



# *Rawlins Interagency Dispatch Center*

DETAILER GUIDE  
2015

The Rawlins Interagency Dispatch Center is located in Rawlins, WY on the Western most part of the campus at the Rawlins BLM Field Office.

Our Physical Address Is:

RWC

1300 N 3<sup>rd</sup> St.

Rawlins, WY 82301

24 hour phone: 800-295-9953

Alternate phone: 307-328-4393

Fax: 307-328-4229

Website: [http://gacc.nifc.gov/rmcc/dispatch\\_centers/r2rwc/rwc.htm](http://gacc.nifc.gov/rmcc/dispatch_centers/r2rwc/rwc.htm)

# RAWLINS INTERAGENCY DISPATCH CENTER (RWC) ORIENTATION FOR DETAILERS

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### *Rawlins Interagency Dispatch Center Mission Statement*

The principle mission of the Rawlins Interagency Dispatch Center (RWC) is to provide initial attack, extended attack, and logistical support relative to anticipated and ongoing incident activity for all cooperating agencies within the RWC area. The center facilitates movement of resources between cooperating agencies and units while ensuring fire suppression capabilities by monitoring resource availability, intelligence, weather, fire danger and prescribed burning activity within the area. RWC provides services for incidents throughout southern Wyoming, the Rocky Mountain Area, and the Nation. We strive to serve with honesty, integrity, accountability, respect, courage, and a commitment to make a difference.

### *A Brief Profile of the Rawlins Interagency Dispatch Center*

The Rawlins Interagency Dispatch Center dispatches fire resources for the High Desert District. The High Desert District BLM includes the Rawlins Field Office, Rock Springs Field Office, Kemmerer Field Office, and Pinedale Field Office. Our district includes three FWS National Wildlife Refuges, Fossil Butte National Monument and Albany, Sublette, Lincoln, Uinta, Sweetwater, Carbon, and Laramie Counties. Our primary neighboring centers include Cody, Casper, Craig and Teton Interagency Dispatch Centers. Our neighboring centers are staffed with an awesome group of people, more than willing to help with anything that RWC may need. We also dispatch for High Desert District resource management programs, assisting with dispatching for projects such as grouse flights and the Wild Horse and Burro Program. The HDD hosts an Exclusive Use Type 3 helicopter and a BLM SEAT base, located at the Rawlins Airport.

### *Working Atmosphere*

RWC has a zero tolerance policy for harassment of any kind. All employees, cooperators, contractors, and volunteers who participate in wildland fire operations have the responsibility to treat one another with respect. Every employee at RWC takes personal responsibility for creating and ensuring a healthy, safe, and enjoyable work environment.

Every individual assigned to RWC has a responsibility to report harassment, inappropriate behavior, and take positive action to mitigate the effects. Promptly notify the Center Manager (or acting) should any situation develop.

We take pride in maintaining our professionalism and service oriented working atmosphere while still allowing for some informality. We want you to have fun working here, but we also expect you to use common sense and do your assigned duty to the best of your ability. If you have questions about your assignment, please don't hesitate to ask questions.

### *Appropriate Attire*

Please, no sweats, short-shorts, miniskirts, spaghetti strapped tops, tank tops, or tube tops. T-shirts, jeans, and knee length shorts are approved. Please arrive ready to work, not for a night on the town. Remember, this is Wyoming; we can go from heating to air conditioning and back to heat in a matter of a few hours. It is recommended that you bring a sweater or jacket to ensure your comfort.



*Hey you, yeah you, bring us a comb and one of those pony tail things.*

### ***During Your Stay***

Rawlins is a great little city with a small town feel and a very interesting history. Located in south-central Wyoming on the cusp of the Continental Divide and the border of the Red Desert, Rawlins has a unique beauty and is a great base for outdoor recreation. If time allows, take a walk through the historic downtown, check out some of the boutiques and casual eateries and visit some of the area museums. On Thursday evenings, throughout the summer months, head over to Washington Park for “Music in the Park” (food and drinks at 1730 with music starting at 1900) - It’s free!

Should you have any questions or concerns, (or just want to know where to get some of the best Mexican food around), direct them to the lead dispatcher.

### ***RWC Staff***

RWC has a staff of three year-round personnel, the Center Manager, Assistant Center Manager and the Lead Initial Attack as well as one career-seasonal employee. Additionally, during fire season, two to three seasonal positions are staffed. All RWC employees are funded by the BLM. An organizational chart for RWC can be found in Appendix A.

