

**Pueblo Interagency Dispatch Center  
Continuation of Operations Plan (COOP)  
2019**

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## Mission

Pueblo Interagency Dispatch Center (PIDC) is to provide Initial Attack services and Resource Mobilization in a cost effective and timely response of national and local area resources for all aspects of wildland and prescribed fire management activities and other emergency management activities within the PIDC area of responsibility. PIDC provides initial attack, extended attack, and resource mobilization for the PSICC, Front Range District (BLM) and SLVI-FMU, DFPC, Colorado Counties (29), Fire Departments located in identified Counties (200+-), USFWS, NPS, BIA, KFS, DOD and Kansas Counties (105). PIDC coordination effort will also be in cooperation with Rocky Mountain Area Coordination Center, National Weather Service, State and Federal Emergency Management Agency. This mission shall be accomplished through extensive planning, situation analysis, needs projection, and activation of emergency resources through interagency cooperation.

## Center Address

Pueblo Interagency Dispatch Center  
2840 Kachina Drive  
Pueblo, Colorado 81008  
719-553-1600

## 1. Introduction

Pueblo Interagency Dispatch Center (PIDC) was established in 1984. Its principal mission is the cost effective and timely coordination of land management agency response for wildland fire. This is accomplished through planning, situation monitoring, and expediting resource orders between the United States Forest Service (USFS) Bureau of Land Management (BLM), Colorado Department of Fire and Control (DFPC), Bureau of Indian Affairs (BIA), Fish and Wildlife Service (FWS), National Park Service (NPS), National Weather Service (NWS), Federal Emergency Management Agency (FEMA), and other cooperating agencies.

To continue this mission during times of emergency, PIDC created the Continuity of Operations (COOP) Plan. Emergencies are generated by acts of nature, accidents, and technological and/or terrorist attacks.

This PIDC, COOP Plan identifies the mission-critical essential functions, the personnel and equipment required to perform these functions, and alternate locations away from the disturbance to house these resources. This ensures the following in the event of an emergency or disaster:

- 1.1. Continuing capability and smooth transition of critical agency operation components
- 1.2. Maintenance of vital records
- 1.3. Off-site activation of critical systems

This COOP Plan also serves as a guide for key employees during an emergency situation, and enables them to quickly understand their roles and responsibilities.

## **PURPOSE**

The Continuation of Operations Plan (COOP) is to be used as a guide in the event the Pueblo Interagency Dispatch Center (PIDC) cannot continue operations in its primary location. This plan provides guidance for the continuation and reestablishment of essential functions. It identifies:

- 1.1. Emergency Relocation Facility (ERF's) where COOP essential functions will be performed
- 1.2. Dispatch Center members required to perform those essential functions.
- 1.3. Evacuation or closure of the Pike San-Isabel National Forest Supervisor's Office (PSICC)
- 1.4. PIDC loses the ability to maintain radio communications with field and air resources
- 1.5. Government furlough

## **2. Applicability and Scope**

The provisions outlined in this COOP Plan apply to all PIDC personnel located in the center at the above address. This plan is applicable and operational during the full spectrum of man-made, natural, and technological emergencies and threats.

### 3. PIDC Essential Functions

Essential functions are those organizational functions and activities that must be continued under any and all circumstances

Priority	Essential Functions	Staffing Required (By Position)	Equipment Required	Required Support (internet, Radio Freq)
1	Dispatch resources for wildland fire and all risk incidents on federal, state government and private lands in the PIDC area of responsibility	Center and Assistant Center Managers, AC Dispatcher, 1 lead dispatcher and 3 IA Dispatcher's	Computers, Phones, FAX's, Radios, work stations, Printers, Copiers, Big Black Book (BBB)	PSICC and RGF, and Front Range Radio Frequencies. Internet, Word, WildCad C-soft Intranet connections
2	Dispatch resources to incidents outside PIDC area of responsibility for incident management	Center Manager, Assistant Center Manager, IA and Expanded Dispatchers	Computers, Phones, FAX's, work stations, Printers, Copiers, BBB	MS Office, Internet
3	Using ROSS* account for all resources on an incident (Aircraft, Overhead, Equipment, and Crews)	Assistant Center Manager, IA and Expanded Dispatchers	Computers, Phones, FAX's, Printers, Copiers, BBB	MS Office, Internet,
4	Flight following in the support of IA flight operations for fire suppression and all risk	AC Dispatcher	Computers, Phone, FAX, Copier, Radio, BBB	MS Office, Internet, Radio Freq.
5	Flight following in the support of forest health operations and in support of fire recon flights	AC Dispatcher	Computer, Phone, FAX, Copier, Radio	MS Office, Internet, Radio Freq.
6	Keep track of fire statistics for all responsible agencies represented in PBC,	IA Operations Manager, Center	Computer, Phones, FAX's,	MS Office

	Situation report, Fires and Acres spreadsheet	Manager, IA Dispatchers	Printers, Copiers	
7	Maintain control over expanded dispatch (Overhead, Equipment, Travel and Crews)	Assistant Center Manager, Expanded Supervisor, Center Manager	14-Computers FAX's, Printers, Copiers	MS Office, Internet
8	Maintain the IQCS database and Red Cards for Pike and San Isabel NF and Cimarron and Comanche National Grasslands	Assistant Center Manager	Computer, Phone, FAX, Copier	MS Office, Internet
9	Issuing fire codes	Permanent Dispatchers	Computer, Phone	MS Office, Internet, Wildcad

\* Resource Ordering Status System

## **4. Authorities and Reference**

Under the authority established by the PIDC Fire Board, the Center Manager or Designee can authorize activation of the COOP Plan and the deployment of personnel. Decision to activate the COOP lies with the Forest Supervisor, Unit Fire Management Officer, and the Center Manager or Acting.

PIDC maintains the following references:

- 4.1. FEMA COOP Plan Template
- 4.2. USFS Rocky Mountain Regional Office COOP Plan
- 4.3. USFS PSICC/RGF COOP
- 5.4 BLM Front Range District COOP Plan

## **5. Concept of Operation / Policy**

Pueblo Interagency Dispatch Center policy is to continue performing essential functions in the event an emergency renders or threatens to render its facility unusable. For emergencies or threats in or near the Dispatch Center, key personnel shall perform these essential functions at an identified Emergency Relocation Facilities (ERF's) and regenerate full agency functions as soon as possible, at PSICC district offices, Front Range District office and RGF district office. (Mike Cantin, Telecommunications (719-565-8614 cell) is working on establishing radio communications to cover the PSICC Pike N.F. (Pikes Peak Ranger District), San Isabel National Forest (San Carlos Ranger District). In addition, specific locations are established for the Rio Grande National Forest (Monte Vista Supervisors office) and Front Range District BLM (Canon City Office)

PIDC is also in the process of converting/transitioning their present radio system to C-Soft (ROIP) and depending on C-Soft's capabilities/functionality parts of this COOP plan may change significantly. Most obvious would be the ERF concept of this plan. Until C-Soft is up and operational and tested, the plan to relocate to multiple ERF's will remain in effect.

PIDC must maintain COOP capabilities at a high level of readiness, and must allow for activation with or without warning. PIDC essential functions must achieve operational status no later than 12 hours after activation, and maintain sustained operations for up to 30 days or until termination.

## **6. Objectives**

- 6.1. This COOP Plan outlines in detail the actions and resources needed to accomplish the essential functions of PIDC. These objectives include the following:

- a. Reduce loss of life and minimize damage and losses
- b. Provide implementation procedures to activate the COOP
- c. Provide for direction on notification procedures for COOP activation
- d. Provide established pre-identified alternate locations with adequate supplies
- e. Ensure the continuous performance of PIDC essential functions and operations during an emergency
- f. Protect essential facilities, equipment, records, and other assets
- g. Reduce or mitigate disruptions to operations
- h. Achieve a timely and orderly recovery from an emergency and resumption of normal operations.

6.2. The Emergency Relocation Facility (ERF) meets following objectives:

- a. Ensure the safety of PIDC employees during an emergency
- b. Reduce disruptions to operations
- c. Protect essential equipment, records, and other assets
- d. Minimize damage and losses
- e. Provide organizational and operational stability
- f. Facilitate decision-making during an emergency
- g. Achieve an orderly recovery from emergency operations
- h. Mitigate risks.

