

COEUR D'ALENE INTERAGENCY DISPATCH CENTER

STANDARD OPERATING PROCEDURES

JUNE 2019
(2019-2021)



Idaho Panhandle National Forests



Coeur D'Alene District BLM



Idaho Department of Lands



Coeur d'Alene Tribe

PRODUCED BY:

Coeur d' Alene Interagency Dispatch Center
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RECORD OF REVISIONS:

The original Coeur d' Alene Dispatch Center (CDC) Standard Operating Procedures were published in June 1999. Revised editions were published in June 2000, May 2001, May 2002, June 2003, May 2004, April 2005, May 2006, May 2007, May 2008, May 2009, April 2010, May 2011, May 2012, May 2013, May 2014, July 2016, May 2017, and June 2018.

This 19th Revision of June 2019 removes language pertaining to the Ponderosa IDL District which is now served by Grangeville Dispatch, maintains language to reflect the 2018 addition of EMS dispatching services to the USFS, maintains language to reflect the 2017 change to runcard-based initial attack dispatching in the CDC zone, and builds on the July 2016 revision which represented a significant re-write with three primary goals: 1) to reflect the change in the advisory body from a Unified Agency Operations Group to an Interagency Operations Committee and to capture the changes developed by that committee; 2) to re-purpose this document as a description of the relationship between CDC and the fire personnel that it serves; and 3) to eliminate material better placed in the CDC Mobilization Guide and/or the CDC Office Procedures Guide.

**IDAHO PANHANDLE NATIONAL FORESTS
IDAHO DEPARTMENT OF LANDS
COEUR D'ALENE TRIBE
BLM COEUR D'ALENE FIELD OFFICE**

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CHAPTER 10 – INTRODUCTION, OBJECTIVES, AND SCOPE OF OPERATION

11 INTRODUCTION

11.1 INTENT AND PURPOSE

This guide is intended to describe the relationship between the dispatch center and fire personnel. The guide will identify specific services the dispatch center provides to the field and the standards to be met. In addition, this guide will define roles, responsibilities, and operational procedures for the dispatch zone.

11.2 PLAN PREPARATION, REVIEW AND UPDATES

The Interagency Operations Committee annually reviews this document and makes revisions as needed. Recommendations for revisions must be submitted to the Operations Committee by March 1st. After review, the Operations Committee recommends the document to the BOD for approval prior to June 1st of each year.

12 OBJECTIVES

The objectives of the Coeur d' Alene Interagency Dispatch Center (CDC) and this operating guide are to provide a service to the firefighter on the ground and upwards throughout the fire management and agency organizations of each participating member agency, while also providing a service to the public while keeping firefighter and public safety as the highest priority. Specifically, CDC will:

- Provide initial attack dispatching services to the Idaho Panhandle National Forests, the Coeur d' Alene Tribe, the Coeur d' Alene Field Office of the BLM, and the following Forest Protective Districts of the Idaho Department of Lands: Kootenai Valley, Priest Lake, Pend Oreille Lake, Cataldo, Mica, and West St. Joe.
- Act as the communications and coordination hub for the above listed units.
- Facilitate safe and efficient resource mobilization to ongoing incidents and pre-position locations as needed, and in support of the National fire program.
- Expand as needed to support incidents beyond the initial attack phase.
- Function as the primary coordination center for Airshed 11 of the Smoke Management Program.

12.1 OPERATIONAL GOALS

In order to provide safe cost-effective mobilization of emergency resources, to promote efficient operations through interagency cooperation, standardize procedures and to be equally responsive to all agencies served, the dispatch center will:

- Provide for protection of human life as the first priority in wildland fire management. Property and resource values are the second priority, with management decisions based on values to be protected.
- Identify incident priorities according to national priority criteria regardless of agency.
- Recognize agency-specific requirements and policies on resource mobilization, incident business management, and personnel qualifications.
- Identify unique or sensitive political and environmental issues and follow through to minimize their impact on current conditions.
- Provide timely communications on information and decisions that affect the interagency community.
- Give all agencies equal consideration to fill resource requests.
- Function as a true interagency dispatch center.
- Explore opportunities to innovate, to learn from other dispatch centers, and to streamline and improve services provided.

13 ORGANIZATION

13.1 CDC OPERATING AREA

CDC will operate as a consolidated dispatch center with three initial attack (IA) dispatch zones. The North Zone will consist of the Bonners Ferry Ranger District, the Sandpoint Ranger District, the Priest Lake Ranger District, the Kootenai National Wildlife Refuge, the Priest Lake FPD, the Pend Orielle FPD, and the Kootenai Valley FPD. The Central Zone will consist of the Coeur d' Alene Field Office, the Coeur d' Alene River Ranger District, the Mica FPD, and the Cataldo FPD. The South Zone will consist of the St. Joe Ranger District, the Coeur d' Alene Tribe, and the West St. Joe FPD.

13.2 CDC SEASON AND HOURS OF OPERATION

Basic staffing hours for Coeur d'Alene Dispatch Center are 0730 to 1600 hours, Monday through Friday. Starting approximately July 1 each year, hours of operations will be 0730 to 1800 hours, seven days per week, with an evening dispatcher until at least 2400 hours. As activity occurs, CDC will staff as appropriate, or upon request for activities such as prescribed burning with an agency-specific pay code.

