

Northern California Geographic Area Coordination Center



2019

Northern California Geographic Area Coordination Center (ONCC) is located at the Northern California Service Center (NCSC) facility.

The NCSC is home to:

Northern California Operations
USDA Forest Service
DOI Bureau of Land Management
CAL FIRE Operations Center

6101 Airport Road
6105 Airport Road
Redding, CA 96002
(530) 226-2800
Flight Follow 800-231-5584

Northern California Geographic Area Coordination Center

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Introduction

Northern California Geographic Area Coordination Center Mission Statement

Our mission is to provide the highest quality customer service possible that will reflect the values and ideals of our organization from a national to a local level. These values and ideals will be reflected in areas of trust, respect, commitment, purpose, training, safety, professionalism and responsibility.



LEADERSHIP CREED

- L**isten - to those we support and strive to provide the ultimate customer service.
- E**mpower – each other to provide creative solutions to problems.
- A**chieve - your goals and help others achieve theirs.
- D**emonstrate - by being a role model. Lead by example.
- E**ncourage - others to achieve and reach for a higher standard.
- R**emember – what our mission is and those we are here to support.
- S**hare - what you know and ask when you do not know.
- H**old – oneself accountable.
- I**nspire – people to lead others.
- P**repare - people to succeed.

Welcome to North Ops

Northern California Operations is the Geographic Area Coordination Center (GACC) for the northern half of USFS Region 5 (California), and the Regional Emergency Command Center for the Northern California Region of the California Dept. of Forestry and Fire Protection (CAL FIRE). It provides service for the Northern District of the Bureau of Land Management within California, National Parks of the Pacific West Region, Fish & Wildlife Service (FWS), and Bureau of Indian Affairs (BIA). North Ops provides support for 16 Northern California Emergency Command Centers (ECC's) when additional assistance is requested (attached map).

The compound itself includes an Administrative building, the Northern California Training Center, an Operations building, and is home to the Redding IHC, North Zone Cache and the Redding Smoke Jumpers. Also located on the compound are facilities related to the Shasta Trinity NF and the Shasta Trinity Unit including maintenance facilities, machine shops, CAL FIRE Station 43, and an Air Tanker Base with state and federal Air Tankers, Air Attack and Lead planes.

The Operations Building provides office space for USFS, USDOJ, and CAL FIRE personnel who support and manage the interagency mobilization of resources requested for major incident support in the geographic area. The Operations Building consists of a National Interagency Support Cache and the Smoke Jumper Loft on the ground floor, and the Operations Center on the second floor. The Operations Center has offices for the Interagency Coordinators, Intelligence section to include the Redding Fire Weather Center and Predictive Services personnel, an Initial Attack Aircraft dispatch floor, and an Expanded Dispatch / Coordination room. The dispatch center is linked by intercom to all the local command centers in northern California and also to Sacramento CAL FIRE and Southern California Operations. North Ops provides Initial Attack aircraft for northern and southern California Units from 6 fixed-wing bases and 16 helicopter bases. Additional resources can be requested through the mobilization process from other GACCs or NICC as the needed.

There are 2 GACCs in California – North Ops and South Ops. Both of these GACCs are different from other GACCs within the nation because of the partnership with the State's CAL FIRE, which has the largest state firefighting organization in the country. They are the only Coordination Centers that provide Initial Attack dispatching for aircraft owned and operated by both federal and state organizations. Because of the multitude of resources available to the centers from federal, state and local governments, it is imperative that proper ordering channels are observed. For instance, when state resources are requested for out-of-state assignments, only the CAL FIRE channels can be used to approve their personnel to respond. Normally the state will approve only a few orders to be filled for out-of-state requests due to their responsibilities within California. Ordering through ROSS is common with all Units but before an out-of-state request can be placed or filled with other than federal resources, it first must be approved by the CAL FIRE Duty Officer who will clear each request. The same applies to local government personnel and that system changes periodically so following the most current direction is imperative. Federal Coordinators or CAL FIRE Battalion Chiefs must be advised when orders for local government resources are received to assure the most current ordering protocol is being followed.

Working Atmosphere

North Ops has a zero tolerance policy for harassment of any kind. All Employee's cooperators, contractors and volunteers who participate in wildland fire operations have the responsibility to treat one another with respect. Every employee at North Ops takes personal responsibility for creating and ensuring a healthy and safe work environment.