### ***Lodging, Meals and Transportation***

Room reservations are your responsibility. A list of local motels is located in Appendix F. If you are not self-sufficient, please call RWC immediately and speak with the Assistant Center Manager. Please notify us of any special needs you may have. If lodging is being paid for by RWC, you are responsible for personal telephone calls, movies and/or other miscellaneous expenses.

Meals are your responsibility via per-diem. If you do not have a way to pay for your meals, notify RWC immediately and speak with the Assistant Center Manager.

Rental vehicle authorization will be stated on the resource order. There is not a vehicle rental facility in Rawlins and the nearest is either in Casper (118 miles), or Cheyenne (150 miles). If this will not work, contact RWC immediately and speak with the Assistant Center Manager for alternate arrangements.

***Per Diem Rates-2012***

<b>LODGING</b>	<b>MEALS &amp; INCIDENTALS</b>
\$77.00	\$46

***RWC-HDD Security***

Access to the RWC can be obtained by passing through the gate located in the southwest portion of the parking lot. A key card will be issued to detailers for access into the gate. When arriving for the first time, push the button located next to the speaker at the gate's entrance. When the call is answered state your name and business for access to the west yard.

If needed, temporary computer access will be granted to you upon arrival.

At the end of your assignment, return the key card and the temporary computer access information to the lead dispatcher or Assistant Center Manager. These will need to be signed for and then signed in upon return of the card.

***Timekeeping***

You are responsible for keeping track of your time. Time should be recorded to the nearest quarter-hour. You should use the pink OF-288 Emergency Firefighter Time Report for recording your time. Copies of the OF-288 are available from the lead dispatcher. It is recommended that you complete the form daily. The ACM will need to sign your time at the end of the pay period and at the end of your assignment. The white copy is to remain in dispatch for our records. Turn these in to the lead dispatcher or ACM when you return the key card and temporary log in.

When recording your time, the charge code on the resource order will be used unless a new incident breaks and you are working on the new incident. If there are no new incidents, use the charge code from the resource order. If you have questions, ask the lead dispatcher.

***Lunch and Breaks***

Please notify the lead dispatcher or ACM of when you take a break, go to lunch, or leave the dispatch floor to ensure continued coverage of all aspects of Rawlins Dispatch operations. If for some reason your lunch break needs to be extended, talk to the ACM. Normal lunch breaks are 30 minutes during fire season and 1 hour during non-fire season.

Our break room is old, but it is operable. There is a refrigerator, a microwave, two soda machines, and a sink. Eating at the desk is allowed, be very careful, we do not want this privilege taken away. Be sure to clean up after yourself. Should you use the refrigerator, please label your food with your name and current date. Please wash your own dishes and remove your left over food from the refrigerator prior to leaving. **Please note that drinks are allowed at your work station in a covered container only.**

You are allowed a 15 minute break for every four hours worked; typically you split the time and step outside every two hours. Coffee is available in dispatch, but please, if you partake, contribute to the jar.

### *Smoking*

All of the government buildings are smoke free. An ashtray is located outside of the dispatch door; however, this is for use after hours only. The smoking area during work hours is located at the northwest part of the yard, between the sign shop and the fire building.

### *Restrooms*

The restrooms are located in the hallway north of the dispatch center. If you should need directions, feel free to ask someone.

### *Handicapped Accessible*

The RWC center is a handicapped accessible building. The elevator to expanded dispatch requires a key for operation. Please advise ACM to help accommodate with elevator access. Call ahead of time for parking information, as the spaces, while reserved, is not marked in the west yard.

### *Sick Leave/On-the Job Injuries*

If you become ill while on duty, please notify the ACM immediately. If you cannot come in for your scheduled shift, please call 1-800-295-9953 before your shift starts so arrangements can be made to cover your shift. If you feel that your illness or injury will prevent you from staying on your assignment, let the ACM know so that your demobilization arrangements can be made.

If you are injured while on duty, please see the ACM 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 Authorization Form must be filled out prior to visiting a doctor or hospital.

### *After Your Stay*

After your stay, please complete the RWC Detailer's Survey, Appendix D. We welcome your comments or ideas on how we can improve our Center.

