

Detailer Guide



Southern California Geographic Area Coordination Center (OSCC)
is located at the CAL FIRE Southern Region in Riverside

Physical Address:
23300 Castle Street
Riverside, CA 92518
1-800-XXL-FIRE (995-3473)
Federal Duty Officer 951-276-6725
State Duty Officer 951-320-6197
General Fax 951-782-4900
Website: <http://gacc.nifc.gov/oscc/>

Southern California Geographic Area Coordination Center

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Introduction

Mission Statement

The principal mission of the Southern California Geographic Area Coordination Center (OSCC or also known as “South Ops”) is to provide cost effective, timely coordination and mobilization of wildland protection agency emergency response personnel and equipment for wildland fire and all-risk incidents. This mission is accomplished through planning, situation monitoring, and expediting resource allocation and usage across all represented agencies such as the California Department of Forestry and Fire Protection (CALFIRE), USDA Forest Service (USFS), National Park Service (NPS), Bureau of Indian Affairs (BIA), Fish and Wildlife Service (FWS), National Weather Service (NWS), Federal Emergency Management Agency (FEMA), California Office of Emergency Services (CalOES), Contract Counties, and Local Government.

Values and Expectations

The mission of OSCC includes providing quality resource coordination and aircraft dispatch services in a professional and efficient manner. Employees assigned to OSCC shall fulfill this mission in a manner consistent with the following values and expectations:

1. **Professionalism:** The degree of professionalism we exhibit is a reflection and standard of excellence that we must hold ourselves to as professionals at the Coordination Center. Professionalism means more than being highly skilled or doing your job well. It is an attitude, which is reflected in our conduct, appearance, and relationships with others.
2. **Teamwork:** Teamwork requires that we support and rely on one another in an atmosphere of shared responsibility. It is essential to the accomplishment of our mission. With establishing a foundation of trust, enabling healthy conflict, requiring commitment, setting an expectation of accountability, and fostering teamwork.
3. **Accountability:** Accepting responsibility and being accountable for our actions is a mark of professionalism. The duties performed by each of us contribute to the overall achievement of the OSCC mission. Each of us must take ownership of, and responsibility for, our role in accomplishing this mission.
4. **Productivity:** Productivity is the amount of work performed. Being a productive employee means making our best effort to accomplish every task, every day. Because much of the work we perform cannot be measured in the traditional sense, productivity must be measured against our personal capabilities.
5. **Communication:** The freedom to express one’s thoughts and ideas is essential to creating a positive work environment. Each one of us has the responsibility to communicate critical information, communicate openly and make sure we convey the essence of our mission and the improvement of the operation.
6. **Initiative:** Personal initiative means being proactive in identifying tasks or issues that need to be addressed, and then following through with the necessary actions to complete them, without being directed. Every initiative we take needs to measurably increase our readiness, speed of action, and capacity for sustained operations. Each of us must take the initiative to solve problems.

7. **Respect:** Respect is the foundation for developing positive interpersonal relationships, understanding individual's values and needs that are rewarding, responsive and respectful in creating a healthy work environment. Every employee deserves a safe and respectful workplace free of harassment. Anything less is unacceptable and a violation of established policy.

Brief Profile of OSCC

Initially established in 1972, the Coordination Center, now known as OSCC, provides logistical support and intelligence for wildfires in Southern California. From this facility, efforts such as: resource and incident planning, situation monitoring, incident need projections, and resource order processing are handled. The OSCC also provides logistical support for other non-fire disasters such as hurricanes, earthquakes, floods, and other large-scale incidents and disasters.

When local dispatch offices have exceeded their internal capability to fill resource requests locally, those requests are submitted to their respective Geographic Area Coordination Center (GACC). There are Ten (10) GACCs covering the United States (see Appendix A). OSCC is the GACC responsible for Southern California.

The OSCC is an interagency organization that handles resource distribution for all-risk management incidents. Personnel handle all requests for aircraft, overhead, crews, equipment, and supplies. Additionally, OSCC process dispatch records, coordinates with dispatch centers from all local units, forests, contract counties, and other agencies within its jurisdiction to fill all the various resource requests associated with a given incident. An Expanded Dispatch operation is responsible for processing the resource requests associated with extended attack or long-term incidents. Based on the "closest forces" concept, OSCC mobilizes the closest available qualified resource regardless of agency affiliation. In addition to coordinating resources between state and federal units, OSCC also hires contracted resources such as federal Type 3 Call-When-Needed (CWN) helicopters and CWN light fixed-wing aircraft; incident base services; and other miscellaneous privately-owned equipment.

Working Atmosphere

OSCC takes pride in upholding a professional and service-oriented working atmosphere and a zero-tolerance policy for harassment of any kind. Individuals assigned to OSCC including cooperators, contractors, and volunteers have the responsibility to treat one another with respect. Report harassment or inappropriate behavior and take positive actions to mitigate the effects. Promptly notify the Duty Officer, Expanded Supervisor, or Duty Chief if a situation arises.

We want you to have fun working in a positive work environment. Every employee at OSCC deserves a safe and respectful workplace. If you have questions, please do not hesitate to ask for help.

Appropriate Attire

To preserve a professional atmosphere at OSCC we request visitors and detailers wear casual, office-style apparel if they are not an agency employee. This includes jeans or slacks with closed-toe, closed-heel shoes for safety. If you are an agency employee, uniforms are preferred.

During Your Stay

If you have any questions or concerns, please direct them to the State or Federal Duty Officer, Expanded Supervisor, or Mobilization/Aviation Coordinator. If your question/concerns cannot be met at this level, please contact a Federal or State Duty Chief.

OSCC Staff

OSCC is staffed with a Forest Service Aircraft Coordinator, a Forest Service Mobilization Coordinator, 7 Forest Service Logistics Coordinators, 1 Region OCC Chief, 5 State Battalion Chiefs, and 4 State Communication Operators. An organization chart is located in Appendix A.

Lodging, Meals, and Transportation

If you need lodging reservations made for you, please inform a Coordinator. For employees who do not have a Government-issued travel card, lodging can be reserved and paid for on a BPA or through CALFIRE depending on the financially responsible agency. If lodging is being paid for you, you are responsible for personal telephone calls, movies, and miscellaneous expenses. A list of local hotels is provided in Appendix C.

Most people pay for their own meals via their per diem allowance. If you have any special needs please contact the Duty Officer or Expanded Supervisor.

****If you are receiving per diem during your assignment and choose to eat a CALFIRE provided meal(s), you must show this meal(s) on your travel voucher and not claim per diem****

Authorization for rental cars will be stated on your Resource Order. To minimize rental vehicle costs, if you can carpool to and from your hotel with someone else assigned to the same shift, it is strongly advised.

Below are the Federal 2020/2021 Riverside area per diem rates

Lodging rates for 92518														
Primary Destination	County	Max Lodging by Month (excluding taxes)												Meals & Inc. Exp.
Palm Springs	Riverside	2020			2021									
		OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	
		\$114	\$144	\$144	\$144	\$144	\$144	\$144	\$114	\$114	\$114	\$114	\$114	

Meals & Incidentals (M&IE) Breakdown							
Primary Destination	County	M&IE Total	Continental Breakfast/Breakfast	Lunch	Dinner	Incidental Expenses	First & Last Day of Travel
Palm Springs	Riverside	\$66	\$16	\$17	\$28	\$5	\$49.50

Personal Items

Upon Arrival of Assignment

Upon your arrival of your assignment at OSCC please check in with the appropriate Supervisor so that you can get a briefing and fill out the appropriate forms (i.e. Emergency notification form, CDC form, Aviation Mishap Guide, IROC access roles, and if you are a non-Federal or State employee you will need login and password).

