Craig

Interagency

Dispatch Center

Expanded

Dispatch

Plan

2014

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**I. BACKGROUND**

## EXPANDED DISPATCH ORGANIZATION

Typically around the 1st part of July the Craig Interagency Dispatch Center begins experiencing multiple-fire days. Occasionally this increase in activity results in a large, IMT managed fire or a complex small fire situation which leads to the need to establish an Expanded Dispatch organization. Initially expanded may start with as little as two or three support dispatchers, expanding to as many as twenty during peak activity periods. Often in less complex situations, or as an incident winds down, one dispatcher handles more than one functional area of dispatching. Dispatch recorders and support dispatchers may be able to handle less complex situations by themselves. The addition of a supervisory dispatcher would be appropriate in the event of multiple fires or a long duration incident. A coordinator would be assigned in the most complex situations. Additional personnel may also work in Expanded Dispatch, such as data entry clerks or phone answerers.

The **technical support** function within Expanded Dispatch provides specialized skills, which assist with incident support operations. These skills can vary from situation to situation. Common technical support needs are: telecommunications, warehouse/cache support, ground support, providing transportation services for personnel and equipment, equipment inspection, and security at various sites. In most situations, full time staffing of these support skills is unnecessary and can usually be filled with local personnel.

The **administrative support** function of the incident support operation provides administrative advice and services for expanded and the incident. They can provide equipment and personnel timekeeping services for off-site operations, procurement services (usually in the form of a Buying Team), provide for the hiring of local AD employees to support operations, and follow up on local compensation or certain claims actions, as well as providing payments, fiscal advice and interpretation. As complexity increases, an Incident Business Advisor may be assigned to help the local administrative officer accomplish his or her incident related responsibilities.

Again, in less complex situations, many of these functions can be filled without full time staffing of a formal organizational position.

**II. OBJECTIVES**

1. Establish guidelines on when to implement Expanded Dispatch and Buying Teams
2. Define how to implement Expanded Dispatch operations
3. Support multiple or project fire situations by expanding the Craig Interagency Dispatch Center (CRC).
4. Provide a smooth and safe transition from mobilization to demobilization for all resources.
5. Allow CRC staff to function in their regular duties once expanded dispatch is in place.

**WHEN TO EXPAND**

The decision to expand rests with the Dispatch Center Manager (or acting). This decision will be made if an incident meets at least one of the following criteria:

1. Local planning level is at 4 or above.

1. Anytime a Type 1 or 2 team is ordered.

1. Multiple Type 3 and Type 4 incidents.

**HOW TO EXPAND**

Once the decision to expand has been made, the following steps will be taken to implement the process. ***Keep in mind that the actual organization may vary in size from the following list and will be initially based on current complexity.*** Once established, the Coordinator or Supervisory Dispatcher in charge will have a direct influence on expanding the organization further.

1. Order Expanded Dispatch Staff

* 2 each Supervisory Dispatchers - One to cover day shift and one to cover night shift. In absence of a qualified EDSP the Center Manager or Assistant Center Manager will act in this capacity until filled.
* 2 each Support Dispatchers - Overhead/Crews, one each to cover day and night shift.
* 2 each Support Dispatchers - Supplies/Equipment, one each to cover day and night shift.
* 1 each Support Dispatcher – ROSS expert that will provide additional help with ROSS where needed.
* 4 each Dispatch Recorders - Two for day shift and two for night.

1. Order Technical Support Staff

Local personnel are available for radio, telecommunications, ground support, warehouse assistance, and limited purchasing.

These operations may be set up in Craig, Steamboat Springs, Meeker, Yampa, Kremmling, Walden or Dinosaur depending on the location of the fire. These locations would be used to fill local purchase orders and as general staging areas for resources en route to or from the fire.

**NOTE:** Typically, the following positions would only be ordered in the event of large incident(s) or multiple Type 3 incidents.

1 each Local Administrative Officer or procurement personnel from BLM or USFS - To assist and advise the support base on local purchases and equipment rental agreements (see the Service and Supply Plan and Business Operating Guidelines).

1 each Ground Support - Stationed at the support base that will be supplying the fire.

