



# **Boise Dispatch Center Orientation/Detailer's Guide**

**3948 Development Avenue  
Boise ID, 83705**

**Main Telephone: 208-384-3398**

**Fax: 208-384-3405**

**<https://gacc.nifc.gov/gbcc/dispatch/id-bdc/bdc/index.php>**

# INTRODUCTION

Welcome to Boise Interagency Dispatch Center! This guide provides detailed information on the daily operating procedures, the dispatch center's coverage area, and the center's cooperating state and federal agencies. It also contains information about Boise and the surrounding area for visiting resources.

- Physical Address: **3948 Development Ave, Boise ID 83705**
- Phone Number: **208-384-3398 or 208-384-3400**
- Fax Number: **208-384-3405**
- Email Address: [idbdc@firenet.gov](mailto:idbdc@firenet.gov)
- Website URL: <https://gacc.nifc.gov/gbcc/dispatch/id-bdc/bdc/index.php>
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## BOISE INTERAGENCY DISPATCH CENTER

Boise Interagency Dispatch Center (BDC) provides all risk and initial attack dispatch services for the *Boise National Forest*, the *Boise District Bureau of Land Management*, and the *Southwest Area* of the *Idaho Department of Lands*. Resources respond to approximately 156 fires per year, which burn on average 77,701 acres annually (5-year average). The dispatch area's fuels complex ranges from high desert grass and shrub communities to dense stands of mixed conifer in the higher elevations.

Through cooperative agreements the Boise District BLM, the BOF, and the IDL have additional protection responsibilities on private and other federally owned lands, including lands owned by the U.S. Fish and Wildlife Service, the Bureau of Reclamation, and the Department of Defense.

## BOISE NATIONAL FOREST

The Fire Management Officer (FMO) for the Boise National Forest (BOF) is Richard Zimmerlee and the Assistant Fire Management Officer (AFMO) Vacant. The Forest FMO and Forest AFMO oversee fire management operations for the Boise National Forest, which is divided into five-operationally distinct ranger districts: *Mountain Home Ranger District* (D1), *Idaho City Ranger District* (D3), *Cascade Ranger District* (D4), *Lowman Ranger District* (D5), and the *Emmett Ranger District* (D6). These five-districts collectively protect 2.2 million acres of State and Federal Land.

Each ranger district has its own district Fire Management Officer (FMO) and Assistant Fire Management Officer (AFMO) respectively. The BOF fire program staffs over 200 permanent and seasonal employees and is comprised of the following modules: two Hotshot Crews, two Type 2 IA Crews, one Fire Use Module, two Helitack Programs, eight Type 4 Engine Modules, one Type 3 Engine Module, and numerous patrol and prevention units.

## BOISE DISTRICT BLM

The FMO for the Boise District BLM is Vacant and the AFMO is Josh Renz. The Boise District BLM (BOD) fire program provides initial attack response to approximately six and half million acres of state and federal land. The BOD fire program is co-located with Boise Interagency Dispatch Center in Boise.

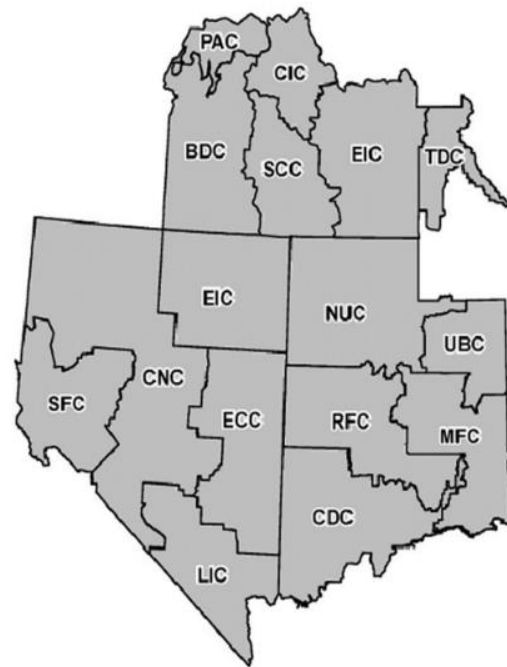
The Boise District Office is located across the parking lot from BDC (Boise Dispatch Center). The Boise District BLM fire program employs approximately 115 individuals. The BOD program staffs eight engines stationed in Boise (2 Units), with additional engine units stationed at Wild West (Hidden Springs, ID), Hammett, and Bruneau, and one Helitack Program. (NOTE: One “unit” consists of two type 4 engines, a “Crew Supervisor” and an “Engine Module Leader (EML).”