- **EDRC and EDSD, check in with Expanded Supervisor or Federal/State Duty Officer.**
- **EDSP, check in with Mobilization Coordinator or Federal/State Duty Officer.**
- **ACDP, check in with Aviation Coordinator or Federal/State Duty Officer**
- **Airspace, Frequency, and Helicopter Coordinators, check in with Aviation Coordinator or Federal Duty Officer.**

OSCC Security

Access to the OSCC compound can be accessed through the gate. Press the “call” button on the gate panel, identify yourself, and wait for the gate to open. If you have trouble contacting someone with the “call” button, please check in with reception. If the Dispatch Office is not staffed, there is no one to open the gate for you. If the gate does not open within 2 minutes and you are unable to make contact with reception, then call the 24-hour number.

OSCC 24 hour number Federal 951-276-6725; State 951-320-6197

For staff safety, please do not drive over 5 miles an hour while on the OSCC compound and always be vigilant of pedestrians.

Timekeeping

You are responsible for keeping track of your own time. For Federal employees, time should be recorded to the nearest quarter hour. The OF-288 (Emergency Firefighter Time Report) is available electronically. Please contact a USFS Coordinator should you require the hard copy version. It is recommended that you complete the OF-288 daily. When your assignment is over, have the form signed off by the Functional area Supervisor at the end of each column (Block 12). The white copy of a paper version of the OF-288 or a printed copy of the electronic OF-288 is to be left at OSCC. The other copies are taken with you back to your home unit. Any questions should be directed to an Expanded Supervisor or the Duty Officer.

Lunch and Breaks

Please notify the Expanded Supervisor or the Duty Officer when you take a break or lunch to ensure there is 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.

The OSCC kitchen has a refrigerator, a freezer, three microwaves, and a toaster. When storing your food items, label them before placing them in the kitchen or refrigerator with your name and the current date. If food items are not labeled, they could be considered community food. Also, remember to take your items with you on your scheduled days off or at the end of your assignment to alleviate storage space issues for those still on duty. ***Please wash your dishes, dry them, and put them away. Remember to clean up after yourself.***

Smoking Policy

All buildings are smoke free; there is a designated area for smoking outside each building.

Restrooms

Restrooms are located on both sides of the dispatch building.

Gym Policy

OSCC has gym that is available to utilize during your assignment. The gym is located in the Admin Building. On the Federal side, to use the gym, we require that you have a signed **Wellness Program Employee Fitness Agreement** on file with your home forest.

Handicapped Accessible

The OSCC compound is handicapped accessible. If you have any issues or special needs, please contact any staff member for assistance.

Contact with Inmate Crews

Fire crews from the California Department of Corrections are often assigned to the OSCC compound to do general maintenance projects. Please do not communicate in any way and avoid contact with inmates to minimize any potential problems.

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 arrangements can be made to cover your shift. If you feel your illness or injury will prevent you from staying on assignment, let the Duty Officer know so demobilization arrangements can be made.

If you are injured while on duty, please notify the Duty Officer or Expanded Supervisor as soon as possible to have the proper agency injury forms completed. If further medical attention is needed the Duty Officer or Expanded Supervisor will advise of the nearest medical facilities and ensure any additional required forms are filled out prior to visiting a doctor or hospital.

Performance Evaluations/Task Books

Performance evaluations will be completed for every trainee assigned to OSCC and anyone who asks for one. If you are working on completing a Task Book, please let the Expanded Supervisor/Duty Officer or Mobilization Coordinator know upon your arrival. Only qualified OSCC employees can sign off items you successfully complete in your Task Book. The Task Book must be properly initiated from your home unit. If you did not bring your Task Book with you, call your home unit and have them mail it to you.

ATTN: "YOUR" Name
Southern Operations Dispatch
23300 Castle Street
Riverside, CA 92518

OSCC Emergency Procedures

Evacuation Procedures

The OSCC Dispatch building is equipped with automatic fire alarms. The building exits are posted throughout the building. You will be given a tour of the OSCC compound so you are aware of these exits when you arrive. When an alarm sounds, everyone will follow these procedures:

- Evacuate the building by walking to the nearest exit. Close office doors behind you. Employees and visitors with disabilities should be assisted by any available personnel.
- Proceed to the designated assembly area.
- Supervisors should ensure that all floor personnel are accounted for.
- Return to building only after “ALL CLEAR” has been given by the Fire Department.

Procedures in the Event of a Bomb Threat by Telephone

Behave in a calm and courteous manner.

- Do not attempt to transfer the call or put the caller on hold.
- Keep caller on the line as long as possible and notify a supervisor or other personnel by motion, signal, or note.
- Use the Bomb Threat Checklist as a guide for gaining information about the caller. This form is posted near each telephone throughout OSCC. It is important to fill out the form while the voice and message are still fresh in your mind. This data is crucial for getting information to the right people at the right time and determining safe evacuation of the premises.
- In the event of a bomb threat, total evacuation must commence immediately with direction from the Duty Officer. Evacuation will be to the designated area, usually the farthest parking area from the immediate building.
- Prior to evacuation, employees will make a quick check of their areas for anything out of place or additional packages in the area such as extra briefcases, boxes, etc. The quick check is requested because employees know their work area and surroundings better than anyone else.
- **DO NOT USE:**
 - **Cell phones for anything**
 - **The intercom**
 - **Any electric devices**

Physical Attacks and Assaults

Local Law Enforcement (9-1-1) should be notified without delay for a physical attack or assault of an individual. Management should always produce a written record of the incident and the response regardless of actions taken by Law Enforcement or other legal authorities to correct and report the situation.

OSCC Functional Areas and Position Descriptions

Functional Areas

OSCC is separated into five functional areas:

Equipment/Supplies: Coordinates the mobilization of rolling stock (engines), water tenders and dozers telecommunications equipment, incident base services, GIS trailers, clerical support trailers, and refrigerated trailers. This functional area also processes orders for supplies such as those found at the cache, in the NFES catalog, and mobile cache vans.

Crews: Coordinates mobilization of federal, state, and contract crews.

Overhead: Coordinates mobilization of single resource overhead personnel, and specialty teams including: Area Command Teams, Type 1 and 2 Incident Management and/or Incident Command Teams, Dispatch Teams, Burned Area Rehabilitation Teams, etc.

Aircraft: Coordinates movement and usage of airtankers, lead planes, aerial supervision modules, helicopters, Modular Airborne Fire Fighting Systems (MAFFS), and radio frequencies. Manages requests for Temporary Flight Restrictions (TFRs), and airspace deconfliction with military training routes and other special-use airspace.

Predictive Services: Predictive Services is a national program and is comprised of both a fire intelligence and a meteorological section. Predictive Services monitors fire activity as well as fuels and weather conditions and produces a suite of products to assist fire managers in the decision support process regarding the allocation and mobilization of shared fire resources.

Position Descriptions for OSCC Staff

Communication Operator (State): Responsible for dispatching aircraft and emergency resources, and for completing and disseminating reports and information regarding resource availability. Each Communication Operator is typically assigned to a specific functional area during expanded operations and can assist you with your daily tasks and answer many questions you may have.

Logistics Coordinator (Federal)/Battalion Chief (State): OSCC Logistic Coordinators work for the Mobilization and Aviation Coordinator. They serve as Duty Officer in absence of Mobilization or Aviation Coordinator and are also responsible for expanded dispatch functions of the GACC. There will be at least one regular staff member assigned to coordinate efforts in each functional area. Logistic Coordinators staff one Aircraft desk and one Support Aircraft desk. The OSCC staff can assist you with daily tasks and answer most questions.

