#### **OBJECTIVES:**

Upon completion of this unit, the student will be able to:

1. Describe effective communication skills.
2. Describe interpersonal relationship skills.

### 3. COMMUNICATION METHODS

Communication is essential to the success of a dispatch organization. Always be thinking about who else needs this information.

Communication Methods:

- Written communication is a form of documentation. Document immediately to prevent loss of information.
- Hard copy of resource order forms
- Dispatch Log
- Shift briefing forms
- General message forms
- Oral
- Telephones
- Radios
- Face to face
- Group discussion
- Electronic
- Fax
- Email
- Electronic resource tracking system (IROC)
- Teletype (TTY)

- Communication Skills
- Be clear and concise.
- Be professional.
- Be an active listener.
- Clarify what you think you heard, observed, and/or recognized.
- Assuming without clarification is one of the most common causes of communication breakdown and misunderstanding.
- Maintain situational awareness.
- Always be aware of what others are doing because their activities may impact your activities and vice versa.
- Use standard protocols when using the computer, radio, and telephone.
- Ask questions if you do not know.

## INTERPERSONAL RELATIONSHIP SKILLS

- Professional Demeanor
- Teamwork
- Good Follower
- Be Proactive
- Personal Responsibility

## **Expanded Dispatch Recorder, D-110**

### **Unit 3 Getting acquainted with the electronic resource tracking system (Interagency Resource Ordering Capability (IROC))**

#### **OBJECTIVES:**

1. Upon completion of this unit, the student will be able to:
2. Describe the electronic resource tracking system.
3. Identify and navigate the main IROC Home screen.
4. Demonstrate the functionality of personal settings. (when available)[CK7][CK8]
5. Describe unit ID components and dispatch channels as they relate to IROC.
6. Identify the following IROC screens and tile functions: New Request, Resource Status, Pending Request, Request Status and Documentation.

## WHAT IS IROC?

The National Interagency Resource Ordering and Status System (IROC) is utilized in an estimated 300 interagency dispatch and coordination centers throughout the nation. IROC tracks all tactical, logistical, service and support resources mobilized by the incident dispatch community.

### IROC SECURITY

IROC is accessible to anyone with Internet access and an IROC User Account.

If someone has both an IROC User and IROC Web Status account, they use the same username and password for both. Security rules for IROC User Accounts also apply to Web Status Accounts.

The dispatcher must always work in IROC under their username and password. Never allow another individual to use your session of IROC. All documentation in IROC is stamped with date/time and user's name. The dispatcher is responsible for all activity tied to their username.

Auto-doc vs. User-doc: There are several actions in IROC that will be automatically documented, i.e. creating an order, or cancelling an order; and that will be stamped with the dispatcher's name and the time it occurred. You can also manually add documentation to include additional information, i.e. who you received the order from, why an order was cancelled, etc.












IROC session will "time out" after approximately 30 minutes. Any unsaved work will be lost.

## ROLES THAT CAN BE ASSIGNED

- Dispatcher
- Dispatch Manager
- Selection Area Manager
- IMT Roster Manager
- IMT Ordering Manager
- Web Status

## COMMON IROC ICONS |

[CK9][CAK10]

Icon	Name	Action
	Edit	Edit a record
	Delete	Delete a record
	Documentation	Add documentation/journal entries
	Add	Create a record
	Menu	View menu options
	Download	Export records to MS Excel or PDF
	Calendar	Set the date/time
	Watch	Watch an Incident
	Roster	Create and view rosters
	Search	Open the search screen
	Create	Create a new record
	Attach	Attach files to a record

## II. PERSONAL SETTINGS (not functional for 2021)

### III IDENTIFY IROC SCREENS AND FUNCTIONS

- IROC Banner
- IROC Version
- International Clock
- Quick links
- Content Selectors
- Watched Incidents

### III IDENTIFY IROC SCREENS AND FUNCTIONS cont.

- Dispatch
- Catalog
- Action Tiles and List Selectors
- Incidents
- Pending Request
- Request Status
- Resources
- Main Work Area
- List View
- Accordion View



## **Expanded Dispatch Recorder, D-110**

### **Unit 4 Creating a Resource Request, Pending Requests, Resource Status and Edit Request**

#### **OBJECTIVES:**

Upon completion of this unit, the student will be able to:

1. Create resource orders for overhead, crew and equipment requests from general message forms using the electronic resource tracking system (IROC).