1 each Local Administrative Officer or procurement personnel from BLM or USFS - To assist and advise the support base on local purchases and equipment rental agreements (see the Service and Supply Plan and Business Operating Guidelines).

1 Type 2 Buying Team

1. Assure lodging arrangements are made for incoming dispatchers. All personnel will be on per diem unless other arrangements are made.
2. Obtain keys for dispatcher’s building access and provide vehicle(s) if needed.
3. Obtain critical equipment as ordered by the current Incident Commander (once contact has been made with the Logistics Section Chief, advise them of what was ordered). If an Area Type II team is ordered, refer to the Team SOPs for the pre-order (available on the internet).

**If a Type 1 or 2 team is ordered, place an order for the following critical equipment:**

\_\_\_1 each NFES 4390 Starter System: Order on S #

\_\_\_1 each NFES 2069 Cache Van (Order thru RMC) on S # (or Type 3 Cache Compliment)

\_\_\_1 each Caterer (if the number of people to be fed are expected to exceed 150 persons/meal for more than 72 hours.)

**NOTE: Be sure to Order COTR with Caterer**

1 each Shower Unit

1 each Potable water truck (minimum of 1000 gallons)

1 each Grey water hauler

5 each Porta potties

1. Set up the Expanded Dispatch room if it hasn't been done prior to fire season. The supplies and necessary equipment are located in the Expanded Dispatch Room, which is located in the south end of the modular adjacent to the main building.

Phones, computers, a fax machine and a copy machine are currently available in expanded.

* Provide a list of available local resources.
* Prepare all records for transfer to Expanded Dispatch

**III. EXPANDED DISPATCH OPERATIONS**

Once expanded is established, the following procedures are recommended but can be modified to meet specific needs.

1. Orders for initial attack resources will be negotiated at the time of Team transition.
2. Orders for local resources will be placed directly with their home unit after consultation with Initial Attack. **Coordination with Initial Attack on commitment of local resources is critical.**
3. All orders for tactical aircraft and personnel with .A#’s will be placed through Initial Attack/Aircraft.

* This will assure coordination with the local initial attack needs, provide for flight following services and assure airspace coordination.
* CRC will keep Expanded Dispatch informed about aircraft request status.
* Logistical aircraft will be handled through Expanded Dispatch.

1. I-BPA’s. Orders for emergency rental equipment and local purchases will be placed with the appropriate procurement personnel (Local A.O. or Buying Team).
2. Expanded dispatch will assign request numbers, unless otherwise negotiated.

1. Expanded Dispatch will be responsible for travel arrangements for resources traveling from CRC area to other incidents or during demob operations.
2. Expanded Dispatch will be responsible for re-stocking expanded dispatch.

**IV. ORDERING PROCEDURES**

**Ordering procedures will be the same as outlined in the National and Rocky Mountain Area Mobilization Guides (CH 20).**  Every attempt will be made to fill orders from the most efficient source. When appropriate, orders will be negotiated and alternatives presented, to increase efficiency.

**Neighborhood Ordering**: Craig Dispatch Center can order directly from our neighbors for Overhead, Crews, Supplies, Equipment, Type 3 Helicopters, and Smokejumpers. Our neighbors are Grand Junction, Rawlins, and Fort Collins Dispatch Centers, as well as the Uinta Basin Fire Center in Vernal UT (Eastern Great Basin Area) and Casper (for MBR resources only). Orders should be placed with the neighbors before going to RMACC for resources. RMACC will assume that we have already checked our neighbors for resources and will not check again.

At the discretion of Rocky Mountain Coordination Center, neighborhood ordering may be shut down. This generally occurs at higher Regional planning levels but may occur at any time.

**Area-Wide Ordering:** to facilitate more efficient movement of resources, balance the workload, and use ROSS technology to its fullest potential, the rocky Mountain Area has implemented Rocky Mountain Area Wide Ordering. Rocky Mountain will allow all dispatch centers in the RMA to order resources statused in ROSS directly from one another under certain parameters and rules. Area Wide Ordering will be used only at rocky Mountain Area Preparedness Level 1.

*Overhead*: **Please check with Initial Attack Dispatch for availability of local resources.** Local resource orders will be placed directly with the home unit.

*Crews*: Area and National requests are to be placed with RMACC after checking with the neighbors.