## IDAHO DEPARTMENT OF LANDS

The Southwest Area (SWS)-Idaho Department of Lands (IDL) office is in Boise, ID. The IDL protects approximately 450,000 acres of private and public lands. Roughly 250,000 acres is held in private ownership. Dean Johnson is the IDL Area Manager and Casper Urbanek is the Fire Warden for the Southwest Area. Both supervisors have offices located in Boise. The IDL fire program employs roughly 18 individuals and staffs three type 6 engines stationed at Boise Basin, High Valley, Wilderness Ranch, and at the Southwest Yard in Boise.

## Great Basin Geographic Area

Boise Interagency Dispatch Center belongs to the Great Basin Geographic Area. BDC’s dispatch neighbors include South Central Idaho Dispatch (ID-SCC), Central Idaho Dispatch (ID-CIC), Payette Dispatch (ID-PAC), Central Nevada Dispatch (NV-CNC), Elko Dispatch (NV-EIC), and Vale Dispatch (OR-VAD).



## National Interagency Fire Center

Boise Interagency Dispatch Center also supports the BLM-Idaho State Office, the National Interagency Fire Center, the Office of Wildland Fire, among other federal agencies.

## Ownership and Protection by Agency

Listed below is BDC’s coverage area in total acres, broken out by each cooperating agency’s ownership and protection.

BOISE INTERAGENCY DISPATCH CENTER	OWNERSHIP	PROTECTION
Boise National Forest	2,080,407 acres	2,194,031 acres

Boise District BLM	4,067,444 acres	6,479,882 acres
Idaho Department of Lands	504,531 acres	454,198 acres
<b>TOTAL ACRES</b>	<b>6,652,382 acres</b>	<b>9,128,111 acres</b>

## **BOISE INTERAGENCY DISPATCH CENTER – ORIENTATION**

The main dispatch center is set up to handle initial attack and extended attack on larger fires until expanded dispatch is operational. The office is set up with a Center Manager, at this time vacant, two Assistant Center Managers. Matt Sorensen is the main Logistics Coordinator and Andra Peterson is the main Intel Coordinator.

The initial attack desks are in a “L” shape starting with the closest to the entrance, the pods go in the following order: 2 FS pods, 2 Aircraft pods, and 1BLM/STATE and 1 BLM pods. Pod functions are flexible and are subject to change. IDL duties can be split between the FS and BLM pods.

## **ORGANIZATIONAL STRUCTURE**

Boise Interagency Dispatch Center has, when fully staffed has 12 employees that work for the U.S. Forest Service and the Bureau of Land Management. The center is organized according to the following hierarchy: Center Manager, two Assistant Center Managers, five Lead Dispatchers and four Seasonal Dispatchers.