## 7. Planning Assumptions

This COOP Plan contains the following assumptions:

- 7.1. The PIDC Office location is vulnerable to being rendered unusable by the full range of hazards, including man-made and natural disasters, as identified in Executive Order 12656.
- 7.2. Emergencies and threatened emergencies differ in order of priority or impact.
- 7.3. The ERF's would not be adversely affected by the crisis affecting PIDC.
- 7.4. The event that causes the COOP Plan activation does not cause the ERF's host sites to interrupt services or reduce space utilization by PIDC.
- 7.5. When a COOP event is declared, implementing the COOP Plan ensures the continuity of essential functions during the crisis.
- 7.6. The Center Manager or Designee has the authority to implement the COOP Plan under conditions of emergency that affect only PIDC.
- 7.7. Pre-established essential functions may be altered once the actual extent of the threat has been identified.
- 7.8. The ERF and/or a designated communication trailer must attain operational capability within 12 hours of COOP activation and continue essential functions for up to 30 days or until termination of the event.
- 7.9. Appropriate resources and funding are available to support essential functions during the event.
- 7.10. All PIDC employees, other than those on pre-scheduled leave, are available

for work.

- 7.11. PIDC computer systems are backed up regularly and access to critical systems as identified in Annex G, "IRM".
- 7.12. Access to file backups is maintained in the Local Area Network and Wide Area Network.
- 7.13. PIDC's vital records are available or recoverable should the COOP Plan be implemented. Updated copies of dispatch staff Emergency Contact Information is stored at a secure offsite location.

## **8. Site Vulnerability Analysis**

To determine the risk of a given threat or hazard at a site, threat or hazard identification and vulnerability assessment combine the probabilities of event occurrence with the factors relevant to the specific site. Hazards and threats include tornadoes, floods, loss of power and acts of terrorism. Site-specific factors include the location and its operational structural characteristics. PIDC site vulnerability analysis identifies four qualitative scenarios or event levels of vulnerability. The four scenarios include:

- 8.1. Office or sub-element disruption, such as the office or a single floor
- 8.2. PIDC facility-wide disruption
- 8.3. City/region-wide disruption, such as multiple terrorist incidents or natural disaster
- 8.4. National security disruption/threat (war or traditional Continuity of Government focus).

## **9. Levels of COOP Implementation**

The four COOP levels are determined by the extent of the geographic area affected.

- 9.1. COOP Level 1: Affects North east part of PSICC Supervisor's Office that houses Dispatch Center essential functions:

The Center, which houses essential functions, is operational, but normal business operations are suspended in the dispatch center. Dispatch due to fire, explosion, water damage, power outage or other localized incidents. During this type of scenario, PIDC personnel relocate to a designated district office. The Center Manager or acting designee may grant administrative leave for the duration of the emergency.

In the event of a power outage, building is still useable...Temporary power loss (24 hours or less):

1. Initial Attack Dispatch desks have a 27 minute back-up battery. Operations Manager (OPS) will determine rotation of Initial Attack (IA) desks to conserve back-up battery life.
2. Operations Manager (OPS) will contact Black Hills Energy, Emergency

Assistance, 1-800-694-8989 and request estimated time of power outage and that PIDC be a priority for power restoration. If power cannot be restored in a reasonable time, decision will be made to activate COOP Level 2...

#### 9.2. COOP Level 2: Affects the whole PSICC building and interrupts essential functions:

The PSICC building is closed for normal business activities, but the cause of the disruption has not affected surrounding buildings, utilities, or transportation systems. The likely cause of business disruption is structural fire; system/mechanical failure; loss of utilities to include water or heat, or an explosion that causes no significant damage to surrounding buildings or utility systems. For this scenario, a local COOP incident requires inhabitants who perform essential functions at PIDC to relocate to multiple ERF's. The Operations Manager (OPS) in concurrence with Center Manager or designee will assess the situation. The Center Manager may grant non-essential employees administrative leave or request them to work from another location with internet capability.

#### 9.3. COOP Level 3: Affects PIDC and PSICC Supervisor's Office.

PIDC and the surrounding buildings and area are closed to normal business activities as a result of widespread utility failure; massive explosion (whether or not originating in the building that houses essential functions); severe earthquake; civil disturbance; or credible threats or actions that would preclude access or use of the building and surrounding area. Under this level of emergency there is uncertainty regarding whether additional events such as secondary explosions, aftershocks, or cascading utility failures could occur. Since COOP Level 3 emergencies can quickly escalate, they are handled identically to a COOP Level 4 emergency. PIDC employees relocate to the ERF's (multiple locations) and the Center Manager grants non-essential personnel administrative leave until further notice.

#### 9.4. COOP Level 4: Affects Pueblo Colorado and South-East Colorado :

The area closes to normal business activities as a result of actual or threatened terrorist attack using weapons of mass destruction such as chemical, biological, radiological, or nuclear agents. Under this level of emergency, the President may declare a national security emergency, and implement many or all Federal department, Agency, and COOP Plans. Implementation for COOP Level 4 emergencies encompasses all buildings and facilities housing essential functions within the Pueblo area. This scenario involves full activation of the COOP Plan with essential personnel relocating to the multiple ERF's (multiple ERF locations).

## **10. Orders of Succession and Delegation of Authority**

The delegations of authority and succession in this COOP Plan are in accordance with the PIDC Fire Board approval and are in effect during a COOP event, when disruptions occur to normal channels of direction, such as when the primary authority position of the Center Manager and/or Designee is unable to provide direction.

Successors serve in an acting capacity with the authority to perform all of the functions and duties of the position, including re-delegation of the position, until the primary authority arrives or until a higher appropriate executive or legislative authority replaces the successor.

## **11. Distribution**

All COOP Plans are internal, decisional documents with national and domestic security protections afforded under applicable U.S. statutes. In addition, due to the inclusion of personal federal employee information, exemptions three, four, and six of the Freedom of Information Act protects these COOP Plans from public disclosure.

## 12. Implementation Process

Implementation of the COOP Plan allows for both known and unanticipated threats and emergencies. Once deciding to implement, the Center Manager or designee follows the deployment phase through to completion. This approach prevents rumor and miscommunication from disrupting its implementation.

<b>COOP Emergency Evacuation Check List</b>	
<b>(Go down list top to bottom.)</b>	
<b>IMMEDIATELY UPON COOP ACTIVATION:</b>	Check off when completed
Announce PIDC out of service over the radio: Floor Sup: <i>“Attention Fire Duty Officers PIDC is going out of service due to emergency. Activate district dispatching and notify Incident Commanders...PIDC out of service (time)”</i> ACDP: <i>“Attention all aircraft need to contact Ft. Collins dispatch/Montrose dispatch/Taos/Durango dispatch...Pueblo dispatch is closing due to emergency Ft. Collins/Montrose/Taos/Durango will take over aircraft radio communications...Pueblo dispatch out of service (time)”</i>	
Forward phones to the 24-hour answering service 719-549-0540 (this is done with a push of a button)	
Pull the Bendix King radio from cubicle #1639. <b>Floor supervisor will assign task.</b>	
Pull COOP laptop from the desk #1619 and COOP laptop and external hard drive from desk #1613...place in bags and take with you... <b>Floor supervisor will assign task.</b>	
Pull COOP bags located in front entry way in cabinet under coffee machine...six (6) total. <b>All staff takes part.</b>	
Print out of resource status page from the PIDC Website. <b>(If Time Allows)</b>	
Pull dispatch vehicle #7249 to the front of the office, keys in lockbox above the refrigerator on the IA floor <b>(If able)</b>	
<b>DO THIS ONCE STAFF IS CLEAR AND ACCOUNTED FOR: See Below</b>	
Contact Pueblo Colorado State Patrol at 719-544-2424...ask for Supervisor on duty...identify yourself and tell them to activate PIDC COOP plan and contact County 9-1-1 Centers with emergency contact information.	

Notify district FDO's and hand off radio communications for ground resources.	
Notify RMACC....notify other agency FDO's/FMO's, LEO's, IC's.	

### 12.1. Anticipated Implementation

Known threats and emergencies include natural, technological, and human-induced events. Known threats and emergencies afford advance warning that can permit the orderly alert, notification, evacuation, and if necessary, relocation of employees. Examples of known threats include:

- a. Natural Disaster
- b. Transportation accident resulting in a threat of a release of hazardous materials (HAZMAT)
- c. Threat of a terrorist incident (Refer to Annex K. Site Vulnerability Analysis)
- d. Health Hazard / Disease

During known threat and emergency conditions, the Center Manager or Designee will make the decision to implement the COOP Plan. This decision is based on information from the Forest FMO. Concerning an actual or potential crisis. The Center Manager also determines the direction for PIDC employees not involved in COOP activities. This may include activating the COOP Plan while maintaining normal interagency operations.

The PIDC Fire Board has given the Center Manager or designee the authority to implement the COOP Plan when circumstances warrant it.

### 12.2. Unanticipated Implementation

Many natural, technological, or human-induced events can occur without warning and require COOP activation. Unanticipated threats and emergencies can include natural and human caused incidents. Under certain conditions during an unanticipated threat or emergency affecting PIDC, the Center Manager's designee may commence actions for survival and take initial pre-deployment preparatory actions. However, only the Center Manager or Designee can implement the COOP Plan.