Duty Officer (Federal and State): The Duty Officer is the point of contact for ECC Chiefs for mobilization and coordination. The Duty Officer is responsible for oversight for all ground resources and non-aviation issues, as well as expanded dispatch. They make immediate oversight and decision making; both Federal and State Duty Officers work collaboratively with each other. They are available 24 hours by cell phone.

Aircraft Coordinator (Federal): The Aircraft Coordinator works for the Deputy GACC Manager; they work in collaboration with the Regional Aviation Officer, CAL FIRE Duty Officer and/or CAL FIRE Aircraft Battalion Chief, and NICC Coordinator on duty for interagency aviation issues. Coordinates initial attack, immediate need, and planned need aircraft requests for inside and outside of the

GACC. Contracting Officer for CWN aircraft, is responsible for hiring federal CWN light fixed wing and Type 3 helicopters. As needed, expands the aviation coordination operations by bringing in Airspace Coordinators, Frequency Coordinators, Helicopter Operations Coordinators, and Fixed Wing Operations Coordinators.

Division Chief (State): The Division Chief is the CAL FIRE regional liaison who interfaces with other agencies and private cooperators to keep them informed of dispatching operations and procedures and to coordinate resources with those other agencies responding to incidents of mutual concern. Coordination includes utilization of all State aircraft, ground resources, and hired equipment to maintain an effective initial attack force and control incidents. The Regional OCC Chief is responsible for planning, implementing, supervising, and training in the use of the Regional Command and Control System and all of its requisite training programs.

Mobilization Coordinator (Federal): The Mobilization Coordinator works for the Deputy GACC Manager and functions primarily as the Duty Officer (Coordinator on Duty). Serves as primary contact for ECC's for non-aviation issues. Works with Forest Service Regional Office staff, CAL FIRE Regional OCC Chief and/or Duty Officer for interagency mobilization issues. Supervises Logistic Coordinators and responsible for expanded dispatch functions of the GACC.

GACC Center Manager & Deputy GACC Manager (Federal): The GACC Center Manager is responsible for the overall management of OSCC and provides multi-agency direction for OSCC activities. The GACC Center Manager interacts with managers and directors of other agencies, military, political officials, incident commanders, area commanders, and other cooperators outside of OSCC. The primary responsibility of the Deputy GACC Manager is to provide direction and advice to the Mobilization and Aircraft Coordinators.

OSCC General Office Procedures

Office Procedures

This outlines our General Office Procedures with values and principles that serve as the standards of excellence that we must hold ourselves to as OSCC employees. They are provided here as a reminder of who we are and what we do at the OSCC.

Duty

- Be proficient in your job, both technically and as a leader
- Make sound and timely decisions
- Ensure that tasks are understood, supervised and accomplished
- Develop your subordinates for the future

Respect

- Know your subordinates and look out for their well-being
- Keep your subordinates informed
- Build the team
- Employ your subordinates in accordance with their capabilities

Integrity

- Know yourself and seek improvement
- Seek responsibility and accept responsibility for your actions
- Set the example

Telephone Usage and Procedures

Always answer the phone with the greeting, “South Ops, this is (your name).” When speaking on the phone, be courteous and professional. If someone is rude or behaves unprofessionally toward you on the phone, put them on hold and notify your Expanded Supervisor, Duty Officer, or Mobilization/Aviation Coordinators who will take the call. You are not expected to communicate with unruly callers.

All phones should be answered prior to the second ring. If you cannot answer a question, put the caller on hold and find someone who can help. If you cannot find assistance right away, take the caller’s name and number and call them back with the information requested. Refer all calls to the appropriate desk or take messages unless you are requested to assist in that functional area.

Do not give out personal cell or home phone numbers to the public.

Computers and Internet

Upon arrival, each person will be assigned a functional area and computer. If you do not have an agency log-in ID and password you will be given one.

Computers on the command and expanded dispatch floors are a mixture of CALFIRE and Forest Service equipment. At the end of your shift, please restart your computer. To do so, click [Start]; From the shutdown menu dropdown, select [Restart] from the drop down menu and click [OK]. This will refresh the system for the next user and leave it operational for automated security software upgrades.

If you are having computer issues, contact the Expanded Supervisor, Duty Officer, or Mobilization/Aviation Coordinators so they can notify the appropriate agency computer specialist.

Internet

Internet use should be work related and used sparingly to minimize electronic traffic and maximize performance for all users. Never download screensavers or other software to the OSCC computers. Be cautious of computer usage. All documents and e-mails are stored electronically and may be reviewed at any time.

Software Application/Websites

The following applications and websites are used commonly at OSCC:

AirNav	Microsoft Outlook
WinCAN	Microsoft Office
Automated Flight Following	IROC
Defense Internet NOTAM Service	Firenet

Demobilization, Reassignment, and R&R

Fire assignments generally last 14 days (excluding travel), although we sometimes have long-term detailers assigned at OSCC. The duration of the assignment is generally agreed upon at the time of dispatch. You may be released from your assignment for a variety of reasons: end of commitment, lack of fire activity, reassignment, or performance-related issues. Please inform the Expanded Supervisor or Mobilization Coordinator if you were mobilized with a round trip airline ticket.

Upon Completion of Your Assignment

Upon completing your assignment at OSCC, PLEASE remember prior to your departure to ensure you have completed the following:

- Completed and signed a time sheet (OF-288) with the appropriate funding codes.
- Completed and signed a Performance Evaluation.
- Complete and ensure signature of your Task Book as appropriate.
- Completed Detailer Survey (Appendix F) ****we welcome constructive comments or ideas on how we can improve our center. ****
- Return Compound Access Card and any other items that were check out in your name.
- Remove and properly dispose of any perishable food items in the kitchen.
- Complete demobilization travel documentation with the Expanded Supervisor or Duty Officer and enter it into IROC.
- If your hotel is being paid for by the GACC, any hotel receipts need to be left with the Expanded Supervisor or Duty Officer.
- Ensured that the Employee Emergency Contact Form was returned to you.

If you are a Federal employee and your first day home from a 14-day assignment falls during one of your normal work days, you may be eligible for a paid administrative day(s) off at your home unit.

Information regarding administrative leave can be found in the Interagency **Incident Business Management Handbook Chapter 10**.

