

# **Pueblo Interagency Dispatch Center Detailer Guide**



**2840 Kachina Drive  
Pueblo, CO 81008  
Phone: 719-553-1600  
Fax: 719-553-1616**

## **Mission Statement**

Pueblo Interagency Dispatch Center personnel will work together to provide support to our firefighters in the field, cooperators, and one another by providing the highest level of customer service.

***Our firefighters, cooperators and one another are our customers!!!***

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## Introduction

Welcome to Pueblo Interagency Dispatch Center (PIDC). We are glad that you are here, and if there is anything you need, please let us know. We want your stay with us to be fun and enjoyable for everyone. The PIDC Operations Guide was designed to provide people working at the Pueblo Interagency Dispatch Center (PIDC) an overview of the Pueblo Dispatch operations, as well as the detailed internal operational procedures.

Pueblo Dispatch is a centralized office that performs initial attack and extended attack operations for all state and federal units within our area of influence and coordinates directly with county units to accomplish its mission of emergency response coordination. PIDC operates within a formalized dispatch system. The Neighborhood Concept has been adopted within the RMA, which means neighbors order direct from one another prior to ordering from RMCC. Initial attack is done with all bordering units. Pueblo Interagency Dispatch Center is an organization that exists to support the people on the ground and support the requested mission regardless of agency. Please feel free to ask questions and share comments with us.

Directions to Pueblo Interagency Dispatch Center (PIDC) traveling on I-25: From I-25, take Hwy 50 West exit (exit 101). Head west on US Hwy 50 to Willis Blvd. turn left (south) at the stop light on Willis Blvd. Office is located behind the Ford Dealership.

Traveling on US Hwy 50 from the West (Canon City): Continue on US Hwy 50 East to Willis Blvd. turn right (south) at the stop light on Willis Blvd.

PIDC is located on the west side of Pueblo, Colorado in the Pike, San Isabel National Forests and Cimarron and Comanche National Grasslands (PSICC) Supervisor's Office. (The building is southwestern style behind the Ford Dealership, on Highway 50 West).

Email address: [copbc@firenet.gov](mailto:copbc@firenet.gov)

Dispatch Center website: [https://gacc.nifc.gov/RMCC/dispatch\\_centers/r2pbc/](https://gacc.nifc.gov/RMCC/dispatch_centers/r2pbc/)

PSICC Forest SharePoint site: <https://fsweb.psicc.r2.fs.fed.us/>

BLM Website: <https://www.blm.gov/>

City of Pueblo website: <https://county.pueblo.org/> ; <https://pueblochamber.org/>

To access PIDC during regular business hours, enter the building through the front doors, and check in with the front desk personnel. During non-business hours, proceed to the door on the northeast side of the building and ring the buzzer. If our office is staffed, someone will answer.

**If the IA door is closed the code is 091; your door key will work on any other door in the office**

Our office is staffed seven days a week during fire season, or as needed with normal operating hours from 0800-1800. Extended hours coincide with periods of increased fire activity.

Functional areas within our office are initial attack, aircraft, intelligence, and logistics. When calls come into the office, please refer them to the appropriate person (functional area), if not an emergency or new incident, take a detailed message: their name, number and have their call returned. All else fails refer to Operations Manager.

This Guide is meant to provide Orientation for new employees and incoming resources, providing brief general highlights of PIDC, RMA, and National operations.

For overall mobilization policies and procedures related to each of the sections, please see the National, RMA Mobilization Guides. For agency specific guidance you will need to see the applicable manuals and handbooks.

## Geographic Area

### Typical Weather Patterns

Pueblo Dispatch Zone geographic area includes the state of Kansas and Southeastern Colorado. Fire seasons can start as early as January at the low elevations and moves ahead of green-up. Normal springtime conditions have the lowest live fuel moistures, fine fuels are cured, high wind events are common, low RH's are also common and moisture is extremely variable. March/April are usually high precipitation months, but if moisture is low or nonexistent, very high fire danger results. This danger often peaks in mid to late June with all the above, with higher temperatures and longer days.

The normal monsoon season arrives in early to mid- July. This brings moisture from the Gulf and Pacific to fuel almost daily thunderstorm buildup. Gusty winds occur around the storms, but big wind events are otherwise rare. These storms are often dry the first one or two weeks of the monsoons, but then normally turn wet and limit fire potential. The Pike NF is one of the top locations in the country for lightning occurrence. Mid-September through mid to late October is often the driest period of the year. Extreme low humidity often occurs, and big wind events are not uncommon.

Thunderstorms/dry lightning and warm- unstable cold fronts and storm squalls bring high winds with instability at lower atmosphere and wind gust sometimes as high as 60 mph. be alert to frontal passages, which may drive fire downhill.

### Terrain

From the hardwood forest of Kansas, through the prairies and high plains of western Kansas and southeastern Colorado to the mountains, elevations vary from 3,500 to 14,000+ feet. Pueblo, Colorado sits at 4,692 feet.