## SOURCE OF RESOURCE REQUESTS

Resource requests are typically received in expanded dispatch in two ways:

- Established Dispatch (IA)
- Incident's Ordering Manager (ORDM)

The requests typically come via:

- Telephone
- Fax
- Email
- General Message
  - General Messages (ICS-213) are yellow tri-carbon forms. When received from IA, they will most likely be the actual form. Forms received from the ORDM at incident may be via fax or email.

## GENERAL MESSAGE FORM

What information is necessary before you create a request?

Requestor Name – who sent the general message, fax or called?

During the initial briefing, your supervisor should identify individuals from whom resource requests will be accepted. For example: Ordering Manager, Center Manager, Logistics Section Chief, Incident Commander, etc. Resource requests from any other sources should be brought to the attention of the EDSD or EDSP.

- Incident name
- Expanded may be dealing with multiple incidents.
- Item requested
- Quantity

## GENERAL MESSAGE FORM cont.

- Date/time needed
- Reporting or delivery location
- Special needs if any
  - Example – Crews: double-lunched, rental car approved, special skills necessary, trainee acceptable, etc.
- Signature of authorized approver

## SELECT INCIDENTS TO WATCH IN IROC

Incident Action Tile > Open Incident

- You can sort and filter Incidents List View
- Watching an incident populates the Incident List View Content Selector

Each Group will be assigned an incident for their table.

Select another incident so there are two available in the Content Selector

## CREATING AN OVERHEAD REQUEST

IROC Portal

Pending Request Action Tile > “+” icon

In the Incident Content Selector, select assigned incident

In the List Selectors, select your catalog there are 5 choices:

- Aircraft (typically handled by IA)
- Crew

IROC Portal cont.

- Equipment
- Overhead
- Supply

Select Catalog for Crew

Select Catalog Category: Fire

Crew, Military Battalion

Crew, Type 1 (National Resource, Interagency Hotshot Crew, IHC)

Crew, Type 2, or Crew, Type 2 IA (IA/breakdown capable, with sawyers)

Crew, Type Any

Select Catalog Category: Non-Fire

- Camp Crews
- Kitchen Crews
- Trail Crews

Select Catalog for Equipment

- In IROC, you can scroll through the different catalog categories.

Catalog Category: Dozer

- Information on typing can be found in the Interagency Standards for Fire and Aviation Operations (Red Book)

Catalog Category: Engine

- Information on typing can be found in the Interagency Standards for Fire and Aviation Operations (Red Book[CAK11])

Catalog Category: Engine, Strike Team

- Not always used, check local protocols

Catalog Category: Food Service, Mobile

- Once certain criteria are met on an incident, a National Caterer must be requested. (See National Mob Guide) NICC dispatches all National Caterers. These requests are placed to the GACC and subsequently placed to NICC
- Local caterers may be used when the incident does not meet the criteria or National Caterer is unavailable.
  - Orders for caterers are handled by the ESDs or EDSPs.
  - Refer to local protocols.

Catalog Category: Grey Water Truck

- Grey water is all wastewater except toilet waste and food waste

Catalog Category: Medical

Catalog Category: Potable Water Truck

- Potable water is safe and suitable for drinking

Catalog Category: Shower, Mobile

- NICC Dispatches all Mobile Shower Units. These requests must be placed to the GACC and subsequently placed to NICC.
- Orders for showers are handled by ESDs and EDSPs.

