Montrose Interagency Dispatch Center

Incoming Dispatcher Briefing Information

Table of Contents

Introduction

Welcome to the Montrose Interagency Dispatch Center (MTC). We hope you enjoy your experience here! This briefing packet has been created to help explain the operations of this office. Please read all the information carefully and refer to it as often as needed. Also, familiarize yourself with the locations of other reference material, (i.e., Mob Guides, ROSS Guidebook, Travel Logs, Flight Requests, Airport Directory, Resource Orders, Incident Action Cards and Log Books). Please make yourself familiar with the National, Rocky Mountain and MTC Mob Guides.

Where Am I?
MTC is located at: **2535 South Townsend Ave., Montrose CO 81401**
MTC Mailing Address is: **2465 South Townsend Ave., Montrose CO 81401**
The phone number is: **970-249-1010**
MTC toll-free number is: **1-800-253-0522**
The fax number is: **970-240-5369**
E-mail addresses: comtc@firenet.gov

Web Site http://gacc.nifc.gov/rmcc/dispatch_centers/r2mtc/

MTC supports several cooperators and operates in an unbiased interagency environment. The Agencies are:

> BLM, Gunnison Field Office (GND)
> BLM, Uncompahgre Field Office (UPD)
> BLM, a portion of Tres Rios Field Office (SJD)
>
> USFS, Grand Mesa, Uncompahgre & Gunnison National Forest (GMF)
> > Gunnison Ranger District
> > Norwood Ranger District
> > Ouray Ranger District
> > Paonia Ranger District
> > Grand Valley Ranger District
>
> NPS, Black Canyon National Park (BCP)
> > Curecanti National Recreation Center (CCP)

The Cooperators are:
> Colorado Division of Fire Prevention and Control (DFPC)
> MTC County Departments and local organizations within these counties include:
>
> > Delta (DTX):
> > > Cedaredge Fire Protection District   (CO-CEDX)

Crawford Fire Protection District   (CO-CRAX)
Delta Fire Protection District   (CO-DECX)
Hotchkiss Fire Protection District   (CO-HOTX)
Paonia Fire Protection District   (CO-PAIX)
    All Dispatched through Delta's 911 Dispatch Office

Gunnison (GUX):
Almont VFD   (CO-ALMX)
Arrowhead Fire Protection District   (CO-AHDX)
Crested Butte Fire Protection District   (CO-CREX)
Gunnison Fire Protection District   (CO-GUNX)
Pitkin VFD   (CO-PITX)
Ragged Mountain Fire Protection District   (CO-RAGX)
    Dispatched through Gunnison's 911 Dispatch Office

Hinsdale (HIX):
Lake City Fire Protection District   (CO-LKCX)
    Dispatched through Hinsdale's 911 Dispatch Office

Montrose (MRX):
Montrose Fire Protection District   (CO-MONX)
Olathe Fire Protection District   (CO-OLAX)
Horsefly Fire Association   (CO-HORX)
Montrose Airport Fire Department   (CO-MRAX)
Norwood Fire Protection District   (CO-NREX)
Nucla – Naturita Fire Protection District   (CO-NUCX)
Paradox Fire Protection District   (CO-PDXX)
    Dispatched through Montrose's 911 Dispatch Office

Ouray (OUX):
Log Hill Mesa Fire Protection District   (CO-LOGX)
Ouray VFD   (CO-OURX)
Ridgway Fire Protection District   (CO-RIDX)
    Dispatched through Ouray's 911 Dispatch Office Monday-Friday
    Dispatched through Montrose's 911 Dispatch Office after hours.