The mountain portion of the dispatch zone is made up of several North/South ranges with plains on the east, and large mountain valleys between. Most of the ranges are relatively narrow. East /west drainages are aligned with the prevailing winds. Elevations in the mountains vary from about 5,500 feet at the base of the foothills to over 14,000 feet. Most fires in Colorado occur in the foothills and mountains, which are located from 5,500 feet to about 9,500 feet.

Kansas and Southeastern Colorado grasslands are made up of short and tall grass prairies with river canyons and rolling plains. Elevations of 1,500 feet to 5,500 feet provide diverse terrain and fire activity.

## PISCC Workplace Security

PIDC can be in service up to 24 hours a day, depending on activity. Building doors are to remain closed, do not prop open. Security keys are needed for access to the building. Keys will be assigned out by the Floor Ops or Center Manager. Return it when it is time for you to return to your home unit.

Security codes for the building will be explained to you by one of the dispatch staff. Codes may be needed for entry or exit of the building between the hours of 2130 and 0500. If you do not follow the directions given, a silent alarm will go off at the local PD.

## PIDC Organization

Dispatch Center Manager:	Eric Toft
Asst. Dispatch Center Manager:	Cindy French
BLM Lead Dispatcher:	Tiphaine Barter
FS Lead Dispatcher:	Lyndsey Wolgram
FS Lead Dispatcher:	Krystal Quiroz
FS Initial Attack Dispatcher:	Claire Brown

The Operations Manager (Floor Ops) is assigned and directs the daily operations of the initial attack dispatch floor assigning duties for the day for initial attack dispatchers, intelligence dispatchers and aircraft dispatchers and keeps the Assistant Center Manager and Center Manager updated on events within the PIDC Zone. We all share the workload and work together to accomplish our mission. Please keep communications open and feel free to ask questions.

## Delegation of Authority

The Center Manager has full delegated authority from the Pueblo Fire Board, which is made up of PIDC partners including the USFS, BLM, FWS, NPS, BIA, CDFPC and KSFS. Initial Attack, Aircraft and Logistic direction comes from the Center Manager. The Assistant Center Manager coordinates with expanded dispatch for any incident supporting initial attack, and extended attack operations.

## Pueblo Interagency Dispatch Center Mission

The principal mission of the Pueblo Interagency Fire Dispatch Center (PIDC) is to provide initial attack services and resource mobilization in a cost effective and timely fashion using resources identified in PIDC CAD and IROC. In addition, PIDC provides coordination of resources, dispatching services to incidents in and outside of the PIDC boundary and intelligence gathering for dissemination. PIDC is a staff of highly trained professionals who respond to emergency and non-emergency incidents within the dispatch area.

1. Respond to incident and pre-suppression needs of the PIDC area.
2. Mobilize personnel, aircraft, and equipment throughout the Pueblo Dispatch area and to other geographic areas to meet incident and preparedness needs.
3. Maintain status of all resources within the PIDC area.
4. Prioritize and allocate resources within the PIDC area during multiple fire and non-fire situations.
5. Practice close cooperation in the sharing of resources with other areas and all protection agencies.
6. Collect and distribute intelligence information concerning fire and non-fire situations.
7. Schedule aircraft for administrative or mission flights in a cost-effective manner.
8. Support and coordinate training within the Pueblo Dispatch Area.

## General Information

1. **Hours of Operation:** Summer: 0800-1800 Winter: 0800-1630
2. Dress casual is appropriate. It is not necessary to wear agency uniform. Shorts are authorized in the summer on the weekends if they are mid-thigh in length. Clothing should be modest “If you have to ask whether it’s appropriate, it probably is not”.
3. Restrooms and drinking fountain are in the lobby and across from the break room. We should use the restrooms and drinking fountain located across from the break room.
4. The dispatch center break room is located in the SE corner of the dispatch office. There is a refrigerator, water cooler, coffee maker, microwave(s), and toaster oven. These items are available for your use in while on assignment. The building break room is located down the hall turn to the right (Room 139). There is a refrigerator (with filtered water and ice, microwave oven, coffee pot, ice machine and sink available for employee use as well as snack cabinet and refrigerator with beverages. Do your part in maintaining a clean break area.
5. Smoking is not permitted in the building. Smoking is allowed outside the back exit of the building under the shelter.
6. Everyone gets a 30-minute lunch break. During your break you may leave the facility for lunch, use the main building break room, the picnic table or eat at your desk. Exceptions will occur and will be managed by your Operations Manager (OPS) for the Initial Attack floor and the Expanded Dispatch Supervisor for Expanded. For every 4 hours you work you get a 15-minute break, we support positive mental breaks from your station. Take a walk, stretch, or do something to help you decompress and relax
7. Everyone working at PIDC is expected to maintain a professional attitude. The atmosphere is expected to be relaxed, functional and friendly. Please help keep the noise level down so as not to disturb your fellow dispatchers. **Harassment, disrespect, and aggression will not be tolerated.**
8. Everyone will be responsible for doing their timekeeping on an Emergency Firefighter Time Report (OF-288). See Time Keeping pg. 11
9. For Expanded, the Coordinator or Expanded Dispatch Supervisory Dispatcher will keep the Assistant Center Manager and Center Manager informed of all main events, issues, problems, conflicts, etc. For Initial Attack, the Operations Manager will keep the Center Manager or Assistant Center Manager in the absence of the Center Manager informed of all main events, issues, problems, conflicts, etc. Initial attack dispatchers will document incoming phone calls and radio traffic in WildCAD.
10. If there is a day and night shift, plan on a ½ hour up to an hour overlap at shift change and conduct a thorough written/verbal shift briefing with your replacement. The Expanded Supervisory Dispatcher or Operations Manager can answer questions regarding scheduling.
11. The PSICC SO has scheduled janitorial services twice a week. The trash bin is located on the SE side of the building; monitor the trash in the dispatch center and volunteer to remove trash if needed. During fire season the schedule will change to as needed.