- Refer to local protocol

Catalog Category: Task Force

- Task Force Requests are filled with resource of different types. Support overhead will be ordered as needed

Catalog Category: Tender, Water (Support)

- Information on resource typing can be found in the Interagency Standards for Fire and Aviation Operations (Red Book[CAK12])

Catalog Category: Tender, Water (Tactical)

- Information on resource typing can be found in the Interagency Standards for Fire and Aviation Operations (Red Book[CAK13])

Catalog Category: Tractor Plow

Trailer

- There are different types of trailers order for incidents (Communications, Logistics, etc.)

Catalog Category: Transportation

Vehicles, Trucks, SUVs, etc.

Select Catalog to Overhead

Catalog Category: Groups

- Various Options are available. Please note: Incident Management Teams are avail from this option.

Catalog Category: Positions

- Catalog items are in alphabetical order and show the 4-letter position code

Enter Request for FFT1

Create Request for FFT1 as the Requested Item.

All fields marked with a \* are required fields.

In the # of requests block, input the number of requests created for the type of resource requested.

Refer to the Handout 4-02 indicating the request of 1 FFT1.

Enter 1 into the number requests block.

If more than 1 are requested, each request will be given its own request number.

Example Requests would be O-1, O-2, O-3, O-4, etc.

Financial Code

- Financial codes are created by the Established Dispatch when the incident is created.
- If no financial code is shown, add a financial code using the “Add New Financial Code” button.

Next Number appears on the right top of the “Create New Request Screen”

Custom Request Block – possibly not used, refer to local protocol.

Date/Time needed

Using the calendar, select date.

Type in the requested time in the Needed by Time field, using military time.

- Needed by Time Zone will be automatically selected.

Deliver To

- Default incident name will be used

- Consult EDSO or EDSP before adding new delivery locations
- There are many types of delivery locations, Examples would be airports, locations, ICP (Incident Command Post), staging areas, or field offices.

If reporting instructions are completed in the Deliver To location, Navigation/Reporting Instructions is automatically populated.

- -For this request, use the default incident name
- Request Contact
- Use the “Request Contact” dropdown to make selections
- Avoid Creating new contacts.
- Incident Ordering Contact.
- -Create New Contact > Ordering
- Can only be done if there are no contacts listed
- Who requested this resource?
- -Can be a combination of name, position code or phone number per the local protocol, i.e. Tom Jones, ORDM, 555-1234
- -Ask your EDSO or EDSP
- -Can also refer to the Host Unit’s Expanded Dispatch Plan.
- Special Needs
- This block is used to justify and/or authorize specific needs or special



skills required such as:

- POV Authorized, uniform required, strong IROC/WildCAD skills, etc.
  - Must be self-sufficient.
  - Can work remotely
  - Justification name requests.
- All the above must be authorized by the incident. These are not decided at the dispatcher's discretion.

### Inclusions/Exclusions

- Federal vs, Non-federal only
- Host agency only vs. state only.
- EFF/AD Exclusion
- This indicates the incident does not want an EFF/AD in this position. EFF/AD=Emergency Firefighters & Administratively Determined employees.
- Contractor not acceptable
- Portal to portal acceptable
- Overhead Details
- Trainee: No trainee vs. trainee acceptable. Select Trainee Acceptable
- Named Request – Refer to policy in the National Mobilization Guide.
- Special Approval Check boxes
- -Rental Vehicles Approved
- -Cell Phone Approved
- -Laptop Approved

## Create the Request

### Review Request

- Is this request being created on the correct incident?
- Is this the correct catalog item?
- Check the number of requests you are creating
- Has the date/time been adjusted?
- Are there any necessary reporting instructions?
- Has the financial code been selected?
- Are there any special needs to add?

### Save button

Save button creates the request.

- Request will appear in the “Recent Records list” box at the right of the screen.
- Requests will also populate the Pending Request and Request Status Action Tiles in the IROC Portal.

Document the request number generated (O-XX) on the general message form used to create the resource request.

You will need this request number later to know which order is your when you work on filling the request.

## Creating a Crew Request

Create New Request Screen, Catalog: Crew

Category:

Select Category: Fire

Select Catalog Item” Crew Type 2 Any

Either a T2 or T2IA Crew is acceptable.