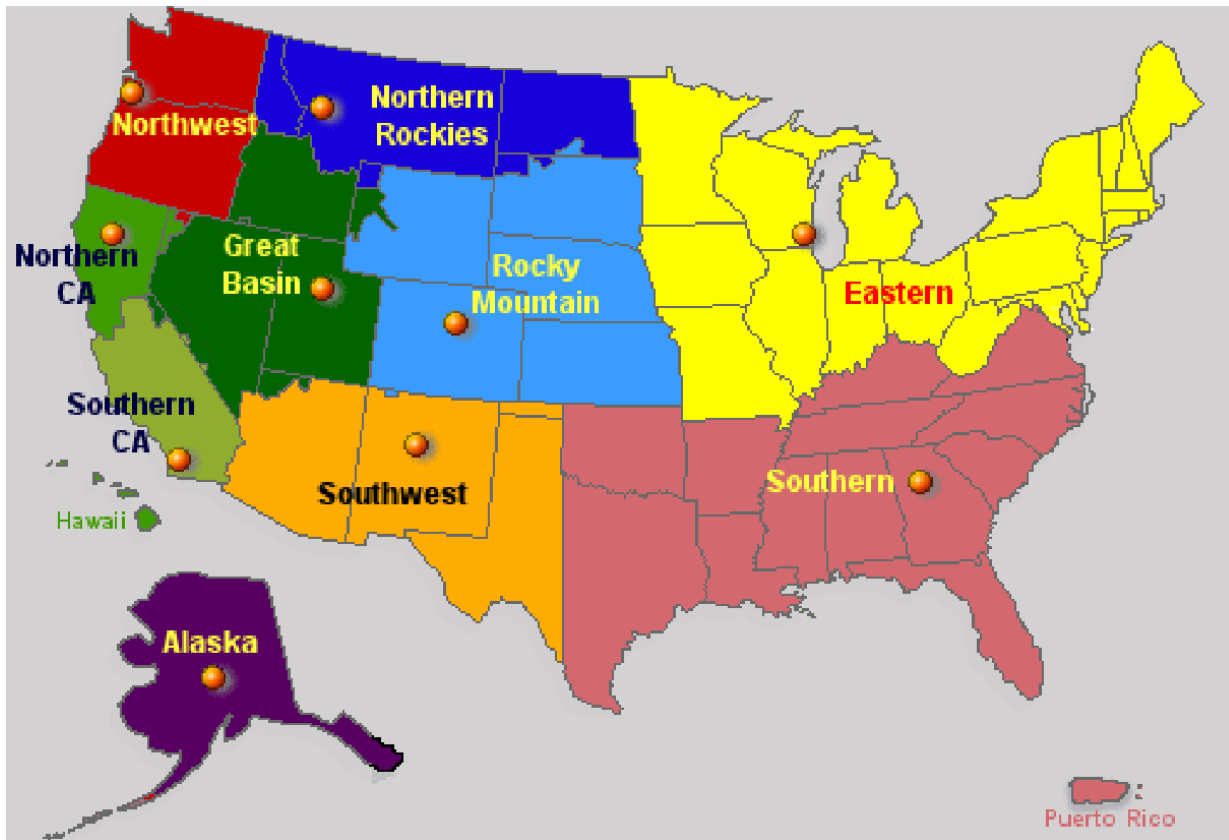
OSCC does **NOT** issue written requests for administrative leave for departing detailers, please do not ask.

OSCC makes demobilization flight arrangements at the most cost effective and via the most direct route to your home base. OSCC will not authorize any deviation to your official release and home unit return travel to accommodate personal needs. Any change to your demobilization travel for personal reasons that results in additional travel costs will be at your expense. This rule applies regardless of whether you are flying or driving. Per Diem will not be allowed while you are in non-pay status.

When OSCC releases excess personnel, an attempt will be made to offer options for reassignment. However, this is not guaranteed. Please remain flexible.

Appendix A - GACC Map and OSCC Organization Charts

National Geographic Area Coordination Centers (GACCs)

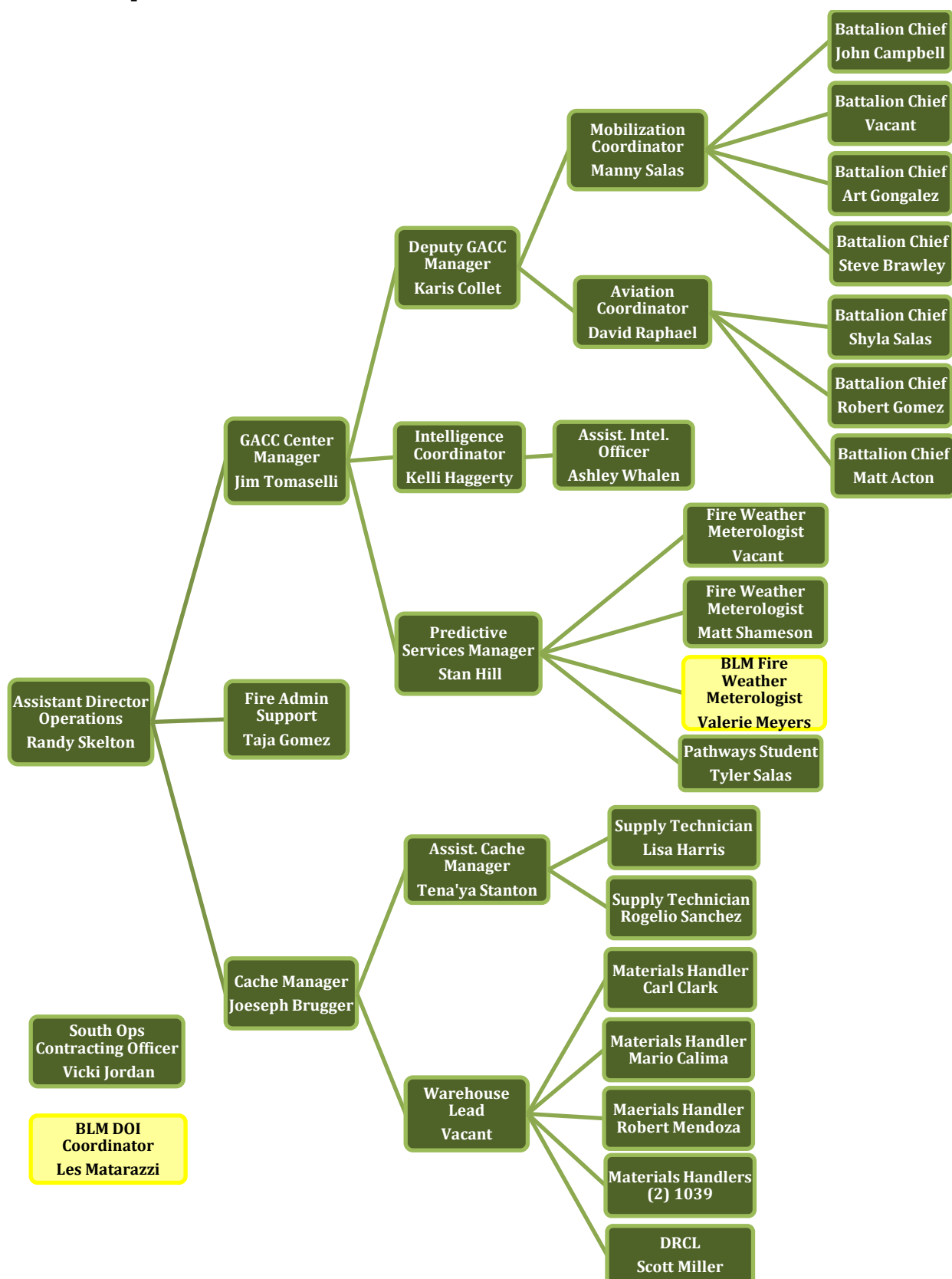


The 10 Geographic Coordination Centers and where they are located:

- Alaska Geographic Area Coordination Center; Fairbanks, AK
- Northwest Area Coordination Center, Portland, OR
- California Northern Operations Area Coordination Center, Redding, CA
- California Southern Operations Area Coordination Center, Riverside, CA
- Northern Rockies Area Coordination Center, Missoula, MT
- Great Basin Area Coordination Center, Salt lake City, UT
- Southwest Area Coordination Center, Albuquerque, NM
- Rocky Mountain Area Coordination Center, Lakewood, CO
- Eastern Area Coordination Center, Fort Snelling, MN
- Southern Area Coordination Center, Atlanta, GA

