

Pueblo Interagency Dispatch Center  
Expanded Dispatch Plan

Expanded Dispatch is a functional branch of the Incident Support Organization (ISO) that supports incidents and expands as local fire conditions and activity dictates. Expanded is established when a high volume of activity indicates that increased dispatch and coordination capability is required.

This plan will identify when, where and how to implement the PIDC expanded dispatch. The plan will identify logistical support facilities available for expanded dispatch use. These facilities will be pre-identified, procured, and available for immediate setup, along with necessary equipment.

The Expanded Dispatch workspace will be separate from, but accessible to, the initial attack dispatch organization.

Qualified personnel should be on site in order to adequately staff required expanded dispatch functions. Expanded Dispatch Supervisors are responsible for establishing a staffing and operating schedule for expanded dispatch, including operating period changes, briefings, and strategy meetings. (Chapter 19 Interagency Standards for Fire and Fire Aviation Operations).

## **OBJECTIVES**

- Address when, where and how to implement an ISO.
- Allow IA dispatchers and the local fire organization to function in their regular duties.
- Provide a smooth and safe transition from mobilization to demobilization of all resources utilized, including, overhead, crews, supplies and equipment.
- Provide the local unit with a complete package of all actions taken to suppress the fire and/or cope with all-risk incidents.
- Establish guidelines for expansion of the Pueblo Dispatch Organization to support multiple or all-risk situations.

## **BACKGROUND**

The complexity of the Pueblo Interagency Dispatch Center and its geographic span of support deems the opportunity to initiate an expanded organization 12 months a year. This can occur when multiple incidents are occurring at the same time; when there is a single large incident; or when the workload often exceeds the capabilities of the normal dispatch organization. An ISO is established to provide logistical support to the incident. The ISO is composed of two functional branches: Expanded Dispatch and Administrative Support.

## **EXPANDED DISPATCH**

An expanded dispatch relieves the normal dispatch organization by focusing on large and/or complex incidents, allowing the normal dispatch organization to focus on initial attack and other duties.

The volume of orders and the complexity of the incident(s) determine staffing levels and the level of expertise required. Often in less complex situations one dispatcher handles more than one functional area of dispatching. Dispatch recorders (EDRC) and Support dispatchers (EDSD) may be able to handle simple situations. The addition of a supervisory dispatcher (EDSP) is necessary in situations of multiple incidents or a long duration incident. A coordinator (CORD) is essential in the most complex situations.

The intelligence section of Initial Attack coordinates with local Public Affairs, Initial Attack, and Expanded so they can disseminate consistent information and minimize duplication of efforts.

The technical support function operates as a subset of expanded dispatch and provides specialized skills, which assist off-incident support operations. These skills can vary from situation to situation. Common technical support needs are telecommunications, transportation services for personnel and equipment, equipment inspection, ramp services, mobilization center management and security at various sites.

## **ADMINISTRATIVE SUPPORT**

The administrative support function of the incident support operation provides administrative advice and services for the ISO and the incident. They can provide equipment and personnel timekeeping services for off-site operations, procurement service, hire local administratively determined (AD) employees to support operations, follow up on local compensation or certain claims actions, as well as provide payments, fiscal advice and interpretation.

As complexity increases, a comptroller or Incident Business Management Advisor may be requested/assigned to help the local administrative officer manage incident related responsibilities.

PIDC recommends that a Buying Team is ordered when a T1 or 2 is mobilized into the area or in the event of multiple incidents that require procurement/contract assistance.

The administrative support operations may be under the management or direction of a Unit Administrative Officer.

## **COMPLEXITY and MANAGEMENT**

An increase in complexity requires more management involvement. Examples of complexity factors are: multiple incidents, multiple agency involvement, or competition for resources is high.

The Pueblo Dispatch zone has a Zone Fire Board group who oversees the zones fire management program. Normally, the Pueblo Dispatch Center Manager and staff have the delegated authority to respond to incidents as requested or required by local fire management. During times of high fire complexity the Zone Fire Board come together to form our multi-agency coordination group (MAC) to coordinate incident prioritization, resource allocation and to issue coordinated situation assessments.

### **Article 28-Fire and other Incidents Section 2 – Union Representation at Incidents (RMA mob guide)**

Supervisory Dispatchers will advise the Dispatch Center Management anytime when a staffing level of 300 individuals exists on a Forest Service Incident or there are 300 Forest Service employees on other than a Forest Service incident is reached and a command post has been established. The Council Vice-President (CVP) or designee will be notified within 24 hours after the staffing reaches 300. That notification will inform the location of the incident and the name of the incident commander. The IC will be notified of the name and the contact information of the CVP or designee.

Region 2 Dispatch Centers will provide the CVP with the names and contact information for the Incident Commander, Human Resource Specialist (HRSP) and Agency Administrator. Region 2 CVP is Gerard Sandoval Vice President National Federation of Federal Employees (NFFE) Forest Service Council and can be contacted at O – 719-274- 6323 and C- 719-480-9973 or email [gisandoval@fs.fed.us](mailto:gisandoval@fs.fed.us).

## **IMPLEMENTATION**

The decision to expand lies with the Dispatch Center Management.

The decision to expand is made using the following criteria:

- Planning level 3, 4 or 5.
- A Type 1 or 2 Incident Management Team is ordered.
- Multiple Type 3 or Type 4 incidents.
- Impacts of incident activities are beyond the means of regular staffing.

Steps of implementation:

- Place request for Incident Support Operations using the PBC support order.
- Expanded dispatch, technical support and administrative support functions all work under the guidance of the Dispatch Center Management.
- The Dispatch Center Management will oversee the expanded dispatch operation.
  - A local dispatcher may be included as part of the expanded dispatch organization.
- Email or fax the expanded dispatch phone list to: initial attack dispatch, incidents, RMCC, and Neighboring Dispatch Centers.
- Complete Supervisory and buying team briefing sheets.
- Prepare all records for transfer to expanded dispatch

## **EXPANDED SET UP**

PIDC has two expanded operations:

- The IA Office can support 1 EDSP and 3 EDSD/EDRC desks for small expanded operations.
- The PSICC Supervisor's Office has a designated room for a full expanded.

Space and Equipment

- FS Computers available in each expanded location
  - Obtain generic usernames and passwords for non- USFS employees
- Expanded Dispatch Room
  - Obtain keys for locked credenza from the IA locked box
  - Computers will be on the desk or in the credenza
  - Additional computers, fax and printers will be rented from Smart Source
  - Additional phones will need to be cell phones and order through Verizon.

### **Expanded Dispatch Ordering:**

Once the decision to expand has been made, the following steps will be taken to implement the process. The following list is a guideline; the actual organization will vary in size based upon the current complexity. After the expanded is established, the Supervisory Dispatcher (or Coordinator) will continually assess needs to maintain the proper staffing levels. The Assistant Dispatch Center Manager will act as Coordinator if one is not ordered.

Special Needs Comments: Best Jet Port COS, Proficient in specific program assigned, self-sufficient (car, lodging, and meals), contact dispatch for motel information. All personnel will be on per diem unless other arrangements are made.