Request Features:

Inclusion/Exclusion

- There is an option to exclude contract crews (“Contractor Not Acceptable”) and to approve Portal to Portal crews.

Special Needs

Examples:

- Double lunched, tooled, will be spiking out, must be self-sufficient, etc.

## CREATING AN EQUIPMENT ORDER

Create New Request screen, Catalog: Equipment

Category:

Catalog Category: Engine, Type 3, 4, 5 or 6

Request Features

Special Needs

Examples: Double-shift capability, 3-way blade, self-sufficient, etc.

Features

Dependent on the catalog item chosen

Caution: Selecting features could limit the receiving unit's ability to fill the request.

## MANAGE REQUEST

### IROC Portal

- Pending Request Action Tile > All
- Select Incident in Watched Incident Content Selector OR search for incident in the Pending Request work area column header search field.
- “Claimed” means someone is working on the request (or has been) and “Unclaimed” means that no one is working on it.
  - After selecting your incident in the Watched Incidents or searched for the incident in the work area, your pending requests will be seen in the work area, list view.
- Work Area – List View
- Action Buttons
- Most action buttons will become active once one or more requests are selected.
- Action buttons will vary based on the work area (pending request, request status, etc.)
- Identify Claim button and Generate Resource Order Form Button.
- Column Headers – can be search fields, drop down or sort.
- Selected column – allows you to select one or more requests
- Manage column – clicking on the manage icon takes you to the Manage Request Screen
- Support Indicator column – indicates whether the request is a parent, subordinate, or support.

- Incident column – search for an incident name
- Incident Dispatch column – search for dispatch unit ID.
- Request Number column – search for request number
- (O numbers present will coincide with those you have written on the general message form after creating the request.)
- Need by Date/Time column – You can sort by ascending or descending.
- Needed by TZ (time zone) – search by time zone
- Last Action column – indicates the last action taken on the request.
- Request Catalog column – indicates the catalog of the request.
- Catalog Item column – search for catalog item
- Requested Resource column – search for catalog item.
- Resource Current Dispatch column – once a request is filled, search for current dispatch unit ID.
- Special Needs – Item Description column – search for item description
- Quantity R/A column – search for quantity requested and quantity assigned.
- Previous column – indicates the last action that was taken on a request.
- Current column – indicates the current dispatch center.
- Trainee column – indicates whether the request is trainee acceptable, trainee required or no trainee.
- Claimed column – indicates if a request is claimed or not.
- Claimed by column – indicates who claimed the request.

- Nav Instructions column – indicates the navigation instructions.
- Created by column – indicates who created the request.
- Claim your FFT1 request from HO 4-02 using the Claim action button.
  - It is important to claim requests when multiple dispatchers are working in the same functional area to avoid duplication of effort and confusion.
- Navigate to the columns to the far right to display that your name is now listed in the CLAIM column.
- Click on the Manage Request icon for your FFT1 request.
  - This will open a new tab with the Manage Request screen.
  - The top portion of the Manage Request screen displays the request's current location, current status and incident information.
- By clicking on the Info Action Tab, you can make edits to the request.
- By reviewing the Info Action Tab, you can see what can be edited.
- RESOURCE STATUS
- IROC Portal
- In the Resource List Selector, once you click there will be several options. By hovering over the options, it will give you a description of the different resources you can filter for.
- Resources Action Tile > Overhead
- The Resources Work Area is activated.
  - Using the Resource Status column header, filter for Available, Returned from Assignment and Unavailable resources.

- Set Resource Status
  - You can change the status here from Available to Unavailable by highlighting the first name on the list.
  - Statusing resource availability is not typically an EDRC function.
- You can change the Availability Area from Local to National by using the “Set Availability” Action Tabs.
- National – available for assignment nationally.
- GACC – available for assignment within the Geographic Area.
- State – available for assignments within the state.
- Local – available on the local unit.
- Find the FFT1 you name requested and make them available local.
- In the Resources Work Area, click on the Operational Name. This will open the Accordion View Organization Section.
- Home Unit - the office, organization, or jurisdiction to which a resource is physically attached.
- Provider – the organization responsible for the resource.
- Owner – the organization or company to be compensated financially for providing a resource to an incident.
- Unavailability
  - From here you can set an Unavailability Period (Not typically an expanded dispatch function)
  - By clicking the Resources Action Tile, you can return from Accordion View to List View.
- Students at each table search for a resource using the Operational Name

column then clear your search results[CAK14][CAK15][CAK16].