A dispatcher on-call will be available as needed through the **24-hour phone number: (208) 772-3283.**

13.3 GOVERNANCE

13.3.1 BOARD OF DIRECTORS

A three-person Board of Directors consisting of one line officer each from the U.S. Forest Service, the Idaho Department of Lands, and the Coeur d' Alene Tribe is responsible for interagency coordination of CDC. The Charter and membership of the Board is contained in the Local Operating Plan as part of appendix D.

13.3.2 OVERSIGHT COMMITTEE

A three-person Oversight Committee consisting of one fire manager each from the U.S. Forest Service, the Idaho Department of Lands, and the Coeur d' Alene Tribe is responsible for providing unified oversight and guidance to CDC. The Charter and membership of the Committee is contained in the Local Operating Plan as part of appendix D.

13.3.3 INTERAGENCY OPERATIONS COMMITTEE

An eight-person Operations Committee consisting of one representative from the Coeur d' Alene Tribe, and three representatives each from the U. S. Forest Service and the Idaho Department of Lands is responsible for developing and implementing local policies pertaining to interagency fire operations. The Charter and membership of the Committee is contained in the Local Operating Plan as part of appendix D.

13.4 COORDINATION

CDC will be the primary focus point for fire coordination among the served Units. During daily operations, the Floor Supervisor, under the supervision of the Center Manager, will be the primary coordinator between units. As needed, a MAC group will be formed and charged with setting priorities, making decisions on resource placement and movement, and sharing information.

13.5 CDC ANNUAL PRODUCTS

On an annual basis, CDC will develop and produce the following products:

- For an external and internal audience:
 - CDC Mobilization Guide
 - CDC Zone Radio Frequency Guide
 - CDC Year-End Report
- For an internal audience:
 - CDC Office Procedures Guide & WildCAD users guide
 - CDC Continuity of Operations Plan
 - CDC Aircraft SOP's
 - CDC Intel SOP's
 - CDC Expanded Dispatch Plan
 - CDC Occupant Emergency and Workplace Violence Protection Plan

- In cooperation with the Interagency Operations Committee
 - CDC Standard Operating Procedures
 - North Idaho Zone Incident Organizer
 - North Idaho Type 3 Incident Management Team Operations Plan

13.6 ANNUAL MEETINGS

The Interagency Operations Committee on behalf of CDC is responsible for scheduling, developing content for, and hosting three annual meetings. A meeting for Type 3, 4, and 5 Incident Commanders will be scheduled to take place after the seasonal workforce has onboarded. A Spring Operations Meeting will be utilized to present changes and updates from the Operations Committee to the community of fire managers, and will be scheduled to take place in the spring of each year. A Type 3 Incident Simulation will be scheduled annually in cooperation with the Incident Commanders of the CDC Zone Type 3 Incident Management Teams.

13.7 ROLES AND RESPONSIBILITIES

13.7.1 INCIDENT COMMANDERS

The following are the expectations of Incident Commanders when managing an incident within the service area of CDC:

Immediately upon arrival at the incident, the initial attack IC will:

- Provide CDC with the 7 size-up items with red asterisks on the CDC Zone Incident Organizer Initial Report. (see section 31.3)

As soon as is practical, the initial attack IC will:

- Provide CDC with the full size-up contained in the CDC Zone Incident Organizer. (see section 31.3)
- Provide CDC with the selected Tactical frequency for the incident. (Should interference occur on Tactical channels, CDC will coordinate with the Duty Officer for frequency allocation.)

As the fire operation continues, the initial attack IC will:

- Provide CDC with timely information regarding resource arrivals/departures.
- Place orders for resources/supplies through CDC.
- Notify CDC of significant changes in fire behavior, and or planned tactics.
- Provide updates on fire status to CDC.

13.7.1.1 FIRE STATUS AND PLAN

When leaving an uncontrolled fire unstaffed for any period, the IC will communicate to CDC the plan for future staffing. "Patrol Status" may be used to communicate that scheduled patrol is the plan for future staffing, and the IC will communicate that schedule before leaving the fire unstaffed. "Patrol Status" indicates a staffing plan, NOT a fire status, and will not be used as a substitute for the accepted fire status conditions of confined, contained, controlled, and out.

13.7.1.2 FIRE ACREAGE REPORTING

The required standard for accuracy for fire size reports to CDC is to the nearest 1/10th acre. The required standard for accuracy for reporting acreage totals by ownership on fires that have burned multiple ownerships is to the nearest 1/10th acre.

13.7.2 DUTY OFFICER

The following are the expectations of Duty Officers when assigned to the units within the service area of CDC:

- Be available by phone or radio.
- Remain in communication with their respective line officer, with duty officers at the Forest or Bureau level, and with adjoining Duty Officers.
- Update daily the CDC resource status page.
- In communication with the initial attack dispatcher, or through pre-planned runcards, determine the initial response to reported fires, identify the designated IC, and set priorities for initial attack during multiple fire events.
- In communication with the Floor Supervisor, set priorities for initial attack during multiple fire events.
- Provide CDC with availability list and set out-of-area priorities for their unit.
- Coordinate daily fire resource staffing and notify CDC of any changes in schedules or availability.
- Evaluate incident complexity and ensure adequate management is assigned.
- Coordinate with CDC for prescribed fire operations.