To ensure proper record-keeping for an unanticipated implementation, the Center Manager or Assistant Center Manager or Designee puts in writing the decision to

implement the COOP Plan for appropriate signature as soon as possible. The Decision Memorandum documents the proper COOP procedures to follow by the Center Manager.

### 12.3. Implementation Process

Implementation of the COOP Plan is determined by whether the event is widespread or localized and on the impact of the event on a department, business unit, or facility operation. The COOP Plan implementation procedures operate around a time-phase approach that ensures efficient use of resources.

There are three phases to implementation activities that apply to both localized and to widespread emergencies:

- a. Phase I—Activation and Relocation (0–12 Hours)
- b. Phase II—Emergency Relocation Facilities (12 Hours–Termination)
- c. Phase III—Reconstitution/Regeneration (Termination and Return to Normal Operations).

### 12.4. Implementation Activities for Localized Events

A localized event impacts smaller or isolated areas of the PIDC Facility, such as Room 109-2 (Dispatch) or Room 140 (Communication). The Center Manager or Designee is responsible for carrying out the implementation of the COOP Plan during a localized event. Implementation of the COOP Plan will more than likely be limited to the office directly affected

### 12.5. Implementation Activities for Widespread Events

A widespread event impacts a significant number of employees or could force the relocation of a significant number of employees. It is a city/region-wide, or national security disruption. In the case of a Widespread Event the Center Manager will:

- a. Evaluate the emergency situation and current activities impacting PIDC
- b. Determine the required staffing to support Phases II & III

## **13. Emergency Relocation Facilities (multiple locations)**

The ERF's (multiple locations) provides the relocation facilities in the event of an emergency or threat that disables the continuation of operations at Pueblo Interagency Dispatch Center, 2840 Kachina Drive, Pueblo, Colorado 81008.

*If possible PIDC employees will use AOV from parking lot behind SO...if keys are inaccessible/destroyed, Royce McCrary... (Fleet Mngr). 825 West Street, Pueblo CO 81003 (ofc.719-553-1526, cell 719-250-2891) does have extra keys for all the fleet rigs. Secondary contact: Charlie Nemkevich (Equip.Spec.) ofc. 719-553-1525, cell # 719-568-3761).*

Rental vehicle options: Enterprise Rent-a-Car 719-542-6100  
301 E. 1<sup>st</sup> , Pueblo, CO 81003

All PIDC members must report to the designated facility within *12 hours* of activation of the COOP Plan or when directed by the Center Manager or designee.

One qualified IADP will report to the following districts, based on need, in an AOV/POV or rental vehicle.

1. Station 3/4 – Canon City – report to DFMO (District Fire Management Officer).
2. Station 9 – Colorado Springs – report to DFMO (District Fire Management Officer).
3. Station 6 – Springfield – report to DFMO (District Fire Management Officer).
4. Rio Grande National Forest – Monte Vista – report to OPS (Operations).

Aircraft desk will hand off flight-following to Fort Collins, Montrose and Durango Dispatch Centers.

13.1. The ERF's has the following characteristics:

- a. appropriate physical security
- b. access control
- c. logistical and infrastructure support to handle minimum essential operations
- d. threat-free environment due to its geographical location and/or collective protection characteristics
- e. sufficient space and equipment to sustain minimum operations for a sustained period up to 30 days.

13.2. The PIDC COOP Plan maintains site-specific ERF information, including:

- a. Logistics support
- b. Communications capabilities
- c. Site-specific security enhancements.

13.3. ERF Communications

The ERF's communication facilities must provide the following:

- a. Capability commensurate with the PIDC's essential functions and activities

- b. Ability to communicate with PIDC staffs, management, and other organizational components
- c. Ability to communicate with emergency personnel in other Federal departments and agencies
- d. Access to other data and systems necessary to conduct essential activities and functions

## **14. Communications Plan**

*NOTE: Public Affairs Officer should assemble contact information for the media...need to identify name contact info???*

Following a disaster or national emergency, communications systems (telephone, computers and radio) may be inoperable. Information Resource Management (IRM) has the responsibility to bring the systems on line as well as the responsibility for acquiring and maintaining the necessary equipment to facilitate communications between PIDC and its cooperators.

## **15. Restoration of Normal Activities**

As coordinated by the Center Manager, Assistant Center Manager, or designee. The offices conduct an orderly return to the normal operating facility, or movement to other temporary or permanent facilities using a phased approach if conditions necessitate.

- 15.1. Refer to the ROSS Business Resumption Plan for instructions to resume service after a disruption.

# **APPENDIX A**

## **Implementation Procedures**

### 1. How the COOP Plan is Initiated

1.1. Point of No Return: Once the Center Manager implements the COOP Plan, the deployment phase continues to completion. The Assistant Center Manager and designated PIDC Staff report to the ERF's and prepare for operations following instructions received from the Center Manager. This approach prevents rumor and miscommunication from aborting the deployment and serves as a system test or validation of the COOP procedures.

#### 1.2. Notification of Threat or Incident

- a. The Center Manager may receive a prior warning of a possible threat to the PIDC building and/or surrounding area several hours in advance. Prior warning permits implementation of the COOP Plan with a complete and orderly alert-notification.
- b. The Emergency Operations Manager completes a Decision Memorandum for the Center Manager.

#### 1.3. Decision Factors

- a. Once the Center Manager or Designee determines that PIDC or portions of its critical support systems have been compromised or are in jeopardy, the Center Manager or Designee decides to implement the COOP Plan.
- b. The Emergency Operations Manager, Center Manager and Assistant Center Manager will review the Essential Functions list and identify the organizational requirements to support the implementation of the plan.

### 2. Implementing the Plan During Work Hours

2.1. During normal business hours, the type of emergency influences the method of emergency notification. Emergency notification options include fire alarms, verbal instructions and telephone.

- a. PIDC members will comply with the instructions from the Center Manager or Designee.

### 3. Implementing the Plan During Non-Work Hours

3.1. For catastrophic events that occur in the PIDC Facility and/or Pueblo, CO area after duty hours, all PIDC members should immediately contact the Center Manager or Designee for information about their reporting location and further instructions.

### 4. Accounting for PIDC Employees after Evacuating the PIDC Facility

PIDC employees assemble in the dirt parking lot near the Ford dealership, north of the

SO building if an obvious emergency situation exists at PIDC. After assessing the situation the Center Manager or designee will notify agency Fire District Officer's/Fire Management Officer's (FDO's/FMO's), Law Enforcement Officer's (LEO's), and the Devils Head Tower that district dispatching is activated. Aircraft desk will hand off flight following to Fort Collins, Montrose and Durango Dispatch Centers. Center Manager or designee will contact Rocky Mountain Coordination Center (RMCC) to request ROSS orders be processed through RMCC due to COOP activation along with PIDC contact information and that district dispatching is in place. Center Manager or designee take other actions, as appropriate, to protect the health and safety of employees and visitors.

- 4.1. In the case of an event during business hours, employee rosters will be checked at gathering point. The Operations manager should have a staff lists or telephone list to check off employees.
- 4.2. In the case of an event after hours, the PIDC Critical Staff Roster will be employed to notify workers of next steps and to see if they are accounted for. PIDC staff will have a current emergency contact list that they will use for phone tree purposes. Last person on list is to be told to contact the first person on list.
- 4.3. The Center Manager will meet with the Assistant Center Manager and Operations Manager to assess damage, and review options including alternate work sites.
- 4.4. Assembly Points
  - a. Assembly Point if during working hours and the permanent facility is affected PIDC members will meet at the dirt parking lot near the Ford dealership, north of the SO building.
  - b. Assembly Point if during working hours and the geographic area is affected PIDC members will remain in the building
- 4.5. Loss of PIDC Members
  - a. If the crisis results in the incapacitation of one or more personnel at PIDC the Center Manager, Assistant Center Manager, or designee, performs the following in an expeditious manner:
    - 4.5.a.1. Identifies key positions to reconstitute
    - 4.5.a.2. Identifies appropriate personnel from surviving locations and organizations that can fill the key positions
    - 4.5.a.3. Dispatches personnel to the appropriate work place (ERF's).

## 5. Deployment to the ERF's

- 5.1. The mission of the deployment phase of the COOP Plan is to ensure that sufficient PIDC personnel are available to perform the critical functions at the ERF's/or designated locations. In a deployed activation scenario, the early deployment of the Critical Operation Staff at the ERF's ensures:
  - a. PIDC connectivity to field units... Fire District Officer's/Fire Management Officer's (FDO's/FMO's), Law Enforcement Officer's (LEO's).
  - b. PIDC connectivity to 911 dispatch centers...County Centers/EOC's.