Every individual assigned to North Ops has a responsibility to report harassment, inappropriate behavior, and take positive action to mitigate the effects. Promptly notify the Expanded Supervisor, Coordinator or a Duty Officer should any situation develop.

North Ops takes pride in maintaining a professional and service oriented working atmosphere while still allowing for some informality. If you have questions do not hesitate to ask for help. Open communication is expected and appreciated.

Make sure to maintain an atmosphere of safety while working at North Ops. Read and sign the most current Job Hazard Analysis (JHA).

Supervisor's Expectations

The North Ops Mobilization Coordinator has established expectations of Federal employees who work here at North Ops.

- Show up to work and on time for your planned shift. You must advise your assigned supervisor or their acting before leaving for your 30-minute lunch. Any lunches longer than 30-minutes must be approved by your assigned supervisor or their acting prior to your leaving. If neither is available, clear it with the current duty officer. In addition, before leaving your work area for any extended period, you must plan coverage of your current operational area prior to leaving.
- We are entitled to two 15-minute breaks during our shift. We are all encouraged to take those breaks. These breaks are for getting out of the office to get some air or conducting personal business if needed. Do not abuse government time for conducting personal business. Notify the supervisor prior to leaving.
- **Cell Phones** All Federal Coordination personnel are to place ALL cell phones on vibrate while in the Coordination Center. Cell phone calls and personal calls will be kept at a minimum and must not affect your duties as assigned. Texting while working is allowable as long as it does not interfere with your duties. Radio traffic will always take priority over the phone and especially personal phone calls.
- **Office Phones** While at your desk, please answer your phone in a timely manner rather than making the receptionist take messages for you. If the person asked for is on a call, please take a message for them or place them on hold. See Telephone Usage and Procedures and Telephone Quick Guide for more information.
- **Work area** Prior to leaving at the end of your shift, clean & organize the desk area where you are working by making it as presentable as possible. Use disinfecting wipes on all surfaces to prevent the spreading of germs. Do not leave dirty dishes in any work area, take them to the kitchen and do not leave them in the sink for someone else to put in the dishwasher.

ONCC Security

Only authorized personnel shall have access to the Operations Center. Those personnel authorized shall be agency personnel permanently assigned to the office or those that are on temporary assignment. Permanently assigned personnel shall be issued necessary codes to gain access to the compound and buildings. All other temporarily assigned personnel shall make arrangements with the supervisor to obtain access codes. These codes are confidential. Doors to the Operations building should remain locked and access codes may change periodically according to the Site Security Plan. If the main gate is closed, you may call the Operations Center Phone Number at 530-226-2800 and someone will remotely open the gate.

Facility Emergency Action Plan (COOP)

- **ONCC Emergency Procedures**
 - **Emergency Evacuation:** In the event an evacuation of the building is needed, there are no fire alarms in this facility. The Aircraft desk will signal by sounding 4 horn blasts. Leave the facility and assemble in the guest parking lot, just west of the building. There is a sign identifying the Evacuation Safety Zone. Your supervisor will guide you to the proper area. Five (5) horn blasts will be given when it is all clear to come back in. In the event of a longer term evacuation, your supervisor will instruct you on the Continuity of Operations Plan or COOP plan. This may involve relocating to a different facility.
- **Plan is located on the wall across from the receptionist desk**
- **ONCC 24 hour number Federal (530) 226-2800**

ONCC General Office Procedures

- ✓ Be Professional
- ✓ Receive assignment from immediate supervisor.
- ✓ Review the shift brief and verbally debrief the person you are relieving
- ✓ Review all resource orders, take note of the status of pending requests
- ✓ Review all database reports/ files related to your functional area
- ✓ Refer personnel problems and employee suggestions to the Mobilization Coordinator
- ✓ Notify immediate supervisor or Mobilization Coordinator of changes to personnel schedules which may affect staffing/shifts.
- ✓ Keep your desk area clean and orderly for the next shift or day.
- ✓ Immediately notify supervisor or Mobilization Coordinator of any problems relating to improper ordering procedures or problems.
- ✓ Refer questions concerning policy or interpretation to immediate supervisor or Mobilization Coordinator.
- ✓ At the end of your shift, review shift notes to ensure complete documentation.