13.7.3 ZONE DISPATCHER

The following are the **main** duties of the dispatcher(s) assigned to zone positions:

- Receives fire reports and initiates proper response in coordination with duty officer, or as per pre-planned runcards, under supervision of Floor Supervisor.

- Coordinates with Duty Officer(s) regarding resource availabilities and assignments, detection requirements, and other suppression activities.
- Ensures complete documentation of dispatch activities using Wildcad, ROSS, Firelist, WFDSS, and other required utilities.
- Tracks all fire resources assigned within the zone.
- Monitors weather and lightning activity and disseminates information as appropriate.
- Serves as communication link to all fires and field-going fire personnel.
- Receives, processes, fills, and moves up as necessary all orders placed by Incident Commanders.
- Processes out-of-area resource orders, and processes travel and other logistical support requests as needed.
- Provides initial coordination for non-fire emergencies as needed.

13.7.4 AIRCRAFT DISPATCHER

The following are the **main** duties of the dispatcher(s) assigned to the Aircraft position:

- Processes flight requests and orders aircraft from vendors, cooperators, and other dispatch centers.
- Organizes and coordinates mission requests and communicates them to aircraft managers, the Floor Supervisor, and other personnel as needed.
- Dispatches aircraft using the Aircraft Dispatch kneeboard form.
- Maintains status and availability of aviation resources in ROSS, WildCAD, the Resource Status Page, and the Aviation Tactical Report.
- Deconflicts airspace, notifies adjacent dispatch centers, AMOC, and other entities as appropriate.
- Establishes flight following with aircraft and ensures flight following procedures are followed.

13.7.5 FLOOR SUPERVISOR

The following are the **main** duties of the individual filling the Floor Supervisor role:

- Coordinates initial attack activity and facilitates communication between the various zones and functions.
- Maintains a situational awareness of all zones, including incident status, resource commitment, and availability of resources.
- In cooperation with Federal and Bureau Duty Officers, determines and communicates priorities when competition for resources exists.

- Evaluates local initial attack capability and ensures continuity is maintained in initial attack operations. In coordination with Duty Officers, recommends and facilitates resource allocation and move-up and cover assignments.
- Front-loads district Duty Officers with resources available to them, and provides suggestions and options for resource move-ups. Initiates dialogue with Duty Officers concerning resource move-up and coordinates resource movement across zones.
- Provides oversight of aircraft activity and frequency management.
- Manages dispatcher workload and workflow.
- Acts as primary out-of-area contact, and assigns resource order workload to dispatchers.

13.7.6 LOGISTICS COORDINATOR

The following are the *main* duties of the individual filling the Logistics Coordinator role:

- Provides oversight in the execution of resource orders, provides for quality control in resource movement processes.
- Supervises Support Dispatchers and Dispatch Recorders when assigned.
- Organizes and disseminates incident intelligence.
- Monitors and troubleshoots resource tracking systems and processes.
- Ensures dispatch documentation is complete and accurate.
- Provides oversight to the intelligence function, including WIMS, Sit, ICS-209's, and lightning tracking.
- Manages crew and engine rotations.

CHAPTER 20 – ADMINISTRATIVE PROCEDURES

21 DAILY PROCEDURES

21.1 RESOURCE STATUS

A CDC Resource Status page for statusing of initial attack resources is located at: http://gacc.nifc.gov/nrcc/dc/idcdc/res_page/login.php. Duty Officers will update the status of initial attack resources by 1000 daily. Useage of the status page before the completion of guard school is optional but encouraged. Useage of the status page beginning the first Monday following guard school is required. Beginning the first Monday after guard school, Initial Attack dispatchers will place phone calls to Duty Officers to remind/assist them if the page has not been updated by 1000. The update is to be a once-daily update, any changes to status occuring after the update will be communicated to CDC via telephone or radio. The status page will be used to track primary initial attack resources, militia firefighters need not be statused. Status page procedures will remain in place until October 1 or longer as needed.

Resources will be considered by CDC to be in-service when they have been updated on the Resource Status Page, or when they have called in-service on the radio, whichever is first. In-service and out-of-service resources will be dispatched differently by CDC, see section 31.1.

Resources engaged in project work or on patrol will provide CDC with a new location whenever moving from one major drainage to the next. Radio is the preferred method for resources in the field to provide status updates to CDC.

The Duty Officer section of the Resource Status page will be updated by Initial Attack Dispatchers based on pre-established schedules and updates/changes provided by Duty Officers.

The CDC section of the Resource Status page is provided by CDC as a courtesy to fire personnel to provide them information on CDC staffing on a daily basis.

21.1.1 INITIAL ATTACK MODULE NAMING CONVENTION

Duty Officers will status I/A Modules on the Resource Status page using the following convention: Station number + Module Number. For Forest Service modules, this will be a two digit number (example: Module 21). For Idaho Department of Lands modules, this will be a three digit number (example: Module 321).

21.2 WEATHER AND INFORMATION REPORTS

Beginning May 10, CDC will provide the morning and afternoon fire weather over the radio. Weather will include the forecast for today, tonight, and tomorrow, and ONLY those portions of the discussion pertinent to CDC weather zones. Weather will be provided until November 1 or longer as needed.