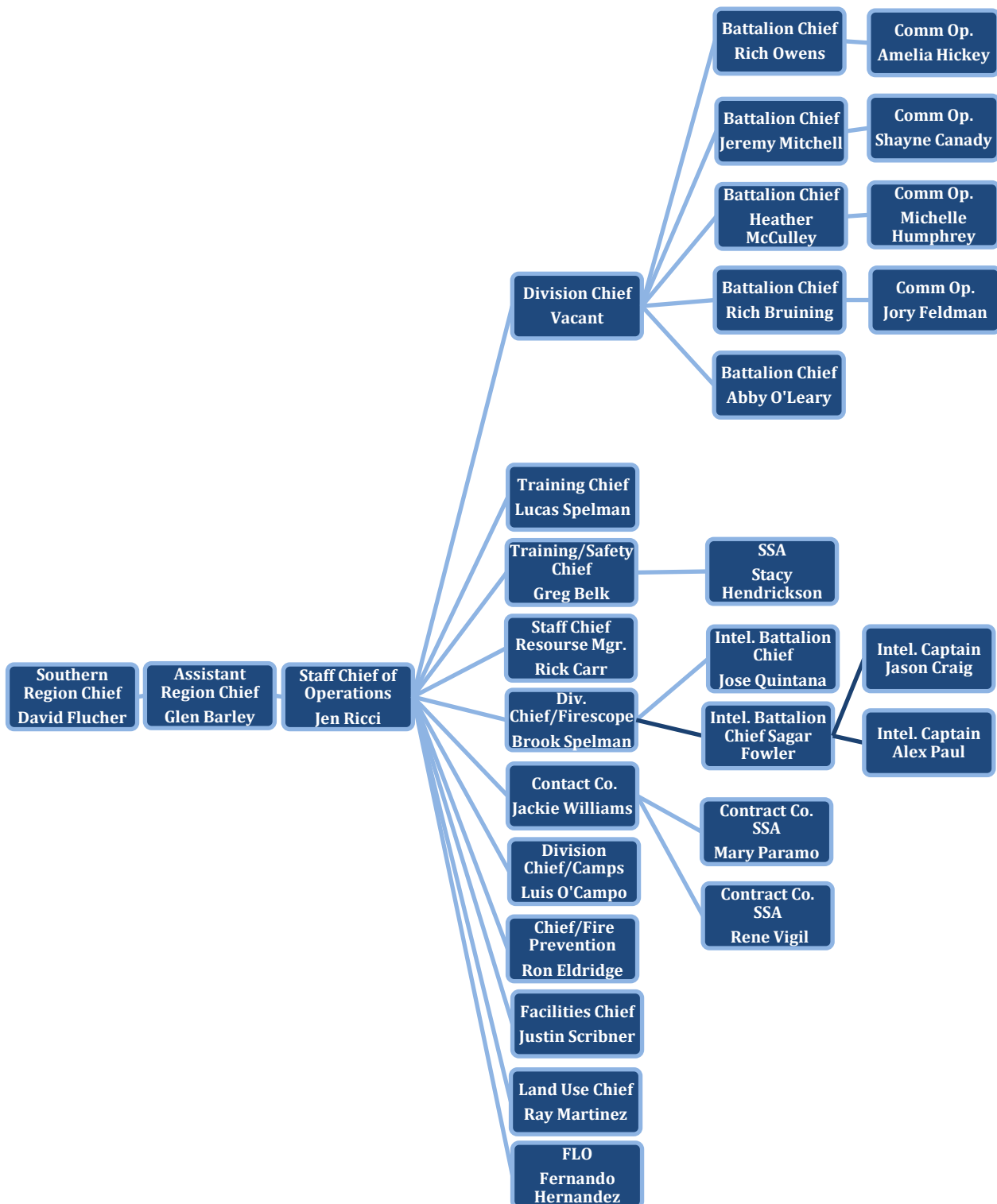
Appendix A - GACC Map and OSCC Organization Charts

Forest Service Fire and Aviation Management - Southern Operations Branch



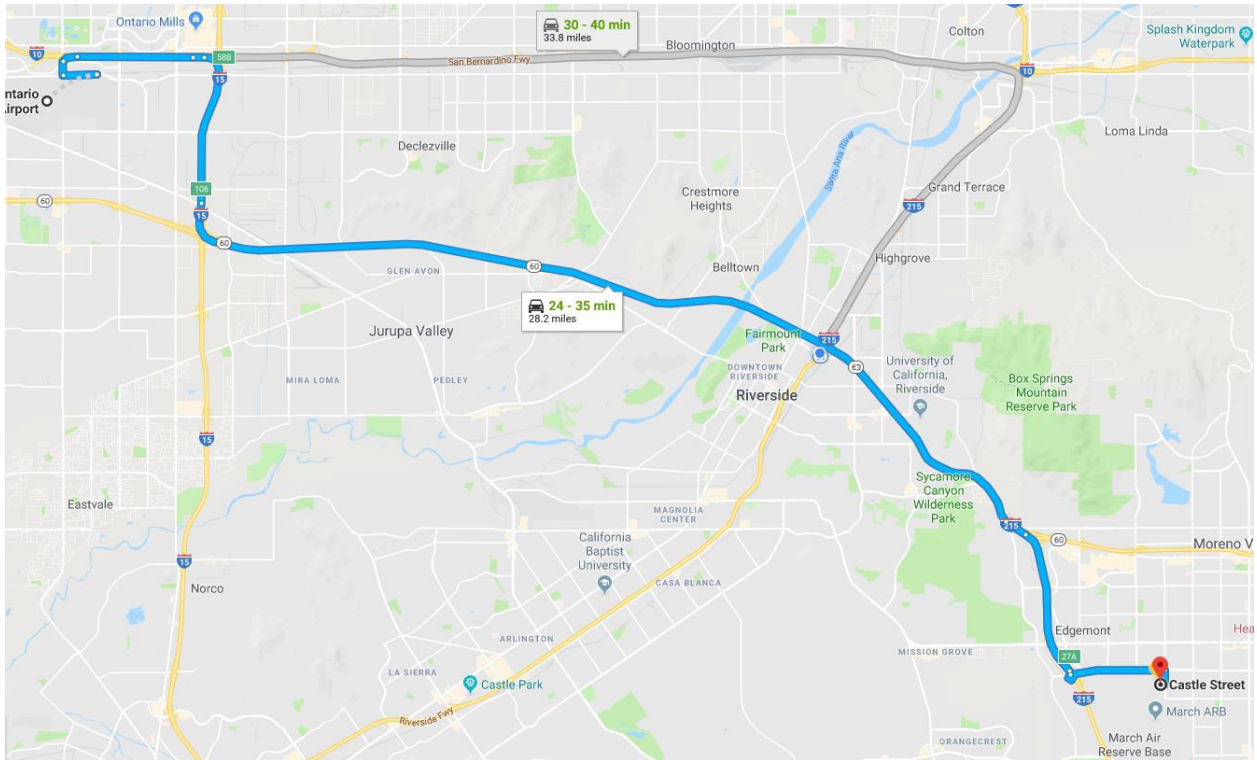
Appendix A - GACC Map and OSCC Organization Charts

CALFIRE – Southern Operations Branch



Appendix B - Driving Directions & OSCC Floor Plan

Driving Directions from ONT (Ontario Airport) to South Ops



Ontario International Airport

Ontario, CA 91761

➤ **Get on I-10 E**

3 min (1.1 m)

➤ **Take CA-60 E and I-215 S to Cactus Ave in March Air Reserve Base. Take exit 27A from I-215 S**

24 min (25.1 m).....

➤ **Continue on Cactus Ave. Drive to Riverside Dr.**

3 min (1.9 m).....