Chain of Command

Chain of command is essential to do our jobs effectively. We all maintain an open door policy and value individual input. If there is a question or concern, address it to your supervisor first. If requested to complete an assignment by someone other than your supervisor, advise your supervisor of the request. When you are asked to do more than one task at a time, clarify with your supervisor. Your supervisor will know where you are at all times while you are on duty. It is your responsibility to keep your supervisor informed.

Appropriate Attire

In order to maintain a professional atmosphere at North Ops, we request that visitors and detailers wear casual business attire if they are not an agency employee. If you are an agency employee, uniforms are preferred Monday through Thursday, except for holidays. Fridays are “casual Fridays.” Casual business attire is still required. Questions and or concerns on appropriate attire will be addressed by the immediate supervisor.

Questions/Concerns

If you have any questions or concerns, please direct them to the Expanded Supervisor, or a Coordinator. If your question concerns cannot be met at this level, please contact a Duty Officer either federal or state.

ONCC Staff

An organization chart is located in Appendix A.

Current staffing of the Operations Center at North Ops:

Name	Position	Agency
Dept. of Agriculture		
Gwen Sanchez	Assistant Director - Operations	USFS
Anthony Masovero	GACC Center Manager	USFS
Curtis Stanley	Deputy GACC Center Manager	USFS
Laurie Forni	Mobilization Coordinator	USFS
Megan Heffentrager	Aircraft Coordinator	USFS
Andre Charton	Aircraft Dispatcher	USFS
Robin Milovich	Logistics Coordinator	USFS
Juel Moore	Logistics Coordinator	USFS
Keren Sites	Logistics Coordinator	USFS
Nikki Niesen	Logistics Coordinator	USFS
Patrick Howard	Logistics Coordinator	USFS
Troy Russell	Intelligence Officer	USFS
Vacant	Assistant Intelligence Officer	USFS
Vacant	Fire Management Specialist	USFS
Vacant	Meteorologist	USFS
Billy Gardunio	Fire Analyst	USFS
John (Brent) Wachtner	Meteorologist	USFS
Mark Garland	Supervisory Supply Management Specialist - Cache Manager	USFS
Dave “Rocko” Juenke	Supply Management Specialist – Assistant Cache Manger	USFS
Vacant	Supply Technician	USFS
Vacant	Supply Technician	USFS
Vacant	Materials Handler, Leader	USFS
Michelle Frisbee	Materials Handler	USFS
Lisa Ussery	Materials Handler	USFS
Don Davis	Materials Handler	USFS

Dept. of Interior		
Nate Gogna	Dept. of Interior Coordinator	BLM
Steve Leach	Meteorologist	BLM
California Dept. of Forestry/Fire		
Mike Bradley	Region Chief	CALFIRE
Mike Hebrand	Assistant Region Chief - Operations	CALFIRE
George Morris III	Assistant Region Chief- Administration	CALFIRE
Mark Kendall	Staff Chief ,Operations	CALFIRE
Dennis Nolan	Deputy Chief, Operations	CALFIRE
John Wilson	Division Chief, Operations	CALFIRE
Vacant	Division Chief, Intel	
Chris Hardy	Battalion Chief	CALFIRE
Dan Dennett	Battalion Chief	CALFIRE
Dave Munro	Battalion Chief	CALFIRE
Andy Emerick	Battalion Chief	CALFIRE
Phillip Selegue	Battalion Chief, Intel	CALFIRE
Jeremy Huntsman	Captain	CALFIRE
Joshua Vereb	Captain	CALFIRE
Katie Mason	Captain	CALFIRE
Chet Swancey	Captain	CALFIRE
Christine Engel	Captain, Intel	CALFIRE
Mark Steele	Captain, Intel	CALFIRE
Mike Crane	Communication Operator	CALFIRE
Shannon Radford	Communication Operator	CALFIRE
Sylviane Owens	Communication Operator	CALFIRE
Marie Geisler	Communication Operator	CALFIRE

Lodging, Meals and Transportation

- It is the responsibility of each federal employee to maintain an active travel card and utilize according to travel card rules and regulations.
- Travel Card Program: <http://fsweb.asc.fs.fed.us/bfm/programs/financial-operations/travel/TCP/TravelCardProgramPage.php>
- Perdiem Data: www.gsa.gov/perdiem.