12. **Evacuation:** Instructions are posted throughout the building. To exit from the PIDC office, go straight down the hallway by the mailroom and exit out the northeast service door. Then you will head North Towards the open field. In an **EMERGENCY** dial **911**. Notify the Operations Manager on duty of all incidents.
13. **First Aid/AED:** The First Aid kit is in the break room. There are 2 AED(s) in the building; one is located outside of the Center Managers office in dispatch, the second is located inside the break room.
14. **Personal Security:** All personnel need to be alert to their surroundings while coming to or from the office. During regular business hours report any suspicious persons to your supervisor or floor operations manager who will notify **911**. After hours, report any suspicious persons to **911**. All doors leading to the outside will always be kept closed; they will not be propped open. The door into dispatch should be kept shut outside of business hours.
15. **Lock Box:** Contains keys to the dispatch cage, warehouse storage unit and vehicles. The master key is located at the Operations Manager's desk.
16. **Restaurants:** Pueblo has a diversified group of restaurants; the dispatch office has a notebook listing restaurant within the city. Local restaurants in the Pueblo area – the Restaurant book (Resource Library) will give you information and menus and the local dispatchers can also help with recommendations.
17. **Per Diem Rates and Rental Car:** Per Diem rates for Pueblo is the Standard Rate: \$96 for lodging and \$59 for meals. Additional information can be found at <https://www.gsa.gov/travel/plan-book/per-diem-rates>. Rental car authorization will be specified on the order. Individuals will be required to pay for their own rental car, meals, and lodging.

Please keep the following information in mind while you are staying in a hotel or motel in Pueblo. Let the hotel know your sleep/work schedule. Local hotels should be advised that PIDC is staffed on a 24 hour basis and that the day and night shift dispatchers have different needs. The night shift person should make arrangements with the hotel staff to be located away from high traffic area and to clean the room during a different time period to accommodate your schedule. Report problems to hotel management immediately and notify your supervisor if they are not resolved promptly.

Motel room assistance may be approved for employees without an agency travel card, or who do not have the personal means to procure a room. Approval will be granted by the Center Manager or Assistant Center Manager. We do not have the means to procure rental cars or meals.

If assistance is approved, a supply resource order for a motel room is required indicating the person's name and time that they will need the room. Receipts and a copy of the resource order needs to be turned into PSICC procurement. Individuals need to have approval from the supervisory dispatcher, Center Manager or Assistant Center Manager to change motels once they have been arranged by procurement

# Office Procedures

## Shifts

PIDC Summer hours of operation are usually 0800-1800, seven (7) days a week, with expanded capability to 24 hours per day. Two (2) schedules can exist which allow transition from 8-hour shifts to 12-hour shifts. During periods of incident activity, schedules can change to accommodate the needs of the field. The Operations Manager in coordination with the Center Manager and Assistant Center Manager will evaluate the workload and expand staffing accordingly.

## Dispatch Shift Briefings and Pass On's

PIDC should do an overall general briefing for all dispatchers at the end of each shift to let everyone know what is going on and communicate the workload of each desk and any issues, problems etc. This is done in both IA and expanded. It is each dispatcher's responsibility to ensure their desk is kept current through their shift and to provide an adequate briefing to the relief dispatcher. Briefings should include at a minimum:

1. Movement of resources, especially crews and aircraft.
2. Any departure from established Standard Operating Guidelines (SOG).
3. Any schedule changes.
4. Any emergency message notifications.
5. Any significant resource shortages.
6. Tracking PIDC resources' availability status.

All Initial Attack dispatchers must document major events, activities, notes, strategies, questions, etc. pertinent to PIDCs daily activity in the Pass On's log for relief dispatchers, located in: **Teams DC\_COPBC → IA Floor → PIDC Pass Ons**

## Telephones

When answering the phone be courteous and professional, answer by saying **“Pueblo Dispatch this is (your first name)”**. Try to figure out which function could be best helping the person on the phone. **Fire reports or questions related to a specific incident should be given to the dispatcher handling that response area or incident.** Information or questions pertaining to aircraft should go to the aircraft desk. During times that expanded dispatch is activated pass all IROC information, resource orders, or out of area assignment should be given to expanded dispatch. If you begin to feel uncomfortable with the caller, politely put them on hold and have the operations manager, Expanded Supervisory, Assistant Center Manager or Center Manager take the call. Everything runs smoothly if you can politely and efficiently direct the caller to the individual responsible for that function.