### **Order Expanded Dispatch Staff**

Supervision

- 1 each, Supervisory Dispatcher (EDSP)
- 1 each, Supervisory Dispatcher (EDSP-T)
- 1 each, CORD if complexity warrants
- 4 each Support Dispatcher ( 1-OH, 1-EQ, 1- CR & 1-Supply)
- 1 each Support Dispatcher (EDSD-T – EQ)
- 1 each Support Dispatcher ( work with buying team if requested)  
Demob, Travel, Filing
- 2 each EDRC or EDSD-T

### **Order Expanded Initial Attack Staff**

Initial attack dispatch staff ordering will be determined by the Operations Manager (Lead Dispatcher) in coordination with the Center Manager.

Aircraft

- Aircraft Dispatcher (ACDP).
  - Special needs: High complexity office, individual proficient in high level initial attack.
  - Proficient in WildCad, AFF and IROC.

Initial Attack

- Initial Attack Dispatcher (IADP) Special needs: proficient in WildCad and IROC.

Intelligence

- Initial Attack Dispatcher (IADP) with Intelligence experience or Intelligence Dispatcher (INTS or INTS-T)
  - Special needs: fully qualified IADP with working knowledge in WIMS, SIT, 209. , Fire Family Plus, Current FAMWEB account.
    - Contact RMACC to have individual added to PIDC area for Sit/209.
    - Utilize position to work in dispatch and capture information for LMAC (Local MAC Group) and unit.

## Support Orders

### Buying Team:

- Order T2 Buying teams only if they come with a contracting specialist.
- Order T1 Buying teams if there is more than one IMT incident or the T2 buying team cannot provide a contracting specialist.
- Consider ordering procurement personnel to assist with federal agency local procurement staff.

## Expanded Dispatch Operations

Once the decision is established, the following procedures are recommended; however, they may be modified to meet any specific needs.

- Dispatch Center Management will prepare all records for transfer to Expanded Dispatch; this will include having the incident entered into IROC with all appropriate Finance Codes and directions to the incident.
- Dispatch Center Management will brief Expanded Supervisor. (Appendix A – EDSP briefing sheet). It is then up to the Supervisor to brief all other incoming personnel. Dispatch Center Management is available for additional briefings to expanded dispatch upon request.
- Dispatch Center Management will set up IROC access for expanded dispatch personnel. It is imperative that when ordering dispatchers, steps are taken to ensure that they come with a current NAP user account, access to IROC and confirmation that all passwords are valid and working.
- The Supervisory Dispatcher will either provide or delegate someone to provide each person with a thorough briefing to include: Local fire activity, availability of local resources, upcoming weather events, meals transportation, lodging information, scheduling, phone usage, computer information, and copies of pertinent SOGs'.
- Expanded will fax or email the Expanded Dispatch phone list to RMC, RMK, Buying team, neighboring Dispatch Centers, IMT's and PIDC IA Floor.
- Orders for initial attack resources will be negotiated at the time of team transition. Resource Orders will be created for resources that will remain on fire after initial attack/mutual aid. **NOTE: Coordination with the Lead Dispatcher on commitment of local resources is critical.**
- All orders for tactical aircraft will be placed through the Initial Attack/Aircraft Dispatcher. This ensures coordination with local initial attack needs, provides for flight following services and simplifies airspace coordination. Coordination of logistical aircraft will be shared with Expanded and Aircraft Dispatchers.
- Expanded dispatch will be responsible for travel arrangements for resources traveling from the PBC area to other incidents and during demobilization.
- Expanded Dispatch will be responsible for re-stocking the expanded dispatch areas of supplies.

## **EXPANDED DISPATCH OPERATIONS**

PIDC will provide expanded with:

- List of available local resources (drivers etc.)
- Service and Supply Plan link
- PIDC - Incoming Briefing Guide
- Briefing to include:
  - meals and lodging information
  - scheduling
  - building access
  - building floor plan
  - incident and weather information
  - phone usage
  - BDC travel Instructions

### **Ordering Procedures**

- Ordering procedures will follow the NMG and RMA Mob Guide – Chapter 10.
- Rocky Mountain Area Wide Ordering (RMA Mob Guide – Chapter 10) allows RMA dispatch centers to order resources statused in ROSS directly from one another under certain parameters and rules during PL1- 2. RMACC may turn off area wide ordering during PL3 through PL5. (RMG Chapter 10)
- Neighborhood ordering also see RMA Mob Guide Chapter 10.
  - Dispatch Centers may order resources from approved adjacent neighbors for extended attack, large fire support, and non-fire incidents, in order to support incidents within their own dispatch center zone.
  - Document all transactions with neighborhood dispatch centers.
  - Aircraft Ordering and cross dispatch boundary movement will be coordinated with RMACC.
  - At the discretion and RMACC approval, a dispatch center may temporarily withdraw their participation in the neighbor ordering.
- Pueblo Interagency Dispatch Center's neighbors are:
  - Durango Dispatch (DRC),
  - Ft. Collins Dispatch Center (FTC)
  - Great Plains Dispatch (GPC)
  - Montrose Dispatch (MTC).
- Cross Boundary agreements
  - (NMG Chapter 10) are in place with RMACC, SWICC and SACC allowing PIDC to order initial attack resources directly to:
    - a. Taos Dispatch, Albuquerque - Region 3
    - b. Arkansas – Oklahoma Interagency Coordination Center Region 8
- State/County Ordering

If the State of Colorado (SEOC) or a county within PIDC zone mobilizes resources directly to an incident using a different mobilization method and if the incident chooses to keep said resources past the mutual aid period and request that they be recorded in IROC. PIDC will enter the resource utilizing the following process.

  - Resource will need to be in IROC at the time of request.
  - Rosters will not be created, individuals will be listed in documentation.
  - Needed date and time will reflect when the order was placed through Pueblo Dispatch Center.
  - Documentation – “resource was mobilized during initial attack - was not mobilized using IROC. The needed date and time reflected on this order indicates when Pueblo Dispatch received the order to be filled. All financial tracking will be reflected on shift tickets.”

## **PIDC IROC status availability definitions**

- Availability Definitions
- Note: Some resources are restricted from accepting assignments in other states
- **Available Local**
  - Available for name request – individual should have called in and advised expanded dispatch.
  - Available as a subordinate on an engine, crew, helicopter or team.
- **Available State**
  - Available within the State of Colorado
- **Available GACC**
  - Available within PBC Zone.
  - Available for RMA (CO, WY, KS, SD, NE).
  - Available for RMA priority trainee program (nation-wide).
- **Available Nationally**
  - Available within PBC Zone.
  - Available for RMA.
  - Available nationally.

## **Region 2 Priority Trainee Program <https://gacc.nifc.gov/rmcc/training.php>**

- The intent of the RMA PT program is to facilitate the mobilization of priority trainees to quality assignments to support position task book completion. The desired end result is to continue to support position taskbook completion. Priority to fill IMT positions, zone critical need positions, FS IFPM program needs and personal goals.
  - Individual status in IROC “GACC status”.
  - Daily reports are pulled at RMACC and the RMA Training Gator (GATR) indicating available Priority Trainees. RMA Gator will call individual and confirm availability and work on placing them with an incident.
  - The RMAC GATR will contact specific person at PIDC and advise them of pending orders.
  - If a priority trainee does not take the assignment. The Dispatch Center Management and RMA Gator will be advised.
  - Expanded Dispatch will provide the Assistant Center Manager with a report on all fills using PIDC Zone trainees.
  - Expanded Dispatch will advise Kim Bang - Region 2 Training Officer if individual turns down assignment and why.