Operations Center Kitchen

For the convenience of the employees there is a full kitchen located in the Operations Center building. The kitchen is shared by all the employees. There are 2 refrigerators, 2 microwave ovens, stove, toaster, blender, ice maker, coffee makers, ice machine, cookware, and various utensils. It is **each individual's responsibility** to clean up after themselves. There is a coffee fund for those who wish to drink the center's coffee, please contribute!

During periods of extended operation, CALFIRE will at times generously provide meals for those working at the center. These meals are sometimes provided as a convenience to the dispatchers during very busy days. However, these meals are not always provided or can end abruptly so be prepared. See the receptionist before 10am to sign up for meals.

Federal policy requires individuals who are on per-diem to declare meals provided at government expense. It is the responsibility of you, the claimant, to show these meals on your per-diem claims.

If you request a meal, please be sure that you eat your meal and not let it go to waste. If you have leftovers, you may label (name & date) and store them in the refrigerator. Please ensure that any food that you stored is removed prior to your demobilization.

If it is not labeled it could be considered community food and may be eaten. Remember to take your items with you on your scheduled days off or at the end of your assignment, this helps with space issues for those that are on duty.

We also have a designated area in the kitchen for food to be shared with everyone. You are welcome to bring in food to share or help yourself to whatever is being offered.

Lunch and Breaks

Please notify your functional supervisor or the Duty Officer when you take a break or lunch to ensure adequate staffing. A meal period of 30 minutes must be taken for each work shift. If an extended break is needed, contact your Expanded Supervisor, or the Duty Officer.

If you choose to bring your lunch into the office, you are welcome to eat at your desk. Make sure to wipe desk/work area with disinfectant wipes.

At this time, ONCC does not have an official break room.

Recycling

North Ops recycles. In an effort to support the Green Program, recycling bins are located throughout the Operations building. A list of paper products that can be recycled is posted by the copy machine. Plastic, aluminum and glass is recycled in the kitchen bin. Boxes shall be flattened and placed in the cardboard recycling bins in the Cache.

Timekeeping

You are responsible for keeping track of your own time. You should use an OF-288 (Emergency Firefighter Time Report). It is recommended that you complete the form daily and have the form signed off by the Functional Area Supervisor at the end of each column (Block 12). When your assignment is over, the Functional Area Supervisor will sign block 26 after you sign block 25. If you have further questions, please ask a Coordinator or the Duty Officer.

Sick Leave/On the Job Injuries

If you become ill while on duty, notify the Expanded Supervisor or the Duty Officer immediately. If you cannot come in for your scheduled shift, please call the Duty Officer before your shift starts so that we can make arrangements to cover for you. If you feel that your illness or injury will prevent you from staying on your assignment, let the duty officer know so that your demobilization arrangements can be made.

If you are injured while on duty, please see the Duty Officer as soon as possible to have a CA-1 or CA-2 Notification of Injury Form filled out. If further medical attention is needed a CA-16 Medical Authorization Form must be filled out prior to visiting a doctor or hospital.

Smoking Policy

Smoking is prohibited per state law within 25 feet of a public building. There is a designated smoking area located at the south end of the Cache. Please utilize this area to smoke. Ensure you advise your supervisor before going to the smoking area. All buildings are smoke free. Follow the smoking regulations in adherence to federal and local policy.

Restrooms

Restrooms are located on the west side of second floor main hallway. Please allow the IA dispatchers quick access to the restroom located directly across from the receptionist desk during peak hours. Additional restrooms are located on the main floor hallway, east of the cache main entrance.

Handicapped Accessible

The Northern Operations compound is handicapped accessible. If you have any special needs please contact a staff member for assistance.

Contact with Inmate Crews

Fire crews from the California Department of Corrections may be assigned to the ONCC compound for general maintenance projects. Do not communicate in any way and avoid contact with inmates to minimize any potential problems.

