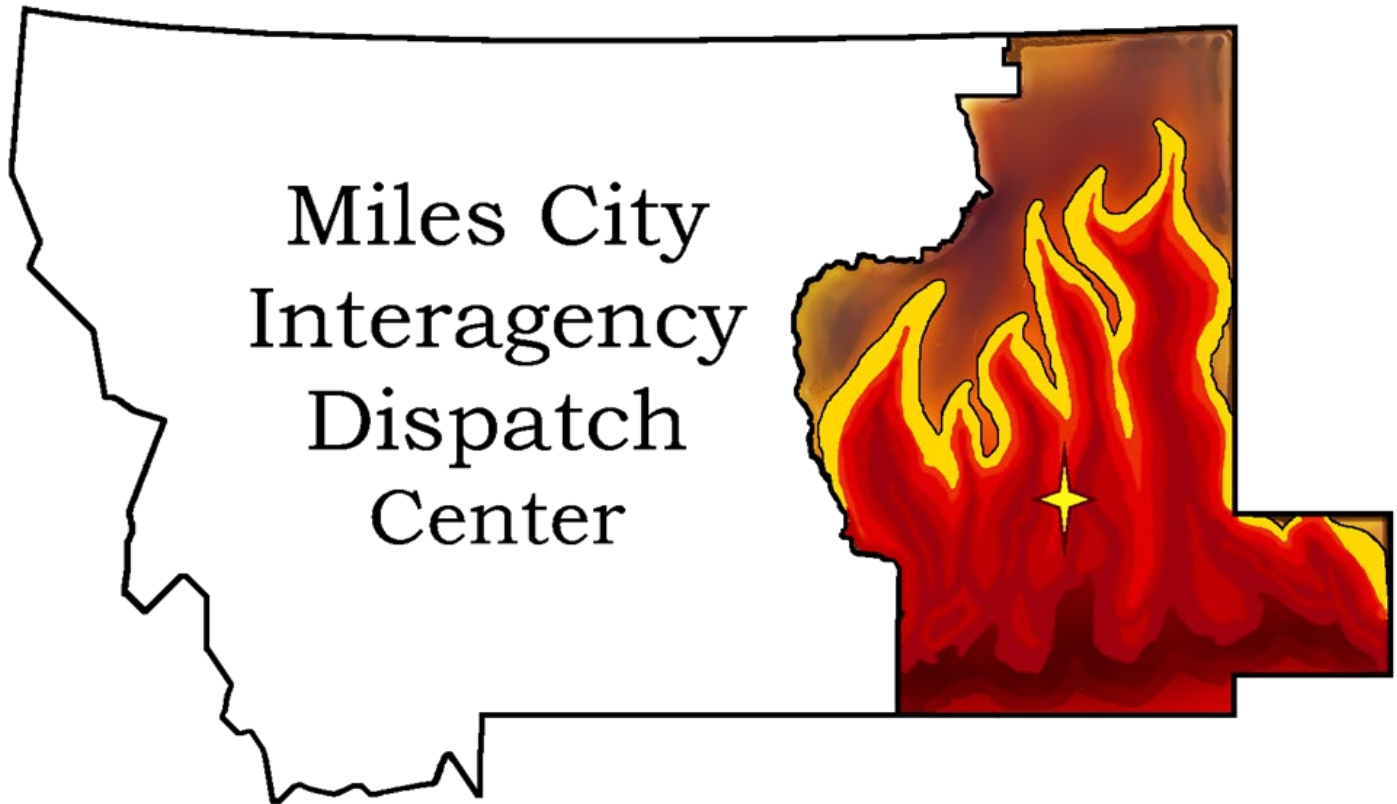


# Expanded Dispatch Operating Guide



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## Intent:

The intent of the Miles City Dispatch Expanded Dispatch Operation Guide is to provide a framework for the activation, size, and scope of an Expanded Dispatch organization. This guide also contains guidance on creating and processing resource order requests specific to the Miles City Interagency Dispatch Center.

## Overview:

During times of increased fire activity, multiple Initial Attack incidents, or incidents that have an Incident Management Teams (IMT) assigned, Miles City Dispatch may activate an expanded dispatch organization. The primary support functions of the expanded dispatch are: incidents with IMT management (type I, II, or III), and extended attack incidents with ad-hoc organizations. Additionally expanded dispatch may be asked to help support Initial Attack incidents with workloads that exceed the Initial Attack Dispatch's capacity.

## Activation Criteria:

The decision to activate an expanded dispatch organization will be based on the following criteria:

Expanded Dispatch Activation Matrix			
Incident Action	Complexity	Expanded Staffing	Minimum Qualifications
Incident Management Team has been ordered	Type I	5 dispatchers	1 EDSP w/CORD(T), 4 EDSD's (can be mix of Q or T, fully qualified is preferred)
	Type II	5 dispatchers	1 EDSP(T), 2 EDSD's
	Type III	Duration >72 hrs: 3 dispatchers	1 EDSD
		Duration <72 hrs: Not needed	
2 or more Extended Attack Incidents with expected duration > 72hrs	Type III/IV with or without ad-hoc organization	3 dispatchers	2 or more incidents are Type III: 1 EDSP
			1 or less incident is Type III: 2 EDSD's
Heavy Initial Attack activity, Multiple fires exceeding I.A. capabilities but duration of extended operations expected to be < 72hrs	Type III/IV/V with projected activity to extend 7 or more days	1-3 dispatchers may be warranted if multiple contracted equipment is being used	EDRC
	Type III/IV/V with projected activity to drop in the next 3-4 days	Expanded is not needed though an additional IA dispatcher may be warranted	IADP(T)

If the decision to activate an expanded organization is made, the Center Manager or Assistant Center Manager (or delegated dispatcher) will assume supervision responsibilities and place resource orders for the positions needed based on the *Expanded Dispatch Activation Matrix*. The staffing level and qualification minimums are best practice recommendations that may be difficult to meet based on regional and national fire activity. All efforts should be made to meet these minimums and any issues or deviations should be discussed with the Center Manager or Assistant Center Manager.