- Search using the Search Icon on the Resource Action Tile.
- Note how you can sort the column headers to filter by ascending and descending order.



## **Expanded Dispatch Recorder, D-110**

### **Unit 5 Filling & Placing a Request, DPL, Mobilizing and Travel/Travel Procedures**

Objectives:

Upon completion of this unit the student should be able to

1. Demonstrate filling and placing requests
2. Describe the Dispatch Priority Lists
3. Describe various functions of mobilizing resources to an incident
4. Identify government travel procedures
5. Identify/utilize travel tab

## FILLING CREW REQUESTS

- IROC Portal
- In the Incident Content Selector, select assigned incident
- Pending Requests Action Tile > All
- Click on Manage Request icon for Crew Type 2 Any request created in the previous unit,
- Select the Fill Tab to fill the crew order.
- Note that the Roster Tab is now available.
- Roster information is provided to dispatch on the Passenger and Cargo Manifest form.
- Rosters will create subordinate requests for Crewmembers
- Example: C-1.1, C-1.2, C-1.3

## FILLING EQUIPMENT REQUESTS

- IROC Portal
- In the Incident Content Selector, select assigned incident.
- Pending Request Action Tile > All
- Click on the Manage Request icon for Engine, Type 3, 4, 5, or 6 requests created in the previous unit.
- In the Manage Request screen > Fill Action Tab. This is just to see the options that are available. The Type 6 engine will be filled with a roster in the next unit.
- All Requests will be filled with agency resources first. Check local protocol.

- Once agency resources are exhausted, filling with cooperators or contracted resources will be considered.
- Click on the contracts tab to check for available contracted equipment resources found on the local Dispatch Priority Lists (DPLs)
- If the local center has a Dispatch Priority List, The VIPR (Virtual Incident Procurement) Tab will show the available resources



- The resources displayed under the Available tab indicate resources that have been stasured as available (Local, State, GACC, or National), and can fill the request.
- Non-Local, Preposition, Reserved, At Incident, Mob En-Route, Demob En-Route, Other (neighbors), IR, Tactical, Contracts, Exclusive Use, and VIPR tabs and when to use.

## Dispatch Priority Lists

Navigate to the VIPR Web site.

<https://fs.fed.us/business/incident/dispatch.php>

- Vendors are ranked according to ‘best value’ for the government. Refer to local protocol.
- The dispatch center will select the highest ranked vendor first for a possible assignment
- EDSO or EDSP should be involved any time you need to order contracted resources off a DPL.
- It is important to document ALL contacts with vendors.

Discuss the following scenario in your group and select a representative from your group to report out to the class.

A crew was ordered, and the incident is planning to provide transportation, lunches, and tools upon their arrival. The crew is arriving via NICC jet. The aircraft desk gives the EDRC the travel information.

As the crew EDRC, what do you do with this information?

What happens if the EDRC does nothing?

Travel

What are some ways to mobilize a resource?

- AOV (Agency Owned Vehicle)
- POV (Personally Owned Vehicle)
- 
- 
- 
- 
-

The use of ETD/ETA option when inputting is the most common when traveling by ground transportation.

Commercial Travel Procedures – Refer to local protocols

There are different travel providers for arranging commercial travel for different agencies.

Airport designators can be found on AIRNAV (<http://airnav.com>)

Navigate to the web site and select the “Airports” tab. There are 4-letter designators assigned by the FAA for all airports. IROC uses 3-letter designators.