Telephone Usage and Procedures

During the summer months we employ 1-2 receptionists to answer and disseminate phone calls. The receptionist(s) duties include answering incoming calls promptly and professionally, and transferring the call to the appropriate personnel. Occasionally there may not be a receptionist on duty, in which everyone will answer the phone promptly and professionally, takes messages, or transfer the call. Most phones do not have direct lines so calls must be forwarded frequently.

If someone asks for aircraft, you will need to determine if they want Initial Attack/State Aircraft which would be transferred to the Initial Attack (IA) or Initial Support (IS) dispatcher, or if they want the Federal Aircraft Desk.

If a caller is questioning policy or dispatch procedures, is irate, upset, has a major problem, or is with any media, they need to be immediately transferred to the supervisor or mobilization coordinator.

Never give out home or personal cell phone numbers of employees, even if they are published in books and/or lists. If a caller insists on reaching an employee at home, you or the receptionist can call the employee at home or on their cell, give them the message, and let the employee decide whether or not to return the call.

Do not volunteer personal information about an employee. If an employee is out on sick leave, annual leave, or on vacation, simply say they are out of the office or not on duty today.

Messages should be delivered in person to the recipient. If they are not in or unavailable, ensure the message is left on their desk in a highly visible place, such as taped to their phone or computer screen.

Always remember we are here to serve the caller. Always remain courteous, polite, respectful, and professional regardless of the caller's demeanor.

Telephone Quick Guide

There should be a map of the phone extensions at each desk, as well as all needed phone directories.

EMERGENCY

Dialing 911 can be accomplished by either dialing 9-911 or 911. It will alert the receptionist that an emergency call has been made and from which extension.

Volume Keys

Can adjust volume up/down 3 different ways:

1. While handset is in the cradle, press the 'SPEAKER' key, press the up or down arrows under the LCD screen. This controls the speaker volume. This setting remains until you change it.
2. While on the handset, press the up or down arrows under the LCD screen to raise or lower the volume of the caller.
3. To adjust the ring volume, press the "PROG/HELP" key, then "4", then "2" and use the up down arrow keys. Press "RELEASE".

Hold Key

To place a call on Hold: While on a call, press Hold. A number will appear on the LCD screen.

If you press the "HOLD" key longer than 1 second it will put the call on Exclusive hold. The display will still give a line number it is holding on, but it will have an "E" in front of it.

A call on HOLD can be retrieved from any phone. A call on Exclusive Hold can only be retrieved from the phone that placed it on hold.

To retrieve a call on Hold or Exclusive Hold: Press "HOLD" then the number your line was assigned.

Paging

To page the entire top full of North Ops, press the "ALL PAGE" key and announce "(Name), you have a call on hold 1)" and hang up by pressing the "RELEASE" key – do not clutter the receiver down.

You may also page individual zones of North Ops. To page a zone, press "#PAGE" key then number of the zone number you are paging.

- | | |
|---|-----------|
| 1 | Air Floor |
| 2 | Expanded |
| 3 | Weather |
| 4 | Intel |

For example, if you want to page the Air Floor, press "#PAGE" and the number 1. Announce the call with the line they caller is holding on.

Or instead of paging, you may tell the person the call is for. Remember which line number the call is on. A call is retained in orbit for 90 seconds. If not picked up, it will be directed to the voicemail of whoever parked the call.

Redial Key

Flash/RDL this button to redial the last number dialed from your phone.

Transferring Calls

1. While on a call, to transfer to an ‘in house’ extension (see map): press Transfer, dial i.e.: ‘3009’ & hang up or use the “RELEASE” key, you must hang up the phone to connect the caller.

Speaker Key

The speaker key allows you make a hands free call. When you press this key while the handset is in the cradle, it activates the SPEAKER key, and the MUTE/DND key.

MUTE/DND Key

When this key is unlit, there is a two-way path: you can hear the caller and they can hear you. If you press the MUTE/DND key and there is a red light, it acts as a mute and the caller can’t hear you. This also works with the handset.

Voicemail

If this key is flashing blue, you have a new message in your voice mailbox. Press the voicemail key and then the button on the large LCD screen. Follow the prompts after you have listened to the message

To make an Internal Call

Dial the extension on your key pad.

If extension keys are available, press extension you wish to speak with.

To make an Outside Call

Press 9, then the number on your key pad.