▪ <b>USFS – VACANT</b> – Center Manager
▪ <b>BLM – ANDRA PETERSON</b> – Assistant Center Manager – (Intelligence)
▪ <b>USFS – MATT SORENSEN</b> – Assistant Center Manager – (Logistics)
▪ <b>USFS – MARDI CROCKETT</b> – Lead Dispatcher
▪ <b>USFS –TOM GREEN</b> – Lead Dispatcher
▪ <b>USFS – BRIAN McCLAIN</b> -Dispatcher
▪ <b>BLM – MARK RICH</b> – Lead Dispatcher
▪ <b>BLM – DARCY DOYLE</b> -Dispatcher
▪ <b>BLM – VACANT</b>
▪ <b>BLM – VACANT</b>
▪ <b>BLM – VACANT</b>
▪ <b>BLM – VACANT</b>

## **CENTER BREAKDOWN**

The Coordinator on Duty (COD) oversees daily operations at the center and is responsible for assigning daily duties to dispatchers. The COD is the point of contact for any questions, concerns, and/or problems that may arise during that operational shift.

All information concerning dispatch functions will be passed to the dispatcher working at that functional desk (i.e., the “FS, BLM, or IDL desk) that day. Daily assignments and breakouts will be posted on the whiteboard adjacent to the incident whiteboard.

# OFFICE PROCEDURES

## COMPUTERS and PRINTERS

BDC uses the BLM network for most office functions including computer aided dispatching and IROC. Anyone who needs access to a BLM computer must first have passed the required security screening. If the dispatcher in question has completed the required screening at their home unit that individual will not be permitted access to the computers. BLM security procedures require you to lock your computer screen if you leave the room.

Upon arrival, each person will be assigned a local login account with username and password, after they have read and signed the required IT Security Document. The password must immediately be changed to a strong password made up of a minimum of 17 characters including lower case, upper case, numerals, and special characters. The password not have words. Users are responsible for maintaining and guarding their passwords. There are a few USFS computers in the office that may be used by detailers also.

Do not load any unsolicited software on the computers as all software must be approved by the system administrator in advance. Do not add personal screen savers or other personal items to the government computers. As dispatchers, we're entrusted with access to sensitive files and/or programs that are essential. The government rules dictating use of those files and programs should be respected and always observed. **DO NOT** delete or change these files without permission.

### Guidelines for using government computers:

- Keep usernames and passwords in a secure location. **DO NOT** share them with others.
- All software must be approved by the system administrator. If something is accidentally downloaded to a government computer immediately notify a supervisor.
- For those granted access to "R" drive and dispatch files: **DO NOT** delete or move any files unless directed to do so by a supervisor.
- The internet should only be used for work-related purposes. Computers are monitored. Be sure to follow IT security standards.
- If questions arise about appropriate use of the internet be sure to ask a supervisor.

### Printers:

There are two printers in dispatch. One FS, and one BLM multi-functional machine. The printers are in the southeast corner of the room by the FS map. There is also a BLM color printer located in the common area of the building down the hall from Dispatch.

### Directions for adding BLM network printers:

Option One:

1. Click on the start button.
2. Click on devices and printers on the right side.
3. At the top of the new screen click on Add a printer
4. Click on Add a network, wireless or Bluetooth printer.

5. Wait for the list of printers to load.
6. Scroll down to the printer you wish to add and double click on it.
  - a) The BLM printers in dispatch use this website  
<http://ilmidbd3fp1/printers/>
  - b) If you are in expanded dispatch, please select the following printers.
    - a. [ilmidbd2\\_exp\\_dispatch\\_black\\_lexmarkt640](#)
  - c) If you are in IA Dispatch, please select the following:
    - a. [ilmidbd2\\_dispatch\\_xerox\\_7855](#)

Option Two (to add the dispatch color printer):

1. Follow steps 1-4 from above.
2. Click on “The printer that I want isn’t listed.”
3. Click on “Select a shared printer by name.”
4. Type “\\ilmidbd3fp1\”
5. Choose the printer you want to add from this list.

U.S. Forest Service employees who need to connect to USFS printers.

1. Type in your search bar- “Printers and Scanners”
2. Add printers & Scanner
3. You are looking for – HP PageWide Pro 477dw MFP
4. You may need to contact FS Helpdesk to get a driver if having issues connecting.