Type in “San Francisco” and click “Get Airport Information”

Note there are 7 identifiers that come up

There are 2-letter designators for airlines that are used by dispatch. Examples AA=American Airlines, DL=Delta Airlines ([www.airlinecodes.info](http://www.airlinecodes.info))

Navigate to IROC Travel Action Tab. This tab becomes active on the Manage Request screen once a request has been filled.

The Info Action can be viewed to see information about the request.

There are 4 different travel options

No Travel (Sets the resource “At Incident” and is discouraged.)

Set Travel ETD/ETA

If the mobilization will take more than one day, please specify in the “Mode of Transportation” If the resource will RON (Remain overnight) in any location.

Set Travel ATD/ETE (Used for Aircraft mostly)

Travel to be arranged

Travel Itineraries do not currently work in IROC[CAK17].

Currently, we can put flight numbers and Airlines into the Mode of Travel mode.

## **Unit 6 Request Status, Subordinate and Support Requests**

### OBJECTIVES

Upon completion of this unit the student should be able to

1. Navigate to and describe the Request Status Tile
2. Describe the difference between Support and Subordinate Requests.

### Request Status Action Tile

- IROC Portal
- Select an Incident from the Watched Incident Content Selector
- -In the Request Status Tile List Selectors, you can filter by different categories.
- Local Request
- Non-local
- Requests by Catalog
- Requests Needing Travel
- Closed Incidents
- By hovering over each category, it will give you a brief description of the filter criteria.
- You can also click in the tile itself to select filter criteria.
- This will populate the Work Area.
- Selecting a request will activate the Action Buttons.

- Subordinate vs. Support Requests
- Subordinate Requests
- Associated with a parent request by extension.

Example: A crew request is C-1. Crew members (subordinates of the crew) are C-1.1 through C-1.20

#### Support Requests

- One request associated with another request.
- Each request may be from a different catalog item.
- Example: An overhead request (DIVS, O-1) associated with a support equipment request (Pick-up truck, E-1).
- The Support Request will show as a “Support Request” when looking at the parent request in Accordion View.



## **Unit 7 IROC Supplies**

### Objectives

Upon completion of this unit the student should be able to

1. Complete a Supply Resource Order
2. Identify and utilize the National Fire Equipment System (NFES) Catalog. (electronic)
3. Identify the difference between NFES and non-NFES supplies.
4. Identify the difference between service and supply.
5. Identify the difference between local purchase, local cache, and national cache.
6. Describe the role of Buying Teams in incident support.

## SUPPLY ORDERS

- Refer to the link to the electronic National Fire Equipment System (NFES) catalog.
- <https://www.nwcg.gov/publications/pms449-1>
- This is for part 1, which is the actual supply list.
  - Open the Inventory/Price Lists spreadsheet on the left side of the page.
  - By using the search function, you can search for specific items. (Ctrl-f)
  - Navigate to the IROC Portal.
  - In the Watched Incident Content Selector, select assigned incident.
  - Pending Request Action Tile > “+” icon
  - Select Catalog > Supply
  - Review Catalog Categories: Note that depending on the catalog category selected, different catalog items will become available.
  - \*Service, Category Not Listed
- Do not use this category (unless specified by local protocol).

The “Resource Requested” and the “Resource Assigned” will be \*Service, Category Not Listed. The dispatcher should put in the “Special Needs” what the service is.

## NFES Supplies

- NFES is the National Fire Equipment System. These are items in the fire cache system.
- Kits are located here by NFES number.

- All National Cache unit identifiers end in K.
- Identify which National Cache(s) provides support for your area.

#### NON-NFES Supplies

- Use “Not in Catalog Supplies” for local purchases

Note that the “Item Description” field under “Not in Catalog Supplies” is a free text field, enabling the user to type in locally purchased items.

- Refer to local data entry standards when typing into this text box.
- Note there is an option to track the request throughout its life on the incident.

#### Service, Communications

- Cell service, satellite phones, voice/data lines.

#### Service, Delivery

- Ice, newspaper, potable water delivery. Use this option for ongoing services.