- c. PIDC connectivity with Rocky Mountain Coordination Center (RMCC), and cooperators.
- 5.2. Commensurate with the severity of the crisis and the estimated effect on operations at the Regional Office, the Emergency Operations Manager deploys the remainder of the Critical Operation Staff.
- 5.3. ERF operations begin at the direction of the Center Manager, and consist of, but are not limited to:
  - a. Maintaining contact with the FDO/FMO's and with operational elements of the PIDC cooperators.
  - b. Assessing the consequences of the crisis and PIDC's remaining resources
  - c. Recommending the allocation of resources to overcome the effects of the crisis and perform PIDC's essential functions.

6. Implementation Activities

6.1. Implementation activities depend upon the scale of the emergency, whether localized or widespread. The following tables list the implementation activities, by phase.

7. Localized Emergencies

7.1. Phase 1: Activation and Relocation

<b>Activity for Localized Emergencies</b>	
<b>Timeline</b>	<b>Responsible Position</b>
0-12 Hours	
Protect employees, visitors and associates	Center Manager
Building evacuated, rosters checked at rendezvous site	Center/ Asst. Manager
Assess severity of event	Center / Asst. Manager
Decide if employees stay or go home	Center /Asst. Manager
Implement the plan completing a Decision Memorandum	Center Manager, Operation Manager
All employees contacted to stay home or return to work on next day	Center Manager
Alternate facility manager is notified of impending activation and actual relocation requirements	Operation Manager
Communicate with senior management	Center Manager

Activated staff reviews the COOP Plan and determine the strategy for conducting minimum essential operations	Assistant Center Manager and Critical Operation Staff
Retrieve PIDC COOP Emergency Dispatch Kits from the PIDC dispatch office. Remove WC COOP laptop w/ external hard drive.	Critical Operation Staff
Essential operations continue at the normal operating facility, if available, or a designated communication trailer until the ERF becomes available	Critical Operation Staff
IRM (Information Resource Management) /CIO (Chief Information Office.. 866-945-1354) contacted for support	Operation Manager
Contact RMCC	Center Manager
Request type 2 or 3 overhead team, if necessary	Center Manager
Request trucks to help with the move to the ERF if needed	Cooperators
Staff transports documents and designated communications, automated data processing, and other equipment to the ERF, as necessary	Critical Operation Staff
Staff secures the normal operating facility and non-moveable equipment and records, to the extent possible.	Critical Operation Staff
Major event – 12-hour day. OT authorized by Center Manager	Center Manager
Orders equipment/supplies, if not already in place	Assistant Center Manager
Protect critical systems, equipment and records	Lead Dispatchers

**7.2. Phase 2: Emergency Relocation Facility**

<b>Activity for Localized Emergencies</b>	
12 Hours to Termination	
Ensure PIDC’s continued and uninterrupted command, control and leadership	PIDC Fire Board
Provide support services for affected employees	CISM/EMS
Inform PIDC Cooperating agencies immediately of the ERF’s, operational and communications status, and anticipated duration of relocation, if known	Operation Manager
Contacts PAO to compose a press release	CM to FDO
Assess potential to resume standard operations	CM to FDO
Initiate efforts to return to normalization	FDO to CM

**7.3. Phase 3: Reconstitution/Regeneration**

<b>Activity for Localized Emergencies</b>	
Termination and Return to Normal Operations	

Verify threat of or actual emergency no longer exists, and provide instructions for resumption of normal operations	FDO to CM
Implements plans and schedules to phase down work at the ERF's and return activities and any relevant records or materials to the primary facility when appropriate	Assistant and Center Manager
Inform PIDC Cooperating agencies of intentions to relocate to the primary facility	Operation Manager
Restoration of normal functions and activities of the center at primary facility	Center Manager
Complete After Action Review	FDO/CM

## 8. Widespread Emergencies

### 8.1. Phase 1: Activation and Relocation

<b>Activity for Widespread Emergencies</b>	
<b>Timeline</b>	<b>Responsible Position</b>
0-12 Hours	
Critical Operation Staff notified impending activation.	Center Manager
Coordinates with the appropriate emergency responders during the assessment phase of the event.	CM, ACM or Operation Manager
Ensures the safe evacuation of staff from the PIDC building, if applicable, and account for personnel throughout the duration of the COOP event. Center Manager will make contact with Critical Operation Staff.	CM, ACM,
Coordinates relocation requirements	Assistant and Center Manager
Once the implementation decision is made, the deployment phase proceeds to completion, i.e., the Critical Operation Staff reports to the ERF's and prepare for operations per instructions	Center Manager, and Emergency Operation Manager
Alternate facility manager is notified of impending activation and actual relocation requirements	Operation Manager
Communicate with senior management and activates the successor/backup organization, as appropriate. These include both external partners, such as other Federal agencies, service providers, and internal partners and organizations.	CM to FDO
Activated staff reviews the COOP Plan and determine the strategy for conducting minimum essential operations	CM or designee and Critical Operation Staff
Retrieve PIDC COOP Emergency Dispatch Kit from the USFS SO	Critical Operation Staff

Essential operations continue at the normal operating facility, if available, or designated communication trailer until the ERF becomes available	Center Manager and Critical Operation Staff
CIO/Radio tech person contacted for support. Mike Cantin (radios) ofc. 719-553-1462, cell #? Local CIO Susan VanHorn ofc.719-553-1455...cell #719-890-4085.	Asst. Center Manager/ Operation Manager
Request vehicles to help with the move to the ERF's if necessary	Center Manager/Operations Manager
Staff transports documents and designated communications, automated data processing, and other equipment to the ERF's, as necessary	Critical Operation Staff
Staff secures the normal operating facility and non-moveable equipment and records, to the extent possible.	Critical Operation Staff
Major event – 12-hour day. OT authorized by FDO/Forest supervisor	FDO/Forest supervisor
Activate plans to provide support based on essential functions continuity	Center Manager
Orders equipment/supplies, if not already in place	Asst. Center Manager
Protect critical systems, equipment and records	Critical Operations staff

**8.2. Phase 2: Emergency Relocation Facility**

<b>Activity for Widespread Emergencies</b>	
12 Hours to Termination	
At the ERF, identifies replacements for missing personnel and request augmentation as necessary.	Assistant Center Manager
Fully implements minimum essential operations.	Emergency Operation Manager
Members revise and/or add functions as required.	Critical Operation Staff
Ensure PIDC's continued and uninterrupted command, control and leadership	PDIC Fire Board
Provide support services for affected employees	EMT
Inform PIDC Cooperating agencies immediately of the ERF, operational and communications status, and anticipated duration of relocation, if known	Emergency Operation Manager
Contacts PAO to compose a press release	Center Manager
Assess potential to resume standard operations	Center Manager
Initiate efforts to return to normalization	Center Manager

### 8.3. Phase 3: Reconstitution/Regeneration

<b>Activity for Widespread Emergencies</b>	
Termination and Return to Normal Operations	FDO to CM
Verify threat of or actual emergency no longer exists, and provide instructions for resumption of normal operations	FDO to CM
Implements plans and schedules to phase down work at the ERF's and return activities and any relevant records or materials to the primary facility when appropriate	Center / Asst. Manager
Inform PIDC Cooperating agencies of intentions to relocate to the primary facility	Operation Manager
Restoration of normal functions and activities of the center at primary facility	Center Manager or designee
Complete After Action Review	CM and FDO

#### 9. Termination of Operations from the ERF's

9.1. The Center Manager orders the termination of operations from the ERF's. The Operation Manager may submit a final report to the PIDC Fire Board which may include but is not limited to:

- a. Confirmation of resumption of Essential Functions to the PIDC primary facility
- b. Return of COOP team members to their parent organizations.

#### 10. Regeneration of the Work Place to the ERF

10.1 Following the crisis, regenerating PIDC primary facility is first priority, and includes working closely with other Federal and State agencies, such as PISCC facilities, to perform the following:

- a. Identify an appropriate location
- b. Acquire and install equipment and communications
- c. Place personnel at the location.

10.2. Regeneration sites may include usable portions of existing PIDC Facility and area location sites, Federal and State property, commercial office space, or a combination thereof.

11. Regeneration is complete when sufficient PIDC functions have been restored, the Center Manager is fully supported, and the operational elements of PIDC are fully productive and under the full control and direction of the Center Manager

## **APPENDIX B**

### **WildCAD COOP Computer**

Each Day the COOP computer should be checked to make sure it is backing up the newest data from WildCad, the computer is located at the workstation #1613 across from the Assistant Center Managers cubicle. The following is the process to take the COOP computer off the network and putting it back on.