## TELEPHONES

### Phone System Operations

For more detailed instructions and a full tutorial visit the following link:

<https://blmspace.blm.doi.net/oc/intra/dirm/Pages/BLM-Enterprise-VoIP.aspx>

- To answer the main line simply pick up the phone receiver. Phone should be picked by 2<sup>nd</sup> ring.
- If you are the only person in the office, and already on the phone and the center receives another call the phone will display **ANSWER** or **DECLINE**. If you choose to answer the incoming call, the first call will automatically be placed on hold and will display on the right-hand side of the phone with a blinking light. To pick that call back up just press the blinking light.
- A call may be placed on hold in one of two ways. When a dispatcher answers a call the phone screen will display the following menu: **HOLD** and **END CALL** and **TRANSFER** and **TWO DOTS**. The **TWO DOTS** contain the extended menu. If the **TWO DOTS** is selected it will display **PARK**, **CONFERENCE** and **SHOW DETAIL**. To place the call on hold, select **PARK** and the phone will assign the call to a number, for instance **PARKED 101** or **PARKED 201**. If the call is for someone else let the individual know there is a call for them and tell them where the call is parked. (**Side note:** If the call does not get picked up it will ring back to the person who placed the call on park or hold.

- A phone call may also be placed on hold by simply selecting the hold option. This is typically used to briefly place a call on hold to ask a clarification question or a follow up question and the caller does not need to talk to someone else.
- To transfer a call, press the transfer button on the touch screen then dial the number the call will be transferred to or on the side car press the preloaded number, listen for the call to connect, then press transfer again.
- To dial an extension within the BLM phone network (prefix with 384), simply dial the last four numbers. For example, to call the Center Manager just dial 3380.
- To dial a local number, press 8 and then dial the number.
- To dial a long-distance number, press 8 then press 1 and then dial the number including the area code.
- To use the speed dial (side car) press the button next to the number desired to call.

### **Main Office**

Boise Dispatch, during very busy fire season will have a receptionist. That person has the first responsibility to answer the phone, however, if they are on the phone, on days off, or if the position is vacant, you will be expected to help answer the telephone. When answering the phone be courteous and professional, answer with “Boise Dispatch this is (your name)”.

If the caller has a general inquiry not related to a specific functional desk, the dispatcher who fields the call will do their best to answer the question(s) or ask their colleagues for assistance. If the dispatcher is unable to assist the caller, the dispatcher will take the name and number of the individual and inform them that you or someone from the center will call them back to assist them as soon as possible.

You may have to deal with upset or angry callers. In such a case, try to always maintain a professional attitude and tone and do their best to assist the caller. If you begin to feel uncomfortable with the situation, you should politely “PARK” the call and notify the Floor Supervisor, Assistant Center Manager, or Center Manager and have one of them field the call.

### **Expanded**

Always answer the phone with: “Expanded Dispatch this is (your name)”. Phone protocol in Expanded Dispatch is essentially the same as it is on the Initial Attack floor. Dispatchers should always be courteous and professional when answering the phone. If the dispatcher is unable to assist the caller, they should take their name and number and tell them that you or someone will call them back as soon as possible to assist them with their request.

### **Initial Attack**

When taking a fire report or addition information or questions of a fire already in progress, park and pass to the dispatcher covering that particular “desk,” response area, or incident (i.e., the BLM desk, the South or North Zone Forest desk, or the IDL desk). Dispatchers may have to be assertive and interrupt people reporting an incident to transfer the call to the appropriate dispatcher. Sometimes the individual or party reporting the wildfire or incident may

be excited or extremely worked up due to the nature of the incident. In any case: **DO NOT TAKE FIRE INFORMATION OR A SMOKE REPORT THAT BELONGS TO ANOTHER DISPATCHER.** Time and experience have taught BDC that this is an inefficient way to take a smoke report and that too often critical information gets omitted or lost in the shuffle. Whenever possible transfer the call to the appropriate desk.