## **Organizational Roles and Responsibilities:**

The dynamic of fire in Eastern Montana is such that roles and responsibilities can and do change on a daily basis. Unlike fires that occur in timber and follow a typical bell curve between ramping up and demob and can be reasonably predicted for duration, the fuel types in Eastern Montana are much more volatile. As such, flexibility in assigned roles and responsibilities are essential to a successful Expanded Dispatch organization at Miles City.

### **Dispatcher Center Manager:**

The Center Manager has overall responsibility and oversight of all dispatch functions, (Initial Attack, Aviation, and Expanded). Unless otherwise delegated the Expanded Dispatch Coordinator (if assigned) or the Expanded Dispatch Supervisor will report to the Center Manager.

### **Assistant Dispatch Center Manager:**

The Assistant Center Manager typically acts as the Floor Supervisor for the Initial Attack Dispatch. In the absence of the Center Manager, the Assistant Center Manager assumes responsibility for the oversight and supervision of all dispatch functions.

### **Expanded Dispatch Supervisors:**

#### **Coordinator (CORD):**

In the event of multiple IMT managed fires or unique complexities of a single IMT managed fire; an Expanded Dispatch Coordinator should be utilized. The Coordinator will report directly to the Center Manager (or delegated supervisor). The Coordinator will ensure information and issues are shared in a timely and pro-active manner. It is important that the Coordinator establish and maintain good working relationships with IMT's, Logistics Section Chiefs, Supply Unit Leaders, Ordering Managers, Buying Team Leads, Incident Business Advisors, local fire management, neighboring dispatch centers and the GACC.

When there is no CORD assigned the duties and responsibilities default to the Center Manager but may be delegated to or shared with the Expanded Supervisory Dispatcher.

#### **Supervisory Dispatcher (EDSP):**

Under most circumstances the Miles City Expanded Dispatch will only have the need for a supervisory dispatcher. The EDSP will report to the Center Manager (or delegate). It is the responsibility of the EDSP to ensure documentation and records are accurate and adhere to current agency guidelines. It is expected that the EDSP regularly interact with the Center Manager or Initial Attack Floor Supervisor to determine staffing needs and resource availability.

## **Organizational Roles and Responsibilities (Cont.):**

### **Initial Attack Dispatch:**

The Initial Attack Dispatch is supervised by the designated Floor Supervisor. Normally the Initial Attack Dispatchers handle placing and processing orders for resources needed on initial attack incidents. This includes contracted and Dispatch Priority Lists (DPL) resources. During times of heavy initial attack activity the Floor Supervisor may request Expanded to assist or assume the processing of requests.

### **Aviation Dispatcher:**

The Aviation Dispatchers are located in the Initial Attack Dispatch and supervised by the Floor Supervisor. All requests for aviation related resources, including single resource overhead, are handled by the Aircraft Dispatchers. The only exception is commercial flight demob requests for overhead resources (these will be handled by the expanded dispatch). Most aviation overhead have the word “air” or “helicopter” in the position title, however there are a few aviation overhead that do not.

\*The following overhead will also be ordered by the Aircraft Dispatchers:

Take Off and Landing Coordinator (**TOLC**)

Ramp Manager (**RAMP**)

Fixed Wing Parking Tender (**FWPT**)

Deck Coordinator (**DECK**)

Fixed Wing Base Manager (**FWBM**)

Mixmaster (**MXMS**)