Castle St

March Air Reserve Base, CA 92518

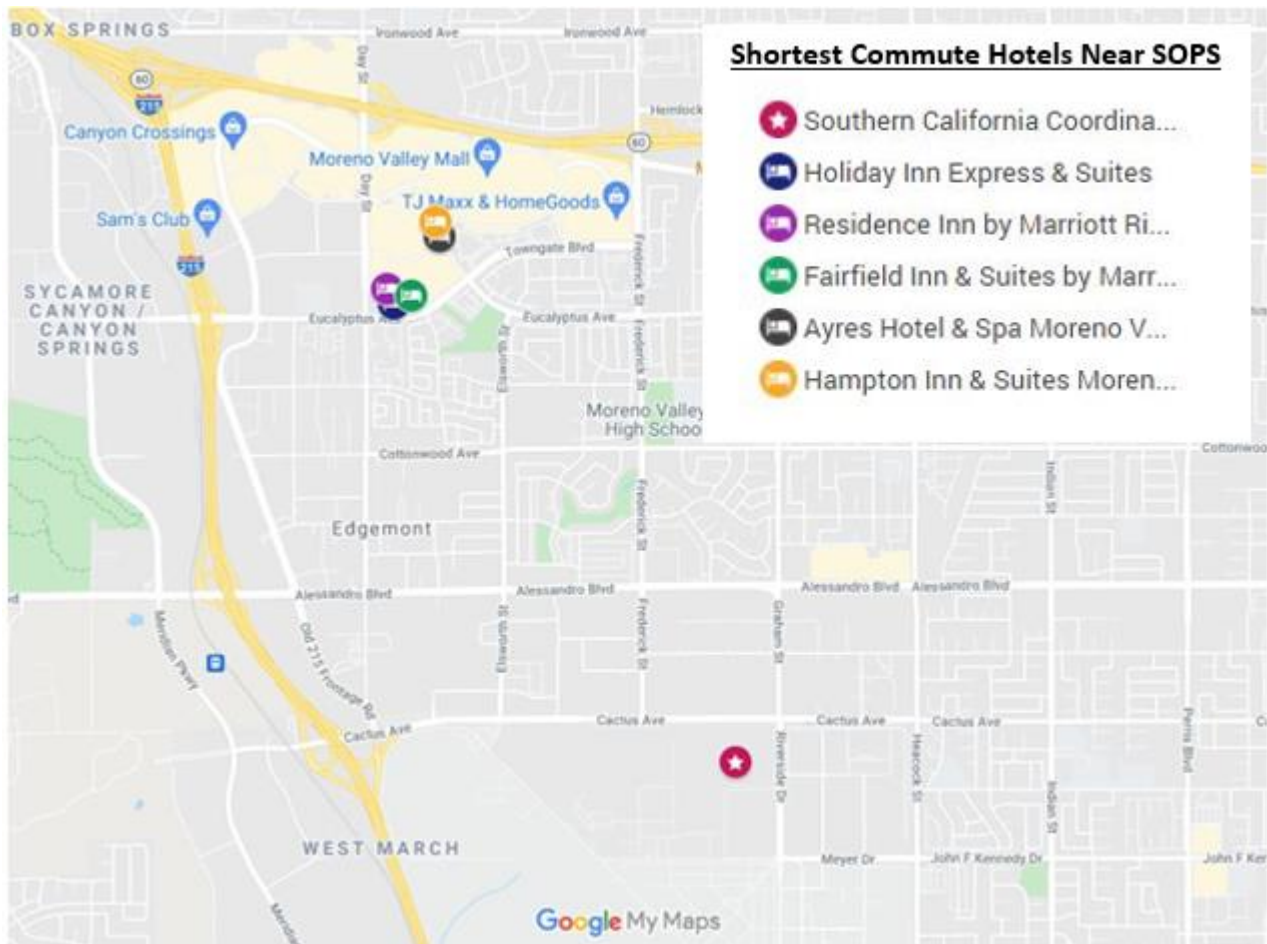
This floor plan shows a building layout with various rooms and safety features. The rooms are numbered 101 through 124. Key areas include:

- Room 101:** A large open area on the right side.
- Room 102:** A room with several tables and chairs.
- Room 103:** A room with a desk and chair.
- Room 104:** A room with a desk and chair.
- Room 105:** A room with a desk and chair.
- Room 106:** A room with a desk and chair.
- Room 107:** A room with a desk and chair.
- Room 108:** A room with a desk and chair.
- Room 109:** A room with a desk and chair.
- Room 110:** A room with a desk and chair.
- Room 111:** A room with a desk and chair.
- Room 112:** A room with a desk and chair.
- Room 113:** A room with a desk and chair.
- Room 114:** A room with a desk and chair.
- Room 115:** A room with a desk and chair.
- Room 116:** A room with a desk and chair.
- Room 117:** A room with a desk and chair.
- Room 118:** A room with a desk and chair.
- Room 119:** A room with a desk and chair.
- Room 120:** A room with a desk and chair.
- Room 121:** A room with a desk and chair.
- Room 122:** A room with a desk and chair.
- Room 123:** A room with a desk and chair.
- Room 124:** A room with a desk and chair.

The plan also includes several exits labeled "EXIT" in red. Safety equipment is marked with red icons: "FA" for Fire Alarm Pull Station, "FIRE EXTINGUISHER" with a fire extinguisher icon, and "AED" with an AED icon. Other labels include "STORAGE", "SLEEP ROOM", and "MECH / ELEC. ROOM".