Between July 1 and October 1, the weather will be augmented with Information Reports as follows:

Morning Report:

- Weather
- CDC aircraft availability

- Availability of hosted I/A resources in CDC zone
- Fire activity from 1000 the previous day to 1000 on the current day: the number of new fires and number of uncontrolled full suppression fires by zone.
- ERC's for each FDRA, Response Level for each FDRA

Afternoon Report:

- Weather
- Updates to resource availability

22 FIRE DETECTION AND REPORTING

22.1 LOOKOUTS

All lookouts in the dispatch zone will report fires to CDC, as well as keep CDC informed of any lightning or unusual weather that may affect the dispatch zone. Lookouts will inform CDC of their work schedules and should check in/out daily on a pre-determined schedule. The lookouts that may be staffed are as follows:

NZ – Lookout Mtn (Priest Lake IDL FPD Office)
 Sundance (Priest Lake IDL FPD Office)
 Gisborne (Priest Lake RD)
 Indian Mtn (Priest Lake RD)
 Hughes Ridge (Priest Lake RD)
 South Baldy (Priest Lake RD and Colville NF)

SZ – Middle Sister (St. Joe RD)

There are several other lookouts within the dispatch zone that are no longer used for fire detection, including some used as recreation rentals, that could potentially be used in emergency fire situations. Any lookouts placed into emergency service will follow the same procedures as regularly staffed lookouts.

22.2 AERIAL DETECTION

See sections 61.2, and 62.1 under AIRCRAFT

23 OUT OF AREA MOBILIZATION

CDC will serve as the coordination center for out of area mobilization for the served Units. All mobilizations will follow procedures in the appropriate Mobilization Guides, and CDC will provide mobilized resources with Resource Orders and make travel arrangements as required.

23.1 AVAILABILITY REPORTING

Units will communicate availability to CDC once a week, either by updating spreadsheets on the O drive for Forest Service resources, or emailing the availability spreadsheet for IDL, CDT, and BLM resources.

23.2 CREW & ENGINE ROTATION

The Logistics Coordinator will maintain an established rotation in WildCAD for out-of-area crew and engine orders. Orders will be coordinated with the appropriate Duty Officer.

24 INTELLIGENCE

24.1 FIRE WEATHER

24.1.1 SPOT WEATHER REQUESTS

CDC will provide the service of requesting spot weather forecasts from the National Weather Service. Spot weather forecasts may be requested for wildland fires, prescribed burns and for establishing trends. Unit personnel will request spot weather forecasts through CDC, providing weather observations taken at the site of the fire or burn.

24.1.2 FIRE WEATHER WATCHES AND RED FLAG WARNINGS

Fire Weather Watches and Red Flag Warnings will be broadcast over the radio and confirmed with positive copy from Incident Commanders of all ongoing incidents, and all resources responding to reported fires. Text and email notifications will also be issued. Follow up phone calls will be made to Duty Officers, if needed. CDC will document delivery of all Red Flag Warnings.

24.2 FIRE INTELLIGENCE

24.2.1 CDC RESOURCES ON ASSIGNMENT

During the fire season, Coeur d'Alene Dispatch will distribute a daily ROSS report that will include resources on assignment, incident name/number, location, and days they have been committed.

24.2.2 CDC WILDWEB

CDC will maintain WildCAD WildWeb access for all units served. Fire personnel may visit the CDC WildWeb site for current information on incidents dispatched through CDC.

24.2.3 ICS-209

Completion and submission of ICS-209's will be a district responsibility. If requested, CDC will assist as needed and available. An ICS-209 is required daily for fires that are 100 acres or larger in timber fuels, 300 acres or larger in grass/brush fuel types, complexes of multiple fires, or when a Type 1 or 2 Incident Management Team and/or National Resources are assigned for more than 72 hours. Fires that are managed for "Point or Zone Protection, Confine, or Monitor", will require a regular ICS-209 until the fire is declared out.

25 COMMUNICATIONS

25.1 RADIO PRIORITIES

During periods of multiple radio calls and/or fire overload situations, incoming radio traffic shall be prioritized by CDC in the following order:

1. Emergencies: Life threatening situations, injuries or major accidents
2. Flight following and law enforcement check-ins
3. New starts or existing incidents escaping control/containment
4. Support of on-going fires
5. Other administrative and routine traffic

25.2 NOTIFICATIONS

CDC will provide a notification service to district Duty Officers and Duty Officers at the Forest and Bureau level. Notifications made by CDC under this service will include :

NOTIFICATIONS MADE TO DISTRICT DUTY OFFICERS:

- Fire reported within or immediately adjacent to their protection area
- Confirmed fire on their agency-owned lands protected by another agency
- Injury, accident, or other emergency incident on district (employee or public).
- Injury or accident involving district employee while on off-unit assignment.
- Off-unit movement of their resources – reassignment, demob, travel, etc.