### **Aircraft Desk**

Information or questions pertaining to aircraft should go to the aircraft dispatcher(s). If there are two dispatchers working the aircraft desk, the Aircraft Desk may be split up by type – fixed wing or rotary wing. Ask what the call is about so the phone call may be transferred to the appropriate aircraft dispatcher.

### **Logistics Desk**

Calls pertaining to resource orders, out-of-area assignments, or IROC in general – except for aircraft – should be passed onto the Logistics Desk or Expanded Dispatch. The Logistics Assistant Center Manager may assign dispatchers logistics work (i.e., IROC) in coordination with the Floor Supervisor. Until Expanded Dispatch is open and functioning the logistics workload is handled on the Initial Attack floor and shared by those dispatchers working on the Initial Attack floor.

### **Intelligence Desk**

The Intel Desk will be responsible for handling those calls related to statistics, information pertaining to 209s, INFORM, Smoke Management and most often weather. The same goes for the Intel Desk, dispatchers may be asked to help with the Intel function's daily duties as needed.

### **Personal Information**

Under **NO CIRCUMSTANCES** will a dispatcher give out an individual's home phone number or personal cell phone number. If a caller requests an individual's phone number, ask the caller for their name and number and relay to them that you will pass the information off to the person and have that person of interest call them back at their earliest convenience.

A high-level of customer service and professionalism is expected from all employees and detailers. Do not argue or debate with difficult callers, and do not remain on the phone if a dispatcher is being berated or treated disrespectfully by anyone. Politely and professionally transfer such calls to a supervisor.

BDC has two main numbers that are routed to multiple phone lines in the office. The non-fire number is 208-384-3398 and should be the number given out to the public for general use. The number identified to report wildfires is (208)-384-3400 and should be used solely to report wildfires. Every POD has its own individual number as well, which should only be used to transfer calls to a specific POD.

### **Direct Phone Lines**

The Center Manager and two the two Assistant Center Managers each have their own direct lines with voicemail. Dispatchers may give out these numbers or transfer calls if they want to leave a voicemail. If the Center Manager, Intel or Logistics phone rings **DO NOT** answer it



unless asked to do so. Dispatchers can tell which line is ringing by the red blinking light next to the line on the phone being used. The line will also blink if there is a call on hold. If a line is currently in use, it will be solid red.

## **FAX MACHINES**

There are four fax machines in dispatch. One is located behind the Aircraft Desk, one in Expanded Dispatch, and two adjacent to the COORDINATOR ON DUTY (COD) PODS. The main fax machines used are the two by the COD pods. One is used for incoming faxes (3405) and one is used for outgoing faxes (3498). Check each fax machine to see what direction the paper needs to face before faxing. On the main fax machines the paper will face up when placed on the feed tray or down if placed on the glass. Press any button and make sure the fax machine is out of sleep mode before entering the fax number. Also check to make sure that the green light is on next to the fax button in the lower left corner.

To send a fax dial 8-1-Area Code followed by the number and press start. To use the speed dial, press the address book button on the upper left side and scroll through the options. Select where you want to send the fax. Once all recipients have been selected hit the start button.

## **EMERGENCY PROCEDURES**

See the Emergency and Evacuation *STANDARD OPERATING PROCEDURES* located in the Boise Interagency Dispatch Center SOP Binder.

## **WildCAD PROCEDURES**

WildCAD is the primary tool used for initial attack, expanded, all risk incidents, and tracking resources. For initial attack, expanded and all risk events, an Incident is created and all information pertaining to that event will be documented there. Tracking resources are documented in the daily log and color coded on the importance of its action, meaning Blue is if an action has occurred, resources have gone out and will be back. Red is a statement that everyone on shift needs to know, very important. However, keep in mind, WildCAD will be primarily utilized by dispatchers on the initial attack floor. See the BDC standard operating procedures (SOPs) Binder for more information on how to use WildCAD.