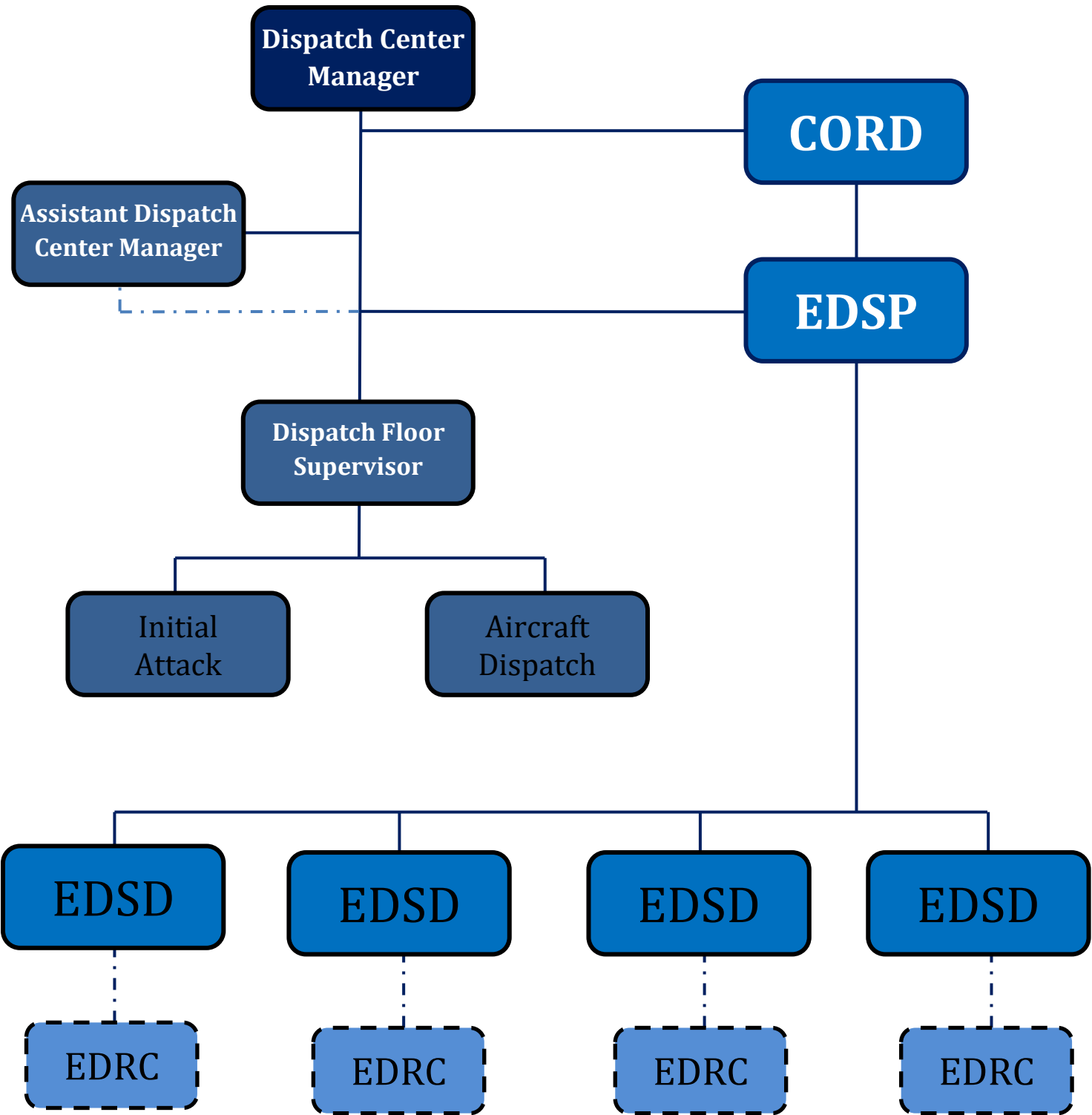
MAFF's Liaison (**MAFF**)

Paracargo Specialist (**PCSP**)

Plastic Sphere Dispenser Operator (**PLDO**)

Smokejumper (**SMKJ**)

Miles City Dispatch Table of Organization:



## **Location/Facilities, Equipment/Supplies, Support Needs:**

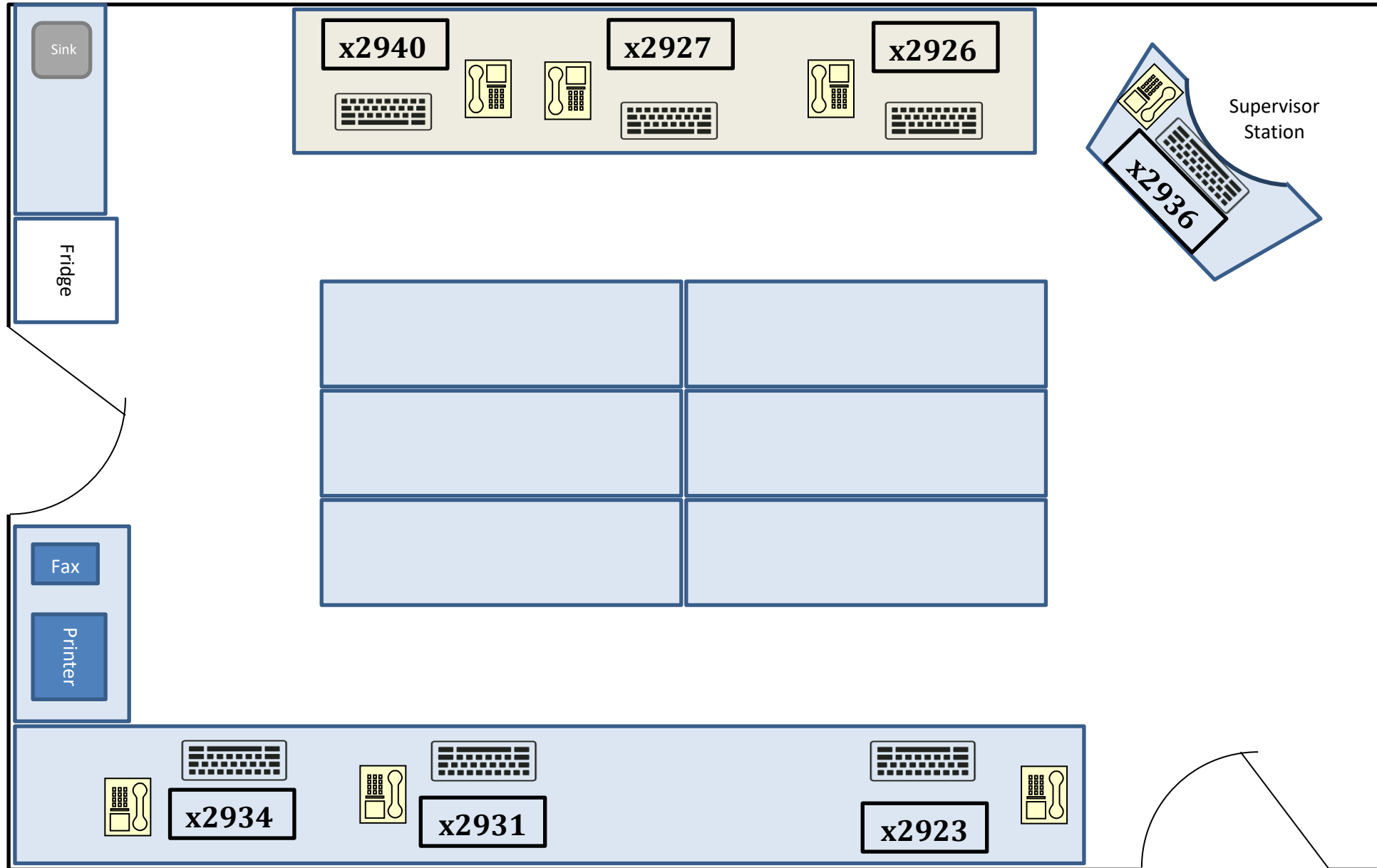
MCC's expanded dispatch organization is located in the BLM-Miles City Field Office Fire Conference Room at 111 Garryowen Road, which is adjacent to the initial attack dispatch center. The conference room has 6 phones and computers set up all year. Additional phones and laptops are available on site and can be set up in less than 24 hours.