NOTIFICATIONS MADE TO FEDERAL DUTY OFFICER:

- Fire exceeds 5 acres (or smaller if it sounds like the fire has potential.)
- Multiple fires per zone – 2 or more.
- Fires on or threatening BLM land.
- Injury or accident requiring notification.
- Structural loss from wildland fire.
- Aircraft accident, near miss or incident with potential.
- Red Flag Warnings or Watches.
- Search and Rescue incidents that involve federal employees.
- Mobilization of national resources.
- Mobilization of aircraft to use retardant or buckets on federal land.
- IPNF EXU helicopter used for IA.
- Request to mobilize the IPNF EXU helicopter out of area.
- Request to mobilize IMT or Buying Team for IPNF incident.
- Move-ups of federal initial attack resources with the CDC zone.
- IDL requesting extension of aviation resources.
- Districts requesting extended staffing of ground resources in anticipation of fire activity.

- Operational decisions requiring prioritization of resources on federal lands.

NOTIFICATIONS MADE TO BUREAU DUTY OFFICER:

- IDL aircraft mobilized.
- Multiple fires per IDL district or fires with potential.
- Serious injury or accident on IDL fire or involving IDL employee.
- Emergency incident or serious public injury or accident on IDL land or IDL fire.
- Structural loss from wildland fire.
- Considering mobilizing an IMT for an IDL incident.

25.2.1 TEXTING/EMAIL NOTIFICATIONS

CDC will facilitate text/email notifications from Wild CAD. CDC will re-affirm subscriptions to WildCAD texting each spring with fire managers. Subscriptions will be made possible for the following notifications :

- Aviation Extension
- Conference Call - Sent by one of the managers, or at their direction.
- Fire Weather Watch
- Red Flag Warning
- New Smoke Report - Sent when initial smoke report is received by CDC and resources are responding.
- Confirmed Fire - Sent after initial size up is received (7 critical elements).
- Fire has exceeded 5 acres
- Resource Mob - Sent when an aircraft, crew, or IMT order is filled by a local resource for a local or out of area incident.
- Resource Return - Sent when CDC is notified of the release and/or demob travel plans for aircraft or crews.
- Special weather forecast
- RX Burn - Sent when ignitions have begun on any broadcast burn.
- Tomorrow's Response Levels – Sent nightly when Runcards are turned on.

CHAPTER 30 – FIRE OPERATIONS

31 INITIAL ATTACK

31.1 DISPATCH OF INITIAL ATTACK RESOURCES

CDC will make positive contact with the district Duty Officer with EVERY smoke report received by CDC, regardless of fire danger or seasonality. If a smoke report comes from a local government fire entity and it is specifically stated that it is only a courtesy notification and no response is expected, it will be acceptable to leave a message only for the Duty Officer. During periods when a Duty Officer schedule is not in place, normal chain-of-command call down processes will be utilized

31.1.1 WHEN RESOURCES ARE STATUSED ON DAILY STATUS PAGE AND IN SERVICE (RUNCARDS “TURNED ON”)

When a fire/smoke report is received at CDC, CDC will dispatch fire resources as directed in pre-planned runcards, and then notify both the Duty Officer with jurisdiction and the Duty Officer(s) of any responding units.

The PRIMARY means of dispatching in-service resources will be over the radio, from CDC to the responding resource(s). Fire resources statused as in-service will be available by radio.

31.1.2 WHEN RESOURCES ARE NOT STATUSED ON DAILY STATUS PAGE (RUNCARDS “TURNED OFF”)

When a fire/smoke report is received at CDC, CDC will contact the appropriate Duty Officer. The decision on initial response resources will be made by the Duty Officer, in real-time, in conversation with the Initial Attack Dispatcher. Telephone is the preferred means of this conversation, but radio, text, or IM are acceptable alternates as the situation dictates.

Dispatching of out-of-service resources will be through a variety of methods as the situation dictates.

31.2 INCIDENT COMMANDER IDENTIFICATION

Incident Commanders will identify themselves with the fire name followed by “IC”. Example: “Rocket Creek IC”.

31.3 INCIDENT ORGANIZER

An interagency CDC Zone Incident Organizer will be produced annually by the Interagency Operations Committee. Incident Commanders in the CDC Zone will utilize this document on each fire, and will base their initial report to CDC and their complete fire size up to CDC on the checklists contained therein.

31.4 INCIDENT-ONLY EERA

Incident Commanders seeking to utilize on-scene equipment through the Incident-Only EERA process will request CDC to initiate the process. For Forest Service incidents, CDC will seek approval from the IMAT individual on-call on behalf of the IC, and advise the IC when/if approval is granted.

31.5 FIRE INVESTIGATION

If the IC suspects a fire is person-caused and desires further investigation, he/she will place an order for an investigator through CDC. CDC will attempt to fill the order with an investigator from the agency with protection responsibilities, but if none are available, will then attempt to fill the order with any available investigator.

32 EXTENDED ATTACK

32.1 EXPANDED DISPATCH

CDC will initiate an Expanded Dispatch operation to support any single incident or group of incidents that require a level of support beyond the capacity of normal CDC staffing. CDC will annually produce a plan providing guidance for Expanded Dispatch organizations activated by CDC.

32.2 LOCAL MULTI-AGENCY COORDINATING GROUP

The Local Operating Plan provides instructions for the initiation of a Local MAC when necessary, as appendix C. When a Local MAC is activated, the CDC Center Manager will advise the group as a technical specialist.