Please do not let the phone ring more than 3 times. Please do not place people on hold for too long. Be professional and polite on the phone and remember that opinions or anything you say represents PIDC and our Agencies.

**Incoming calls:** When taking a call for someone else, please ask the following questions, if the person is not available: 1. Ask if you can help? 2. Is this in regard to a fire?


**Answering calls:** Lift receiver and press the **Flashing GREEN Light**, for the **553-1600 line**. Pick up the handset and press the soft key next to **Call Pickup**.

**Call Pick-up:** Lift receiver, look for the **Call Pickup** on the LCD screen and press the soft key. If the Ops phone is busy you will hear a quick half ring, same process above.



**Place a call on Hold:** Above the phone keypad, press the  **RED** hold button.

**Return to a call that is on Hold:** Press the  **RED** hold button, and then lift the handset or press  (Speaker). <Caller> WAS HOLDING appears.

**Transferring a call:** While on the call, press the  (Transfer) button, and then dial the **7 digits** or the **10 digit phone number**. Wait for the phone to ring, then hang up.

**Placing internal calls:** Dial the **last 7 digits** of the phone number (i.e. - 553-1639)

**Placing Outside calls:** Dial the **10 digit phone number** (include “area code” for both local & long distance calls).

**Forward Phones to Answering Service:** On the FLOPS desk, press the **Night Service** button, and hang up. **Dial 553-1600**, your call will go through to the answering service. Let them know who you are and that you are going out of service and who is on-call.

**Take Phones off Answering Service:** On the FLOPS desk, press **\*12** and hang up.

### **Cell Phone use is NOT encouraged on the floor!**

Please place on mute or vibrate, if you need to take a call please notify Floor Ops and step off the floor.

### **Expanded Phones**

**Voice Mail System:** Expanded dispatch phones have been set up to take messages. To check messages, dial 1599, enter extension and enter in password (the desk phone number xxx-xxxx). **DO NOT CHANGE PASSWORDS.**

### **Fax Machines**

PIDC has two fax machines, one is located by the color printer and office copier for initial attack, and the other one is in the expanded dispatch area on the east wall for expanded.

### **Radios**

PIDC is set up with C-Soft radio system; to answer the radio, select the appropriate bank/channel to contact the caller. There are 5 banks with multiple repeater channels: **Pikes Peak NF, San Isabel NF, Comanche/Cimarron NG, Rio Grande NF** and **Airnet/Airguard**. Reference the Desk flip chart(s) for map and complete listing.

**Simul-Select** is an option, press Simul-Select button to turn on then select the desired repeater channels (banks will be highlighted green) and you can select only one repeater channel per bank. To turn off, press Simul-Select again.

### **Media/Public Information Requests**

Calls from the media received by PIDC will be forwarded to the on-call Public Information Officer or the assigned incident Public Information Officer. In the event the Public Information Officer cannot be contacted, the call will be forwarded to the Center Manager. Forest Public Affairs Officer/Media line: 719-299-1567

Visits requested by the media will be approved in advance by the Center Manager or Assistant Center Manager who will coordinate with the SO Public Affairs Officer. The Center Manager or Assistant Center Manager will approve location of remote microphones, positioning of cameras and dispatcher interviews. Media aircraft are allowed into fire areas when approved and notification has been made to the incidents Aerial Supervisor.

## Computer Information

PIDC uses the United States Forest Service network for all office computers. If you have not taken the IT Security Awareness via AgLearn or DOI Learn at your home unit, you will need to take the written one here. All non-USFS detailers will be assigned a temporary username and password.

- Do not load any unsolicited software on the computers as all software must be approved by the systems administrator in advance.
- Do not change the look of the computer screens by adding screen savers or other items.
- If you have been entrusted with access to a file or to use certain programs, respect that trust and do not delete or change these files without permission.
- The internet should be used only for work-related business while on assignment.

## WildCAD

WildCAD is the primary tool used by PIDC dispatchers for all incoming phone and radio traffic and will be documented using the WildCAD incident or the daily log. Expanded dispatch may view incidents in WildCAD and will use it in some instances (**Refer** to the PIDC SOG's and WildCAD How to everything).

## Printers

**Dispatch Color:** Xerox Phaser 7500DN PS (IP address 166.2.224.37) located next to the copy machine.

**Expanded:** HP Officejet Pro 8610 printer/scanner are assigned to each desk.

## Copier and Scanner

PIDC has one black and white copier and it is located next to the dispatch color printer.

**Initial Attack Floor:** HP Officejet Pro 8600, located at the operations desk.

**Mini-Expanded:** HP Officejet Pro 8610 printer/scanners are assigned to each expanded desk in the dispatch office.

## Email Access

**Outlook:** log onto <https://www.office.com> to access Outlook email account(s).

## Dispatch Email

Incoming email for PIDC will come through firenet: [copbc@firenet.gov](mailto:copbc@firenet.gov) (username), the password is located in Teams **DC\_COPBC** → *General / Files* → *Passwords, FS Lock Combo* → *Passwords.docx*

## Office Supplies

There are some office supplies in the cabinet across from the copier in the dispatch office (Office Cleaning/Supplies). PIDC has a cache with additional supplies, it is located at the center of the building, the cage is locked, the key is located in the lock box on the Initial Attack floor.