#### Service, Facility-Land Rental

- Conference room, land use, refrigeration or shower facility rental.

#### Service, Fuel Delivery

- Diesel/Gas, Other, Propane, Aviation (ongoing).

#### Service, Meals, Food Lodging

- Food catering (when the number of incident personnel has not met the threshold of ordering a caterer off the National Contract or a National Contract Caterer is not available).
- Note that depending on what catalog category you choose, the request

- quantity can change to number of requests
- Lodging, Meals, Groceries/Sundries (see documentation).

#### Service, Miscellaneous

- Dust abatement, equipment inspection, excavation, laundry, medical, mobile mechanic, mobilization center, road grading.

#### Service, Office Support

- Fax rental, audio visual equipment rental, computer rental, copy machine rental, other office equipment rental, office machine repair.

#### Service, Sanitation

- Grey water removal, handwashing stations (portable), porta-potties, recycling, garbage/container removal, other sanitation.
- Select Category > NFES Supplies
- Search by item name. If you start typing the item name it will auto-populate.
- Search by NFES number as instructor demonstrates.
- Identify “Standard Pack” refer to the NFES catalog, Standard Pack can be different than Unit of Issue.
- Quantity. Supplies are the only functional area that can have a quantity more than one per request.
- Default Number Block. Refer to local protocols. Different blocks of numbers can be created for tracking purposes. Examples: established dispatch, buying teams, Incident management teams, local purchases, etc.
- Need Date/Time
- Navigation Reporting

- Request Contact
- Ordering Contact
- Special Needs

#### Supply Details

- Shipping Contact
- Shipping Method

Select one of three options:

- Shipping Address (or pick an address associated with this incident)
- Shipping Instructions (used most often). This will open a text box to the right to populate the shipping instructions.
- Will Pick Up at Cache (brings up different text boxes).
- Servicing Cache will depend on the area you are in.
- Shipping Contact. Name and phone numbers should be selected from the pick menu. Dispatchers have the ability to add a contact; however, they should check with the supervisory dispatcher prior to doing so.
- Pending Request Action Tile > “+” icon.
- Select Catalog > Supply
- Select Category > Service, Sanitation
- Note when certain services are selected, the Quantity Requested box changes to Number of Requests as instructor demonstrates.
- When a service is filled, you will be prompted to enter travel. Most services remain assigned to an incident so the order can be tracked for billing purposes

- **What are different ways to fill a Supply Order?**
- Local Purchase
- 
- 
- Local Protocols
- What is considered a local purchase?
- What is the difference between a local cache and a national cache?
- How does an EDRC decide when an NFES order can be filled at the local cache instead of the national cache?
- What is a buying team? How does expanded dispatch generally interact with a buying team?
- When creating a buying team request, there is a box at the bottom of the
- Request – New Record screen there is a box you can check to indicate that this is a buying team request

## **Expanded Dispatch Recorder, D-110**

### **Unit 8 Supplemental Forms and Manual Resource Order Form**

#### OBJECTIVES

Upon completion of this unit, the student will be able to

1. Identify forms that supplement the Resource Order Form.
2. Complete hardcopy of the Resource Order Form.

## SUPPLEMENTAL FORMS

Supplemental forms are used to provide additional information so that requests can be processed efficiently. Some forms may vary by area, but the information will be similar. An EDRC does not typically complete or process these forms independently but it is important to be familiar with them.

Refer to handout copies of forms.

### Resource Extension Request Form

- Used to extend resources on an incident.
- EDRC should notify Supervisor when an Extension Form is received.
- National resources require NICC approval.
- Local protocol.

### Aircraft Flight Request Form

- Used to request aircraft to transport personnel and/or supplies.
- Shows aircraft used, personnel/supply transported and is used for payment information.
- Provides ETD/ETA information.

### Passenger and Cargo Manifest

- Identifies personnel and/or cargo being transported.
- Generally used for crews and engines.