To make a Call using Speed Dial

1. Lift the handset
2. Feature keys - Scroll through the pages to find the speed dial you want then press the button associated with that speed dial. NOTE phones may be set up differently at each position.
3. ESI-DEX System Speed Dial - pick up the handset then press the 4 digit # for the office or dispatch center. Can see on Speed Dial list at desk.

To make a call using the Headset:

Lift the headset off its charging unit (a green light will turn on), put it on your head. Press the button on the outside of the earpiece to automatically lift the handset off the cradle. You should hear a dial tone from the headset. Adjust the mouthpiece. Make a call using any of the above options.

To end the call, press the button on the outside of the earpiece to automatically lower the handset back onto the cradle.

Use other earpiece buttons to adjust volume levels for both hearing & speaking.

To Page:

1. Lift handset, press the area you wish to page Air Floor, Expanded, Weather, Intel, or All Page.
2. Make announcement, then hang up by pressing down on the hang-up button, please don’t clatter the handset onto the cradle.

Computers

Due to security protocol, visitors will be assigned a managed account profile for logging in from the Expanded Dispatch Supervisor and will have to complete security training. Please do not use personal profiles on the NOPS computers.

Internet

Follow the respective agency standards set in regards to Computer and Internet use.

For Forest Service users: <http://fsweb.wo.fs.fed.us/irm/security/>

Copy Machines and Printers

A black and white copy machine and a color printer are located in the main hall outside Expanded Dispatch. Additional printers are located in Expanded Dispatch and on the IA Floor.

White paper is located in the cabinet above the copier or in cabinets under or near printers & fax machines. Colored paper and cardstock are located in the supply cabinet in the main hallway outside Expanded Dispatch and also in the supply room. Toner cartridges are stored in the supply room closet. If one of the printers runs low on supplies please ask the Expanded Dispatch Supervisor or a Coordinator for assistance. Additional cases of paper can be obtained from the Cache.

Fax Machines

The Operations Center has 4 fax machines. One is located by the copy machine in the hall leading to the Intelligence Office.

This is the primary FAX and the number is (530) 226-2742.

Second one is located in Expanded Dispatch - the number of this machine is (530) 223-4280.

Third one is located on the IA Floor by the Mobilization Coordinator's office – (530) 224-4308.

Fourth one is located at the Federal Aircraft desk, primarily for aircraft only – (530) 222-5489.

These numbers are also listed on the Operations Floor Extension Map at each desk.

The FAX machines are set up with pre-programmed numbers for quick dial to the unit ECC's and other frequently used numbers. Report problems or maintenance issues with any printer, copy or fax machine to your floor supervisor.

Supplies

Each work station should have necessary office supplies at the desk. Basic supplies are located in the storage room in the main hall. Please advise the supervisor or a coordinator if supplies are low or out so we can order more stock.

Cache

The Northern California National Interagency Support Cache (NCK) is located below the Operations Floor on street level. Large fire supplies are located in this facility. The Cache has a staff of 1 supervisor and 6 permanent personnel, with temporary personnel brought in when activity dictates. Requests for NFES Cache items will be placed in ROSS directly to the Cache. When an order is placed within North Ops (ONCC) for supplies from the Cache, print a copy of the ROSS order, highlight the required resources along with the date needed and take it down to the Cache.

Cache hours are variable depending on activity.