Saguache (SHX):
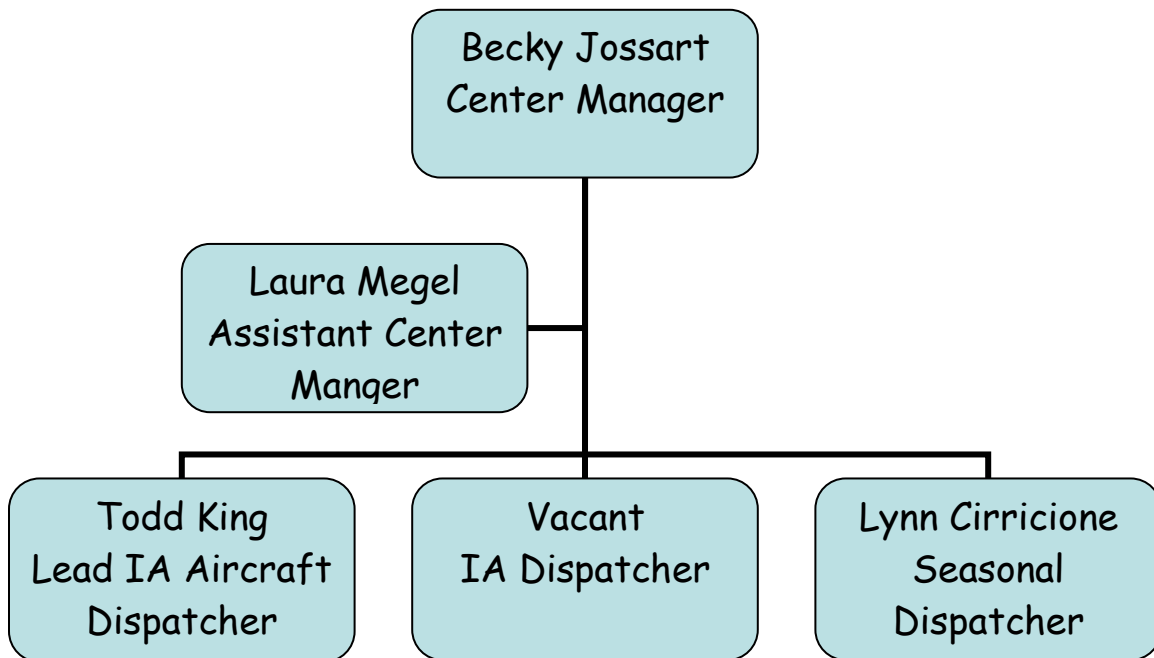Gunnison Fire Protection District   (CO-GUNX)
    Dispatched through Gunnison's 911 Dispatch Office

San Miguel (SLX):
Egnar – Slick Rock Fire Protection District (CO-EGNX)
Norwood Fire Protection District   (CO-NREX)
Telluride Fire Protection District   (CO-TULX)
    Dispatched through San Miguel's 911 Dispatch Office

MTC Table of Organization

```
                    ┌─────────────────────┐
                    │    Becky Jossart    │
                    │   Center Manager    │
                    └──────────┬──────────┘
            ┌──────────────────┤
    ┌───────┴──────────┐       │
    │   Laura Megel    │       │
    │ Assistant Center │       │
    │      Manger      │       │
    └──────────────────┘       │
        ┌──────────────┬───────┴───────┬──────────────┐
┌───────┴───────┐ ┌────┴──────┐ ┌──────┴────────┐
│   Todd King   │ │  Vacant   │ │ Lynn Cirricione│
│ Lead IA Aircraft│ │IA Dispatcher│ │   Seasonal    │
│  Dispatcher   │ │           │ │  Dispatcher   │
└───────────────┘ └───────────┘ └───────────────┘
```

Administrative Issues

MTC is staffed 7 days a week during fire season (generally May through September). Normal operating hours during 7 day coverage are 0800-1730. Off season operating hours are 0800-1630. Extended operating hours will be implemented during periods of high activity.

Check-in
When you check-in with the supervisory dispatcher, you will be given a briefing on the current fire situation, ROSS access and a work schedule. Motel arrangements should be made by you unless you need assistance. If you are a regular government employee you will be expected to pay for your meals and lodging on your government travel card. Let us know before you arrive if you need subsistence.

Building Access
Once you arrive and check in with dispatch you will be given an access card with a 4 digit code which you can access the building. You will need to fill out a DI-105. You will also be given an

Alarm pass code to disarm the alarm (only for the IA office). Return the access card at the end of your detail.

Dress Code
Employees must always present a clean, professional appearance. Everyone is expected to be well-groomed and wear clean clothing, free of holes, tears, or other signs of wear. Clothing with offensive or inappropriate designs or stamps are not allowed. Clothing should not be revealing. No flip flops.

Telephones
Answer all incoming calls as "Montrose Fire Dispatch, this is (YOUR NAME)", In Expanded you should answer with the functional area and name, i.e. "Crews, this is (YOUR NAME)".