### *Task Books*

If you are working on a task book, please let the ACM know upon your arrival. Qualified RWC employees are happy to sign off any items in the task book that we have observed you complete successfully. Your task book must be properly initiated by your home unit. If you did not bring your task book, call your home unit and have them mail it to you.

## RWC EMERGENCY PROCEDURES

### *Fire Evacuation Procedures*

In the event of a fire, there are two exits from dispatch. You should make yourself familiar with these exits. The east exit is a direct exit to the outside. The north exit will exit to the warehouse; proceed straight down the hall and out the north door. When leaving the area, close all doors behind you. If you are in expanded dispatch, do not use the elevator. Persons with disabilities need to be assisted by any available personnel. When safely out of the building, proceed to the assembly area in the south parking lot. Return to the building only after “all clear” has been given by the fire department.



Yep, looks like a fire over there in them trees.

### *Bomb Threat (by telephone) Procedures*

- ✚ Behave in a calm and courteous manner.
- ✚ Do not make an attempt to transfer the caller or put the call on hold.
- ✚ Keep caller on the line for as long as possible.
- ✚ Notify supervisor or other personnel by motion, signal, or note.
- ✚ Write a note to have another dispatcher call 911.
- ✚ Get information about caller (i.e. age of caller, male or female, accent, etc.)
- ✚ Note any background noises you hear (i.e. cars, kids, TV, machinery etc.).
- ✚ In the event of a bomb threat, total evacuation must commence immediately with direction from the CM or ACM. Evacuation will be to the designated area.

✚ Prior to evacuation, all employees should look for items out of place or additional packages in the area such as boxes, brief cases, etc. The quick check will be requested as the employees know their work area and surroundings better than anyone.

### BOMB THREAT DATA SHEET

Exact time of call:	What phone line did call come in on?																		
What did the caller say exactly?																			
<p><b>QUESTIONS TO ASK:</b></p> <p>1. What time is bomb set to explode? _____</p> <p>2. Where is the bomb (Building/Floor/Area)? _____</p> <p>3. What does it look like? _____</p> <p>4. What kind of bomb? _____</p> <p>5. What will cause it to explode? _____</p> <p>6. Did you, or someone else, place the bombs? _____</p> <p>7. Why? _____</p> <p>8. What is your address? _____</p> <p>9. What is your name? _____</p>																			
Did caller indicate knowledge of the facility? Y _____ N _____																			
<p><b>DESCRIPTION OF THE CALLER'S VOICE (Circle all that apply):</b></p> <table style="width: 100%; border: none;"> <tr> <td style="text-align: center;">Male</td> <td style="text-align: center;">Female</td> <td></td> <td style="text-align: center;">Young</td> <td style="text-align: center;">Old</td> <td style="text-align: center;">Middle-aged</td> </tr> <tr> <td></td> <td style="text-align: center;">Calm</td> <td style="text-align: center;">Nervous</td> <td style="text-align: center;">Refined</td> <td style="text-align: center;">Disguised</td> <td style="text-align: center;">Accent</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td style="text-align: center;">Speech Impediment</td> <td></td> </tr> </table> <p>Other: (describe) _____</p>		Male	Female		Young	Old	Middle-aged		Calm	Nervous	Refined	Disguised	Accent					Speech Impediment	
Male	Female		Young	Old	Middle-aged														
	Calm	Nervous	Refined	Disguised	Accent														
				Speech Impediment															
Did you recognize the voice? Y _____ N _____ If yes, who? _____																			
<p><b>BACKGROUND NOISES (Circle all that apply):</b></p> <table style="width: 100%; border: none;"> <tr> <td>Traffic</td> <td>Horns</td> <td>Whistles</td> <td>Bells</td> <td>Music</td> <td>TV</td> <td>Aircraft</td> <td>Tape Recorder</td> </tr> <tr> <td>Machinery</td> <td>Animal Noises</td> <td>Voices</td> <td>Running Motor</td> <td></td> <td></td> <td></td> <td></td> </tr> </table> <p>Other (describe): _____</p>		Traffic	Horns	Whistles	Bells	Music	TV	Aircraft	Tape Recorder	Machinery	Animal Noises	Voices	Running Motor						
Traffic	Horns	Whistles	Bells	Music	TV	Aircraft	Tape Recorder												
Machinery	Animal Noises	Voices	Running Motor																
Supervisor Notified:	Date:	Time:																	
Who took the initial call?																			