## **ROSS Incident blocks**

- The only block that PIDC will utilize is 100,000 for Regional and National Cache Orders

## **Overhead**

Reference Rocky Mountain Area Interagency Mobilization Guide, Chapter 20.

- Teams:
  - Rocky Mountain Area Interagency Mobilization Guide: Reference: Chapter 20.
  - TY 1 or 2 IMT members should not travel before “official finalized resource order “is received at RMC. The Dispatch Center will call RMC if the team order has not been processed after one hour to get verbal authorization to travel. Team members should notify home Dispatch Center of travel plans before leaving. This includes vehicle ID’s, ETD, ETA, RON locations and cellular phone numbers.
  - Ordering T1 or T2 IMT consideration
    - Clearly identify order (long or short) with ordering agency.
    - Items to note in special needs (IROC)
      - Authorization of vehicle travel (POV, AOV, and rental).
        - Cost Comparison – RMA Ch20 pg. 57
      - Authorization for Laptop computers and/or cell phones.
      - Best Jet Port.
      - Initial team briefing – date, time, place.
      - How many trainees authorized for misc. overhead.
    - Documentation consideration
      - Request IC to contact incident agency - prior to the order being filled.
      - List current incident conditions – values at risk.
      - Verify pre-orders and initial orders for RMA IMT (T1 and T2) have been entered into IROC
      - Pre-orders = Pre-Travel.

- Initial Orders = orders that occur after the in-briefing.
- Check with Agency Administrator on ordering IBA.
  
- IARR - Interagency Resource Representative: Individual may or may not be on an order.
  - Assist with any significant incident problems, such as; accidents, discipline and health issues.
  - Assist the local GACC and dispatch centers in providing accurate resource information. (Location, days out, demob point, etc.).
  - Assist with demob by consolidating area crews to common jetports, aircraft utilization and logistics on the receiving unit.
  - PIDC will cooperate and assist all IARR's.
  - PIDC will arrange travel for them if required.
  - IARR's will take care of all their lodging and transportation needs.

## Crews

- Rocky Mountain Area Interagency Mobilization Guide, Chapter 30.
- Pueblo Zone Crews
  - Pike Interagency IHC Crew. – PSICC - Monument, Colorado
  - San Isabel Regulars T2IA Crew. – PSICC – Salida, Colorado
  - Rio Grande Regulars T2IA Crew. – RGF – Monte Vista, Colorado
  - Mid Plains T2IA Crew. – FWS- Kansas – Mob point Rocky Flats NWR
  - East Divide T2 IA Crew. – BIA – Horton Kanas
  - Juniper Valley T2 Crews – State of Colorado – Canon City and Buena Vista, Colorado
  - All Juniper Valley crews are sponsored by the Colorado State Department of Correction. They can respond anywhere in the RMA and adjacent GACC's if within 1 day's drive of Colorado. Must have State approval to leave Colorado. Can be self-sufficient, work best in fire camp setting. Manifest will be sent with crew – Roster will not be entered into IROC.
  - Blue Stem Camp Crew – BIA – Horton Kansas
  - Red Cedar Camp Crew – BIA- Horton Kansas
  - Foxtail Camp Crew – BIA-Horton Kansas
  - Golden Rod Camp Crew – BIA- Horton Kansas

## Equipment:

- Rocky Mountain Mobilization Guide Reference: Chapter 40. Engines and Water Tenders overhead staffing will meet Red Book PBC will fill with Closest Resources
  - Priority fills: Agency Resources, Dispatch DPL Contractors.
  - Place order with neighborhood dispatch centers.
  - Rocky Mountain Area Coordination Center
  - Buying Team
  - Emergency Equipment Rentals:
- **Engines** responding to their respective jurisdictions within the RMA may be staffed to their agency/local minimum standards. Reminder to document the names of the staff on the engine order if a roster is not created in ROSS. **Rosters are preferred.**
  - Chase vehicles – we will honor request for chase vehicles – attach vehicle information in documentation.
- **Water Tenders per** Interagency Standards for Fire and Fire Aviation Operations (Redbook): Reference Chap. 14-
  - Non Tactical Support Water Tender: 1 driver per shift. RT 130 is required- WCT is not.
  - Tactical Water Tender: 1 ENGB 1FFT2 per shift.

## Aircraft

- **All aircraft orders including subordinate A's numbers and support positions will be placed through the Pueblo Dispatch Aircraft Desk.**
  - Charter transport - expanded will provide a flight request form to PIDC Aircraft Desk.
  - PIDC will arrange transport.
  - PIDC will keep expanded informed about aircraft request status.
  - Any requested commercial air travel may be arranged by Expanded Dispatch.

## Supplies:

- Order according to agency authority.
- Local purchases are to be placed directly with agency procurement or buying teams.
- All other NFES requests are to be placed with RMK.
- Type 1 and 2 IMT's order NFES direct through RMK.
- Type 3 and 4 IMT's orders though dispatch/expanded dispatch.
- Incident Replacement of Supplies: Reference RMA Mob Guide Chapter 40

## Demobilization:

- Coordinate with the Pueblo Dispatch Management prior to the release of any resources.
- Assure all avenues for reassignment are checked.
- Release resource if there are no needs within the zone or if there are no reassignment opportunities.
- Actual Demobilization date and times will be entered into IROC.

### **Mobilization:**

- Out-of-Zone Resources Orders
  - Resource Orders will need a WildCAD incident created to track activity.
  - Expanded Dispatch will create WildCAD incidents for all Resource Orders sending resources out of zone placed with the center.
  - **Critical all out of –zone resources will need to be entered into WildCAD. Look at Appendix 3 for additional information.**
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### **Travel**

Pueblo Interagency Dispatch Center responds to sudden and unexpected incidents caused by fire, flood, storm or other emergencies that threaten damage to federal and non-federal protected lands, and to meet mission assignments issued by the Federal Emergency Management Agency (FEMA)

- Commercial Aircraft
- Pueblo will provide air travel for all resources assigned to incidents within the Pueblo Zone and those PBC resources mobilizing to out of zone incidents.
  - PIDC utilizes BCD Travel
  - All attempts for Cost Effective travel will be made.
  - Paperless process – reference Travel Appendix
- Primary Jet Ports used within Pueblo Zone, does not include all:
  - DEN – Denver, CO
  - COS – Colorado Springs, CO (primary for Pueblo, Colorado)
  - ALS – Alamosa, CO
  - MCI – Kansas City, MO

### **Final Incident Package:**

Pueblo is a paperless center utilize the following to maintain files and records

- Expanded Dispatch is responsible for assembling the final incident packet.
- Will be turned over Dispatch Management
- Package will be filed on the W drive and filed by incident name and Incident number
  - Copies of all general messages
  - Resource request forms
  - Dispatch schedule
  - OH evaluations
  - Completed OF-288.
  - Incident Demobilization plan
- Typed Narrative of any outstanding or follow up items.
- Supervisory Dispatcher incident narrative that includes special situations/issues.