Expanded dispatch computers have basic internet access, *ROSS* and *WildCAD* for documentation purposes.

The Center Manager issues BLM Temporary Computer Accounts for non-BLM employees that require short-term computer access. The Center Manager must request these accounts to be reset by the local BLM IT Specialist after each user no longer needs the account.

The Center Manager issues BLM Temporary Access Cards for non-BLM employees that require access to the BLM-Miles City Field Office Fire Building. These cards must be returned to the Center Manager at the end of each assignment.

**Miles City Expanded Dispatch layout (Fire Conference Room):**





## Incident Ordering Procedures:

With each new incident or transition of Incident Management Teams it is important to establish procedures and ordering guidelines that will ensure a successful operation. A Face-to-face meeting with the incident's Logistics Section Chief and Supply Unit Leader should take place during the team in-brief.

Some items to consider during this meeting:

- Who from the Incident has authority to place orders?
- Will the incident place NFES orders direct in ROSS to the cache or will expanded process the orders?
- Establish time frames for local purchase requests.
- S # blocks?
- Will orders be faxed to Expanded or emailed?
- Items required on the General Message.
- How will incident replacement be handled for;
  - NFES Cache Items?
  - NFES non-Cache Items?
  - Non-NFES supplies?
- Who needs IMT access to ROSS?
- What will the hours of operation be?

In general there are four positions that have authority to place orders for an incident; the Incident Commander, Logistics Section Chief, Supply Unit Leader, and Ordering Manager. It is a recommended business practice that expanded dispatch only process orders that originate from the Ordering Manager. If an order (faxed/emailed) is received that doesn't have a signature or message from the Ordering Manager, contact the incident ordering to verify validity. (See appendix for Ordering best practices given to incoming teams)

*\* Most Log's and Supply Unit Leader are more than happy to comply with having the ORDМ be the single point of contact from expanded to the incident and vice versa. This process helps eliminate confusion, in-appropriate orders, and double ordering.*

## Incident Ordering Procedures (Cont.):

### Overhead:

Orders for miscellaneous overhead will be accepted and processed at all times with-out delay during hours of operation.

### Name Requests:

Before creating and placing a name request, look the resource up in ROSS to verify qualifications and availability. If the resource is showing available and has the qualification requested process the order and place up as appropriate.

*\*Name request may or may not be processed by the GACC or NICC. Regardless the order should be placed and let the GACC or NICC UTF the order with documentation as to why they will not process it. **\*\*Do Not** retrieve the order.*

**Note:** The closest airports with rental vehicles available are Logan International (BIL) in Billings, MT or Rapid City Regional (RAP) in Rapid City, SD.

### Aviation Overhead:

All requests for aviation related overhead will be processed by the aircraft dispatchers. If a general message has requests for both aviation and non-aviation overhead give a copy of the message to Aircraft and process the non-aviation requests as normal.

### Crews:

Normally crew orders will be placed up and processed as they come in. The Northern Cheyenne Agency is a subordinate of Miles City Dispatch and occasionally has Type 2 Crews. Check with them before placing up any orders for standard Type 2 crews. If crews are being transport on the NICC jets you will need to coordinate with Billings Dispatch logistics.

*\*Due to the fuel type and short duration of fires in the Eastern Montana Fire Zone the workload for crews may be light and can usually be combined with overhead.*

### Equipment:

Equipment orders will be accepted and processed at all times. Orders will be prioritized based on the needed date and time stated on the request. All equipment orders must have a needed date and time and clearly state the resource being requested. If an order is received that is missing the type requested and the needed date and time contact the incident to get that information.