## Time Keeping

You are responsible for keeping track of your time. All time charged to an incident needs to be documented on an Emergency Firefighter Time Report (OF-288) and signed by your supervisor. Pay status begins from the time you leave your motel (travel time) to PIDC, to the time you return to your motel (travel time) from PIDC, ***this does not include time spent for meals travelling from motel to PIDC/or PIDC to motel***. Prior to release home, your immediate supervisor at PIDC will sign your timesheet. It is recommended that you track your time on a daily basis for the best accuracy. After your OF-288 has been completed and signed, make sure you give a copy with a copy of your resource order to your supervisor for PIDC's records.

## Pay Check 8 (FS Time)

Forest Service employees should go to the PSICC webpage and click on option to ConnectHR (Dashboard) or go to the PIDC webpage and click on Incident Business Management link, to access Paycheck 8 (FS Time) (<https://usdafs.connecthr.com>). You will need your eAuthentication or your Lincpass ID Login to access the system.

## Quick Time

Department of Interior employees should go to the PIDC webpage click on Incident Business Management link to access DOI Remote Access (BLM Time) (<https://qtime.ibt.doi.gov/1560/qtime1560/login>). You will need your DOI Access Card or Username and Password to access the system.

## Sick Leave

If you become ill while on duty, notify your supervisor immediately. If you cannot come in for your scheduled shift; call the on-call dispatcher 719-553-1600, your Supervisor, Assistant Center Manager, or Center Manager before your shift starts so staffing arrangements are made to cover. If you feel your illness or injury will prevent you from staying on your assignment, let your supervisor know so demobilization arrangements can be made.

## On the Job Injuries

If you are injured while on assignment, please see your supervisor as soon as possible to have a CA-1 Notification of Injury form filled out. If further medical attention is needed, a CA-16 Medical Form must be filled out prior to visiting a doctor or hospital. **Supervisors notify the Dispatch Center Manager or Assistant, of any injuries.**

## Emergency Demob

In the event you need to **demob due to an emergency**, contact your supervisor and arrangements will be made to get you home as soon as possible. Supervisor's fill out emergency release forms and send them through the normal dispatch channels. Contact the individuals home dispatch office and advise of release and travel arrangements. **Supervisors notify the Dispatch Center Manager or Assistant, of any emergency demobs.**

## Task book/Performance Evaluations

Performance evaluations will be completed by your supervisor and a copy will be provided to the Center Manager. All AD's must have a performance evaluation completed. If you have a task book you would like to work on, notify your supervisor so that you can be placed under a fully qualified dispatcher.

- Performance evaluation forms are available on teams (DC\_COPBC → *General / Files* → *Dispatch Forms* → *Dispatcher Performance* → *Dispatcher Performance Rating.doc*).
- The evaluator and individual both need to sign.
- The original is given to the individual and copy is kept at PIDC.

## Intelligence and Predictive Services

All information regarding Intelligence and Predictive services can be found in the PIDC SOG.

## Pueblo Dispatch Orientation

The main dispatch center is set up to handle initial attack fires and extended attack on larger fires until an expanded dispatch is opened. As you enter the dispatch center you will see our intelligence section. Current intelligence information, reports and alerts can be found in this section.

The Center Manager and Assistant Center Manager desks are the first that you will see as you come in. The initial attack floor is to the left of the managers desks. Each desk is set up with visual aids, SOG's, phone lists and tools to make your stay easier. If you have suggestions, please make them known.

### PIDC Zone Boundary and Unit Designators

Pueblo Interagency Dispatch Center zone covers as far North as the Jefferson/Boulder county line, down to the New Mexico State line, from the Eastside of the Continental Divide of Colorado to the Kansas/Missouri Stateline. Units supported by the Pueblo Interagency Dispatch center are listed in the SOP's flip charts and Unit Identifiers book PMS 931.

<b>A</b> = BIA	<b>C</b> = Center (Dispatch)	<b>D</b> = BLM	<b>F</b> = USFS
<b>O</b> = BLM State Office	<b>P</b> = NPS	<b>R</b> = FWS	<b>S</b> = State
<b>X</b> = County	<b>Q</b> = Military		

### PIDC Neighbors

Within the Rocky Mountain Area Coordination Center (CO-RMC) Pueblo Interagency Dispatch neighbors are:

Ft. Collins Dispatch (CO-FTC) to the North  
Great Plains Dispatch (SD-GPC) to the North from Kansas  
Montrose Dispatch (CO-MTC) to the West  
Durango Dispatch (CO-DRC) to the Southwest

Pueblo Interagency Dispatch Boundary neighbors: Taos Dispatch and Albuquerque Dispatch in New Mexico. Arkansas-Oklahoma Interagency Coordination Center in Arkansas. Missouri-Iowa Interagency Coordination Center in Missouri.

### RMA Ordering

#### Area wide

Allows RMA Dispatch Centers to order resources statuses in IROC directly from one another under certain parameters and rules, during PL 1-3.