# Appendix 1

## Expanded Dispatch Supervisory Dispatcher Briefing Check List

Date \_\_\_\_\_

*Safety of Firefighters and positive customer service is the highest priority of Pueblo Interagency Dispatch Center*

Daily Dispatch Briefing times (initial attack) 1000 and (expanded dispatch) \_\_\_\_\_

### Center Personnel Information

- Eric Toft Center Manager Office 719-553-1639 cell 719-252-9360
- Cindy French Assistant Center Manager Office 719-553-1615 cell 719-248-8965
- Tiphaine Barter IA Operations Manager Officer 719-553-1600 cell 719-246-4104

### A. INCIDENT IDENTIFICATION

Name of the incident: \_\_\_\_\_ Incident Number: \_\_\_\_\_

Job Code: P \_\_\_\_\_ Override \_\_\_\_\_

Incident start date:     /     /     time: \_\_\_\_\_

Cause: \_\_\_\_\_ determined \_\_\_\_\_ not determined \_\_\_ under investigation

Mutual Aid period \_\_\_\_\_ to \_\_\_\_\_

Size of incident: \_\_\_\_\_ acres.

Current Incident Commander: \_\_\_\_\_

Incoming Incident Commander: \_\_\_\_\_ arrival: date \_\_\_\_\_ time: \_\_\_\_\_

Briefing location: \_\_\_\_\_ date and time \_\_\_\_\_

General Weather Conditions: \_\_\_\_\_ National Weather Service FWZ \_\_\_\_\_

Fire Behavior: \_\_\_\_\_

Fuel types at fire: \_\_\_\_\_

ICP location: \_\_\_\_\_

Helibase location: \_\_\_\_\_

### Active IROC Incidents:

-

**B. INCIDENT AGENCY INFORMATION**

**Master Phone list:**

- o Located in WildCad > Links>Phone numbers > PIDC Phone List Master \_\_\_\_\_ (shown location)  
Fire Management Officer or County Contact \_\_\_\_\_
- Colorado Division of Fire Prevention and Control FMO \_\_\_\_\_
- PIDC Coordinator for expanded dispatch \_\_\_\_\_
- IA Operations Manager \_\_\_\_\_

**C. Incident Management Team Briefing Check List**

\_\_\_\_\_ **Logistics Section Chief or SUPL Contact information**

Type 3 \_\_\_\_\_

Type 2 \_\_\_\_\_

Type 1 \_\_\_\_\_

\_\_\_\_\_ **Public Information Officer Contact Information**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_ Copy of resource orders provided to the team.

\_\_\_\_\_ Buying team ordered \_\_\_\_\_ eta

BUYL \_\_\_\_\_ contact \_\_\_\_\_

\_\_\_\_\_ Copy of Buying Team in Brief provided to EDSP

\_\_\_\_\_ Access to IROC provided to team members.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_
6. \_\_\_\_\_

**D. IROC**

**Supply**

\_\_\_\_\_ Team will create S numbers and go direct to Buying Team and Cache

\_\_\_\_\_ Team will not create S numbers and go direct with Expanded Dispatch

\_\_\_\_\_ Service and Supply Plan -

**Aircraft Overhead**

\_\_\_\_\_ all aircraft orders including subordinate A's and support positions will be placed through the Pueblo Interagency Dispatch Aircraft Desk.

**AD IROC account access:**

\_\_\_\_\_ Access will be provided to the Supervisory Dispatcher to create expanded dispatcher profiles. Supervisory Dispatcher will remove access to expanded dispatchers at the end of their assignment.

**E. Plans (location provided to EDSP) W:\wildCADlinks\Local SOPs; Guides; plans, and Agreements**

\_\_\_\_\_ Expanded Dispatch Plan

\_\_\_\_\_ WildCad SOG

\_\_\_\_\_ Mob Guide (PIDC)

\_\_\_\_\_ Incident Demobilization Plan – use actual demob dates and times in ROSS.

**F. Notifications**

\_\_\_\_\_ **Advise** the Dispatch Center Management of any Medivacs, Emergency Releases or situations that require agency awareness.

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**G. Other active incidents within Pueblo Zone:**

Incident Name \_\_\_\_\_

**H. Building**

- Dispatch Door Code 091

## Appendix 2 - Buying Team Briefing – Check List

### Buying Team Briefing-Check List Date \_\_\_\_\_

Daily Dispatch Briefing times (initial attack) 1000 and (expanded dispatch) \_\_\_\_\_

#### **INCIDENT IDENTIFICATION**

Name of the incident: \_\_\_\_\_ Incident Number: \_\_\_\_\_

Hosting Unit \_\_\_\_\_ Job Code: P \_\_\_\_\_

Incident start date: / / time: \_\_\_\_\_

Cause: \_\_\_\_\_ determined \_\_\_\_\_ not determined \_\_\_\_\_ under investigation

Mutual Aid period \_\_\_\_\_ to \_\_\_\_\_

Size of incident: \_\_\_\_\_ acres.

Current Incident Commander: \_\_\_\_\_

Incoming Incident Commander: \_\_\_\_\_ Arrival: date \_\_\_\_\_ time: \_\_\_\_\_

Briefing location: \_\_\_\_\_ date and time \_\_\_\_\_

General Weather Conditions: \_\_\_\_\_ National Weather Service FWZ \_\_\_\_\_

Fire Behavior: \_\_\_\_\_

Fuel types at fire: \_\_\_\_\_

ICP location: \_\_\_\_\_

Air tanker Base Locations: \_\_\_\_\_

Air tanker Base Locations: \_\_\_\_\_

#### **Pueblo Zone Incident Contact Information**

Center Manager – Eric Toft (o) 719-553-1639 © 719-252-9360

Assistant Center Manager - Cindy French (o) 719-553-1615 © 719-248-8965

Initial Attack Operations Manager – Tiphaine Barter (O) 719-553-1600 © 719-246-4104 or

• \_\_\_\_\_  
Expanded Dispatch Supervisory Dispatcher \_\_\_\_\_

Agency Administrative Point of Contact \_\_\_\_\_

Administrative Officer - (District Ranger, Sheriff, etc.) \_\_\_\_\_

Incident Agency Fire Management Officer \_\_\_\_\_

Colorado Division of Fire Prevention and Control FMO - \_\_\_\_\_

- Liaison for county/private/state land fires

IBA – Incident Business Advisor \_\_\_\_\_

#### **Incident Management Team Contacts and Local Procurement Contact Information**

Logistic Section Chief /contact \_\_\_\_\_

Logistic Section Chief / Contact \_\_\_\_\_

Supply Unit Leader/ Contact \_\_\_\_\_

Supply Unit Leader/ Contact \_\_\_\_\_

Incident Procurement \_\_\_\_\_

Incident Procurement \_\_\_\_\_

#### **Closest towns or cities from Incident**

Name \_\_\_\_\_ Size \_\_\_\_\_ Mileage from Incident \_\_\_\_\_

Name \_\_\_\_\_ Size \_\_\_\_\_ Mileage from Incident \_\_\_\_\_

Name \_\_\_\_\_ Size \_\_\_\_\_ Mileage from Incident \_\_\_\_\_

**Ordering Buying Team** - indicate Government computer, rental vehicle and cell phone are authorized.

**Supply Orders**

\_\_\_\_\_ Team will create S numbers and go direct to Buying Team and Cache  
 \_\_\_\_\_ Team will not create S numbers and go direct with Expanded Dispatch

Status of Caterer Order \_\_\_\_\_ name \_\_\_\_\_ eta

VIPR / Dispatch Priority Source List (DPL) location;

Rocky Mountain Area Coordination Center Web Site >Logistics> Equipment & Supply> Dispatch  
 Priority List <http://www.fs.fed.us/business/incident/dispatch.php>

**Final Package**

\_\_\_\_\_ Primary agency will receive hard copy buying team box. A electronic version will be provided to the Pueblo Dispatch Center.