*\*Date and time needed along with the type of resource being requested is required to ensure all rules, laws, and regulations regarding equipment are appropriately applied.*

*Example: dozer, needed ASAP. Vs. Dozer Type 2, w/6-way blade, needed 7/27 @ 0800*

## **Incident Ordering Procedures (Cont.):**

### **Contracted Equipment:**

Miles City Dispatch host's contracted equipment via USDA VIPR DPL's, BLM Dispatch Source Lists, and State of Montana Source Lists. Ordering policies and procedures vary based on how an item is contracted and is typically spelled out in the contract.

For information specific to contracted resources in the Northern Rockies refer to the "*Northern Rockies Contracted Resources Standard Operating Procedures*"

<http://gacc.nifc.gov/nrcc/dispatch/NRContractedResourcesSOPs.pdf>

### **USDA VIPR Dispatch Priority Lists:**

For dispatch priority lists and contract information of equipment contracted by the USDA refer to the VIPR website at:

<http://www.fs.fed.us/business/incident/vipr.php>

For DPL's and contracts of equipment hosted by Miles City Dispatch select *Dispatch Priority Lists* in the left hand navigation pane and use the dropdown menus to select Miles City Dispatch Center.

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

### **MT-BLM Contracted Resources:**

Information for equipment contracted through MT-BLM can be found on the Northern Rockies Contracting for Fire page at:

<http://www.fs.fed.us/r1/fire/nrcg/agree-contract/index.html>

BLM contracted equipment may be either on a dispatch priority list or a source list. If a resource is on a DPL it must be ordered through normal channels and all laws regarding DPL's must be followed.

A Source List contains resources that have agreements or contracts established but are not considered to be Dispatch Priority Lists. Any dispatch center can order any resource on a source list regardless of location of resource if it meets the needs of the incident. Source list resources typically do not have a host dispatch center; though it is a good business practice to order them through normal dispatch channels.

*\*Be sure to check the contract for information on how the resource is to be ordered and who has authority to place orders against the agreement.*

## **Incident Ordering Procedures (Cont.):**

### **MT-DNRC Source Lists:**

MT-DNRC has agreements established for rental vehicles, and portable toilets & hand washing stations. They can be accessed at:

<http://dnrc.mt.gov/divisions/forestry/fire-and-aviation/fire-business/2014-vendors-and-eeras>

Information regarding rental vehicles and other equipment on source lists can also be found in the Service and Supply Plan.

### **Supplies:**

Supplies can be broken down into several categories and is the most complex functional area of an expanded dispatch. This section provides a brief overview of how supplies are ordered at Miles City Dispatch. Detailed instructions on creating and filling local purchase and non-NFES supplies can be found in the Appendix.

### **NFES Cache Supplies:**

For Type 1 and 2 incidents; NFES supplies should be ordered direct from the incident to the regional support cache. For Type 3 incidents orders should be handled by expanded unless otherwise negotiated with the incident. For incidents in Eastern Montana orders are placed to the Billings Fire Cache (refer to the Billings Fire Cache Catalog for information on ordering processes and procedures). When incidents are direct ordering to the regional support cache, S number blocks will be used.

### **Non-NFES Supplies:**

All Non-NFES supplies will be processed through expanded. S numbers are generated based on a need, not individual purchase (*i.e. an incident orders cases of bottled water on day 2, then orders more cases of water on day 5. Only one S number needs to be created for bottled water for the incident because the need is "bottled water." Future quantities and requests for bottled water can be added to the documentation, refer to the Supply Ordering Guide in the appendix.*)

### **Services:**

The service category for supplies should only be used when the method of procurement is a commercial invoice or Blanket Purchase Agreement. (*i.e. there is no caterer on an incident and we have entered into an agreement with a local restaurant to let the firefighters come in and eat and have the bill sent to the district office at the end of the incident then the appropriate S number would be Service – Meals – Dinner. If those same meals were to be picked up and paid for at the same time and the gov delivers it to the fire that would not be a service and should be entered as a not in catalog Non-NFES supply as MEALS FOR FIREFIGHTERS.*)

## **Incident Replacement:**

All requests for incident replacement of durable goods (both NFES and Non-NFES) and property must have a Property Loss and Damage Report (OF-289), be approved by appropriate level of authority (IC, IBA, FMO, Duty Officer, etc . . .) and if damaged must be surrendered prior to issuing an S number. For Non-NFES items S numbers must be issued with a total dollar amount not to exceed the cost of the comparable NFES item as listed in the current years NFES Cache Catalog.

*\*Refer to the BLM Supplement (Orange Book) to the Interagency Incident Business Management Handbook for specific guidance on documentation required for incident replacement.*

At a minimum the Interagency Incident Business Management Handbook policy regarding incident replacement will be followed, though agency specific policy may be more restrictive.

## **Buying Team or Incident Business Advisor:**

BLM employees with micro-purchase authorities are identified prior to fire season and available for local, short-term purchasing needs. The other agencies have employees with micro-purchasing authorities to assist if requested.

A Buying Team will be ordered if necessary. This team typically resides and is hosted at the Billings Dispatch Center, which MCC and Billings Dispatch will coordinate prior to ordering a buying team. MCC will process resource orders for team members if a Buying Team is not already in place for another incident.

An Incident Business Advisor must be assigned to any wildfire with costs of \$5 million or more as per the *Interagency Standards for Fire & Fire Aviation Operations*, Chapter 11.

## **Demob:**

A Demob Glide Path plan should be provided to Expanded Dispatch for review with-in the first few days of an IMT arriving on an incident. At a minimum the plan should reference the NRCG Demobilization Guidelines for NRCC notifications, timeframes and release priorities.