#### Neighborhood

The Pueblo Dispatch Center (along with the other Dispatch areas in the RMA) uses Neighborhood Resource Ordering Procedures. This means PIDC may order Initial Attack, Extended Attack, Large Fire Support and Non-Fire Incident Resources direct from our neighbors to support incidents within the Pueblo Dispatch Center area.

Resource ordering standards apply for the movement of all resources. This includes Initial Attack procedures, IROC, notifications and reassignment procedures. Reference RMG Ch.10

When a resource is unavailable through Neighborhood Ordering, PIDC will place the order with RMCC. RMCC will obtain resources through established dispatch channels. RMCC will normally NOT check with the Pueblo Dispatch Center's neighborhood, (unless the "Neighborhood Resource Ordering" has been withdrawn).

PIDC cannot reassign resources to another dispatch center if the resource was originally mobilized through the Neighborhood Policy without the permission of the resource's home dispatch center. If approved by the resources home dispatch center, a copy of the printed resource order should be relayed through RMCC to the home dispatch center.

If RMCC needs a resource that has been mobilized, RMCC will place the "change" order with the resources home dispatch center.

At the Dispatch Center Manager's discretion and with RMCC approval, a dispatch center may temporarily withdraw their participation in the neighborhood.

RMCC has the authority to withdraw Neighborhood Ordering. Traditional ordering procedures will be utilized when Neighborhood Ordering is withdrawn.

Dispatch centers and national caches work directly with RMK for supply orders. All equipment orders are processed through RMCC.

The following describes approved ordering methods and require notifications:

**IA** = Initial Attack – Adjacent dispatch centers order direct for IA only

**NH** = Neighborhood – Approved dispatch centers may always order direct

**RMW** = Rocky Mountain Area Wide Ordering – Approved between all RMA centers

**RMC** = Place only to Rocky Mountain Coordination Center

**RMK** = Rocky Mountain Cache

\*Verbal COMMIT message notification to RMCC is required for the IA movement of all national and area resources. PIDC will contact RMCC via phone for the IA movement of all national and area resources. IROC is required for all other resource movement, as per established dispatch procedures.

## **Initial Attack / Aviation Resources**

PSICC, Rocky Mountain District (BLM), SLVI-FMU and DFPC will update the Daily Resource Status Summary online submission form each morning by 1030. The form is located on the PIDC home page under the Intelligence section. In WildCAD mark all available resources to show Available in Quarters. It is important to keep track and be aware of area and national resources committed in PIDCs area of influence.

All information regarding initial attack and aviation resources can be found in the SOG(s). Thave been created to make your detail successful, take time to read the SOG's that will be used while working at PIDC.

All aircraft requests require a FireCode and Lat/Long, be sure to enter them into WildCAD and IROC as soon as you can.

## **IROC Procedures**

Resource orders are processed and completed through the Interagency Resource Ordering Capability (IROC). PIDC SOG for IROC can be found in the Expanded Dispatch Plan. All IROC incidents will be created in WildCAD and transferred to IROC. Irwin will create Fire codes for everything except severity and predesignated codes.

Resource availability/statusing – All fire resources (aircraft, overhead, engines, and crews) are required to report their availability to PIDC. Resource availability/statusing will be done in IROC, things to remember when using IROC: Document, document, document!

- Ask questions if you are unsure
- All orders need to have a financial code, and that code should be the default.
- Follow all orders up with a phone call, do not assume that other dispatch centers are checking IROC.
- Get familiar with information in the Expanded Dispatch Plan.

Utilize the PIDC Expanded Dispatch Plan and PIDC expanded operation procedures. Reference the ISROG for IROC Tips and Tricks.

### **Equipment/Supply Orders/Incident Replacement – Charged to a FireCode**

- Each unit on the PSICC, Rocky Mountain District (BLM) and SLVI-FMU have small caches.
- The Rocky Mountain Area Fire Cache (RMK) is in Denver, Colorado (2 hours from Pueblo).
- Requests for NFES Supplies from PBC Units are processed through PIDC, directly to RMK on a Resource Order Form.
- IMT1 and IMT2 teams can place orders direct with RMK. (See Expanded Dispatch Plan).
- All Equipment Orders are processed through PIDC and RMCC.
- All Resource Orders require a Financial Code (FireCode) attached.
- Incident Replacement Orders require a Financial Code (FireCode) attached.
- Dispatch supplies will be approved by the Center Manager or Assistant Center Manager.

### **Non-Fire Supply Orders – Charged to a Project Code, ex: WFPRXX**

Units should process all non-fire emergency orders through their agency procurement procedures. Supplies for dispatch will be approved by the Center Manager. All local district procurement supply/publications requests will be authorized by the District FMO or delegated and/or Unit FMO for WFPR.

## **STAFFING/ORGANIZATION**

Each position at PIDC has detailed roles and responsibilities.

*The following is a brief description for normal operations excluding Expanded Dispatch:*

**Center Manager (CM):** Responsible for managing and providing overall direction of PIDC activities, in coordination with the Assistant Center Manager and the Operations Manager.