**Federal Purchasers**

**Emergency Contact Information –Admin Staff (Districts and SO)**

<b>Forest PSICC</b>	<b>Name</b>	<b>Phone Info</b>
District		
SO	Lola Long	W - 719-553-1413 C - 303-548-5417
<b>Leadville</b>	Karen Koons	C- 719-293-0772 W-719-486-7404
Salida		
San Carlos	Randy Sandoval	Cell: 719-248-4071
South Platte	Debbie Woo	Cell: 630-254-0888 Office: 303-275-5621
South Park		
<b>Cimarron</b>	Shari Butler	C- 620-697-4621 W- 620-697-4621
Comanche –LaJunta	Colleen Oquist	Home: 719-384-2181 Cell: 719-980-5767
Comanche-Springfield	Cindy Callahan	Home: 719-523-6717
<b>Pikes Peak</b>	Nancy Smith	C- 719-310-6250 O- 719-477-4219
SO-Budget	Lauri Cady	Cell: 719-406-5860
SO-Grants	Rick Maestas	Cell: 719-334-2469
SO-Purchasing	Christina Sotelo	Office: 719-553-1530
<b>Rocky Mountain District BLM</b>	Shelley Freer	C- 719-429-5424 O - 719-269-8524
<b>Forest RGF</b>		
<b>SO- Purchase 50,000</b>	Kim Decker	C - 719-850-1848 W - 719-852-6211

## Appendix 3 – WildCAD

### WildCAD

Expanded dispatch will be assigned to create WildCAD incident(s) for all out of zone resource orders placed with this center.

#### (W:\wildCADlinks\Local SOPs\_Guides\_plans\_Agreements)

- See IA Ops Manager for access to WildCAD
- Instructions on Page 17-20 of (Everything you need to know about WildCAD)
- Header information
  - Type: Resource Order
  - Order # (From your resource order enter in block 3 information)
  - PIDC
  - Naming convention Unit ID + Name of incident
- Location Tab
  - Reporting Party: from the resource order> enter in Dispatch Center and phone number
  - Initial Report: enter in - Resource order
  - Initial Location: enter in – the state that the incident is located in
  - Latitude and Longitude – enter in information found on the ROSS resource order
  - Web Comment: **Resource Order**
- Fiscal
  - Under “Other Fiscal Codes” enter in job code with override code as listed on resource order
- Response Tab
  - For Crews only
    - Click on Incidents (tool bar at the top of the screen)
    - Click on resource status
    - A screen appears with all listed resources in WildCAD
      - Find the Crew that is being assigned
      - Click on it. it will drop down into the empty box in “Resource Status Screen”
      - Click and drag it over to your incident. This claims the resource to this WildCAD incident.
- Commit all local Crews to this incident

## Appendix 4 CREWS

PIDC will honor all resource requests for initial attack, critical need or by the direction of an agency duty officer 24 hours per day. Standard hours of mobilization are 0500-2200.

Roster positions will meet the Red Book crew standards.

### Availability

- PIDC will status crews accordingly in IROC.
- Agencies will status all crew members in IROC with local status.
- Rocky Mountain Area Coordination Center (RMACC) will be advised when any crew becomes available.
- Rotation
  - Based on Type
  - Closest resource
  - (Federal Crews) based on Availability date entry listed in IROC

### Reference

#### **IROC users guide**

**Red Book** – minimum crew standards – refer to Red Book - chapter 30

[https://www.nifc.gov/policies/pol\\_ingncy\\_guides.html](https://www.nifc.gov/policies/pol_ingncy_guides.html)

**Juniper Valley SOP - w: //wildCADlinks/localSOPs\_guides\_Plans\_Agreements/Swift Operating Procedures.**

### Creating Order

- **Special Needs**
  - Self- sufficient - (meals, lodging, fuel) Indicate what type of vehicles are required
  - Do they need to bring sack lunches
- **Documentation**
  - Who placed the order, or any changes to type of resource requested, date, time or location?
  - Contact name on incident for resource.
  - Any changes to demobilization; what changed; confirmation that home unit called.
  - Emergency demobilization process.

Send resource order via email or fax to Crewboss or agency representative. Always confirm that resource order was delivered.

### Federal severity resources

- Reassignment – confirm with FDO that resource is available for reassignment for other agency fires within PIDC.
- In zone reassignments - will be released back to original severity assignment unless crew has timed out.

### RMACC- pre-position crews located within PIDC.

- Confirm that RMACC has approved use for IA with a follow-up resource order.
- IA will advise expanded supervisory dispatcher the commitment of the crew
- Expanded will create the order and send it to RMACC to be filled off of their pre-position order.
- IA will advise expanded when crew has been released from incident and resource will be released back to RMACC pre-position order.
- Initial attack may assign resources prior to notification of expanded.

### Demobilization

- Tentative release in IROC – 24 hours out; follow up phone call to RMACC.
- Do not release any crew without notification to EDSP and Dispatch Center Management.

## **CREWS**

Pueblo Zone has 6 CREWS \* denotes WildCAD call sign

### **Type 1 Crew**

**Pike IHC – (CO-PSF) PIKE IHC** located in Monument, Colorado

IHC Sup. **Sup 9**– David Smallman, cell # 719-330-6039

IHC Asst. Sup. **9A** – Jeff Bade, cell # 720-219-1031

Agency Contact – **Unit Fire Duty Officer** - check with IA Ops Manager on daily assignment

- This crew will come with vehicles – AOV and is self-sufficient.

Manifest: A manifest will be submitted by the Superintendent with each assignment – a roster will need to be updated in IROC.

### **Type 2 IA**

**San Isabel Regulars**

**(CO-PSF) SAN IS REG** interagency crew

**Agency Contact - Unit Fire Duty Officer** - check with IA Ops Manager on daily assignment

**Usual Mob Point – Salida Ranger District, Salida Colorado**

Unit FMO will determine if the crew is available. Crew Boss will be selected and contact Pueblo Dispatch when they are available.

- The CRWB will be the main contact for district and agency FMO while working on the Crew Manifest.
- The crew manifest and Crewboss contact will be sent to [copbcdispatch@firenet.gov](mailto:copbcdispatch@firenet.gov)
- This crew will come with vehicles – AOV and is self-sufficient.
- Manifest: A manifest will be submitted by the crew boss with each assignment – a roster will be updated in ROSS.

**Rio Grande Regulars**

**(CO-RGF) RGF REGS** interagency crew

**Agency Contact - Unit Fire Duty Officer** – check with IA Ops Manager on daily assignment

**Usual Mob Point – Rio Grande NF Supervisor's Office, Monte Vista, Colorado**

Unit FMO will determine if the crew is available. Crew Boss will be selected and contact Pueblo Dispatch when they are available.