Appendix C - Lodging

Shortest Commute Hotels Near SOPS

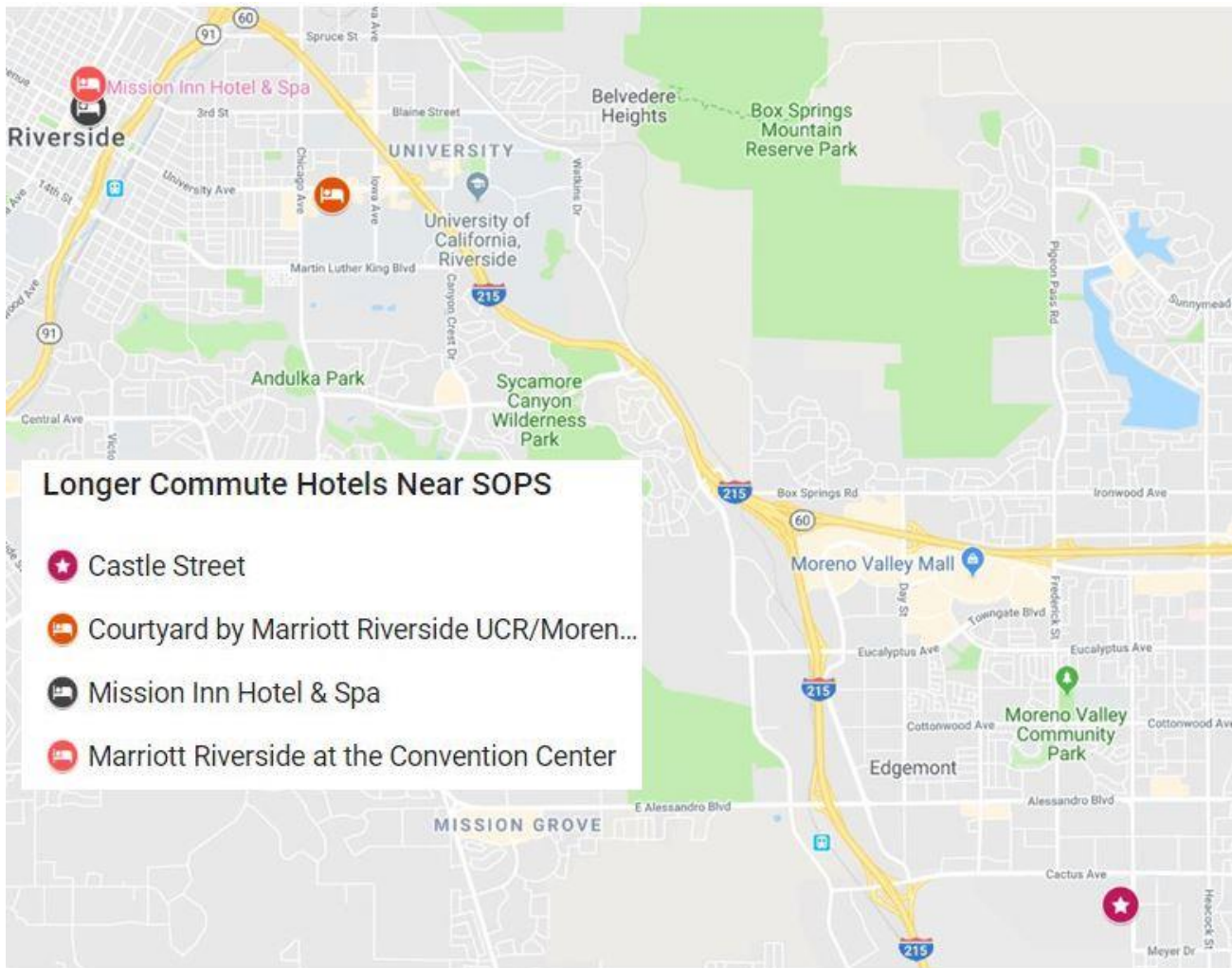


*****We recommend making your reservation at one of the following hotels; if there is no availability please see the next page for some additional options that have a bit longer of a commute especially with typical southern California traffic*****

- 1. Holiday Inn Express & Suites: Moreno Valley-Riverside (3.4 miles)**
 - 12960 Day Street, Moreno Valley, CA 92507 - (951) 455-3644
- 2. Residence Inn by Marriott Riverside Moreno Valley (3.4 miles)**
 - 12940 Day Street, Moreno Valley, CA 92553 - (951) 455-3642
- 3. Fairfield Inn & Suites by Marriott Riverside Moreno Valley (3.4 miles)**
 - 22100 Eucalyptus Ave, Moreno Valley, CA 92553 – (951) 563-0053
- 4. Ayres Hotel & Spa (3.2 miles)**
 - 12631 Memorial Way, Moreno Valley, CA 92553 - (951) 571-4141
- 5. Hampton Inn & Suites (3.3 miles)**
 - 12611 Memorial Way, Moreno Valley, CA 92553 - (951) 571-7788

Appendix C - Lodging

Longer Commute Hotels Near SOPS



*****Please be advised that making your reservation at any of these hotels could mean up to a 30 minute or more commute to the office if you are on the freeway during peak traffic hours. We recommend trying the hotels on the previous page first; if there is no vacancies then these are our next best recommendations*****

- 1. Courtyard by Marriott Riverside UCR/Moreno Valley (8.8 miles)**
 - 1510 University Ave, Riverside, CA 92507 - (951) 276-1200
- 2. Mission Inn Hotel & Spa (10.6 miles)**
 - 3649 Mission Inn Avenue, Riverside, CA 92501 - (951) 784-0300
- 3. Marriott Riverside at the Convention Center (10.8 miles)**
 - 3400 Market Street, Riverside, CA 92501 - (951) 784-8000

Appendix D - Regional Maps

Region 5 National Forests

USDA Forest Service R5 Forests



Appendix D - Regional Maps

CALFIRE Units and Contract Counties**** Contract Counties include:****KRN – Kern County****SBC – Santa Barbara County****VNC – Ventura County****ORC – Orange County****LAC – Los Angeles County**

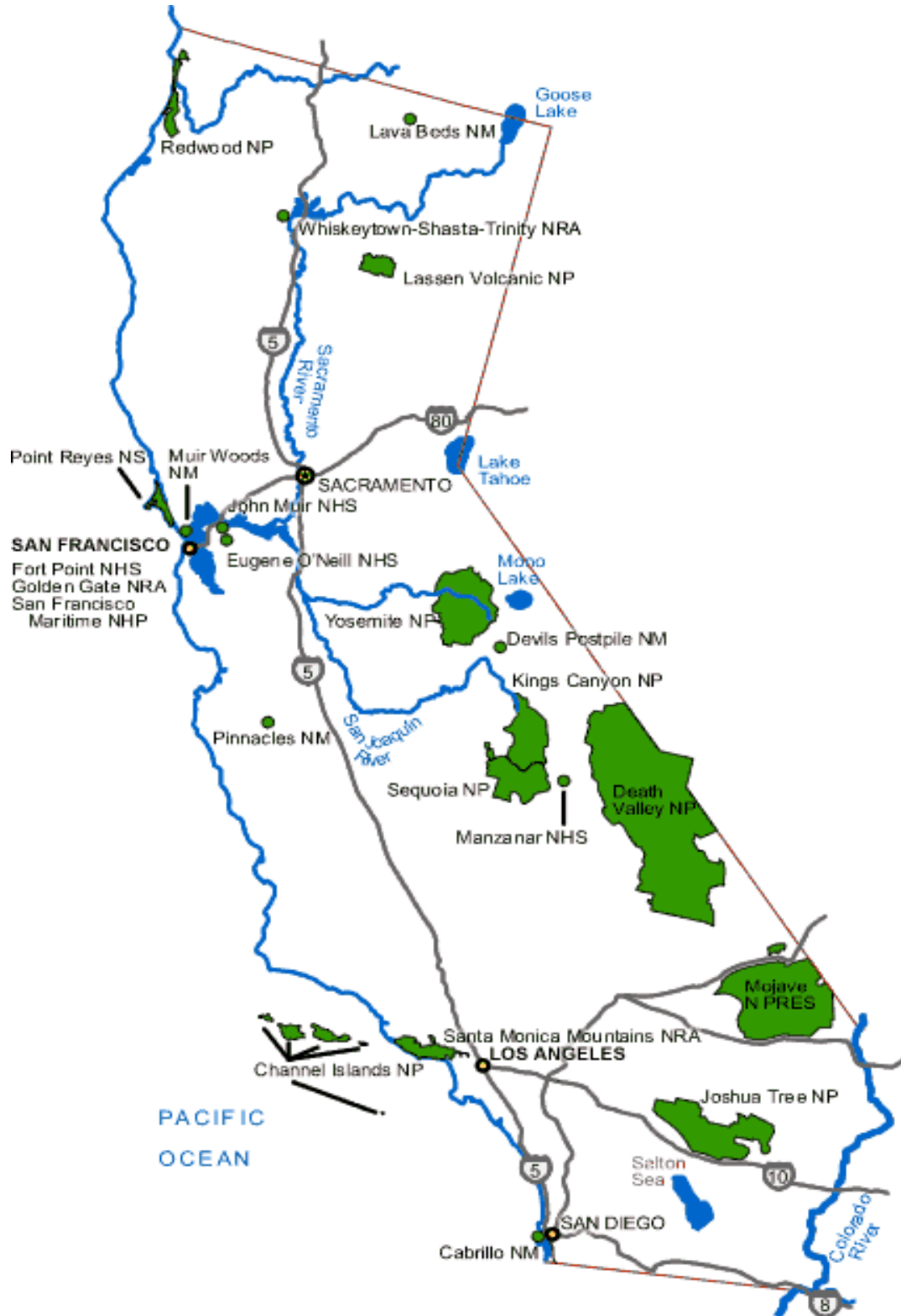
Appendix D - Regional Maps

BLM Field Offices in California



Appendix D - Regional Maps

National Park Service in California



Appendix D - Regional Maps

California Office of Emergency Services (OES)