**Assistant Center Manager (ACM):** In the absence of the Center Manager is responsible for overseeing and providing coordination to the Operations Manager for PIDC activities and is responsible for expanded dispatch operations.

**Operations (Floor OPS):** As floor supervisor, provides day-to-day operational direction for Intelligence, Aircraft, and Initial Attack activities. Reports and works under the direction of the Center Manager or Assistant Center Manager.

**Initial Attack Dispatcher (IADP):** Operationally responsible for assisting with all Initial Attack responsibilities of PIDC and works under the direction of the Operations Manager (Floor OPS).

**Aircraft Dispatcher (ACDP):** Operationally responsible for assisting with all aircraft movement within PIDC and works under the direction of the Operations Manager (Floor OPS).

**Intelligence Dispatcher:** Gathers and compiles intelligence from a variety of sources for PIDC, disseminates information to the appropriate personnel, works under the direction of the Operations Manager (Floor OPS).

**On-Call Dispatcher:** Responsible for after hour's calls providing 24-hour coverage for PIDC. On-call dispatchers will take the information, make notifications, and come into the office if the call deems necessary.

*The following are additional positions with activation of Expanded Dispatch (Positions will be filled according to need):*

**Coordinator (CORD):** Will establish organization structure; supervise the expanded dispatch functional area, maintain the chain-of-command between the dispatch center and the teams; will provide leadership; identify the capabilities, needs and wellbeing of subordinates. Will supervise subordinates ensuring that timely and sound decision for resource ordering is established; review staffing based on incidents needs.

<https://www.nwccg.gov/wfldp> Based on delegated duties from the Assist Center Manager or Center Manager the CORD will delegate duties, assignments, continue and evaluate performance; develop the chain-of-command, gather, analyze and validate information pertinent to incident mobilization and make recommendations; coordinate with the Assistant Center Manager or Center Manager, Agency Administrators, Incident Management Teams, Buying Team, Multi-Agency coordinate (MAC) group, contractors and other parties. Coordinate briefings, evaluate demobilization plans and participate in after action reviews.

If a CORD is not ordered/filled the Assist Center Manager or Center Manager will fill this roll.

**Expanded Dispatch Support Dispatcher (EDSP):** Will develop effective organization to meet present and future needs; review resource orders to evaluate incident needs and provide guidance to the expanded dispatch functional areas; facilitate orderly, safe and effective mobilization and demobilization for resources; establish and direct priorities for flow of resource orders and maintain the established dispatch protocol; advise, identify alternatives and make recommendations to management for resource ordering.

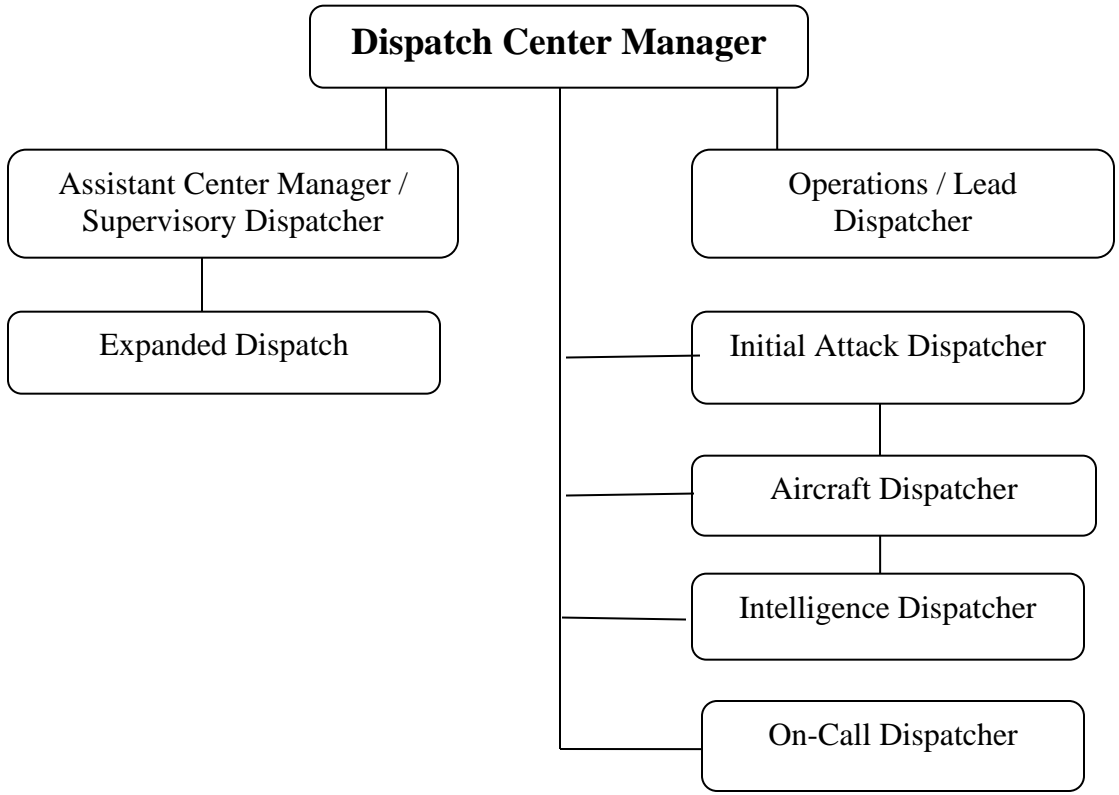
When teams are mobilizing, the EDSP will coordinate with planning on pre-orders and will advise the incident business administrators. They will provide training for subordinates when feasible; schedule and conduct briefings for expanded operations; coordinate between the functional areas, buying teams, the Rocky Mountain Mobilization Center, and the Rocky Mountain Coordination Center; define performance expectations and prepare performance evaluations. Is authorized to track and sign timesheets. Will supervise EDSP (T) and EDSD's.