Release notifications for each resource must be received 24 hours prior to the actual release time of the resource being released.

Expanded will also coordinate with I.A. dispatch for reassignment of resources when warranted.

## **Travel:**

For information on processing commercial travel requests refer to the Miles City Dispatch Travel binder.

## **Expanded Dispatch Closeout:**

At the conclusion of an incident or the winding down of expanded (whichever is later) it is important to clean up any outstanding orders in ROSS. (*S #'s filled, orders cancelled/UTF'd as appropriate, etc. . .*)

All General Messages and Documentation (handwritten and WildCAD) should be consolidated down to as few boxes/packages as necessary.

A final report (Cognos/ROSS) will be provided to the Center Manager/Assistant Center Manager showing any resources currently assigned, location of the resources, and tentative release dates should be noted. Any issues that need to be followed up and any outstanding supply requests should also be identified.

### **Documentation and Record Retention:**

Miles City Dispatch strives to be as paperless as possible. Resource orders that have been processed **do not** need to be printed or attached to general messages, simply recording the resource order number on the general message is sufficient. The only time a resource order needs to be printed and saved is when it will be attached to a final ticketed invoice for commercial travel.

*\*A final ROSS printout will be completed at the conclusion of an incident to include in the incident records as required.*

Miles City Expanded Dispatch uses Google Docs for documentation of the functional areas. Functional area daily logs are established for the following; Overhead, Crews, Equipment, Supply, Travel and Coordinator. The logs will be used to document phone calls, conversations, and actions that are important enough to document but not warranted for documentation in ROSS.

\*Using Google Docs for documentation does **NOT** replace adding documentation to the resource order in ROSS.

### **Reference Material:**

At a minimum, Expanded Dispatch will have copies of:

- The National Interagency Mobilization Guide
- The Northern Rockies Interagency Mobilization Guide
- The Interagency Incident Business Management Handbook
- The Interagency Standards for Fire and Fire Aviation Operations
- The National Fire Equipment System catalog
- The National Mobile Food Service and Showers Contract

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# Appendix



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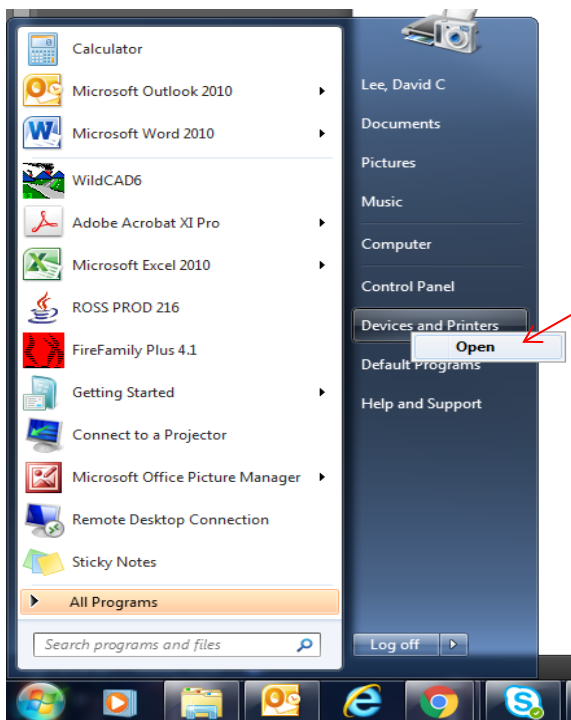
## Computer Accounts:

All individuals, regardless of agency, assigned to Miles City Expanded Dispatch will be issued a local temporary user account. The local account and password will be issued by the Center Manager or Assistant Center Manager. A "Rules of Use/Behavior" form will need to be signed prior to issuance and the password will need to be changed upon initial login.

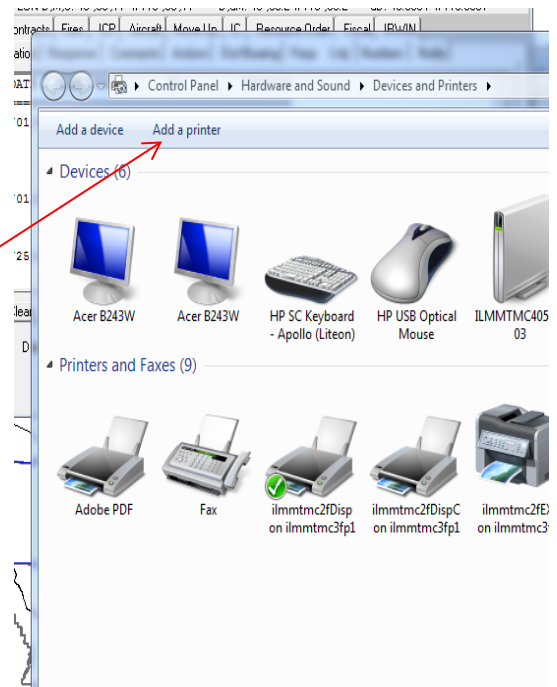
## Mapping Printers:

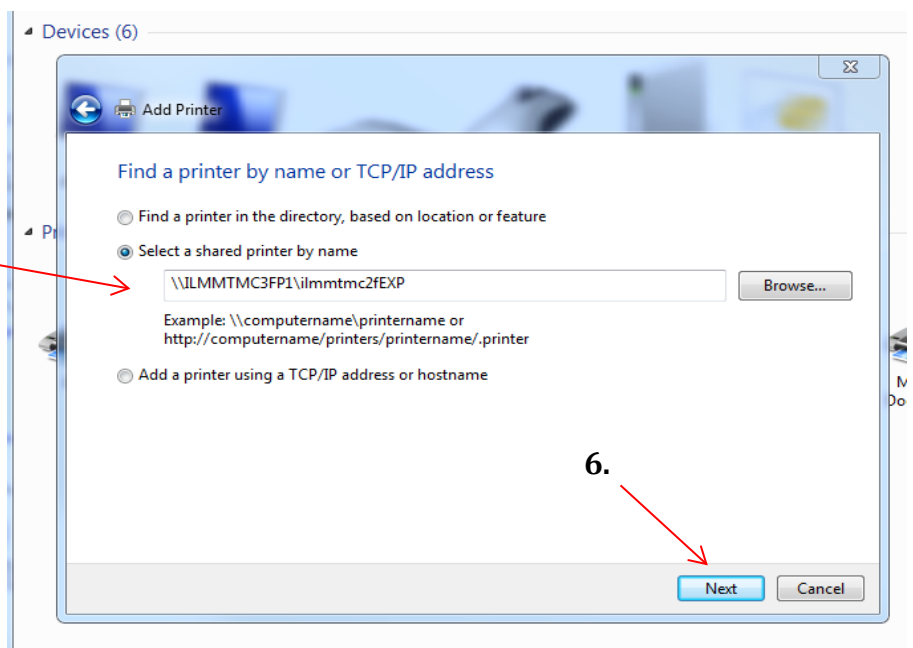
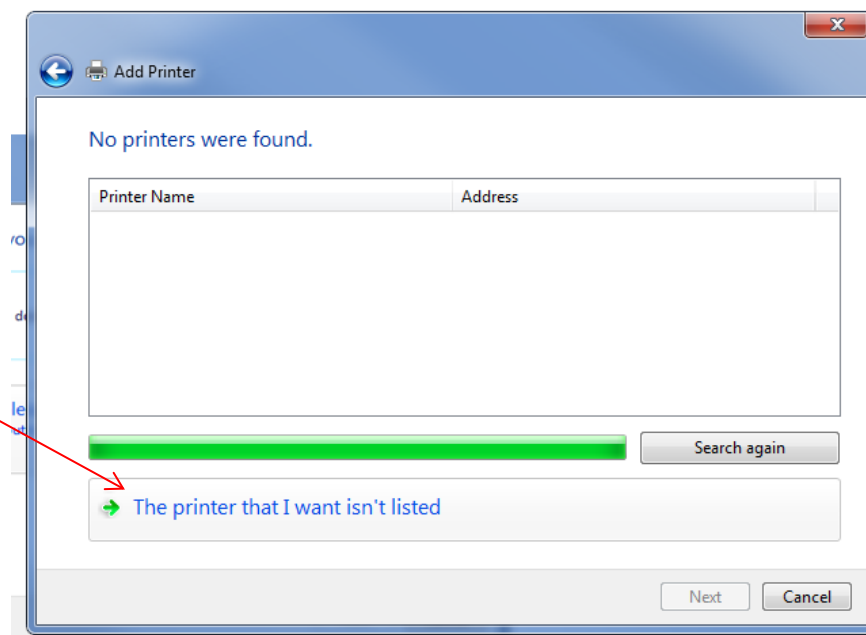
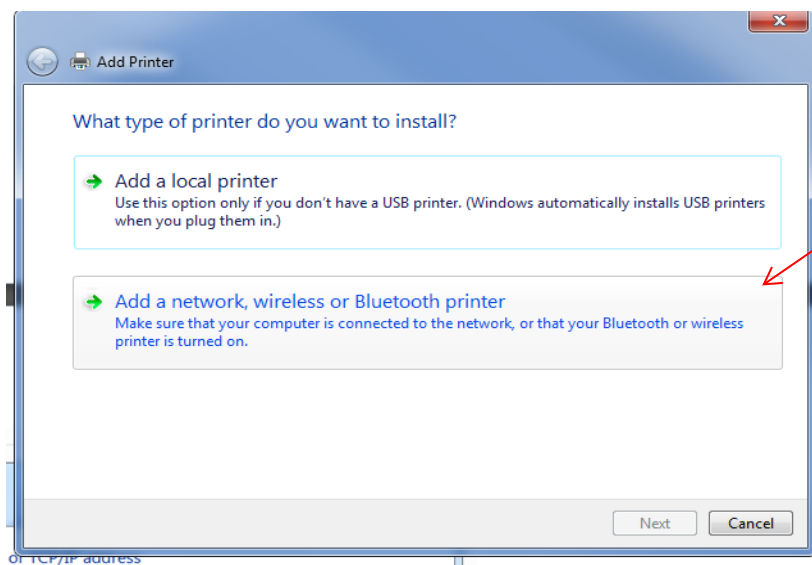
After initial login in to your assigned user account you will need to map the account to the local printer.

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# **MT-MCC Expanded Incident Ordering Recommended Practices**

## **All Orders:**

If possible General Messages should be limited to the same functional requests (i.e., Crews, Equipment, Overhead, Supplies)

General Messages should be numbered sequentially for easy reference and filing.