### *Desk and Position Orientation*

The RWC office is separated into four functional areas.

**Initial Attack:** coordinates the initial response to a reported smoke or wildland fire. This position receives incoming phone calls, makes notification calls, and dispatches the appropriate equipment and personnel to a reported incident. There are two IA desks for the separation of East and West as the district is fairly large.

**Intelligence:** collects, consolidates, and disseminates information for fire managers, IA/Aircraft dispatchers and field personnel. The duties of the Intel Dispatcher include (but is not limited to) weather forecasts, WIMS and SIT reports, updates of the morning report, as well as keeping the Rocky Mountain Area Coordination Center Intelligence Coordinator apprised of noteworthy events.

**Aircraft:** coordinates the response and flight following of aircraft to reported wildland fires, resource management flights, and any agency aircraft flying through the High Desert District boundaries.

**Center Manager and Assistant Center Manager:** responsible for operations of RWC in providing efficient service to the field. They are well versed in wildland fire procedures and protocols. They are responsible for oversight of the dispatch floor, supervision and training of dispatchers. They determine shift assignments, set schedules, review dispatcher's work and provide input of where to place orders for resources. They are also responsible for the welfare of personnel and resolve problems that are beyond resolution at the functional area level. The Center Manager is responsible for the overall management of RWC. The Assistant Center Manager's primary responsibility is the management of the dispatch floor. The Assistant Center Manager will act as Center Manager during the Center Manager's absence.

**Expanded Dispatch:** will be initiated, at the Center Managers discretion, during periods of high activity. Potential thresholds for determining the initiation of expanded operations can be found in the Expanded Dispatch Plan. Expanded Dispatch is located just upstairs of RWC.

### *Telephone Usage and Procedures*

Always answer the phone with: "Rawlins Dispatch this is (your name). Always be professional and courteous to the caller. If someone is rude, place the caller on hold and notify the ACM or lead dispatcher to field the call. You are not expected to communicate with unruly callers, but please remain professional.

All phones need to be answered by the second ring. If you cannot answer a question, ask the caller to hold and ask someone who can help. If assistance is not readily available, take the caller's name and phone number and call them back with the requested information. Do not take orders or information for a desk on which you are not working. Transfer the call to the appropriate desk, if the desk is busy, take a name and phone number and pass the information to the appropriate desk.

**Personal phone numbers will not be released to the public.**

Personal cell phones are to be used only during breaks or during lunch (or dinner) breaks. If someone needs to reach you during your shift, they can call the office phone at 307-328-4393 or 800-295-9953.

***RWC General Office Procedures***

Refer to the Daily Operating Guide for step by step procedures. This guide is a continuous work in progress. If you have any suggestions or ideas for the DOG, please advise the ACM.

- + Be professional
- + Receive desk assignment from the CM or ACM
- + Receive the shift brief and verbally debrief the person you are relieving
- + Complete tasks on the daily to do list
- + Refer personnel problems and employee suggestions to the ACM
- + Notify ACM of changes to personnel schedules which may affect staffing
- + At the end of your shift, clean your work area as you may not be assigned to that desk for the next shift
- + At the end of your shift, complete a shift briefing form

***Computers***

Upon arrival (or as soon as possible thereafter), each detailer to RWC will be assigned a login account comprised of a User ID and a password. Once they have read and signed the required IT security document, they will be able to log in to any computer in the dispatch center. Users are responsible for the security of their User ID and password.

All of the RWC computers are on the BLM network. As we do not dispatch for the USFS, we do not have any Forest Service computers. Anytime you are away from your desk, lock your computer (ctrl+alt+del select lock computer). After returning to your desk, press ctrl+alt+del to get back into your computer. At the end of each shift, please **log off** of your computer. **Do not shut down**, as BLM updates data nightly and your computer will not be updated if it is shut down. If your computer is running slow (more so than usual), restart the computer.

Common applications used by RWC are:

- + WildCad
- + ROSS
- + Microsoft Outlook Email
- + Automated Flight Following
- + Microsoft Access
- + Microsoft Office
- + Microsoft Excel

If you are not familiar with any of these programs, ask someone to help you.