## **IROC PROCEDURES**

BDC utilizes the Incident Resource Ordering Capability (IROC) program to create, place, fill, and process resource orders. Important reminders when utilizing IROC:

- **DOCUMENT – DOCUMENT – DOCUMENT**
- Always ask the Floor Supervisor or another dispatcher for clarification if unsure.
- Every request or resource order **MUST** have a financial code.
- Follow through on every order created and placed in IROC. Be sure to call the dispatch center that the request has been placed to and or the Great Basin when placing an order up. Do not assume that other dispatch centers frequently check IROC on a regular basis.

## **MEDIA and PUBLIC INFORMATION REQUESTS**

Requests for information from the media or the public need to be passed to the appropriate information officer. If the information officer is not available and the inquiring party insists on speaking with someone, notify the Floor Supervisor or the Expanded Dispatch Supervisory Dispatcher. A fire information phone number will be posted in the main dispatch office as well as Expanded Dispatch for large incidents.

- **U.S. Forest Service – Public Information Officer**  
Venitia Gempler Office: (208)-384-3266
- **Bureau of Land Management – Public Information Officer**  
Jared Jablonski – Office: (208) 384-3378.
- **Idaho Department of Lands –**  
On Call Phone – Office: (208) 334-0233

## **SHIFT BRIEFS**

Shift Briefs will be completed by each dispatcher at the end of every operational shift as needed, or the dispatcher will update BDC's primary shift brief as needed throughout the shift. This document is a Google Document and will be shared with all dispatchers, including detailers. Items that need to be captured in the shift brief include:

- Significant events that occurred during the operational period.
- Significant events that have been planned.
- Any issues or problems that have not been resolved.

## **REFERENCE GUIDES**

Reference tools will be provided at each station. These guides include:

- Telephone Lists
- Resource Lists
- Frequency Handbooks and Guides
- Aircraft Information
- Medical Emergency Information
- Mobilization Guides (GACC and National)

Additional reference guides will be found in the main dispatch office. These include:

- Boise Interagency Dispatch Center – Standard Operating Procedures Binder
- Travel Binders (For both USFS/BLM)
- Various Agreements
- Various Plans

# PERSONAL ITEMS

## RESTROOMS

Restrooms are located at the opposite end of the building.

## SCHEDULES

During the months of June to October, BDC is staffed from 0700 to 1930, seven days a week. Starting in Mid-June, if warranted, the center adds additional coverage from 1930 to 0230 and will be staffed 24 hours a day when resources remain committed to on-going incidents in the field. Expanded Dispatch will operate on a different schedule that accommodates both local needs and the needs of the GACC. Supervisors will assign individual schedules to the dispatchers.

### Shift

Every dispatcher is expected to be punctual and arrive on time for their shift, keep their lunch break to 30 minutes, and to stay until their shift has ended. In the event a dispatcher will be late to work, it is their responsibility to notify their immediate supervisor and/or notify the other dispatchers. Due to the dynamic nature of the work and the demands of the job dispatchers will need to be flexible with their schedule. There will be days when dispatchers will be asked to arrive at work early and/or days when dispatchers will have to stay late. It is all dependent on the needs of the different units and the amount of activity. The Floor Supervisor will inform dispatchers as soon as possible if an individual needs to come in early, stay later, or if they need to work all or part of their weekend. Dispatchers **WILL** check with the Floor Supervisor before they leave to make sure they do not need to stay late or come in early the following day.

### Overtime

When working overtime, dispatchers will follow work/rest guidelines, working no more than 16 hours in one day and taking at least one day off every 14 days. Any exception to this must be approved by the Center Manager. Dispatchers need to be accountable and must inform the Floor Supervisor when they approach the 16-hour shift or get close to working 2 weeks without a day off so the supervisor may schedule a relief dispatcher if needed. Dispatchers must also monitor their mental and physical health and be sure to inform their supervisor if they need time off for any reason. An individual's health and the safety of the organization they serve daily is the center's number one priority. If a dispatcher is sick or unable to make it to work, they need to inform their supervisor as soon as possible so arrangements may be made to cover the shift.