General Messages should be clearly written and legible. Needed Date and Time will be documented on every request.

Only orders processed via the ORDM will be treated as valid by MCC Expanded. If the ORDM signature is not on the request expanded will follow up with the ORDM to verify before processing the request.

The preferred method for ordering is via **fax** to **406-233-2944**. Electronic General Messages submitted via email to [mtmcc\\_expanded@firenet.gov](mailto:mtmcc_expanded@firenet.gov) will be accepted but must be followed up with a phone call to the expanded dispatch supervisor to ensure the order is received and processed in a timely manner.

## **NFES Supply Orders:**

NFES Supplies are placed to the Billings Fire Cache using the **Supply Order Form** Microsoft Excel workbook. A version can be downloaded at:

<https://gacc.nifc.gov/nrcc/dc/mtmcc/DOCUMENTS/Logistics/SUPPLY%20INCIDENT%20ORDER%20FORM.xls>

The Incident controls the issue of the S #'s starting at 100,000. Completed Orders are emailed to Josh King BFK Cache Mngr. at [jking@blm.gov](mailto:jking@blm.gov) and Lonnie Hinz at [lhinz@blm.gov](mailto:lhinz@blm.gov) and followed up with a phone call at 406-896-2870.

BFK will discuss ordering timeframes and requirements upon initial contact with the Incident Supply Unit.

## **NON-NFES Local Purchase:**

All Non-NFES local purchase and Buying Team requests will be processed through Miles City Expanded Dispatch. Orders for local purchase will be placed twice a day. Time frames will be discussed and agreed upon at the in-brief with the Expanded Supervisor and the IMT Supply Unit Leader.

## **NFES Incident Replacement Requisitions:**

S #'s for NFES incident replacement will be controlled and issued by the IMT SPUL. This Block starts at **10,000**. This category also includes commonly used chainsaw parts that would be considered normal to replace (i.e. saw chain, sprockets, roller bearing, etc..)

## **Property Loss and Damage:**

All items requiring a property loss and damage report will need to be approved by the IBA prior to submitting to MCC expanded for issuance of an S #. Miles City Dispatch uses the NRCG version of the OF-289 that requires a subject matter expert to review.

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# **Supply Ordering Guide:**

## SUPPLY SOPs

When generating S#'s for supplies MCC has some basic guidelines on how those should be created and filled.

All supply request will be created following the naming conventions outlined below using ALL CAPS.

## NFES

If the requested item is a NFES item that will be placed to the cache create it as a NFES item.

If the requested item is a NFES item but will be filled local out of the Miles City cache or at a the requesting resources' home unit create it as a *NON-NFES, Not in Catalog Supply* but use the exact naming convention as if ROSS created it as a NFES request.

Example: 1 pr Nomex pants 36 x 34 filled out of the MCD Cache will be created as –

NFES 002947, JEAN – BDU, NOMEX, 34 X 38 X 34 INSEAM

## NON-NFES

All Non-NFES requests will be created using a naming structure that mimics items found in the NFES Catalog. Refer to the following examples for how to name requests.

The fire is requesting cases of bottled water and Gatorade. The requests created should be:

WATER, BOTTLED, CS

GATORADE, ASSORTED BOTTLES, CS

The fire is requesting Mountain House or Peak Refuel meals for resupply. The requests created should be:

MEALS, FREEZE DRIED, BACKPACKER, CS

Requests for fuel (saw mix, diesel, unleaded) regardless of quantity, a single S # with a quantity of 1 will be created as such:

FUEL, DIESEL/UNLEADED, GL. **Special needs:** All Incident Fuel Needs

The fire is requesting 92 driver full skip saw chain and a spark plug for a Stihl 461.

SAW CHAIN, 92 DL, FULL SKIP, EA

SPARK PLUG, CHAIN SAW, STIHL 461, EA

The fire is requesting a black HP90 inkjet printer cartridge.

PRINTER CARTRIDGE, INKJET, HP90, BLACK, EA

Requests for Meals or Lodging should be created as *Non-NFES, Not in Catalogue Supplies*. The only time Service – Meals or Service - Lodging should be used is when the meals or lodging is set up on an agreement and payed using a payment package or payed by a Contracting Officer. Meals and lodging should be created using the following format.

MEALS special needs: All INCIDENT NEEDS

LODGING, HOTEL ROOMS special needs: ALL INCIDENT NEEDS

## **SERVICE vs. NOT IN CATALOG SUPPLY**

The “Service” category for supply request for items such as: meals, fuel, lodging, etc... is only appropriate to use when there is a negotiated agreement in place and the payment method is through a contracting officer, payment package, or the unit will be billed at the end of the incident. Single instance needs or purchases at time of pickup is **always** a “*Non-NFES, Not in Catalog Supply*”

For example: a one time delivery of ice from a vendor would be created as a *Non-NFES, Not in Catalog Supply*

ICE, BAGGED, PALLET

A daily ice delivery to an incident from the vendor and billed after would be a Service

Service – ice delivery. With special needs noting it is a daily delivery and the quantity to be delivered

## **FILLING REQUESTS**

Request will be filled as *Fill with Local Purchase*.

For items purchase from a single vendor replace the item description with the name of the vendor.

For Item purchased from multiple local vendors replace the item description with “VARIOUS LOCAL VENDORS”

For Items that will be purchased by the resource at their home unit replace the item description with “FILL AT HOME – *RESOURCE NAME*”