#### **COOP Activation-**

Click on desktop Drop SQL Pointer Icon  
You will see a done box – select correct  
Click on desktop Drop SQL Pointer Icon  
You will see a done box – select correct  
(Yes you needed to do this twice)

#### **Daily instructions:**

Login to the computer  
Go to C drive  
Go to WildCAD backup script file  
Double click  
Click on WildCAD back up  
You will see a black screen (it will run a script)  
Minimize this screen  
The COOP computer is now up and connected to the network...

#### **NO-WildCAD Contingency-**

If there is issue where WildCAD is unavailable and this is to include the COOP WildCAD, then all the IA Desks have a paper version of a IA Card that should be used. For numbering of incidents, if we know what the last incident number is in WildCAD, then just start writing them in on the paper form and we will have to update WildCAD once back on line. These forms are included in the COOP bags.

## WildCAD COOP Computer (Wild web lap top)

**(The following instructions pertain only to the COOP laptop located at work station #1619)**

To get WildCad linked up with Wildweb:

Open up WildCad6

Go to File

Enter System Administrator mode (see Ops/CM/Assistant CM for password)

System Administrator

Information sharing

Wildweb

Then click on the box for: This Workstation runs Wildweb.

In W drive

Go to WildCAD6

Go to Wildweb6.exe

Double click

Click run

Click on WildCAD.exe ICON (left side of the desktop)

Confirm that you can login.

*(These instructions should be tested every one or so to ensure that the system is running as planned and that the procedures are still accurate.)*

# WildCad back-up systems

(External hard drives located offsite)

There are two (2) COOP laptops that are located in PIDC. One is located at the Floor Supervisors desk...work station # 1619. This laptop also serves as the Wildweb computer. The other is located at work station #1613...directly across from the Assistant Center Managers cubicle. Each of the laptops also has an external hard drive that also is a back-up system to our NAS server. *Both of these laptops should be taken from the building in the event of a COOP during business hours.*

- There is a third WildCad back up computer located in Canon City, CO, that is also mapped to the 'W' drive. This is located in the BLM/FS office at 3028 E. Main, Canon City, CO. Dennis Page is the primary contact for this... 719-429-2510...cell# 719-269-8584. Jessica Javernick is also a contact...719-269-8703 M-W-F or 719-553-1504 T-TH. This COOP computer is a desk top that has external hard drive with it as well that should be backing up our NAS server here in Pueblo.

*There are plans to eventually replicate these COOP computers at each station that has been identified as an ERF.*

**Appendix C**  
**Sample Decision Memorandum to Recommend the Implementation of the COOP Plan**

DECISION MEMORANDUM FOR THE PIDC FIRE BOARD

FROM: (Originator)

SUBJECT: Decision Memorandum

**Issue for Decision:**

Whether to implement the Agency's COOP Plan.

**Background:**

The COOP Plan provides for continuity of operations during a crisis that renders or threatens to render Pueblo Interagency Dispatch Coordination Center unusable and unable to provide personnel with the ability to direct and control PIDC's essential functions.

The Plan provides for deployment of pre-selected PIDC Staff and an Emergency Operations Manager to the Emergency Relocation Facility (ERF) to perform GPC essential functions and reestablish, in priority order, PIDC operations.

Implementation may be precautionary, in anticipation of an adverse event, such as civil unrest or a terrorist threat. It may be undertaken after a natural, man-made or technological disaster has occurred, such as a building fire, massive and long-term power failure, or chemical/toxic spill that affects PIDC operations.

**Discussion:**

(Present the facts and circumstances as known about the current crisis and anticipated effects.)

**COOP Options:**

(Present all options with ramifications, from "remain in place" through "immediate deployment" of all PIDC Personnel.)

- A. Defer COOP deployment at this time and increase attention, reporting and recommendations regarding the crisis.
- B. Implement precautionary deployment under the COOP Plan. Operations of the deployed PIDC Personnel will not commence until directed. *(NOTE: Once directed, deployment will not be terminated or aborted until the deployment phase is complete.)*
- C. Direct PIDC Personnel to commence emergency operations (if the PIDC has already been deployed for survival, or is in standby mode).
- D. Implement the COOP Plan in full, including immediate deployment and commencement of operations as soon as possible.

It is my decision to implement option \_\_\_\_\_  
Center Manager or designee \_\_\_\_\_  
Date \_\_\_\_\_

## APPENDIX D

### Order of Succession and Delegation of Authority

This Appendix gives a detailed account of Pueblo Interagency Dispatch Coordination Center, Order of Succession for key positions. These orders facilitate a smoother transition of power, if anything should keep leaders from accomplishing their duties.

To ensure rapid response to any emergency situation requiring COOP plan implementation, PIDC has pre-delegated certain authorities for making decisions pertaining to the situation at hand, as appropriate.

**OFFICE:** Pueblo Interagency Dispatch Coordination Center (PIDC)

**POSITION:** Center Manager

**DESCRIPTION:** In certain emergency situations, the above official's ability to guide the center may be compromised. The aforementioned will have the authority until the Center Manager or appointee is able to resume their duties. These powers are delegated during an emergency requiring the implementation of the PIDC Continuity of Operation Plan (COOP) or National Emergency, declared by the President of the United States.

This power is limited to all decisions made during the first 24 hours of a COOP activation or National Emergency and limited to those decisions related to the situation at hand.

**KEY POSITION SUCCESSOR:** In the case of the absence, sickness, resignation, or death of the Center Manager, the officials designated below shall act as Center Manager in the order in which they are listed. Each official shall act only in the absence, sickness, resignation, or death of the immediately preceding official. Without immediate knowledge of death or incapacitation, if the Center Manager is unreachable for a time period of two hours, the successor listed below will assume the position of Center Manager. That person will maintain the position until the USFS FMO or the GPC Board of Directors appoints a new successor.

- 1) Assistant Center Manager
- 2) Lead Dispatcher (BLM)

**APPROVAL:** (SIGNATURE/DATE)

(NAME/TITLE/POSITION)

OFFICE: Pueblo Interagency Dispatch Coordination Center (PIDC)

POSITION: Assistant Center Manager

DESCRIPTION: In certain emergency situation, the above official's ability to guide the center may be compromised. The aforementioned will have the authority until the Assistant Center Manager or appointee is able to resume their duties. These powers are delegated during an emergency requiring the implementation of the PIDC Continuity of Operation Plan (COOP) or National Emergency, declared by the President of the United States.

This power is limited to all decisions made during the first 24 hours of a COOP activation or National Emergency and limited to those decisions related to the situation at hand.

KEY POSITION SUCCESSOR: In the case of the absence, sickness, resignation, or death of the Assistant Center Manager, the officials designated below shall act as Assistant Center Manager in the order in which they are listed. Each official shall act only in the absence, sickness, resignation, or death of the immediately preceding official. Without immediate knowledge of death or incapacitation, if the Assistant Center Manager is unreachable for a time period of two hours, the successor listed below will assume the position of Assistant Center Manager. That person will maintain the position until the Center Manager or the USFS FMO appoints a new successor.

1) Lead Dispatcher (BLM)

APPROVAL: (SIGNATURE/DATE)

(NAME/TITLE/POSITION)

OFFICE: Pueblo Interagency Dispatch Coordination Center (PIDC)

POSITION: Expanded Dispatch Supervisor

DESCRIPTION: In certain emergency situation, the above official's ability to guide the center may be compromised. The aforementioned will have the authority until the Expanded Dispatch Supervisor or her appointee is able to resume her standing. These powers are delegated during an emergency requiring the implementation of the PIDC Continuity of Operation Plan (COOP) or National Emergency, declared by the President of the United States.

This power is limited to all decisions made during the first 24 hours of a COOP activation or National Emergency and limited to those decisions related to the situation at hand.

KEY POSITION SUCCESSOR: In the case of the absence, sickness, resignation, or death of the Expanded Dispatch Supervisor, the officials designated below shall act as Expanded Dispatch Supervisor in the order in which they are listed. Each official shall act only in the absence, sickness, resignation, or death of the immediately preceding official. Without immediate knowledge of death or incapacitation, if the Expanded Dispatch Supervisor is unreachable for a time period of two hours, the successor listed below will assume the position of Expanded Dispatch Supervisor. That person will maintain the position until the Center Manager or the USFS FMO appoints a new successor.

- 1) Assistant Center Manager
- 2) Support Expanded Dispatcher
- 3) Support Expanded Dispatcher

APPROVAL: (SIGNATURE/DATE)

(NAME/TITLE/POSITION)

1. If all PIDC employees are incapacitated it may become necessary to call upon trained cooperator agency personnel to fill all PIDC positions. In this event qualified personnel can be found using the Resource Ordering Status System (ROSS).