## *Demobilization*

Fire assignments generally last 14 days (excluding travel); however, we sometimes have 21 day assignments available. The duration of the assignment is generally agreed upon at the time of dispatch.

You may be released from your assignment for a variety of reasons; end of commitment, lack of fire activity, re-assignment, or performance related issues. Please inform the ACM if you mobilized with round trip airline tickets.

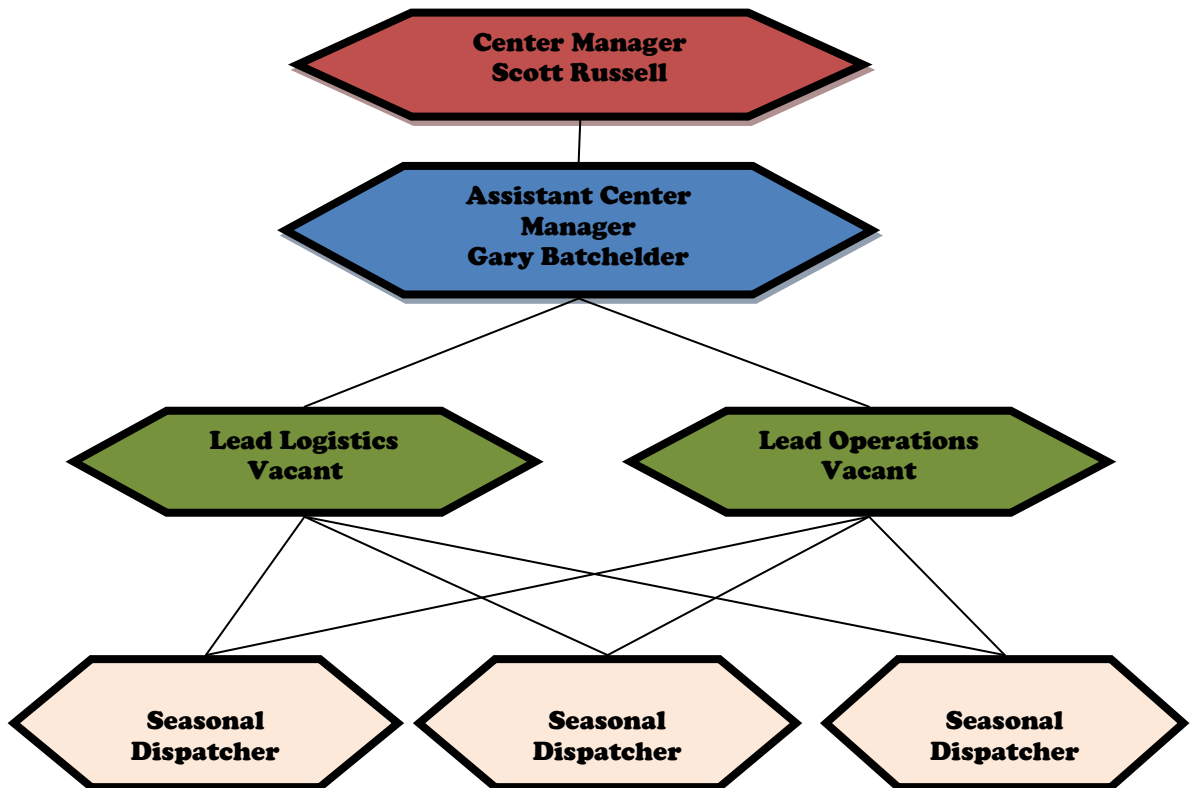
Prior to departure, ensure the following tasks have been completed:

- ✚ Completed and signed time sheet (OF-288) with the appropriate funding codes.
- ✚ Completed and signed performance evaluation.
- ✚ Task book with tasks signed off as appropriate.
- ✚ Return gate key to ACM.
- ✚ Remove any perishable food items from refrigerator.