- The CRWB will be the main contact on the manifest and provide names and positions of the Crew Roster.
- The Crewboss will send the crew manifest to [copbc@firenet.gov](mailto:copbc@firenet.gov)
- This crew will come with vehicles – AOV and is self-sufficient.
- Manifest: A manifest will be submitted by the crew boss with each assignment – a roster will be updated in IROC.

**Mid Plains Crew**

**(KS-QUR) MID PLAINS** Interagency crew – may involve several dispatch centers (CO-FTC, CO-CRC, SD-GPC)

**Agency Contact - Bill Waln 620-727-3466 cell: 620-727-3466**

**Usual Mob Point – Denver, CO**

Agency Contact will determine if the crew is available. Crew Boss will be selected and contact Pueblo Dispatch.

- Pre – travel to Mob Point - can take 8 -12 hours.
- The Crewboss will send the crew manifest to [copbc@firenet.gov](mailto:copbc@firenet.gov)
- This crew will come with vehicles – AOV and is self-sufficient.
- Manifest: A manifest will be submitted by the crew boss with each assignment – a roster will need to be made in IROC. Pueblo Dispatch will notify any other center anticipating a resource order.

## **East Divide Crew**

**(KS-HOA) EASTDIVIDE** Interagency crew - resources from Kansas and Colorado.

**Agency Contact** – Adam Rogers 706-835-9640 cell: 706-835-9640 – Rick Jones cell: 785-741-2894

### **Usual Mob Point: Horton Kansas**

- This crew is hosted by BIA out of Kansas.
- Crew will mobilize out of the Horton Agency
- Crew boss will send manifest to [copbc@firenet.gov](mailto:copbc@firenet.gov)
- The crew boss will contact Pueblo dispatch with the availability of the crew and should have been working on the manifest. Include rental vehicles in the roster.
- Pueblo dispatch will create the roster and notify other dispatch centers to anticipate a resource order.
- **Roster will need to include purchasing individual (provided by Crewboss) and rental vehicle information.**
- This crew will come with vehicles –Rental or AOV vehicles and are self-sufficient.
- Manifest: A manifest will be submitted by the crew boss with each assignment – a roster will need to be updated in IROC.

## **Type 2 Crew**

### **Juniper Valley**

**(CO-CDPS) JV-CANON, JV-BUENA V** Inmate Crews

**Agency contact:** Dennis Delong– (c) 719-924-0372 fax: 719-269-5394 email:

[dennis.delong@state.co.us](mailto:dennis.delong@state.co.us)

IROC status - will show available State or GACC. In addition maybe available for assignments outside of Colorado with special permission.

Only call in case you cannot reach Personnel listed above:

**Ted McDowell - Operations coordinator for both crews (Rifle, BV)– (c ) 719-240-0305**

Crewboss

**JV- Canon -**

**JV- Buena Vista**

**John O'Brien – 719-221-9966**

**John Farley -**

**Canon City – Office: 719-269-5333 Buena Vista – Office: 719-395-7305**

- These crew(s) will come with own vehicles.
- These crew(s) will NOT have a roster in IROC, they will send in a manifest.
- Follow SOP on dispatching outside of Colorado.
- Manifest: FAX or email a copy to dispatch center or RMACC.

## Appendix 5 – Overhead/Teams

### Overhead/Teams

PIDC will honor all resource requests for initial attack, critical need or by the direction of an agency duty officer 24 hours per day. Standard hours of mobilization are 0500-2200.

### Availability IROC standards

- Reference Dispatch Plan – IROC availability Definitions

### Filling Overhead Orders

- Fill Closest resources or as requested by jurisdictional agency
- First by jurisdictional agency
  - Agency
  - AD
  - contract
- PIDC has a **30 minute fill or kill practice**. Once contacted; the individual has 30 minutes to call back and identify where they can fill the request or not.

### Demobilization of Overhead

- All overhead resources will be placed through ROSS in tentative release status a min. of 24 hours before release.
- Actual travel time will be documented when resources are released.
- Contact home dispatch center if demob time changes.

### Documentation

- Who placed the order; any changes to type of resource requested, date, time or location?
- Contact name on incident for resource.
- Any changes to demobilization; what changed; confirmation that home unit called.
- Emergency demobilization process.

### Special Needs

- Best Jet Port
- list authorized items: rental, POV, AOV, cell phone, laptop, type of vehicle
- additional required qualifications
- self-sufficient definition: rental car, meals, motel

Send resource order via email or fax to individual or agency. Always confirm that resource order was delivered.

### Hiring AD or Casual Employees

#### AD program

- **Horton Agency – BIA KS-HOA – (Adam Rogers – Coordinator) 706-835-9640**
- **PSICC - CO-PSF – (Cindy French – Coordinator) 719-553-1615**
  - AD plan, rates and qualifications listed in:
  - **Information about the PSICC AD program is located in WildCAD w://WildCad/AD**
  - Links > AD info
    - Qualifications , AD Rates, and contact phone numbers listed
  - Will not be mobilized without a signed Single Resource Casual Hire Form, and resource order
    - If Cindy is not in Dispatch office, check with IA Operations or Eric Toft
  - AD's must be self-sufficient for all orders in zone or out of zone.
  - AD's with Federal Driver's Licenses may drive FS vehicles locally.
  - Incident Management Teams (IMT) AD's are called automatically. BUT still need paperwork

### **Regional Priority trainee program**

Region 2 priority list provides trainees opportunities to obtain assignments throughout the nation. RMA Training Gators maintain a list of trainees determined by all agencies to be targeted to these assignments. RMA GATR work with other regional GATR to get assignments. They contact the trainee to determine availability and name request orders are placed. Special needs should identify that this is a priority trainee position.

- Trainees should contact PIDC to advise that a name request order is coming.
- Trainees ROSS status will be placed in GACC status.
- If the individual turns down the assignment; supervisory, Dispatch Center Management will be advised as well as Region 2 GATR (Kim Bang).
- The order will be UTF'd with the Region 2 GATR approval.

### **Aviation Resources**

PIDC Initial Attack Aircraft desk will create and fill all aviation orders unless directed by the Operations Manager.

### **Pueblo Tanker Base**

Orders for Overhead will come from Pueblo Tanker Base general message forms Information will be entered into IROC and completed resource orders will be faxed to the base.

Telephone number \_\_\_\_\_ Fax Number \_\_\_\_\_

### **Team Orders**

Per PIDC Mob Guide – PIDC will order a long team unless advised otherwise by the agency placing the order

- Supervisory Dispatchers or Center Management will handle team orders unless delegated.
- Documentation of who requested the order will be placed in team order, with title and contact information
- Documentation: list the values of risk, fire growth, evacuations, and other items in documentation. Identify prioritization needs for this incident (ALWAYS) and why the incident needs this type of resource.
  - Special needs will be identified prior to the team order.
  - Accepted mode of transportation ( pvt, rental, AOV, or fly)
  - Special items authorized: cell, laptop, specialized equipment, chase vehicle
  - Best jet ports if more than one is acceptable.
- Deliver location will be identified prior to team order being created.
- Identify location of team in briefing and identify location of ICP.
- Utilize ISROG for tips/tricks

### **National Resources or Critical Need Resources**

- Special needs documentation: list the values of risk. Fire Growth, evacuations, and other items in documentation Identify prioritization needs for this incident (ALWAYS) and why the incident needs this type of resource.