To answer an incoming call, at the phone where you are seated or an incoming 1010 call, pickup the receiver. To pickup another ringing phone in the fire area, leave the receiver on the phone, then select the **Pickup** button, the ringing phone is now on line.

To transfer a call, press **Transfer** and then press the button next to the person's name or dial the person's extension (located in tarifolds) transfer again and hang up.

To place a call on Hold, press the **Hold** button and hang up. To pick up a call on Hold, leave the receiver on the phone and press the **Resume** button, then pick up the receiver.

To call another desk in the building complex, simply dial the 4-digit extension and then hit the Call button. The complete listing of extensions is located near the front of each tarifold.

To place a long distance call, **Dial 8 plus 1 and the area code and 7-digit number.**

Phone Forwarding
1) Forward to the answer service. To do this press the **ET1010 button**, then **FwdAll**. Dial 8-248-0396. You will see forwarded to 82480396.
2) Then call 249-1010 to see that phone was forwarded. Tell the answering service who is on call for the night.
3) In the morning press the **Forward off Button.**

The answering service is Mountain Message Service and their phone number is 970-248-0396.

Speed Dial
Dial the Speed Dial Number then hit the button with the two little dots (...) then push the ABBR dial button and pick up the receiver.

Fax Machine
The fire management fax machine (970-240-5369) is located next to the front IA desk and is set up to transmit and receive at all times. Place the document to fax **face up**. Dial the fax machine like a telephone or use a speed dial, dial 8. Complete instructions and more fax numbers are located in a black binder on the aircraft desk.

Document, Document, Document!!!

There is no such thing as too much documentation. <u>DO NOT ERASE OR DELETE ANY DOCUMENTATION! If you made a mistake, line through the error and make a note that it was a mistake and documents the action correctly.</u>

****WildCAD will be used to document all radio and telephone conversations and resource order documentation****

*The *MTC Initial Attack Fire Size up Card* will be used to document size up information for any Wildland Fire. The IA size up card stays at the radio stations! Use WildCAD to document all information on the specific incident. WildCAD will date and time stamp all entries

*The *MTC Tracking Cards* will be used to document basic information and will also serve as a coversheet for all other incident documentation.

*Use the *Daily Log* in WildCAD to record all misc. phone and radio traffic not specific to an incident. Use the Whiteboard in WildCAD to make notes for the next shift. If necessary the Daily Log and/or Whiteboard can be printed off and kept in the Documentation binder behind the IA desks.

* Use the *Daily Log* to record radio, phone or computer problems. Please record the nature of the problems, who you contacted and ticket numbers. Be sure to record the corrective action when completed. <u>Don't forget to notify the supervisor of radio & computer problems.</u> Record any outages, planned work, etc that the radio or IT techs may advise of in the "Shift Brief" in the Whiteboard.

*A new incident will be created in WildCAD for any new smoke reports, Prescribed Fires, Off Unit Resource orders, SAR or any other specific kind of incident.

* For more detailed information on filling out incidents in WildCAD refer to the "MTC WildCAD How-To" Binder located on the shelves behind the Initial Attack desks.

Media/Public Information Requests

Requests from the media are to be passed to the Information Officer (PIO), the agency FMO, or the Supervisory Dispatcher. The fire information telephone number for BLM/NPS fires is **970-240-1070,** and Chris Asbjorn (970-240-5317) is the Information Officer. For information on USFS fires contact **970-874-6717,** Kim Phillips the Information Officer. These numbers have voice mail that will be updated as needed. Calls from managers, RMACC, RMCG or anyone looking for information on the big picture should be forwarded to the agency FMO or AFMO.

Instructions

Detailed operating instructions for all computer programs and duties have been provided for your use. The "How-To" binder is located on the bookshelves behind the IA desks. There is a separate binder for WIMS which also includes how to update the fuel status page.

Procurement
Please refer to the MTC Service and Incident Supply Plan for procurement and incident business management advice. Ask a Supervisor or Lori Veo (x5356) for BLM and Peggy Dobie (970-642-4415) for Forest Service if you have any questions. Make sure to keep copies of all "S" numbers and receipts for purchases made on incidents.

Timesheets
Keep your time on an OF-288. It is recommended that you keep your time up to date daily with proper FireCodes. Your supervisor will sign them when they are complete. You may use the fax machine to send time to your home unit. You should be familiar with your agencies FireCode procedures and policies.