Fire Weather Forecast

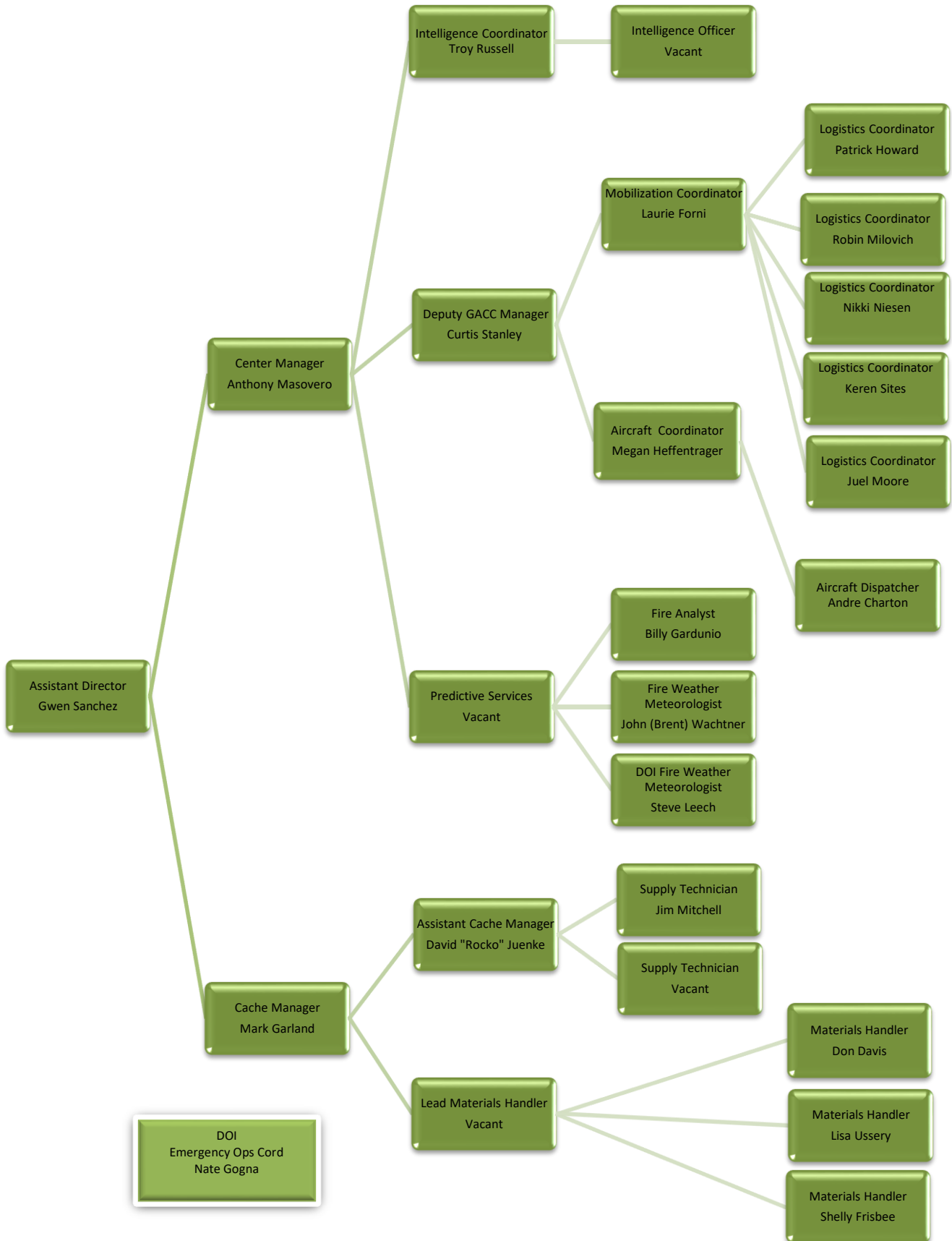
North Ops has a staff of meteorologists that work on the Operations Center floor at the west end of the building. There are USFS and BLM fire weather meteorologists that provide incident support throughout the fire season and training and coordination support throughout the winter months. Normally there will be a morning weather briefing held throughout the season once fire season is declared. This will be at 1030 and held in the second

floor briefing room. The briefing is open to everyone who would like to go. Predictions of upcoming weather events will often result in increased floor activity to preposition resources in areas where increased fire activity may result from lightning or wind.