*Equipment*: The Equipment Dispatcher will have to work closely with the EDSP, BUYL and BLM IBA, Valerie Kamzalow, to place and fill equipment orders. Refer to the NWCFMU Service and Supply Plan, the MBR Service and Supply Plan or the Dinosaur National Monument Service and Supply Plan.

**\*\*Refer to the Dispatch Priority Lists (DPL’s) for Best Value Contract Equipment\*\***

Area and National requests are to be placed with RMACC after checking with the neighbors.

*Aircraft*: All requests for tactical aircraft will be placed through the Initial Attack Aircraft Desk.

*Supplies/Cache items*: USE THE MOST EFFICIENT SOURCE!

***ROSS will be used for supply orders.*** Local procedures for ordering and filling supplies are found in the Dispatch Operations Guide.

**Local purchases** are to be placed directly with the local Administrative Officer or Buying Team. Use of cardstock orders for local purchases will be negotiated with Center Manager, Buying team and IMT at in-briefing.

All other cache supply requests are to be placed with RMK.

**Type 3 and 4 incidents supply orders**

Incident orders placed through a dispatch center/expanded dispatch will be entered in ROSS first and assigned an S-number from ROSS (S-1 through S-99,999). Upon completion of an initiated order in ROSS, ROSS will transmit the order to ICBS-R (Interagency Cache Business System Re-Engineered) for fulfillment. Orders submitted through ROSS require a follow-up phone call to RMK to assure transmittal of an order.

**Type 1 and Type 2 incidents supply orders**

Incident orders may also be placed direct to RMK upon approval from the hosting agency. Orders placed direct to the cache will have a designated block of S-numbers (S-100,000 to S-199,999). Orders will only be accepted on a hard or electronic copy of a Resource Order Form (NFES 2215) and have all the appropriate information list in 7.7. Upon completion of an initiated order in ICBS-R, ICBS-R will transmit the order to ROSS with the fulfillment information.

**V. TRAVEL PROCEDURES**

All travel arrangements for resources will be the responsibility of Expanded Dispatch and will follow Rocky Mountain Area and National guidelines. If requested or needed, a local support person will be provided to assist with commercial travel.

1. Overhead traveling via commercial airline

* Craig Dispatch Center has a CBA (Corporate Business Account) for travel. Upon initiation of an expanded dispatch operation, the Travel Instructions and Log Book will be turned over to Expanded Dispatch.

2. Overhead traveling via charter aircraft

* All charter aircraft travel will be coordinated with RMACC and/or adjacent dispatch centers to ensure cost effective transportation and will use current AMD Source lists. These lists will be provided upon initiation of an expanded operation. Expanded Dispatch will be responsible for point-to-point flight following in accordance with the RMA MOB Guide.
* All charter aircraft will have a flight plan faxed to RMACC, the receiving unit and any other unit involved in the transport.

3. All other resources are to have travel arranged as appropriate.

\*\*Rental Cars are available at the Hayden Airport or Enterprise in Craig in limited numbers\*\*

**VI. INTELLIGENCE OPERATIONS**

The Intelligence function is located in the Craig Interagency Dispatch Center.

The intelligence dispatcher will gather needed information from each of the functional areas. The intelligence dispatcher will be responsible for coordinating information from initial attack and expanded for the Interagency Situation Report. All 209s from large fires will be provided to the Intelligence Dispatcher with copies to expanded. RMACC guidelines for reporting will be observed as noted in the RMACC Mobilization Guide.

**VII. RESOURCE AND INCIDENT RECORD KEEPING**

**New Incidents and Reassignments**

Using the “Reassignment Incident Tracking Sheet”, the Supervisory Dispatcher or designee will keep track of any reassignments that occur off of your incident(s). The file path to the document is

S:\FireDocs\DISPATCH\Expanded\REASSIGNMENT TRACKER

Attach a copy of the resource order for **each resource that is reassigned** to the document. Turn the document in to the Center Manager at your close-out; he or she will determine if a new IA number needs to be created.

**Resource Orders and Related Documentation**

At a minimum, a copy of each ROSS resource order (excluding supplies) will need to be printed separately and filed in a binder at the time the order is filled. At the end of the incident, print a single copy showing demob for all resources of each resource type and file in the binder. Agree on a method of filing all other forms of documentation in the final fire packet with the Center Manager or Acting.