## Preparedness/Detail Request

- Used to request individual resources for extended or pre-arranged assignments.
- Can be used for overhead, equipment, and crews.
- Follow local protocol, does not use fire codes, must have other charge code on the resource order/incident

## Mobile Food and Shower Request Form

- Provides the information needed by NICC to fill the request.
- Useful as a checklist to ensure everything is ordered prior to arrival.
- Required to order a national caterer.
- EDRC would only fill out this form with the help of an EDSD or EDSP. Where and how might you get some of the information on the form?

## HARDCOPY RESOURCE ORDER

### Introduction

The resource order form is used to manually document resource requests when the electronic resource tracking system (IROC) is unavailable.

- Resource order forms and all supplemental forms are legal documents that can be subpoenaed and used in lawsuits.

What does an EDRC need to consider when completing any form - electronically or hard copy?

Completed Resource Order forms are part of the final financial package.

### Description of the form

Each resource type has its own form. On original cardstock, each functional area has its own color: Crews/Green; Overhead/White; Engines/Goldenrod; and Supplies/Brown.

Hardcopy resource orders are no longer being produced. They are available for printing online. There are also fillable forms.

There are three main sections on the form:

Header information (Blocks 1-11)

Resource information (Block 12)

Receive request

Place request

Assign resource and relay information

Release resource

Documentation (Block 13)

Documentation block is continued on the back of the form.

Examples of Completed Forms

“Block by Block” instructions are in the EDRC Reference Guide for future reference.

## Expanded Dispatch Recorder, D-110

### Unit 9 Demobilization

#### OBJECTIVES

Upon completion of this unit, the student will be able to:

1. Demonstrate the functionality of the Incident Resources screen<sup>[CAK18]</sup>
2. Demonstrate the demobilization of resources from an incident.
3. Describe reassignment of resources.
  - Demobilizing Resources
    - There are a variety of forms used.
    - Demobilization printout via E-Isuite
    - Emergency Release/Message Form (used for emergency releases)
    - Demobilization Checkout Form from ICP (ICS-221)
  - From the Content Selector, select your watched incident.
    - Request Status Action Tile > Select filled requests
    - Will populate the Main Work Area with filled requests
    - You can use the search function to search by Request Number,
      - Request Category, Catalog Item, Resource and Status.
    - Select Manage Request icon to get to the Manage Request screen,
    - You can also highlight the request, and the release button will be active above the work area.
    - From the Manage Request screen. Select Release.
    - Time

- Time Zone
- Documentation
- Click Release
- Travel Options
- No Travel (Rarely Used)
- Set Travel ETD/ETA
- Set Travel ATD/ATE
- Travel to be Arranged (filled requests will default to this.)
- Determine Demobilization Travel mode.
- Items to consider when demobilizing a resource
- Is ground transportation needed?
- Does the resource need a flight arranged?
- Is there a support request that needs to be released?
- From the Manage Request Screen, at the bottom you can choose “Copy Demob Travel from Parent” button to set the same travel.
- Is this resource a national resource/ (caterer, shower, Type 1 crew, etc.)?
- Notify your EDSD or EDSP when a national resource is available for demobilization or reassignment.
- Is the resource available for reassignment?

## **Expanded Dispatch Recorder, D-110**

### **Unit 10 Unit 10 Final Scenario and Exam**

#### **OBJECTIVES**

Upon completion of this unit, the student will be able to:

1. Complete final scenario.
2. Complete final exam.
3. FINAL SCENARIO Open IROC.

Follow step-by-step instructions on handout 11-01.

#### **FINAL EXAM**

Student must pass exam with a score of 70% or better.

## **Expanded Dispatch Recorder, D-110**

### **Unit 11 Unit 11 AAR and Dispatch Close out**

#### **OBJECTIVES**

Upon completion of this unit, the student will be able to

1. Participate in an After-Action Review (AAR).

## AFTER ACTION REVIEW

What is an After-Action Review (AAR) and when it is used?

OPTIONAL DISCUSSIONS Where do you go from here?

How does an EDRC(t) get assigned locally?

Review the Dispatch Job Aid.

What courses might a dispatcher consider after they complete their EDRC?