## BREAKS

Every dispatcher is entitled to a 30-minute lunch break that must be shown on their time. During this time dispatchers may leave the facility to grab lunch, use the break room, (located in the NW corner of the Dispatch Office) eat their lunch at their desk or there are also picnic tables located outside. In the Dispatch break room, there are refrigerators, a microwave, and a coffee pot. Paper products are also available for use. If you need an oven/stove or dishes, they are available down the hall and to the left of the main dispatch office. Dispatchers that utilize the break room must clean up after themselves, including washing any dishes they may have used. Food left in the fridge should be labeled unless it is for communal use. Food left on the table in the break room is considered communal as well. The coffee in dispatch, the break room,

expanded dispatch, and other locations is purchased by individuals, not the government. BDC asks that those who enjoy drinking coffee to donate toward the purchase of more coffee and supplies in the future.

For every four hours worked, employees are entitled to a 15-minute break. These breaks must be taken at times separate from the 30-minute lunch break and may not all be taken at once at the end of the day to cut a shift short. There may be times when it is too busy to take a break, but, when possible, it is wise to step away from the desk to take a quick walk, stretch out, or do something else to decompress and relax. Utilize breaks to make personal phone calls or take care of any other personal tasks on the computer.

## TIME KEEPING

Each dispatcher and visiting dispatchers are responsible for keeping track of their individual time. Time charged to an incident must be documented on an **Emergency Firefighter Time Report** (OF-288) and signed by their supervisor. BDC recommends that individuals update their time daily to maintain accuracy. When filling out an Emergency Firefighter Time Report (OF-288) dispatchers must be sure to show a half hour break for lunch.

Once the OF-288 has been filled out and signed by the appropriate supervisor. The local dispatchers will need to submit their signed copy T & A with their OF-288 to their supervisor. Dispatchers should ask their supervisor if they require assistance to correctly fill out the OF-288. An electronic version of the OF-288 can be found at the following location:

**R:\loc\fire\Dispatch Shared\Dispatch 2023\Forms\Time Forms.**

When charging time to an incident, dispatchers need to use the appropriate four-digit alpha/numeric fire code assigned to that specific incident. Forest Service employees will also need to utilize the appropriate two letter **FS PCODE** as well as the appropriate **OVERRIDE CODE** when completing their time. The list below contains the different FSPCODEs and OVERRIDE CODES, broken out by agency.

Unit ID	Unit Name	FS PCODE	Override
ID-BOF	BOISE NATIONAL FOREST	P4	0402
ID-BOD	BOISE BUREAU OF LAND MANAGEMENT	PD	1522
ID-SWS	IDAHO DEPARTMENT OF LANDS – SW IDAHO	PN	1522
ID-1AX	ADA COUNTY	PN	1522
ID-1GX	GEM COUNTY	PN	1522
ID-1PX	PAYETTE COUNTY	PN	1522
ID-1VX	VALLEY COUNTY	PN	1522
ID-1WX	WASHINGTON COUNTY	PN	1522
ID-2CX	CANYON COUNTY	PN	1522
ID-6BX	BOISE COUNTY	PN	1522
ID-ADX	ADAMS COUNTY	PN	1522
ID-ELX	ELMORE COUNTY	PN	1522
ID-OWX	OWYHEE COUNTY	PN	1522
ID-MHQ	MOUNTAIN HOME AIRFORCE BASE	PF	1522
ID-DRF	DEER FLAT NATIONAL WILDLIFE REFUGE	PR	1522
ID-LPE	ARMY CORP OF ENGINEERS LUCKY PEAK	PF	1522
ID-SRL	BUREAU OF RECLAMATION SNAKE RIVER AREA	PF	1522

## **TASKBOOKS and PERFORMANCE EVALUATIONS**

During your time at Boise Dispatch, seasonal and or visiting resource will be evaluated using the appropriate Position Task-book(s) and/or a performance evaluation. If there is an issue or any discrepancy the dispatcher needs to notify the Floor Supervisor or the Expanded Dispatch Supervisory Dispatcher (EDSP) if the individual is working in expanded. BDC welcomes any comments and suggestions and, as an organization, is always striving to improve.