Performance Evaluation
During your stay in Montrose, your performance will be evaluated using the Position Task Book system and/or performance evaluations. If you have problems of any nature, talk with the EDSP or Floor Coordinator. If you have any questions, please ask. We also welcome your comments and suggestions. We are proud of our operation and are always looking for ways to improve it. Remember, it is important to be flexible and maintain a friendly, positive attitude and to have fun!

Task Books
Your supervisor will be glad to sign taskbooks that have been initiated by your home unit. No uninitiated task books will be signed or be initiated during your assignment in Montrose.

Computers
Please do not change PC configuration or attempt any maintenance on Montrose Dispatch Computers. Social Media sites should be avoided unless associated with seeking fire information. Do not share information regarding incidents or operations within MTC on your personal social media sites. For BLM & FS computer & radio support, you will need to submit a help desk ticket before any IT related work can be done.

Please refer to the IT Support Call Up list in the tarifolds for local contacts.

If there is a problem with **ANY** fire related computer applications, i.e. ROSS, WFDSS, FireCode, etc., call the helpdesk at 1-866-224-7677.

Creating/Editing Documents- Save the document on the S Drive under the Fire, Fire Dispatch folder and then choose the next appropriate folder. The S Drive (server) is backed up nightly and is accessible by all dispatchers. Please DO NOT save on the C Drive or My Documents.

When creating a new document, print the filename and path (where saved) and the date last printed. To do this in Word, select Insert, Header/Footer, and then insert quick part, field, filename, and checkmark the add path to filename in the footer.

Meals and Lodging

During your stay at MTC, all regular government employees will be expected to be self-sufficient. In other words lodging and meals are to be paid on your travel credit card (per diem). If this will be a problem for you, speak to your supervisor immediately. The per diem Rates for Montrose are: lodging $95 and meals $64. A list of Hotels and Restaurants can be found in the Tarifolds located on the IA Desk's. Note: Special rules apply for setting up meals/lodging for firefighters on wildland fires, ask your supervisor for direction.

Incident Procedures

Initial Attack Procedures

Please familiarize yourself with the ordering procedures in the MTC mobilization guide.

To document statistics and workload we use WildCAD and MTC Tracking Cards. Year-end reports, workload analysis, etc, will be generated from WildCAD. Therefore it is **imperative** to document and double-check your work for accuracy. The following is an outline of procedures for creating incident numbers. However, if you have any questions <u>please</u> ask your supervisor.

An Incident will be created for all of the following:
- Smoke Checks
- False Alarms
- Wildland Fires
- Resource Orders
- Prescribed Fire
- Flight Request/SAR
- Medical Aid
    - Other, as to be determined

IA Size up Card needs to be completed for the following:
- Wildland Fires
- Wildland Fires Managed for Multiple Objectives

A folder will need to be created for Wildfires before closing the incident. Non-fire incidents will have an Incident Cover Sheet (Tracking Card) attached to the printed WildCAD pdf. These are located on the turn rack next to the Aircraft Desk. Examples are located in the Daily How to Guide behind IA Desks.

Smoke Check/False Alarms

MTC receives smoke reports from the general public, sheriff's offices, the Colorado State Patrol, the Rocky Mountain Coordination Center, and neighboring dispatch centers (GJC, PBC, DRC and MFC). Try to confirm IF county resources are responding and their call sign.Record this information on the <u>blue smoke</u> report form located near each radio console. A new WildCAD incident will be opened for any new smoke reports that are determined not to be a duplicate of an already open incident. Refer to "MTC WildCAD How-To" Binder located on shelves behind the IA desks for details on how to fill out a new/smoke report incident in WildCAD. When multiple

calls come in for the same fire, take each report seriously and record each one on a blue sheet, but only one incident should be created in WildCAD until it is verified there are multiple fires. **If a response is initiated, but the resources are unable to locate a fire it will be a false alarm. Each False Alarm will receive its own FireCode for BLM and NPS. The Forest Service will use P2EKUO. If the FA is within 1 mile of federal land the unit identifier will be set to federal jurisdiction** (UPD, GND, GMF, etc.)**. If federal resources respond to a FA that is on private land and is not within the 1 mile buffer the unit identifier will be set to County Jurisdiction** (MRX, DTX, ORX, etc.). **If federal resources are in need of a charge code for incident we will create a county fire code** (PN code). **Always name it by "geographical location FA".**

Wildland Fires & Management Fires

Once a smoke report is a confirmed fire and resources are on scene, an IA size up card will be completed for that incident and a fire folder assembled. These folders are to stay by the radios at all times. Wildland Fires will be named by geographical locations. Be sure to reference WildCAD How to Binder to ensure all appropriate tabs are completed. Be sure to fill out the incident log(clipboard between radios). Be sure to completely fill out the "Quality Check" sticker before closing WildCAD incident and filing packet into racks on bookshelf or file cabinet.