33 FIRE REPORTS

CDC will provide WildCAD logs and any other requested documentation to field units within three days after the incident has been declared out. To enable accurate reporting, CDC will make special notifications as follows:

- To the CDT Duty Officer of any fire on Tribal lands under IDL protection.
- To the Federal Duty Officer of any fire on BLM or FWS lands.
- When notified, to the St. Joe RD Duty Officer of any fires on NFS land under CPTPA protection.

33.1 COEUR D' ALENE TRIBE

CDC will have no responsibilities beyond providing documentation towards CDT individual fire reports.

33.2 IDAHO DEPARTMENT OF LANDS

CDC will have no responsibilities beyond providing documentation towards IDL individual fire reports.

33.3 U.S. FOREST SERVICE

When a fire is declared out, Initial Attack Dispatchers will initiate the FS-5100-29 for each Forest Service fire (protection or ownership) and send it to the District for completion. Dispatchers will populate as much information on the form as they have available. Districts will complete the form and return to CDC within 10 days of the fire being declared out. CDC will then enter the report into Firestat.

33.4 BUREAU OF LAND MANAGEMENT

When a fire is declared out, Initial Attack Dispatchers will initiate the 1202 for each BLM fire (protection or ownership in all three Northern Idaho Dispatch Centers) and send it to the Fire Staff/Deputy Fire Staff for completion. Dispatchers will populate as much information on the form as they have available.

CHAPTER 40 – PRESCRIBED FIRE

41 ROLES AND RESPONSIBILITIES

CDC will serve as the communications center, and as needed and requested, as the coordination center for prescribed fire for the units within the service area. CDC will staff outside of normal business hours to fill this role as needed and requested. If aircraft are being utilized on a prescribed fire, CDC will always be staffed. CDC will utilize standard dispatch software to accomplish the record-keeping function for prescribed fires. CDC will process and submit requests from the field for spot weather forecasts.

Prescribed fire managers will make their request for staffing to CDC as early as is possible. Prescribed fire managers will provide CDC with a copy of the burn plan if at all possible, and will always supply at a minimum the medevac information and the list of designated contingency resources.

Prescribed fire managers at the field units are responsible for compliance with operating guidelines established by the Montana/Idaho Airshed Group. CDC will not normally be involved in proposing burns in the Airshed Management System, or checking for approval or restrictions.

42 NOTIFICATIONS

In addition to normal resource-tracking notifications, the Burn Boss will notify CDC when a test fire is initiated, when ignition begins in earnest, and when ignition is complete. If a copy of the burn plan has been provided to CDC, the dispatcher can be asked to complete the external notifications duties for the Burn Boss.

CDC will notify the Federal Duty Officer or the Bureau Duty Officer of any escaped burn on their respective jurisdictions.

CHAPTER 50 – OTHER INCIDENTS

51 SCOPE OF OPERATION

The appropriate county sheriff's office / 911 center is the coordinating office for all non-wildland-fire incidents within the CDC dispatch area. The role of CDC is one of notification and providing a communications link, (not coordination), for non-wildland-fire emergencies on lands under agency jurisdiction. These emergencies include but are not limited to medical emergencies, search and rescue events, structure, dump, and vehicle fires, and hazardous materials incidents.

When staffed, CDC is available to field personnel as a communications link between the field and 911 centers in the event of non-fire emergencies. When field personnel are able to call 911 centers directly, they are encouraged to do so, and then provide a courtesy notification to CDC. When it is necessary to fulfill the role of communications link, CDC will activate 911 BEFORE making any necessary notifications as listed below.

When staffed, CDC is available to Forest Service law enforcement personnel as a communications backup to the County and State dispatch centers normally utilized.

When staffed, CDC is available to field personnel as a communications link for ordering air ambulances for agency personnel injured at work. While CDC is empowered to order air ambulances directly for agency personnel, CDC will refer requests for air ambulances for members of the public to the appropriate 911 center.

When staffed, CDC is available to field personnel to order tow vehicles ONLY when district offices are closed. Normally requests for tow vehicles will be handled by the appropriate district office. When requesting a tow vehicle for a Forest Service vehicle, CDC will first ensure that the vendor accepts the WEX card.

CDC will document all involvement in non-fire emergencies in WildCAD.

51.1 NOTIFICATIONS

CDC will notify the Federal Duty Officer and the District Duty Officer of any significant non-wildland-fire events that it becomes involved with on Forest Service or BLM lands, or involving Forest Service or BLM employees. CDC will notify the IDL Bureau Duty Officer and the District Duty Officer of any significant non-wildland-fire events that it becomes involved with on State lands or involving IDL employees. CDC will notify the Coeur d' Alene Tribal Duty Officer of any significant non-wildland-fire events that it becomes involved with on Tribal lands or involving Tribe employees. CDC will notify the USFS Patrol Captain or acting of any significant law enforcement events that it becomes involved with.

CDC will NOT process requests for assistance from local 911 centers without the concurrence of the Federal Duty Officer, Bureau Duty Officer, or Tribal Duty Officer, as appropriate.