**VIII. FINAL FIRE PACKET PROCEDURES**

The final Expanded Dispatch final fire packet will contain:

1. Copies of all Resource Orders

2. Expanded Dispatch day and night shift organizational charts

3. Incident Action Plan(s)

4. Maps

5. Incident Status Summaries, WFDSS and Delegation of Authority if available

6. AM and PM weather forecasts

7. Daily press releases and copies of newspaper articles

8. Equipment rental agreements, shift tickets, commissary records, etc.

9. Copy of Demobilization Plan

10. Resource Locator Cards/T-cards if used

11. Inventory of all resources remaining on the incident

12. Radio logs, shift logs

13. Incident narrative by section including: Claims against the incident, Tort

Claims, CA-1's, Property Loss/Damage Reports, Witness Statements

**IX. EXPANDED DISPATCH JOB DESCRIPTIONS**

**SUPERVISORY DISPATCHER**

The Supervisory Dispatcher works in Expanded Dispatch and is capable of performing all functional areas (aircraft, equipment/supplies, crews/overhead, and intelligence) within the organization. Supervises one or all functional areas.

* Develops a cost-effective organization to meet present and future needs.
* Ensures staffing and scheduling integrity of the organization.
* Obtains a briefing from Center Manager or Acting.
* Provides guidance and supervision as necessary to all functional areas.
* Facilitates the orderly, safe, and cost-effective mobilization and demobilization of

resources.

* Interprets policies, procedures, agreements, contracts, and MOB plans.
* Directs the flow of resource order information in the dispatch organization.
* Makes recommendations on resource priorities.
* Directs established priorities to the functional areas.
* Provides for the disposition of all records and files associated with expanded dispatch operations.
* Communicates pertinent information to the Center Manager or Acting, co-workers, incident personnel and initial attack dispatch.
* Acts as the coordinator in their absence or when the position is not filled.
* Collects incident and situational intelligence (local, zone, area, and national).

**SUPPORT DISPATCHER**

The Support Dispatcher works in Expanded Dispatch and is capable of performing one or more of the functional areas (aircraft, equipment/supplies, crews/overhead, and intelligence) within the organization. Provides supervision to dispatch recorders.

* Obtains briefing from the Supervisor.
* Ensures resource orders and related forms are processed to completion.
* Applies procedures outlined in MOB guides.
* Operates telecommunications systems.
* Supervises dispatch recorders.
* Prepares functional resource status summaries.
* Ensures resource tracking and status systems are maintained.
* Communicates pertinent information to Supervisor, co-workers, and incident personnel.

**DISPATCH RECORDER**

The Dispatch Recorder works in Expanded Dispatch receiving and processing resource orders. Documents, tracks, and maintains status of resources.

* Obtains briefing from Supervisor.
* Processes resource orders and related forms until complete.
* Compiles, maintains, and communicates resource status.
* Operates telecommunications systems.
* Keeps the Supervisor apprised of resource order status and communicates pertinent info.