Prescribed Burns/Mechanical Treatments

Each prescribed burn and/or mechanical treatment being coordinated through MTC will have one burn folder for the duration of the burn and a single new Incident in WildCAD each year. Each time there is active work on the project, pull the existing folder from the file and document conversations in that incident's WildCAD log. Be sure to ask for acres burnt and document in the numbers tab under appropriate unit. **Every project will have a signed plan on file with MTC prior to ignition.** The plan will be filed in the burn folder. It is the responsibility of the burn boss to complete the smoke permit, contact the smoke management coordinator, make necessary notifications (except MTC notifies county and interagency dispatches) and relay completed acres to dispatch at the end of the day. MTC must be notified 24 hours in advanced of any planned ignition. All planned ignitions will be posted to the internet via the Sit Report Planned Rx Screen. See directions under sit report later in the How-To binder on bookshelf. See the RX Checklist for specific duties the day of a burn.

Flight Requests

Often MTC will be asked to schedule a flight or provide flight following services. Again, document all requests in WildCAD under the yearly "Flight Following/Aviation" log. Some examples of flight requests would be wild horse roundups, aerial photography, habitat surveys, etc. Attach all logs and documentation to the appropriate card. Only one card is necessary for each mission. For fire recon flights an aircraft resource order or flight request must be filed out for payment. It is very important to complete them and attach to the order. Notify the supervisor and Agency Aviation manager of all flight requests.

Emergencies

The Aviation Accident Response Guide is also located in the turn-tower and on the cork board by the Aircraft desk.

Medical Incident Reports are located next to each radio console is. If a field resource calls in an emergency, then go through the Medical Incident Report and gather as much information as possible to pass onto the 911 or flight for life dispatches. Clear and concise communication is important in emergency situations.

Refer to the Montrose Public Lands Continuity of Operations Plan, as well as, the Dispatch COOP (located on the shelves behind the IA desks) for Emergencies occurring at this office site.

Weather and Red Flag Notifications
During fire season, the fire weather forecast is read twice daily at 1000 and 1600. Any resources that are out in the field either on incidents or projects should respond back to dispatch via radio or phone that they copied the weather. If a Red Flag Warning or Fire Weather Watch is issued, it will be broadcast over the radios and texted out as appropriate. Document in WildCAD that there is a Red Flag or Fire Weather Watch and that it was relayed via the radio and text.

Fire Investigators
All human caused fires require an investigation. Dispatch will notify the Law Enforcement Officer (LEO) (see tarifold for call-up) and the Agency Duty Officer. It is imperative to make these notifications as soon as possible and document them in WildCAD. ROSS resources orders will be created even for local resources that respond to a human caused fire.

Power Line Contacts
When power lines are threatened and/or need to be de-energized refer to Misc. Directory in the Tarifold.

Boundary Fires
When a fire is near the dispatch center boundary be sure to advise the adjoining dispatch center. This is especially important if aircraft are responding to the incident. See the Aviation Boundary Operations Checklist at the aircraft desk. Adjoining dispatch centers include: Moab Interagency Fire Center (Moab, UT) to the west, Grand Junction Dispatch to the north, Pueblo Interagency Dispatch to the east and Durango Interagency Dispatch to the south.

Night Operations
During periods of high fire activity the dispatch center may be staffed 24 hours. Field resources should notify dispatch by 1600 if late or overnight staffing is going to be needed.
If resources are camping for the night and do not require dispatch to be staffed, they can call the 970-249-1010 dispatch number to contact the dispatcher on-call if any problems arise during the night.

Resource Order Procedures

Procedures
1. Fill in ROSS
2. Once travel info received and input into ROSS email order to the Overhead/Vendor.
3. Fill out orange "Off Unit" tracking card and/or add quantity of C, E, or O.
4. If incident does not already exist create WildCAD Incident and fill out IA log (clipboard b/w radios).
5. Update Whiteboard. File orders with resources still on assignment in racks next to whiteboard.
6. Once all resources off incident have returned be sure to erase whiteboard, print WildCAD log, close WildCAD incident, and file complete packet in file cabinet.