Appendix D - Regional Maps

<p>California Master Cooperative Wildland Fire Management and Stafford Act Response Agreement (CFMA)</p> <ul style="list-style-type: none"> • Agreement between the Federal Wildland Agencies (USFS, BLM, BIA, NPS, FWS) and CAL FIRE • Used only to access resources from these agencies. 	<p>CALIFORNIA FIRE ASSISTANCE AGREEMENT (CFAA)</p> <ul style="list-style-type: none"> • Agreement for Wildland Agencies (Fed & CAL FIRE) to access Local Government Resources • Reimbursement will occur only after the 12th hour from the initial time of dispatch until released
<p>MASTER MUTUAL AID (MMA)</p> <ul style="list-style-type: none"> • MMA may only be used by Local Government Agencies to access engines/resources from other Local Government Agencies • These requests are outside of any Local Agreements • These requests may come through Unified Command and placed through the Unified Ordering Point. • <u>No</u> reimbursement will occur to Local Government Agency responder under MMA • A requested resource can be reassigned on the same incident onto another agreement but can not be reassigned from an agreement to MMA. 	<p>LOCAL AGREEMENTS (LFA)</p> <ul style="list-style-type: none"> • Agreement between any two (or more) agencies. (Federal/Local Gov., Local Gov./Local Gov., etc.) • More commonly known as Automatic Aid Agreements • These agreements may or may not be for payment or reimbursement, it all depends on the agreement.
<p>Cal-Fire Mutual Aid (CMA)</p> <ul style="list-style-type: none"> • A way by which Local Government Agencies can request Resources from CAL FIRE. • The emergency must be beyond the local government entity's ability to control • Can only be used when "all" other agreements have been exhausted. • This agreement can not be used to shift the cost of mitigating an emergency to another entity. • Resources are sent on a "closest resources" concept. • All logistical support for these resources are the responsibility of the requesting agency. 	<p>ASSISTANCE BY HIRE "ABH"</p> <ul style="list-style-type: none"> • Any agency requesting resources from another agency and/or private party to be paid directly at an agreed upon rate.

FED AGENCY REQUESTS ASSISTANCE FROM	CAL FIRE	CFMA		LFA			ABH
	LOCAL AGENCY		CFAA	LFA			ABH
CAL FIRE REQUESTS ASSISTANCE FROM	FED AGENCY	CFMA		LFA			ABH
	CONTRACT COUNTY						ABH
	LOCAL AGENCY		CFAA	LFA			ABH
LOCAL AGENCY REQUESTS ASSISTANCE FROM	FED AGENCY			LFA			ABH
	CAL FIRE					CMA	ABH
	LOCAL AGENCY			LFA	MMA		ABH

Appendix E - Agency Designators/IROC CC Designators for OSC

Agencies Designations/IROC Unit ID's for OSCC

AGENCY	3-LETTER	IROC 4-LETTER	CENTER NAME
<u>GACC</u>			
South Ops	CA-OSC	CA-OSCC	Southern Calif Geographic Cord Center
<u>USFS – National Forests</u>			
Angeles NF	CA-ANF	CA-ANCC	Angeles Communication Center
San Bernardino NF	CA-BDF	CA-SBCC	San Bernardino Interagency Communication Center or “Federal Comm. Center”
Cleveland NF	CA-CNF	CA-MVIC	Monte Vista Interagency Command Center
Inyo NF Ctr.	CA-INF	CA-OVCC	Owens Valley Interagency Communication
Los Padres NF	CA-LPF	CA-LPCC	Los Padres Communication Center
Sequoia NF	CA-SQF	CA-CCCC	Central California Communication Center
Sierra NF	CA-SNF	CA-SICC	Sierra Interagency Communication Center
Stanislaus NF	CA-STF	CA-STCC	Stanislaus Communication Center
<u>BLM – Field Offices</u>			
California Desert District	CA-CDD	CA-SBCC	San Bernardino Interagency Communication Center or “Federal Comm. Center”
Bakersfield District	CA-CND	CA-CCCC	Central California Communication Center
Owens Valley District Ctr.	CA-OVD	CA-OVCC	Owens Valley Interagency Communication
<u>NPS – National Parks, Preserves, etc.</u>			
Channel Islands NP	CA-CNP	CA-LPFF	Los Padres Communication Center
Death Valley NP	CA-DVP	CA-SBCC	San Bernardino Interagency Comm. Center or “Federal Comm. Center”
Joshua Tree NP	CA-JTP	CA-SBCC	San Bernardino Interagency Comm. Center or “Federal Comm. Center”
Mojave National Preserve	CA-MNP	CA-SBCC	San Bernardino Interagency Comm. Center or “Federal Comm. Center”
Santa Monica Mtn. NRA	CA-SMP	CA-ANCC	Angeles Communication Center
Sequoia/Kings NP	CA-KNP	CA-SQCC	Ash Mountain Fire Dispatch
Yosemite NP	CA-YNP	CA-YPCC	Yosemite Emergency Communication Center
<u>Wildlife Refuges</u>			
Southern California NWR	CA-TNR	CA-MVIC	Monte Vista Interagency Command Center
San Luis NWR	CA-LUR	CA-SICC	Sierra Interagency Communication Center

Appendix E - Agency Designators/IROC CC Designators for OSC**Agencies Designations/IROC Unit ID's for OSCC (cont.)**

AGENCY	3-LETTER	IROC 4-LETTER	CENTER NAME
<u>CALFIRE</u>			
Tuolumne-Calaveras	CA-TCU	CA-TCCC	Tuolumne-Calaveras Command Center
Madera-Mariposa	CA-MMU	CA-MMCC	Madera-Mariposa-Merced Command Center
Monterey-San Benito	CA-BEU	CA-BECC	San Benito-Monterey Command Center
Tulare	CA-TUU	CA-TUCC	Tulare Unit Command Center
Fresno-Kings	CA-FKU	CA-FKCC	Fresno-Kings Command Center
San Luis	CA-SLU	CA-SLCC	San Luis Interagency Command Center
San Bernardino	CA-BDU	CA-BDCC	San Bernardino Command Center
Riverside	CA-RRU	CA-RRCC	Riverside Command Center
San Diego	CA-MVU	CA-MVIC	Monte Vista Interagency Command Center
<u>Contract Counties</u>			
Kern County	CA-KRN	CA-KRCC	Kern County Command Center
Los Angeles County	CA-LAC	CA-LACC	Los Angeles County Command Center
Orange County	CA-ORC	CA-ORCC	Orange County Command Center
Santa Barbara County	CA-SBC	CA-SBDC	Santa Barbara Dispatch Center
Ventura County	CA-VNC	CA-VNCC	Ventura County Fire Communications Center
<u>OES</u>			
OES, Sacramento		CA-OESH	California OES, Sacramento Headquarters
Region 1		CA-CR01	Region 1 California OES
Region 2		CA-CR02	Region 2 California OES
Region 4		CA-CR04	Region 4 California OES
Region 5		CA-CR05	Region 5 California OES
Region 6		CA-CR06	Region 6 California OES

Appendix F - OSCC Detailer Survey

OSCC Detailer Survey

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

OSCC 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 OSCC 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 OSCC 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 OSCC?

Please submit completed form to Manny Salas (msalas@fs.fed.us)
Mail: 23300 Castle Street, Riverside, CA 92518
Thank you for participating in our survey!