**X. EXPANDED DISPATCH INVENTORY**

|  |  |  |
| --- | --- | --- |
|  |  |  |
| Fireline Handbook | BK | NFES 0065 & 2165 |
| Fire Business Mgt. Handbook | 1 EA | NFES 2160 |
| NFES Catalogs | 2 EA | NFES 0362 |
| RMA Mob Guide | 3 EA | \* |
| National Caterer/Shower Guide | 1 EA | NFES 1276 |
| Expanded Dispatch Job Aids | 5 EA | NFES 2400 |
| CRC Annual Operating Plan | 1 EA | \* |
| NWFMU Service/Supply Plan | 1EA | \* |
| Med-Bow/Routt S & S Plan | 1 EA | \* |
| CRC Travel Instruction Book | 1 EA | \* |
| CRC Preparedness Plan | 1 EA | \* |
| RMA Type 2 Team IMT SOP | 1 EA | \* |
| National Mob Guide | 5 BK | NFES 2091 |
| Expanded Dispatch Plan | 1 EA | \* |
| On-Call Dispatch Directory | 2 BK | \* |
|  |  |  |
| Craig/Steamboat/Oak Creek | 5 EA | \* |
| Rangely/Dinosaur/Maybell | 1 EA | \* |
| Grand Junction | 1 EA | \* |
| Aspen/Glenwood Springs | 1 EA | \* |
| SW Wyoming | 1 EA | \* |
| Little Snake/Yampa | 1 EA | \* |
| Vernal, Utah | 1 EA | \* |
| Grand County | 1 EA | \* |
| Vail Summit | 1 EA | \* |
|  |  |  |
| US Road Atlas | 2 EA | NFES 0364 |
| RMA Map With Overlays | 1 EA | \* |
| Misc. CRC Area Topo Maps: | 1 EA | \* |
| (Canyon of Lodore; Steamboat  Springs; Rangely; Douglas Pass; Glenwood Springs; Meeker; Vernal; Walden) | 1EA | \* |
| Moffat, Jackson, Rio Blanco Co. | 1 EA | \* |
| Moffat Co. General Road Map | 1 EA | \* |
| Little Snake Transportation Plan | 1 EA | \* |
|  |  |  |
| AC-U-KWIK Guides | 1BK | 1-800-400-5945 |
| Aircraft Identification Guide | 1 BK | NFES 2393 |
| Chief-of-party checklist | 10 EA | \* |
| Flight Request Forms | 10 EA | Form 9400-1a |
| Helicopter Load Calc. Booklet | 2 PG | OAS-67 (02-81) |
| Helicopter Pass/Cargo Manifest | 2 PG | NFES 0086/OF 252 |
| IHOG | 1 BK | NFES 1885 |
| Interagency Airspace Coordination Guide | 1 BK | www.fs.fed.us/r6/fire/aviation/airspace |
| Off-unit aircraft forms | 6 EA | \* |
| TFR Request Forms | 6 EA | FAR Part 91.137 |