1.1. Required positions: IADP, EDRC the number position depends on the time of year and level of activity.

1.2. POC: Rocky Mountain Area Coordination Center (RMC) 303-445-4300

## APPENDIX E Points of Contact

Appendix serves as a quick reference guide for COOP leaders to locate critical points-of-contact

For specific personnel numbers refer to Chapter 70 in the PIDC MOB Guide

<b>Name</b>	<b>Position</b>	<b>Agency</b>	<b>Office Number</b>	<b>Cell Number</b>
<b>Paul Duarte PIDC Fire Board Member</b>	<b>Southeast District Fire Management Officer</b>	<b>Colorado State Div. of Fire Prevention and Control</b>	<b>719-850-2387</b>	<b>719-850-2387</b>
<b>Tyler Webb PIDC Fire Board Member</b>	<b>Unit Fire Management Officer</b>	<b>BLM- Rocky Mountain District</b>	<b>719-269-8560</b>	<b>719-429-3172</b>
<b>Bill King PIDC Fire Board Member</b>	<b>PSICC Fire Management Officer</b>	<b>USFS- Pike San Isabel NF, Cimmaron/Comanche NGL</b>	<b>719-553-1414</b>	<b>719-248-7140</b>
<b>Chad Lewis PIDC Fire Board Chair</b>	<b>Unit Fire Management Officer</b>	<b>USFS- Rio Grande NF</b>	<b>719-852-6292</b>	<b>719-850-2380</b>
<b>Bill Waln PIDC Board Member</b>	<b>Regional Fire Management Officer</b>	<b>USFWS- Mountain Prairie Region</b>	<b>620-486-2304 x222</b>	<b>620-727-3466</b>
<b>Mike Lewelling PIDC Board Member</b>	<b>Zone Fire Management Officer</b>	<b>National Park Service- Rocky Mountain Area</b>	<b>970-586-1287</b>	<b>970-232-5326</b>
<b>Jason Hartman PIDC Board Member</b>	<b>Fire Management Coordinator</b>	<b>Kansas State Forest Service</b>	<b>785-532-33-16</b>	<b>785-458-2625</b>
<b>Adam Rogers PIDC Board Member</b>	<b>Fuel Management Specialist</b>	<b>Bureau of Indian Affairs</b>	<b>785-486-2161</b>	<b>706-835-9640</b>
<b>Eric Toft</b>	<b>Center Manager</b>	<b>Pueblo Interagency Dispatch Center</b>	<b>719-553-1639</b>	<b>719-252-9360</b>
<b>Cindy French</b>	<b>Assistant Center Manager</b>	<b>Pueblo Interagency Dispatch Center</b>	<b>719-553-1615</b>	<b>719-248-8965</b>
<b>Tiphaine Barter</b>	<b>Lead BLM Dispatcher</b>	<b>Pueblo Interagency Dispatch Center</b>	<b>719-553-1600</b>	<b>719-246-4104</b>

<b>Rocky Mountain Coordination Center</b>	<b>Region 2 GACC</b>	<b>Interagency</b>	<b>303-445-4300</b>	<b>#####</b>
<b>Pueblo Interagency Dispatch Center</b>	<b>Local Dispatch Center</b>	<b>Interagency</b>	<b>719-553-1600</b>	<b>719-549-0540 (After Hours)</b>
<b>Colorado State Patrol</b>	<b>Pueblo</b>	<b>State</b>	<b>719-544-2424</b>	<b>719-288-2600 fax</b>

## Appendix F Points of Contact

Appendix serves as a quick reference guide to contact the Colorado State Patrol to advise them to contact County 911 dispatch center/Colorado State Patrol with emergency contact information in the event of a COOP.

All County 911 centers will be advised to contact After Hours Answering Service @ 719-549-0540 to reach key dispatch personnel.

Colorado State Patrol – Pueblo – 719-544-2424 – speak with Supervisor on duty. Identify yourself and tell them to activate PIDC COOP plan. *(A copy of this appendix is on file with the CSP)*

<b>Pueblo Interagency Dispatch Center – Fed COM has activated the COOP plan and are not available at 719-553-1600. Please contact after hours Answering Service – 719-549-0540 to be contacted with Dispatch Personnel.</b>				
<b>Colorado State Patrol – please contact the following Counties advising of COOP activation and contact information</b>				
County	County	County	County	County
Arapaho	Archuleta	Baca	Bent	Chaffee
Cheyenne	Clear Creek	Colorado State Patrol – Alamosa	Colorado State Patrol – Golden	Crowley
Custer	Douglas	Elbert	El Paso	Fremont
Gilpin	Gunnison	Hinsdale	Huerfano	Jefferson
Kiowa	Lake	Las Animas	Kiowa	Lake
Las Animas	Lincoln	Mineral	Otero	Park
Prowers	Rio Grande	Saguache	Teller	Pueblo

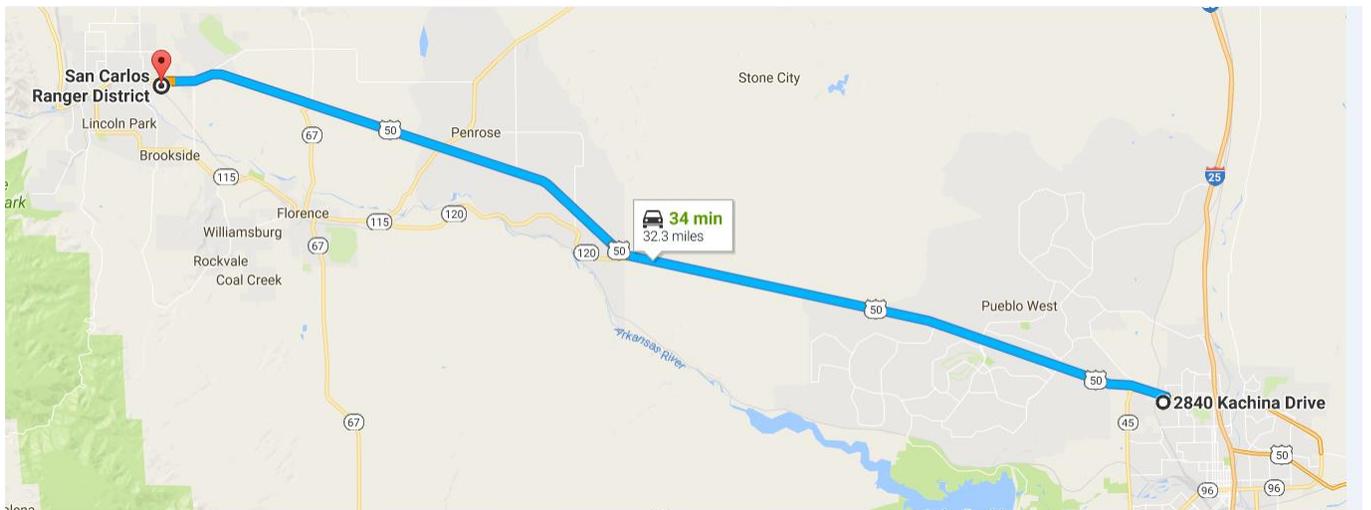


## APPENDIX G Emergency Relocation Facility (ERF) Information

Relocation / Alternative work sites **In order of preference**

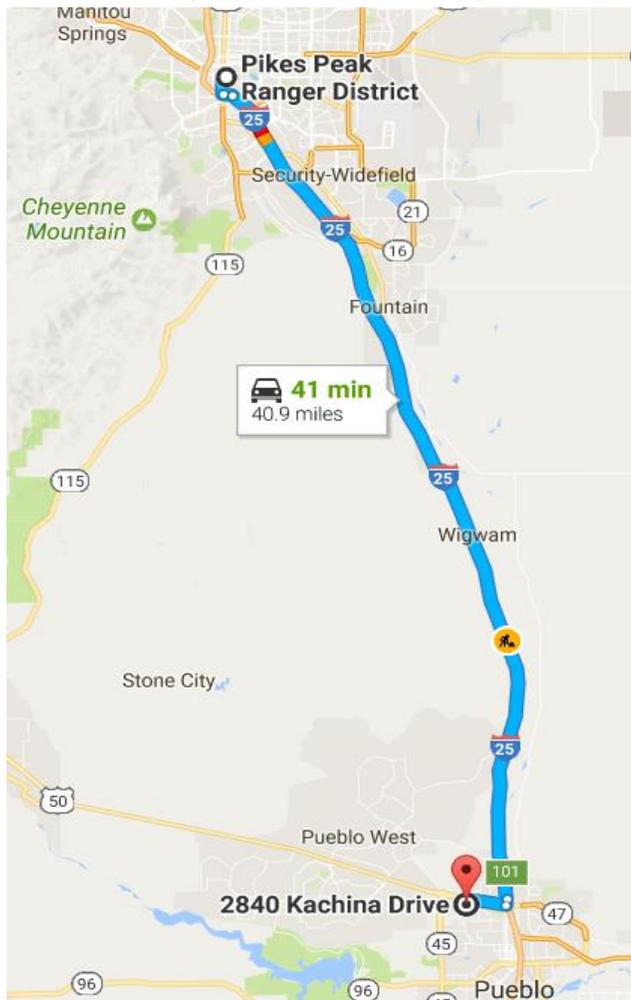
In the initial stages of an incident requiring rapid relocation of PIDC's functions it may be necessary to temporarily relocate one dispatcher to this alternative work site.