### **Emergency Release**

Regardless of the severity of the injury and regardless if it happens within Pueblo Zone or if an individual/crew was on assignment.

- Notify Supervisory Dispatcher and Center Management and RMACC of any Emergency De-mob information immediately.

## **Appendix 6 EQUIPMENT**

### **ORDERING**

PIDC will honor all resource requests for initial attack, critical need or by the direction of an agency duty officer 24 hours per day. Standard hours of mobilization are 0500-2200.

### **Availability ROSS standards**

- Reference ROSS status availability standards found on page 7 of this document.

### **Closest forces mobilization**

PIDC uses closest resource mobilization for all orders.

### **Pueblo Zone County Equipment**

- All County Equipment listed in IROC has a CRRF (Colorado Resource Rate Form) Agreement
- IROC contact numbers are not always correct.
- CRRF Forms should have the correct contact information and Equipment information.
- These forms are located on the W drive by County.
- Linked in WildCAD – WildCad – links, Dispatch, PBC CRRF Agreements
- County is listed in IROC organization.

### **Methods to find closest resource to incident**

- **WildCAD**
- WildCAD will provide the closest department (air miles) from the incident Lat and long listed in the Resource Order Incident.
- From open incident
- Click on Contracts tab > Select Contract Type section (County Equipment)
- Click Sub Type: Fire – Wildland Engine
  - You will see a list of Pueblo Zone Fire Departments.
    - Check to see what departments are listed available in IROC and utilize.
    - In WildCAD incident – select department using highlight; enter in date and order number and select status before clicking on ADD.
    - \*\* If WildCAD selection doesn't make sense - double check with Atlas.
- **IROC**
  - Utilize Atlas or google earth or WildCAD to determine closest county
  - Utilize IROC availability to determine if resource is available
- **Documentation**
  - Who placed the order? Any changes to type of resource requested, date, time or location changes?
  - Contact name on incident for resource.
  - Any changes to demobilization; what changed; confirmation that home unit called.
  - Emergency demobilization process

Send resource order via email or fax to agency or individual. Always confirm that resource order was delivered.

## **Reference**

- **Filling Equipment Orders**
  - Fill with Roster, when applicable. If Roster isn't current fill with option will fill with Roster.

## **Standards**

- **Engines**
  - Engine orders within RMA will be staffed with a min. of 3 personnel or as indicated in the Red Book.
  - Personnel contact information will be listed in documentation of the resource order and mode of travel.
  - Chase trucks will be honored if sending resource request using one. Place vehicle information in roster
  - Orders should be filled with Rosters; individuals should be listed in IROC, qualified and available.
  - If roster is not available at the time of fill: select fill; will complete roster later.
    - **Special Needs entry considerations**
      - 4 wheel drive
      - High pressure pump
      - Foam Proportioner
      - CAFS unit
      - Water tender – spray bar
      - Additional personal authorized
      - Chase truck authorized.
- **Dozer**
  - What size
  - Turn around location
  - Off loading
  - Mobilization out of state needs specific permits and insurance
  - Does transport need to stay at incident or will it be released with delivery.
  - Dozer operators need be current in RT130.
  - Size definition
    - Type 1 – Min. 200 HP – 320 HP
    - Type 2 – Min. 100 HP – 199 HP
    - Type 3 – Min. 50 HP – 99 HP
- **Transport (Lowboys)**
  - Type 1 - rated at loads over 70,000 lbs.
  - Type 2 - rated at loads up to 35,001 to 69,999 lbs.
  - Type 3 – rated at loads up to 35,000lbs

## **Fork Lift**

- Between 4-6000 lbs. – needed for cache van - example. (Genie GTH-5519)

## **Excavator**

Special Needs considerations: may request clamshell, up/down blade, and/or steep ground excavator

- Type 1 - 156 + HP rating
- Type 2 - 111 - 155 HP rating
- Type 3 - 81 - 110 HP rating
- Type 4 - 60 – 80 HP rating

## **Water Tenders**

- Support Tenders staffed with one operator.
- Tactical water tender – ENGB + 1

## **DPL – Dispatch Priority List**

### **Rocky Mountain will dispatch all heavy equipment VIPR resources:**

Reference: Rocky Mountain Area Coordination Center web page: <http://gacc.nifc.gov/rmcc/logistics/equipment.htm>

RMA VIPR Ordering Guide: <http://gacc.nifc.gov/rmcc/logistics/equipment.htm>

National Interagency Dispatch SOG for Contracted Resources: <http://www.nifc.gov/nicc/logistics/references.htm>

### **Hiring of equipment/services from DPL via dispatch center**

RMA has established Dispatch Centers or the Coordination Center that will mobilize specific VIPR resources. They can only be dispatched off the DPL with that Center; that does not mean that they cannot travel to geographic areas and get signed on via EERA's by the incident. The EERA rates do not have to meet DPL rates.

- Utilizing List of available resources.
- The first resource on the list is always dispatched out every time unless it is assigned. If # 1 is assigned then proceed down the list. However when number 1 is back and available move back to number one.
- Resources contracted competitively must be statused "available in ROSS" in order to use the DPL ranking.
  - Resource must meet needed date and time based on 45 mph travel time for the resource.
  - Critical documentation
  - Point of hire location
  - Driver's name and contact information
  - Names and positions for all personnel including chase vehicles and last 5 digits of the VIN # and any vehicle/equipment information not included in the ROSS resource item.

### **National Contracts Showers/Caterers**

- IROC orders
  - Must have a completed service request form for all Mobile Food Service Request and Shower Services orders.
  - Physical address and zip code are required on resource order.
    - Special Needs
    - Showers list - Order large (12+ shower heads) or small ( 4-11 shower heads)
      - Rule of thumb 50 persons per shower head.

### **Cache Van**

RMA has 9 cache vans pre-positioned in the region. Must be ordered through RMACC NFES 008602. A subordinate equipment order NFES 002069 is order with the van.

### **Rental Car Program**

The USFS Region 2 Office has a Blanket Purchas Agreement (BPA) –

[https://gacc.nic.gov/rmcc/incident\\_busn\\_management.php#](https://gacc.nic.gov/rmcc/incident_busn_management.php#) - Off road vehicles only – resource order must Identify O# and authorization statement. Vehicles need to stay within the Region.

- Federal Workers may not use the BPA - they can use this BPA as a reservation and pay with their travelcard. RMACC will fill the order; driver will need to provide license plate, make and model. Driver will contact PBC prior to returning vehicle to Enterprise Dealer.

Expanded will create spreadsheet to track all vehicle rentals.

Headers: Name, Contact #, Incident, OH request #, EQ request #, Make, Model, License Plate, Date pickup, Date dropped off.

Team fleet request: place order up to RMACC; schedule drivers to pick up vehicles to deliver to incident. Request purchasing person to go with drivers to fill up vehicles. Follow instructions above.

## Appendix 7 SUPPLIES

### **ORDERING**

PIDC will honor all resource requests for initial attack, critical need or by the direction of an agency duty officer 24 hours per day. Standard hours of mobilization are 0500-2200.