51.2 U.S. FOREST SERVICE LAW ENFORCEMENT

51.2.1 CHECK-IN PROCEDURES

USFS Law Enforcement Officers (LEOs) normally check in and out with County or State 911 Dispatch Centers, but may contact CDC when they are on duty ("in service") and when they go off duty ("out of service"), or if they cannot contact the County 911 Dispatch Center because of the remoteness of their location. Unless requested, CDC will not specifically track their status/location. If CDC needs to contact an LEO, CDC will first try the forest admin frequency, then the officer's cell phone. If still unable to make contact, the dispatcher may contact the officer's appropriate County 911 Dispatch Center and ask them to attempt contact on law enforcement radio networks.

LEO's or FPO's may request CDC to set a timer on them when making public contacts or stopping vehicles. This ensures the officer has contact with the dispatch center during or after the stop if they feel their safety may be in question. CDC may also be requested to run vehicle license plates through the sheriff's office to check on vehicle registration, driver's status, or wants/warrants.

51.2.2 NOTIFICATIONS

CDC will notify the Patrol Captain or acting when it has involvement with USFS LEO's under the following circumstances:

- Any serious emergency involving injury, loss of life or property, or criminal activity.
- Requests or opportunities for off-forest assignments for LEO personnel.

51.3 U.S. FOREST SERVICE EMERGENCY MEDICAL SERVICES

51.3.1 EMERGENCY MEDICAL SERVICES DISPATCHING

In accordance with the *Nez Perce-Clearwater and Idaho Panhandle National Forests Emergency Medical Program and Response Plan*, CDC will provide dispatch services to Emergency Medical Services (EMS) responders within the CDC dispatch zone.

CDC will track and dispatch EMS providers who are in good standing with the Northern Idaho National Forests EMS license during the time period beginning on the first Monday after Guard School and ending on the last day in September. Fire Duty Officers will utilize the fire resource statusing system described in Section 21.1 to status both primary fire and militia EMS providers on their unit during this same time period.

During the time period when CDC is tracking and dispatching EMS providers, the nearest EMS provider(s) will be dispatched to incidents involving USFS employees with emergency medical needs, and to incidents under USFS operational control with any individual(s) with emergency medical needs. Fire suppression modules with an EMS provider(s) attached will be dispatched to EMS incidents as an entire module. The IPNF exclusive-use helicopter will not be dispatched to an EMS incident without approval from the Federal Duty Officer.

CHAPTER 60 – AIRCRAFT

61 ORDERING AIRCRAFT

61.1 PROJECT FLIGHTS

Before project flights are ordered through CDC, the agency Aviation Officer will review and approve all agency specific aviation project plans and will identify the appropriate aviation project aircraft.

All requests for aircraft will be processed through the Aircraft Dispatcher or Floor Supervisor, who will then review the order for accuracy.

If the appropriate resource is not currently assigned within the CDC Dispatch Zone, the Aircraft Dispatcher or Floor Supervisor will confirm the status of aircraft under agreement within the CDC Dispatch Zone. If the appropriate resource is not available, the Aircraft Dispatcher or Floor Supervisor will oversee the processing of the request within the CDC Neighborhood and/or to NRCC.

The Aircraft Dispatcher or Floor Supervisor may request assistance from the Aviation Officer to determine the appropriate resource and to make inquiries at the regional level as to the availability of aviation resources.

61.2 AIR PATROL

Duty Officers should submit requests for air patrol flights by 1500 the day prior to the requested flight, indicating the desired area of coverage and desired time of patrol initiation. The requesting unit will be responsible for providing an Aerial Observer. The request will be routed through the Aircraft Dispatcher or Floor Supervisor for processing. The Aircraft Dispatcher or Floor Supervisor will confirm that an aerial observer is available before acquiring the appropriate aircraft. All assigned AOBS will be IAT-FWFM qualified and shall coordinate with the federal Aviation Officer to ensure invoice contract payments.

61.3 AIRTANKERS

Requests for airtankers to CDC will come from the IC, Duty Officer, or Air Tactical Group Supervisor (ATGS). The dispatcher will provide feedback as to the nearest available airtankers and the estimated time of arrival (ETA). The Aircraft Dispatcher or Floor Supervisor will process requests for local airtankers and provide the resource order or kneeboard form to the Air Tanker Base Manager for briefing and dispatch of the requested aircraft.

Airtanker requests that cannot be filled locally will be placed up with NRCC anytime they are requested even if it appears that none are available. Priority criteria must be provided at the time of the order, including values at risk and timeframe of threat. This will document the need and enable NICC to assess priorities and determine whether or not to fill the order. The initial order for a large airtanker should be accompanied by a lead plane order.

During periods of low to moderate fire danger, SEATs under contract to IDL may be dispatched outside the CDC Dispatch Zone. During periods of "High" or above fire danger, prior approval from the IDL Bureau-level Duty Officer is required.

61.4 SMOKEJUMPERS/AIR CARGO

All requests for smokejumpers or paracargo will be placed through normal dispatch channels, with a suggestion as to the closest base when applicable or necessary.

61.5 HELICOPTERS

All helicopter requests processed through CDC should include full details prior to aircraft being ordered, including, but not limited to, time needed, reporting location, district needs/capability, anticipated scope of assignment - including additional personnel/support needs, special equipment needs, and fuel truck reporting time/location (if needed).

The Aircraft Dispatcher or Floor Supervisor will contact the helicopter manager and provide a briefing, resource order and/or kneeboard form, and arrange for communication with requesting official, if needed.