- **Station 3 Canon City, CO ERF**  
San Carlos RD, 3028 East Main, Canon City, CO 81212



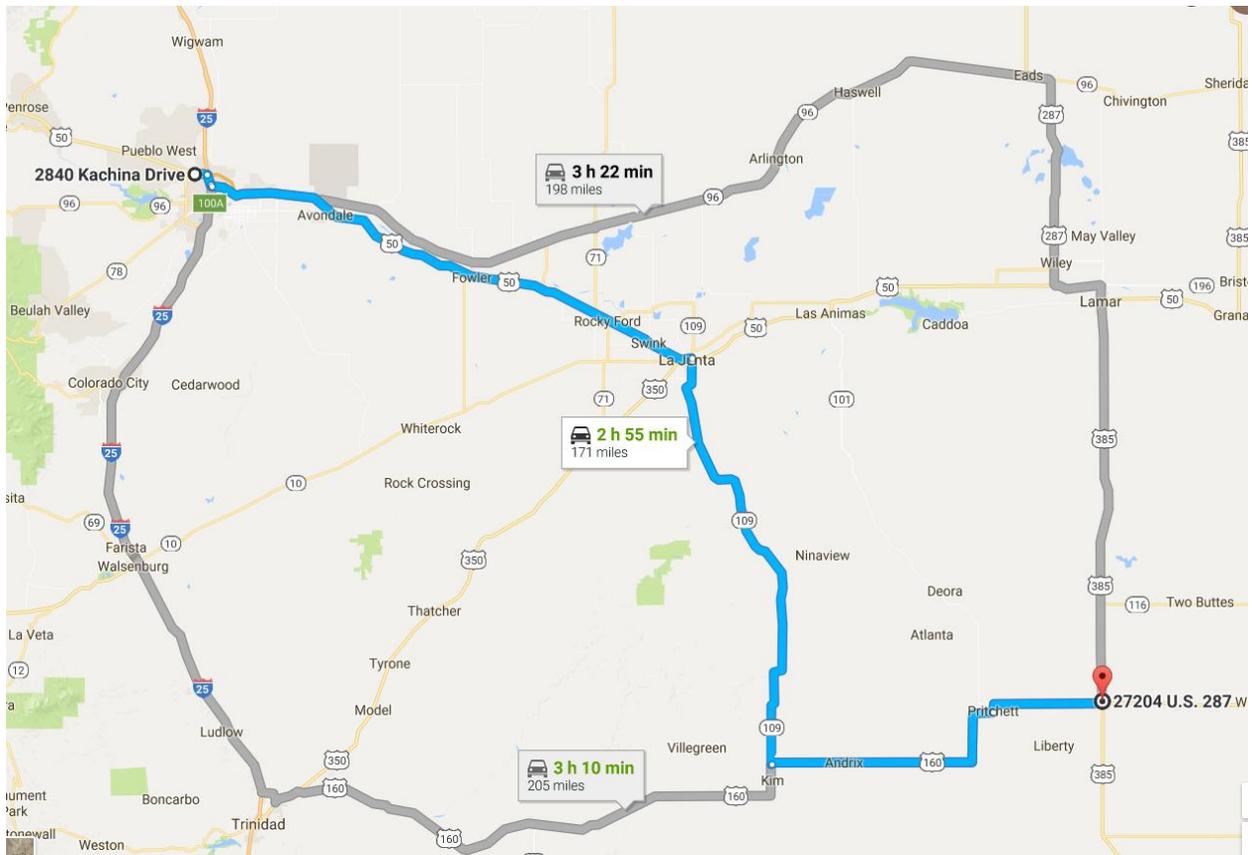
(Map shows the quickest route from PSICC Supervisors office in Pueblo, CO to San Carlos RD office, Canon, CO....as per Google maps)

- **Station 9 Woodland Park, CO ERF**  
**Pikes Peak RD, 601 South Weber St., Colorado Springs, CO 80903**



(Map shows the quickest route from PSICC Supervisors office in Pueblo, CO to Pikes Peak RD, Colorado Springs, CO....as per Google maps)

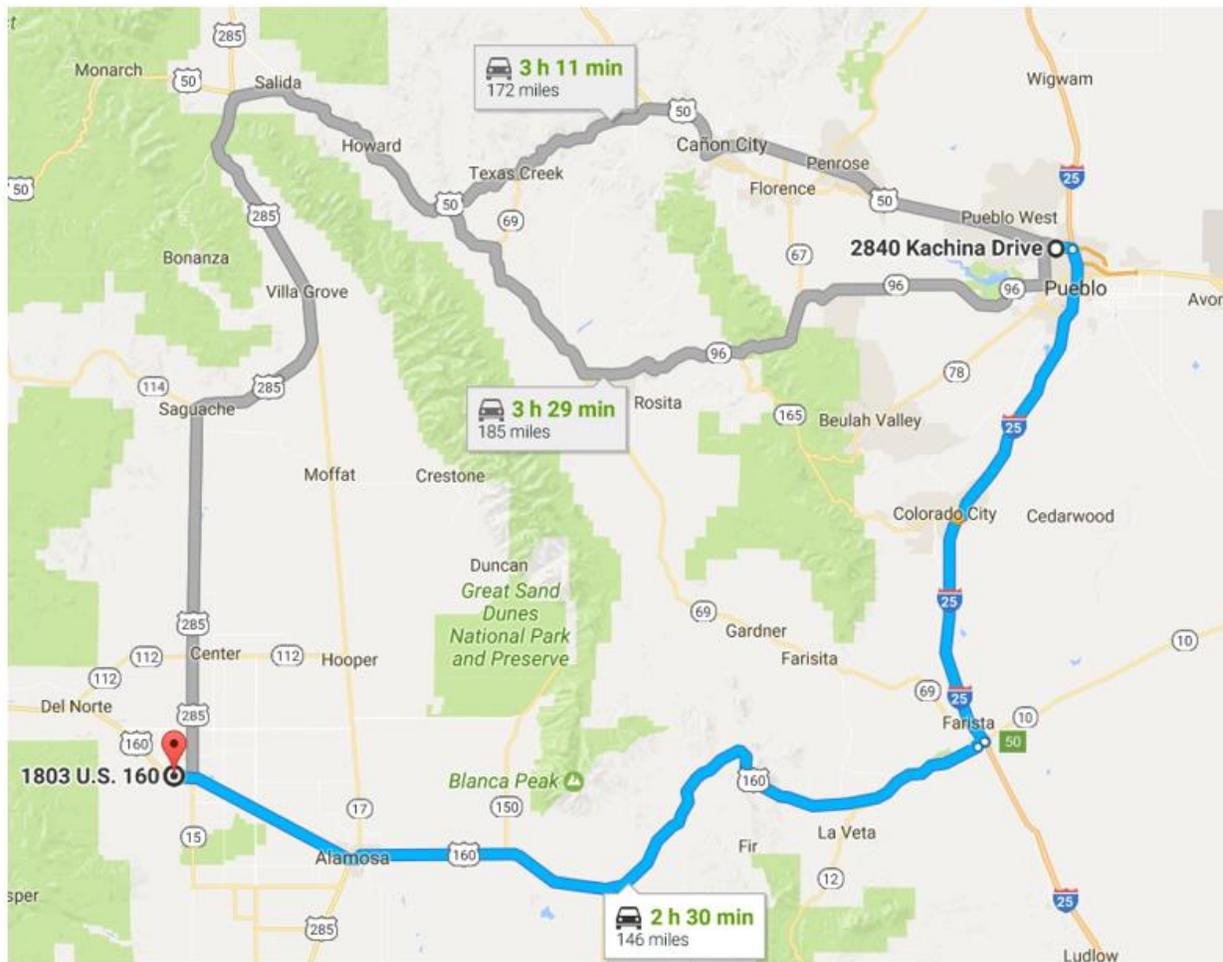
- **Station 6 Springfield, CO ERF**  
Comanche RD (Carrizo Unit), 27204 Hwy 287, Springfield, CO 81073



(Map shows the quickest route from PSICC Supervisors office in Pueblo, CO to Comanche RD office, Springfield, CO....as per Google maps)