### **References**

Rocky Mountain Cache order aids [http://ross.nwcg.gov/tips/ROSS\\_ICBS\\_tips.pdf](http://ross.nwcg.gov/tips/ROSS_ICBS_tips.pdf)

### **Special Considerations**

- Teams T1 and T2 IMT may place supply orders direct to RMK.
  - They are assigned a block of numbers S-100,000
  - With delegated authorization they will go direct to RMK.
- T3, 4 & 5 IMT will place order through PIDC; who will place orders to RMK.
- Radio Kits (Reference RMA mob guide)
  - Require Bill To – information entered into ROSS Special Needs
  - Enter contact person information : name and phone number
- Shipping Instructions Block
  - Street address including zip code
  - Contact information for person(s) picking up the NFES item(s)
  - Any special requirements (Hold and call, pick-up at XYZ air freight, local office closes @ 1800, security needs to be notified, locked gate, etc.)

Send resource order via email or fax to agency or individual. Always confirm that resource order was delivered.

### **Reference**

**ISROG (Interagency Standards for the IROC operations Guide**

<http://www.nifc.gov/nicc/logistics/references/ISROG.pdf>

**Rocky Mountain Area Coordination Center Website – Equipment**

<http://qacc.nifc.gov/rmcc/logistics/equipment.htm>

## **APPENDIX 8 – TRAVEL**

### **Incident Travel Information**

Pueblo Dispatch uses BCD Travel

- Directions and forms located in W drive
  - W://wildcadlinks/Dispatch/travel or WildCad Links, Travel Info
- Travel Form: fill out and email to BCD travel
  - Use copbcdispatch@firenet.gov
    - Located on your desktop
- You will receive a phone call from an agent – confirming the flight
- You will receive an itinerary and receipt in firenet.gov
  - Email the receipt to the passenger – enter information into ROSS
  - Save itinerary and receipt to the folder on the side marked
- Enter in Travel information in to Commercial BCD Travel Log
  - Thumb drive with will be provided to be used.

## **APPENDIX 9 FILING**

Pueblo Interagency Dispatch Center's goal is paperless. It is our intent to save all necessary documentation associated with every incident.

### **Location of files**

**W: //wildcadlinks/end\_year\_statistics/xxxx/PBC Support Incident Documentation/Out of area incident support**

- **If W drive is not available – Folder will be created and saved on thumb drive**
- Create a folder with the name of the incident and incident number
- All appropriate email will be saved within the incident and named the Request #.
- Hard copy general messages or supporting documents will be scanned and saved within the incident folder.
  - Example: O-3\_general message date
  - Example: End of Shift Reports date

## APPENDIX 10 – MISCELLANEOUS

### Building Information

- **Outside Door** is alarmed automatically after 2200 each night (front and back). There are directions on the door how to turn it off. If the alarm goes off punch in the code 1400 this will activate and deactivate the alarm.
- **Initial Attack Door Code** - 091
- **Backdoor** - There is a button and a key in the event of evacuation on the right side of the first door that you go out. This will open up the vehicle chain link gate for emergency exit. There is a FS Vale key for the walk through at the same location.
- **Building Maintenance Contacts** – Kevin Neiman is the FS Building Contact to the landlord – If something should go wrong with the building contact the Center Manager Staff.
  - **Sami Labella office 719-**

### Answering Service

Executive Service – Contact is April 719-549-0540 email – [april@myexecutiveservices.com](mailto:april@myexecutiveservices.com) Dispatch Contact: Cindy French

## APPENDIX 11 – PHONES

### Telephones

Answer by saying “**Pueblo Expanded Dispatch**” and **your first name**. 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 provide assistance?
2. Is this in regards to a fire?

**Answering calls:** Lift receiver and press the **Flashing YELLOW light**, for the **553-your extension line**. *Do not pick up 553-1600.*

Pick up the handset, or press  (Speaker) to answer

**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 **last 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 IA DESK**

- Click **Blue Icon** on phone
- Click on **call forwarding (Off)**
- Click on activate you will see a phone receiver at the top of your phone view screen

### **Disconnect Phones from IA DESK**

- Click Blue Icon on the phone
- Click Deactivate
- Phone receiver icon will disappear.

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

Please place on mute or vibrate, if you need to take a call please notify Expanded Supervisor and step out of expanded.

Welcome to Pueblo Interagency Dispatch Center

719-553-1600

Your Incident is: \_\_\_\_\_

Your address is: 2840 Kachina Drive Pueblo, CO 81008

Telephones: Your number \_\_\_\_\_

- Answer Pueblo Dispatch and your first name.
- Try to answer within 3 rings and don't put on hold too long.
- Pick up handset, or press speaker to answer
  - Do not pick up 553-1600 numbers (IA)
- To Answer another extension
  - Lift receiver
  - Press your button left of your phone number
  - At the top of the screen you will see pick up number, push that button
- To put on hold, press the red hold button.
- Return to call press the red button
- Transfer a call
  - Press the transfer button – right of the red button
  - Dial 7 digits for numbers within the office; dial 10 digits for outside calls.
  - Wait for the call to ring and hang up.
- Internal Calls – dial the 7 digit phone number.
- Outside calls – dial the 10 digit phone no. No need to dial 1

Password for Computer for are using \_\_\_\_\_

Pueblo IA Email [copbc@firenet.gov](mailto:copbc@firenet.gov) Password Sn0wThund3r!  
Pueblo Expanded Email [copbcexpanded@gmail.com](mailto:copbcexpanded@gmail.com) Password Fireseason2018

**Expanded Dispatchers:**

Center Manager	<b><u>Eric Toft</u></b>	office	<b><u>719-553-1639</u></b>	cell:	<b><u>719-252-9360</u></b>
Assistant CM (Coordinator)	<b><u>Cindy French</u></b>	office	<b><u>719-553-1615</u></b>	cell:	<b><u>719-248-8965</u></b>
IA Operations	<b><u>Tiphaine Barter</u></b>	office	<b><u>719-553-1600</u></b>	cell:	<b><u>719-246-4104</u></b>
Supervisor	_____	office	_____	cell:	_____
Overhead	_____	office	_____	cell:	_____
Equipment	_____	office	_____	cell:	_____
Supply	_____	office	_____	cell:	_____

**Buying Team:**

Lead	_____	cell	_____
Member Name	_____	cell	_____
Member Name	_____	cell	_____
Member Name	_____	cell	_____

**Ordering Manager**

Incident Name \_\_\_\_\_

Teams Email \_\_\_\_\_

ORDM Email \_\_\_\_\_

ORDM \_\_\_\_\_

Number \_\_\_\_\_

ORDM \_\_\_\_\_

Number \_\_\_\_\_

DEMOB \_\_\_\_\_

Number \_\_\_\_\_

Incident Name \_\_\_\_\_

Teams Email \_\_\_\_\_

ORDM Email \_\_\_\_\_

ORDM \_\_\_\_\_

Number \_\_\_\_\_

ORDM \_\_\_\_\_

Number \_\_\_\_\_

DEMOB \_\_\_\_\_

Number \_\_\_\_\_

Incident Name \_\_\_\_\_

Teams Email \_\_\_\_\_

ORDM Email \_\_\_\_\_

ORDM \_\_\_\_\_

Number \_\_\_\_\_

ORDM \_\_\_\_\_

Number \_\_\_\_\_

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