\*obtained locally

|  |  |  |
| --- | --- | --- |
| **Item** | **Number Needed** | **NFES/Form Number** |
| Box black pens | 2 BX | \* |
| Box mechanical pencils | 1 BX | \* |
| Box replacement pencil leads | 2-#5 BX, 2-#7 BX, 3-#9 | \* |
| Package assorted highlighters | 1 PG | \* |
| Package asst. Dry Erase markers | 1 PG | \* |
| Package mech. pencil erasers | 1 PG | \* |
| Package Sharpies, assorted colors | 1 PG | \* |
| White Board erasers | 1 EA | \* |
| 1-pocket files/legal size | 1 EA | \* |
| 21-pocket files/alpha/letter size | 6 EA | \* |
| Expandable sorting racks | 2 EA | \* |
| Multi-divided two-hole binders | 10 EA | \* |
| Notebooks (miscellaneous) | 6 BK | \* |
| Package file folder labels | 1 PG | \* |
| Package file folders | 2 BX | \* |
| Package index tabs | 1 EA | \* |
| White-out | 4 Bottles, 7 Tape | \* |
| Clipboard | 5 EA | \* |
| Big Erasers | 14 EA | \* |
| Fax stamp | 1 EA | \* |
| Glue sticks | 2 EA | \* |
| Handheld calculators | 3 EA | \* |
| One-hole punch | 2 EA | \* |
| Packages 2”x3” Post It Notes | 1 PG | \* |
| Packages 3”x3” Post It Notes | 2 PG | \* |
| Packages Post It fax labels | 1 PG | \* |
| Packages phone message forms | 2 PG | \* |
| Packages Post It Flags | 12LG, 3SM PG | \* |
| Rulers | 7 EA | \* |
| Scissors | 5 EA | \* |
| Three-hole punch | 2 EA | \* |
| Two-hole punch | 3 EA | \* |
| Box assorted rubber bands | 3 BX | \* |
| Box binder clips (large) | 2 BX | \* |
| Box binder clips (med) | 2 BX | \* |
| Box binder clips (small) | 2 BX | \* |
| Box butterfly clamps (med) | 6 EA | \* |
| Box metal binder rings (mix) | 1 BX | \* |
| Box paper clips (small) | 1 BX | \* |
| Box standard staples | 5 BX | \* |
| Box thumb tacks | 2 BX | \* |
| Clam clips (large) | 12 EA | \* |
| Clam clips (medium) | 5 EA | \* |
| Box clam clip ammo (large) | 3 BX | \* |
| Box clam clip ammo (medium) | 4 BX | \* |
| Rolls scotch tape | 8 EA | \* |
| Staple pullers | 10 EA | \* |
| Staplers | 5 EA | \* |
| Empty Plastic Hanging File Box with lid, letter | 1 EA | \* |
| **Item** | **Number Needed** | **NFES/Form Number** |
| Air Travel Request for SATO | 25 EA | \* |
| Assignment/Reassignment/Demob | 20 EA | \* |
| Authorization for Day Off | 25 EA | \* |
| Base camp briefing checklist | 10 EA | \* |
| Change of shift | 20 EA | \* |
| Crew Performance Rating | 3 PK | ICS form 224 |
| Crew Time Report books | 24 BK | SF 261 (5-78) |
| Demob/Reassignment Travel Requisition | 22 EA | \* |
| Demobilization Checkout | 2 PG | NFES 1353 |
| Detail Request Form | 18 EA | \* |
| Dispatch Log | 42 EA | \* |
| Emergency Equipment Rental Agreement | 6 PG | OF 294 (8-90) |
| Emergency Equipment Fuel and Oil Issue | 9 BK | OF 304 (7-90) |
| Emergency Equipment Use Invoice | 3 PG | OF 286 (7-90) |
| Emergency Equipment Shift Ticket | 12 BK | OF 297 (7-90) |
| Emergency FFTR Time Report | 5 PG | NFES 0866 / OF-288 |
| Emergency Release | 13 EA | \* |
| Emergency Equipment Rental Use Envelope | 2 PG | OF-305 (7-90) |
| Equipment Inspection | 3 BK | OF 296 (9-81) |
| Expanded dispatch organization chart | 20 EA | \* |
| Fax cover sheets | 10 EA | \* |
| Fire overhead performance rating | 24 EA | \* |
| Food Service Request | 6 PG | NFES 2052 |
| General Messages | 10 PG | NFES 1336 / ICS 213 |
| Incident Check-in books | 10 BK | NFES 1509 |
| Incident Replacement Requisition | 2 PG | NFES 1300 |
| Incident Status Summary | 1 PG | NFES 1333 / ICS 209 |
| Incident Waybill/Continuation | 5 PG | NFES 1472/1473 |
| Individual Performance Rating | 6 PG | NFES 2074 / ICS 226 |
| Meal and Lodging Authorization | 16 PD | NFES 2052 |
| Mnemonics tables | 1 EA | \* |
| Name Request Justification | 25 EA | \* |
| Passenger and Cargo Manifest | 3 PG | SF 245 (6-77) |
| Resource order documentation sheets | 100 EA | \* |
| Resource Order Forms-Aircraft | 10 EA, 1 PG cont. | NFES 2200,2201 |
| Resource Order Forms-Crews | 3 PG, 3 PG cont. | NFES 2202 & 2203 |
| Resource Order Forms-Equipment | 5 PG, 3 PG cont. | NFES 2208 & 2209 |
| Resource Order Forms-Overhead | 3 PG, 4 PG cont. | NFES 2213 & 2214 |
| Resource Order Forms-Supplies | 1 PG, 2 PG cont. | NFES 2215 & 2216 |
| RMA Unit Maps | 15 EA | \* |
| Shift briefs | 100 EA | \* |
| Task Books-Dispatch | 5 EA | \* |
| Telephone Log | 100 EA | \* |
| Type 1 & 2 team evaluations | 10 EA | \* |
| Unit Log | 1 PG | NFES 00137 |
| Field Operations Guide | 25 EA | \* |

\*obtained locally

**CRC**

**EXPANDED DISPATCH PHONE LIST**

**(970)**

**DISPATCH**

SUPERVISOR 826-5049

SUPPLIES 826-5045

EQUIPMENT 826-5043

OVERHEAD 826-5048

CREWS 826-5044

FAX 826-5017

**BUYING TEAM**

BUYING TEAM LEADER 826 -

BUYM SUPPLIES 826 -

BUYM EQUIPMENT 826 -

MEALS AND LODGING 826 -

TIMEKEEPING 826 -

**FIRE INFORMATION 826-5108**