# Appendix A

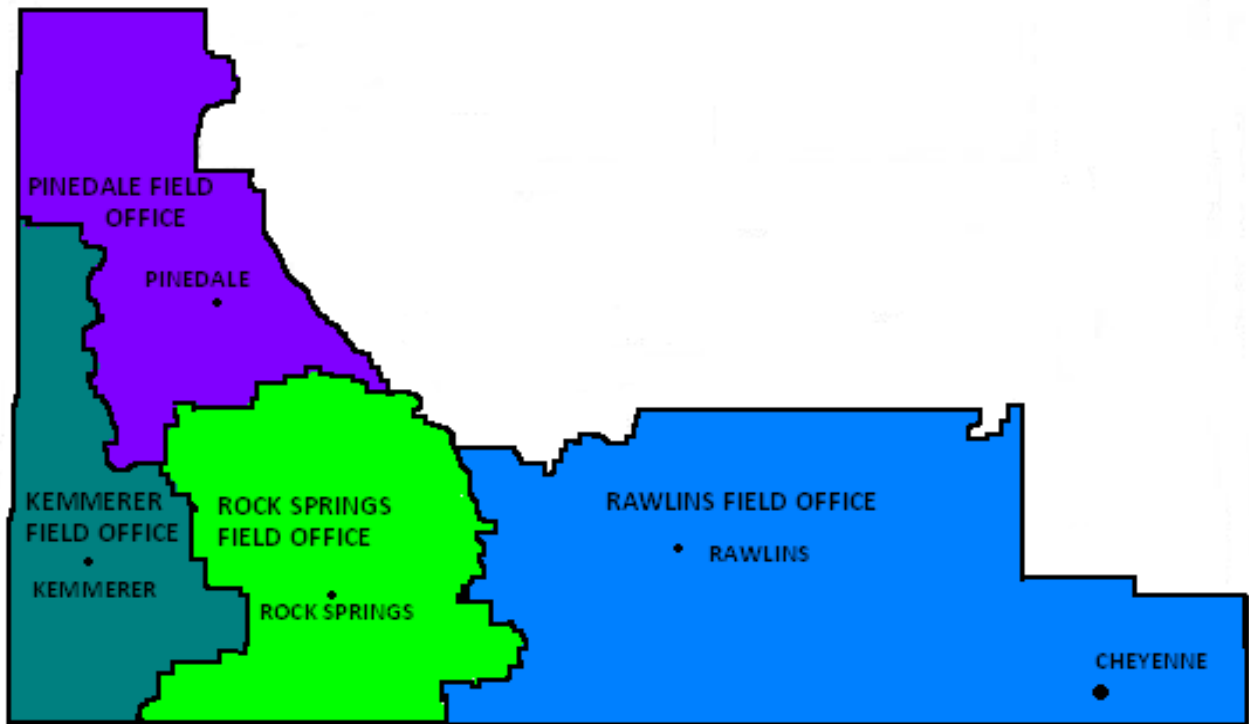
## *Organizational Chart*

### Rawlins Interagency Dispatch Center



## Appendix B

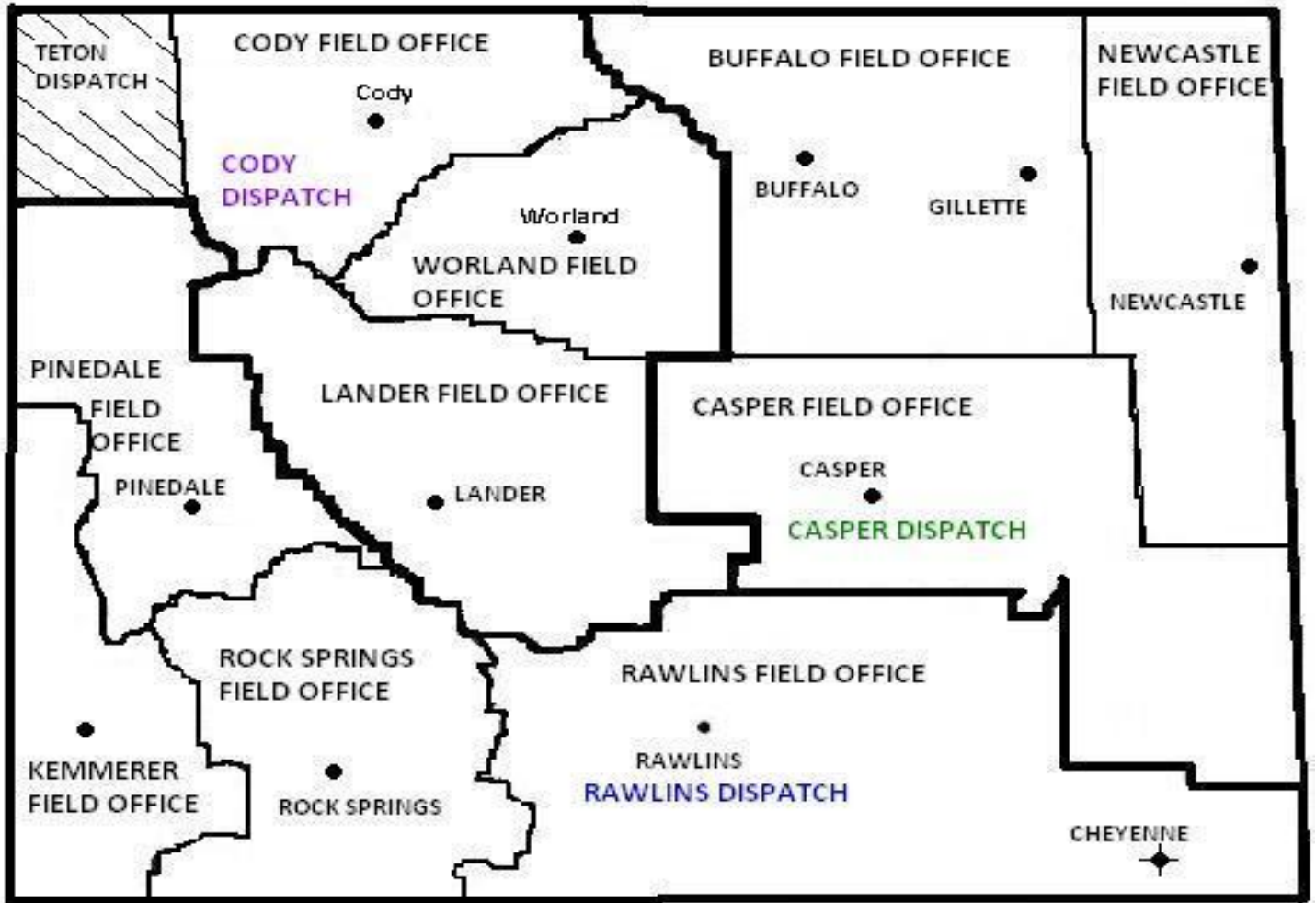
### *High Desert District Area Map*



**HIGH