Conference Room

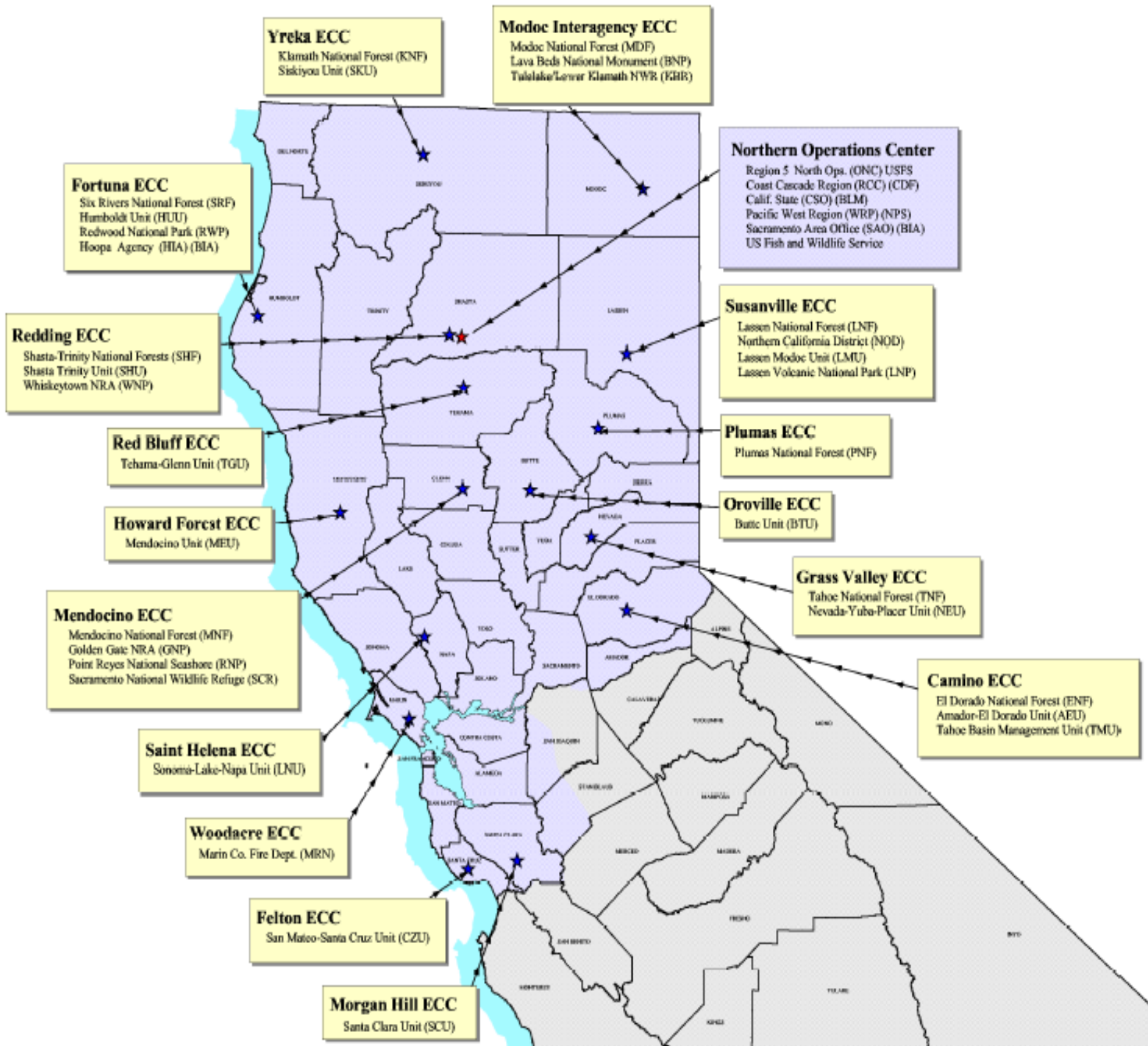
During busy times, there will be several conferences going on in the Weather Briefing room throughout the day. Please do not disturb the attendees unless it is urgent. A phone message may be taped to the door during meetings or left with the receptionist at the front desk. Be mindful while having conversations in the hallway either in person or while on the phone as this may disrupt the meeting. If you need to take a cell phone call, take a walk outside or inside the front entryway.

Appendix A- Fire and Aviation Management – Northern Operations Branch



Northern California Geographic Area

Command Centers



APPENDIX C- NORTH OPS SURVEY

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

ONCC visitors and detailers are asked to complete the following survey; all sensitive comments will be kept confidential. Please feel free to use the back of the form if additional space is needed.

1. What recommendations or changes would you suggest to our office procedures to help us streamline operations?
2. Did ONCC provide an adequate orientation and work materials? What information was not provided that would be beneficial to other visitors in the future?
3. Was the ONCC staff helpful during your detail?
4. Were the facilities adequate? If not, what improvements would you suggest?
5. What did you enjoy most about your visit to ONCC?

Please submit completed form to: Laurie Forni