BDC encourages visiting dispatchers to go over their task book with a supervisor during the first few days of the assignment so individuals can focus on those tasks that need to be completed to be signed off and qualified for that specific position. The dispatcher's immediate supervisor will be happy to fill out and sign task books initiated by a visiting resource's home unit.

## **DRESS CODE**

The dress code at BDC is casual. Management asks that dispatchers use their best judgement and dress appropriately. When in doubt, detailers are encouraged to ask their supervisor. Note, the temperature in dispatch varies, so dispatchers should be prepared for either the heat or the cold.

## **PERSONAL CALLS**

Dispatchers are authorized **ONE** ten-minute call home each day while in official travel status and/or on assignment. Dispatchers may feel free to utilize BDC's phones for that purpose. If the phone call requires privacy the dispatcher should inform their supervisor so arrangements may be made to use a phone in another part of the building. Personal cell phone use should be limited; notifications should be set to silent or turned off during the operational shift.

## **LODGING and PER DIEM**

### **LODGING/MEALS and INCIDENTALS**

Government employees entitled to per diem will be expected to be self-sufficient and able to pay for their own lodging and meals. The friendly folks at BDC will be more than happy to assist visiting resources in finding a room or making recommendations for dining out. Current per diem rates for Boise (Ada County) are: \$147 for lodging and \$74.00 for meals and incidentals (M&IE).

Per Diem Rates may be viewed using the following link:

<http://www.gsa.gov/portal/content/104877>

A binder with local menus is in the main office at BDC. Feel free to look through it and/or ask any of the dispatchers for recommendations and local knowledge.

# ACCOUNTS and WEBSITES

## Accounts to create or update.

- FireNet Portal Home - [| FIRENET](#)
- FireNet (Office 365 Login) - <https://www.office.com/>
- FireNet/Shift Brief – Access granted via named FireNet account.
- IROC - <https://iwfirp.nwcg.gov/#dashboard> (Chrome preferred)
- AFF - <https://www.aff.gov/>
- Fire Enterprise Geospatial Portal - <https://egp.nwcg.gov/egp/default.aspx>
- Burn Permits - <https://burnpermits.idaho.gov> \ **(Must personally request login from IDL)**

## Agency Specific accounts

- E-authentication for **FS employees** - <https://usdafs.connecthr.com/Login.aspx?ReturnUrl=/>
- Boise National Forest Intranet **FS employees (FS Network only)** – <http://fsweb.boise-nf.r4.fs.fed.us/>
- Quicktime for **BLM employees** - <https://qtime.ibc.doi.gov/proweb/qtime1560/login>  
**Bookmark can freeze old issues, use desktop icon if available**
- DOI Talent for **BLM employees** - <https://doitalent.ibc.doi.gov/>
- Travel for **BLM employees** – Concurgov - <https://cge.concursolutions.com/>

## Websites to bookmark

- Boise Dispatch Website - <https://gacc.nifc.gov/gbcc/dispatch/id-bdc/bdc/index.php/>
- Boise Weather Service & Spot Forecast - <http://www.wrh.noaa.gov/firewx/?wfo=boi>
- Resource Status Page - <http://gacc.nifc.gov/gbcc/dispatch/id-bdc/status/login.php>
- NERV - [NERV \(firenet.gov\)](#)
- IROC Quick Reference Cards - <https://famit.nwcg.gov/node/2465>
- WildWeb - [WildWeb \(wildcad.net\)](#)