CDC will fill helicopter orders with the closest appropriate available helicopter, considering cost, fire conditions, and location.

For Federal requests, the following will apply: Non-fire CWN orders shall utilize a mission planning sheet to include BVD/cost analysis documentation. For ROSS fire orders, selection documentation shall be included in remarks section of the order. When filling CWN orders, CDC will strive to ensure that module staffing includes at least one exclusive-use individual who has access to the ABS payment system.

62 AIRCRAFT MISSIONS

62.1 AIR PATROL

62.1.1 DUTIES AND RESPONSIBILITIES

Aerial Observers will be knowledgeable of the patrol zones, familiar with operation of the aircraft GPS unit, and proficient with the aircraft radios. Aerial Observers are responsible for ensuring an adequate supply of the required forms and the appropriate area/patrol map(s) are on hand prior to departure, and that the flight lifts off and is over the patrol area at the time requested.

Aerial Observers should contact the Zone Dispatcher or Floor Supervisor before and after flights for any issues, concerns, or clarification regarding patrols.

62.1.2 DETECTION AND COMMUNICATION

During periods of multiple starts, Aerial Observers will record each fire on the detection report and immediately call CDC with a complete size up before moving on to the next fire unless an obvious needs for prioritization occurs.

Ground crews may ask Aerial Observers to assist them with directions/fire status, searches for reported smokes, or to search specific lightning strike areas. Aerial Observers will report the lightning activity track, and at all times provide for safety around active lightning storms by detouring around storms, altering flight routes and/or even returning to base.

CDC will use AFF for tracking air patrol flights. The aerial observer will check-in when moving from one district to another and at strategic locations during patrols. These check-ins, as well as all detection communication with CDC, shall be done on the appropriate protection agency frequency. Aerial observers will use the CDC zone they are patrolling followed by "Patrol" as their radio call-sign, not an aircraft tail number. (Example: South Zone Patrol)

Notifications shall be made to adjoining dispatch centers when air patrol aircraft are going to be flying within two miles of boundaries. Air patrol should not go further than one mile across boundaries unless requested by and coordinated with the adjoining dispatch center.

62.2 AIRTANKER USE

62.2.1 SCOOPERS

If requested by aerial supervision, the IC, or a scooper pilot, the Aircraft Dispatcher will contact the appropriate County Sheriff's Office with the specifics of the scooping location to ask for a response by marine deputies to enhance safety.

62.2.2 RETARDANT USE

When retardant is requested, the Aircraft Dispatcher will check the mapped retardant avoidance areas and advise the IC and pilots or aerial supervisors of the presence of any at or near the fire location.

63 AIRSPACE

63.1 FLIGHT FOLLOWING

Aircraft departing from locations within the CDC zone will contact CDC on the National Flight Following frequency (National), stating they are airborne, giving their destination, their enroute time, the number of individuals on board, and fuel load in hours, and requesting confirmation of Automated Flight Following (AFF) status.

AFF will be the primary means of flight following for all flights, backed up by 15-minute verbal check-ins in the event of AFF failure. Take-offs and landings shall continue to be communicated verbally.

If an aircraft shows inactive on AFF or fails to check in after 15 minutes, the dispatcher will prompt the aircraft for a position check. If there is no response, the dispatcher will continue to call for another 15 minutes. After reasonable effort to reestablish contact has failed and the second missed check in has passed (30 minutes), an aircraft search will be initiated, utilizing the **North Idaho Federal and State Interagency Aviation Mishap Response Guide and Checklist**. The Aircraft Dispatcher will immediately notify the Floor Supervisor, agency Aviation Officer, and the CDC Center Manager.

All transient revenue contracted ferry flights utilizing agency flight following will also be tracked by CDC unless/until handed off to another Dispatch Center.

63.1.1 LOCAL FLIGHT FOLLOWING

It is acceptable (but not required) to utilize "Local Flight Following" for aircraft during incident or project operations when aerial or ground supervision or helicopter/helibase management is in place and has communication with CDC. Positive confirmation of local flight following must be received by CDC before flight following responsibilities are handed off. Local flight following methods may include AFF, radio, or visual 15-minute checks as appropriate, but should also include verbal off-site take-off/landing radio calls. The return of flight following responsibility to CDC shall also be clearly communicated.

63.2 BOUNDARY ZONES

If an aircraft is within two miles of the dispatch zone boundary, CDC will notify the neighboring dispatch center.

63.2.1 CANADIAN-US BORDER

If aircraft utilization occurs **within 10 miles of the Canadian border**, the Aircraft Dispatcher will ensure contact has been made with AMOC (DHS Air Marine Operations Center) at 1-800-553-9072. Additionally, to ensure coordination with the British Columbia Forest Service, procedures contained in the "British Columbia and NW US Wildfire Response Border Arrangement Operating Guide will be followed.

64 EMERGENCY PROCEDURES

The **North Idaho Federal and State Interagency Aviation Mishap Response Guide and Checklist** shall be used for any aviation incident/accident response handled by CDC and the Floor Supervisor, CDC Center Manager, Federal or Bureau Duty Officer, and agency Aviation Officer shall be notified immediately. The above referenced Guide will be updated with signatures annually by June 1.