If a CORD is not filled the EDSP will report directly to the Assistant Center Manager or Center Manager.

**Expanded Dispatch Supervisory Dispatcher (EDSD):** Will mobilize resources specific to one or more functional areas; assess situation, determine priorities; and take appropriate action. Supervise and train EDSD (T) and EDRC's providing direction for filling out various forms and resource tracking; conduct shift briefing and prepare performance evaluations for review by the EDSP. Fill out task books as needed for trainee positions.

If an EDSP is not filled, the EDSD will report directly to the Assistant Center Manager or Center Manager and is authorized to sign time sheets and finalize performance evaluations.

**Expanded Dispatch Recorder (EDRC):** Will process resource orders and track resources using ROSS and established ordering procedures; supplement resource orders with appropriate forms; relay information using the proper dispatch channels and works under the direction of an EDSD.







## **PUEBLO**

### **Stores in Vicinity**

#### **Albertsons**

1601 Hwy 50 W, Pueblo, CO 81008

#### **Walmart**

4200 Dillon Dr, Pueblo, CO 81008

#### **Target**

3300 Dillon Dr, Pueblo, CO 81008

#### **Natural Grocers**

101 W 29th St, Pueblo, CO 81008

#### **King Soopers**

102 W 29th St, Pueblo, CO 81008

INSTACART (Grocery) Delivery Available in Pueblo, CO [www.instacart.com/grocery-delivery/pueblo-co](http://www.instacart.com/grocery-delivery/pueblo-co)

### **Restaurant Delivery**

<https://www.pueblotogo.com/order/restaurants>

<https://www.doordash.com/>

### **Down Time**

**Pueblo Riverwalk –Historic Arkansas Riverwalk** <http://puebloriverwalk.org/>

101 N Union Ave, Pueblo, CO 81003

**Steelworks Museum of Industry & Culture** <http://www.steelworks.us/>

215 Canal St. Pueblo, CO 81004

**El Pueblo History Museum** [www.historycolorado.org/el-pueblo-history-museum](http://www.historycolorado.org/el-pueblo-history-museum)

301 N Union Ave., Pueblo, CO 81003

**Sangre De Cristo Arts and Conference Center** [www.sdc-arts.org](http://www.sdc-arts.org)

210 N Santa Fe Ave., Pueblo, CO 81003

**Pueblo Weisbrod Aircraft Museum** <https://pwam.org/>

31001 Magnuson Ave., Pueblo, CO 81001

**Pueblo Zoo** [www.pueblozoo.org](http://www.pueblozoo.org)

3455 Nuckolls Ave, Pueblo, CO 81005

**Nature and Wildlife Discovery Center** <https://natureandraptor.org/>

5200 Nature Center Rd., Pueblo, CO 81008

**Cinemark Tinsel Town** [www.cinemark.com/colorado/cinemark-tinseltown](http://www.cinemark.com/colorado/cinemark-tinseltown)

4140 N. Freeway, Pueblo, CO 81008

## Hotels

<b>HOTEL NAME</b>	<b>HOTEL PHONE #</b>	<b>HOTEL ADDRESS</b>
<b>Pueblo Area</b>		
Springhill Suites Downtown	719-546-1234	150 S. Santa Fe Ave., Pueblo
Courtyard by Marriott	719-542-3200	110 W. 1st St./W. Center Dr., Pueblo
Quality Inn & Suites	719-544-5500	3910 Outlook Blvd., Pueblo
Wingate by Windham	719-586-9000	4711 N Elizabeth St., Pueblo
La Quinta Inn & Suites	719-542-3500	4801 North Elizabeth St., Pueblo
Clarion Inn	719-543-8050	4001 North Elizabeth St., Pueblo
Days Inn	8719-543-8031	4201 N Elizabeth St., Pueblo
Best Western Plus	719-543-4644	4727 N. Elizabeth St., Pueblo
Hampton Inn & Suites	855-271-3622	4790 <u>Eagleridge</u> Circle, Pueblo
Comfort Inn	855-849-1513	670 <u>Eagleridge</u> Circle, Pueblo
Candlewood Suites	719-542-8896	4640 Dillon Dr. Pueblo
Holiday Inn Express	719-542-8888	4530 Dillon Drive, Pueblo
Ramada Inn	855-809-3509	4703 North Hwy, Pueblo
Sleep Inn	719-583-4000	3626 North Hwy, Pueblo