Human Caused Fires
For any Human caused fires there will need to be a ROSS incident created and all resources must be tracked in ROSS, small unattended campfires are the exception.

Off Unit Overhead Mobilization
If a resource turns down an assignment after they have been made available, that resource will be made unavailable for 7 days.

Equipment

Cooperator Engines
Certain fire departments and fire protection districts within the Montrose Coordinating Group maintain engines that are available, and meet the standards for Rocky Mountain Area and National dispatch. Resources will be sent out according to dates made available in ROSS. If a resource turns down an assignment after they have been made available, that resource will be made unavailable for a week.

Out of area Engine orders will only be filled with the number of seats available in the engine unless extra personnel and/or chase vehicle is authorized on a resource order by the ordering unit.

Local Incidents
For Initial Attack local Cooperator and Contract equipment can be ordered under an EERA. Once an incident has gone into extended attack dispatch dispatchers must exhaust the VIPR Dispatch Priority List before using equipment signed up under an EERA.

Contracted Equipment
All vendor supplied equipment including engines, tactical water tenders, support water tenders, dozers, soft tracks, pumper cats, skidgines, faller modules, GIS units, clerical support units, refrigerated trailers, mechanic with service truck, gray water trucks, transport, mobile laundry, potable water truck, crew buses and carriers, tractor plow, mounted hand washing station, weed washing unit, and communication trailer are obtained through the national interagency

solicitation for equipment. This equipment will be dispatched in the best-value numerical order assigned to each vendor's contract. This Dispatch Priority List (DPL) applies only within the host dispatch office's boundaries. The DPL can be found under the Equipment link on the RMC webpage. Many items may also be listed on the Service and Supply Plan.

Commercial Travel Arrangements

To make Emergency prepaid travel arrangements for overhead and crews use the BLM Travel Agent. A Green Travel binder with phone numbers, directions and documentation logs is located on the shelves behind the IA desks.

Neighborhood & Area Ordering

Once local resources and cooperative resources have been exhausted, check with neighboring dispatch centers before placing the order at the GACC. MTC's neighbors include, Grand Junction Air Center (GJC), Durango Interagency Dispatch Center (DRC), Pueblo Interagency Dispatch Center (PBC), and Moab Interagency Dispatch Center (MFC) in Moab, UTI (for Initial Attack only). Within the RMA during PL 1, Area Ordering allows dispatch centers to go directly to other dispatch centers outside of their neighborhood. When RMA is at PL 3 or greater neighborhood ordering will be shut off and all orders will have to be placed with the GACC. Refer to RMA Mob Guide on Area Ordering Specifics. See list of Rocky Mountain Area Dispatch Centers in Appendix 1.

Cache Ordering/Buying Teams

As a supply dispatcher it is very important to obtain a detailed briefing from the supervisory dispatcher on the ordering procedures and issuing S numbers. Often times these procedures are negotiated with the teams during their initial in-briefing.

For initial attack and Type 3 incidents supplies are usually ordered from the fire cache in Montrose. If a buying team is in place to cover these incidents, find out from your supervisor what the procedures are. For Type 1 and 2 incidents, IMT's may have the option of going directly to the Rocky Mountain Cache (RMK) in Denver. The cache in Montrose is in support of initial attack operations therefore do not go directly to the Montrose Cache for large (Type 1 & 2) incidents (however, some exceptions apply!)

Supply Orders

ROSS will be used for Supply orders for all incidents. Montrose Dispatch will issue S numbers for supply orders on active incidents within the Montrose Interagency Dispatch Unit. Once an incident is no longer staffed and/or called out there will be no more S numbers issued for that incident after five days. All S numbers must be used within one month of being issued, unless specific exemptions are granted. All S numbers must be approved by the IC and/or FMO/Duty Officer while the fire is staffed. Once the fire is no longer staffed, then all S numbers will be approved by the agency FMO/Duty Officer. A copy of a "Lost and Damaged" report must be filled out and given to dispatch for all non-disposable/non-consumable items.
Do not give a copy of the S number out until you have fill information from party requesting. If using an agency CC document "purchase w/firefighter name CC" in special needs.