- **Station 11 Rio Grande NF ERF**

Rio Grande National Forest, 1803 W. Highway 160, Monte Vista, CO 81144

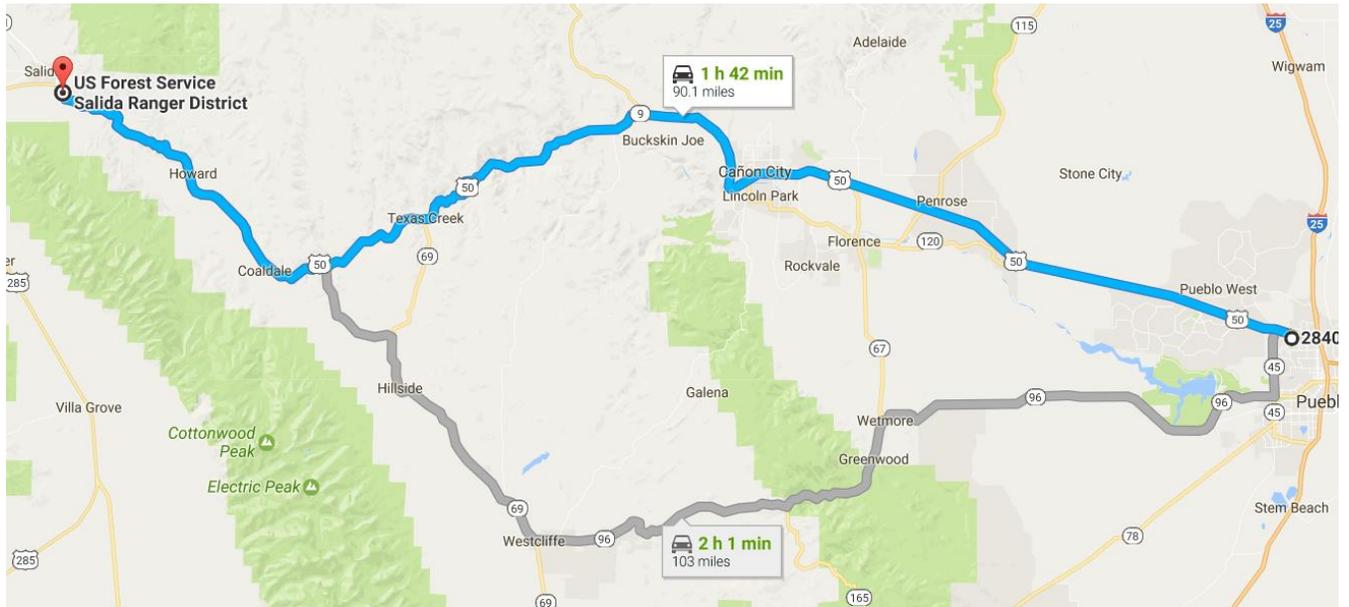


(Map shows the quickest route from PSICC Supervisors office in Pueblo, CO to Rio Grande NF office, Monte Vista, CO....as per Google maps)

(Map shows the quickest route from PSICC Supervisors office in Pueblo, CO to South Platte Ranger District, South Platte CO....as per Google maps)

- **Station 2 Salida, CO ERF**

USFS Office Salida RD, 5575 Cleora Road, Salida, CO 81201



(Map shows the quickest route from PSICC Supervisors office in Pueblo, CO to Salida RD office, Salida, CO....as per Google maps)

## APPENDIX H: Expanded Dispatch COOP

In the event of a COOP with Pueblo Interagency Dispatch Center, the Expanded Supervisory Dispatcher, or PIDC Managers will notify Rocky Mountain Area Coordination Center and request that they take over expanded dispatch operations.

Rocky Mountain Area Coordination Center staff has access to PIDC ROSS. Upon COOP activation they will be notified with active incidents and contact numbers.

Expanded Dispatch staff will move to a motel site and set up dispatch operations. If it was impossible to retrieve computers from the office. The Supervisory Dispatcher will place an order for lap top computers and fax from a rental facility. In addition, Verizon Federal Emergency Service (Shannon Jenness 303-902-7700 or Jordan Seligman 303-482-7312) will be contacted and an order for 8 cell phones and 1 hot spot will be made for the new expanded dispatch settings. These orders will take a min of overnight to arrive.

All incidents and local FDO's will be advised of the new contacts for dispatch support.

### **Active Shooter-**

**PIDC dispatch:** If there is a threat of an Active Shooter at the PSICC SO, Dispatcher(s) should exit the building if possible and meet at the rally site across Kachina Drive...vacant lot north of building by Ford dealership. If not able to get out of the building then someone within the dispatch office shall shut the main dispatch door, shut off the lights and close all binds. Cell phones will be placed on silence. While remaining in the office as a staff stay quiet and call the Pueblo Police Department at 911 or 719-553-2538 and advise their dispatch that there is a ACTIVE SHOOTER in the building at 2840 Kachina Dr., Pueblo CO.

### **Expanded dispatch:**

If at all possible personnel in the expanded area should exit out the back (double doors). Before exiting it will be necessary to open the electronic drive way gate located on the east end of the parking lot. The switch/button is located on the right side of the hallway before the first set of double doors. Push the silver button and exit through two sets of double doors...turn left and head east towards the drive through gate. The gate remains open for approximately 60 seconds. Also if the gate is not opening, it can be opened manually at the box using a crank handle. There is also the option of retreating directly across the hall into rooms 112, 113 or 117 and locking themselves in those rooms until all is clear and the threat has been neutralized.

**Depending on the location of the threat...if possible exit the building and put as much distance between you and the threat as quickly as possible. Recommended to view below training video.**

Training on this matter should be done at least once a season and can be as simple as watching the Video and talking about your area or building. See Attached Link

[https://www.youtube.com/watch?v=zcnA\\_Cq\\_Csk](https://www.youtube.com/watch?v=zcnA_Cq_Csk)

### **Fire Drills/ Building Fires- (Dispatch and Expanded room)**

If there is a Fire Drill or actual building fire, PIDC will exit the building using the nearest and safest exit, and leave all items in the office, unless they are on your person. This is like all other emergency evacuations of the office...exit as quickly as possible and meet up at the at the rally site across Kachina Drive...vacant lot north of building by Ford dealership)

### **Flashing Orange Strobe in Dispatch. (Above the TV on the IA Floor)**

This light is to warn of a disturbance at the front desk and to stay away from the front entry way. It might be used in the event of evacuation of the office and hopefully there is a general announcement over the PA system whether to leave or not. If no announcement over PA is made then someone from IA dispatch will need to go down and inform people in the Expanded work area.

*IMPORTANT: Always remain calm and exit building as quickly and safely as possible...Floor supervisor will make sure everyone is exiting building and accounted for once outside. Remember that there may not be time to grab all your personal belongings...and access back into building may be hours or even days...it would be wise to keep your car keys, personal effects close by or on your person so that they go with you.*

### **Bomb threat:**

Exit building as quickly as possible as in any evacuation scenario. If call comes into front desk there should be an announcement made over the PA to immediately exit the building. In the event that the

bomb threat call comes into IA dispatch, staff will evacuate office and someone from IA will either call the front desk or walk over and inform them so rest of building can evacuate. On weekends or holidays when IA is staffed and there is a chance that someone may be working in the building, someone will have to quickly walk through the halls and loudly announcing to evacuate and clear the building. Restrooms will also have to be checked.

**All Items above should be refer to in the PSICC Building Safety book located on the IA floor under the TV on the grey shelf.**

# How to Map / install WildCAD

Check to see if the [wildcad](#) on '166.2.225.22' (W:) drive is listed under [Computer](#), if not here is how to map WildCAD to your profile:

- Click on [Tools](#), [Map Network Drive](#), use the drop down Drive box to locate the [W:](#)
- Type in the Folder box: \\166.2.225.22\copbcwildcad
- check the [Reconnect at logon](#) box, Click [Finish](#)

Folders will pop up, double click on [WildCAD6](#) Folder

- Single right click on [Wildcad.exe](#) (send to desktop)

## WildCAD Server

- Click “**Defaults**” and then enter the IP address (**166.2.225.22**) of the WildCAD Server.

## WildCAD How To's

- Located on the [W:\WildCAD Links\Dispatch\WildCAD how to everything.pdf](#)

## WildCAD User Guide and System Admin Guide

- In [WildCAD](#), click on [Links](#) heading – move down to the [WildCAD](#) tab – click on [User Guide](#) or click on [System Admin Guide](#).

## WildWeb

- In [WildCAD](#), click on [Links](#) heading – move down to the [WildCAD](#) tab – click on [All Centers Wildweb](#) or [Pueblo Dispatch Wildweb](#).

# COOP ACTIVATION

## FLOWCHART