DESERT DISTRICT**  
*RWC Dispatch Area*

# Appendix C

## *Wyoming BLM Field Offices and Dispatch Areas*



*Cody Dispatch: Cody Field Office  
Worland Field Office  
Lander Field Office*

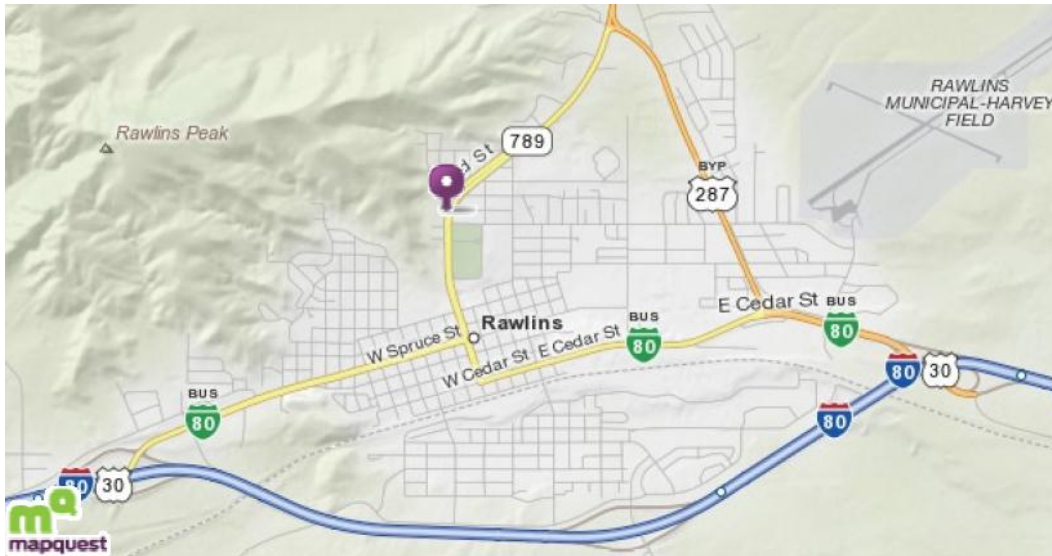
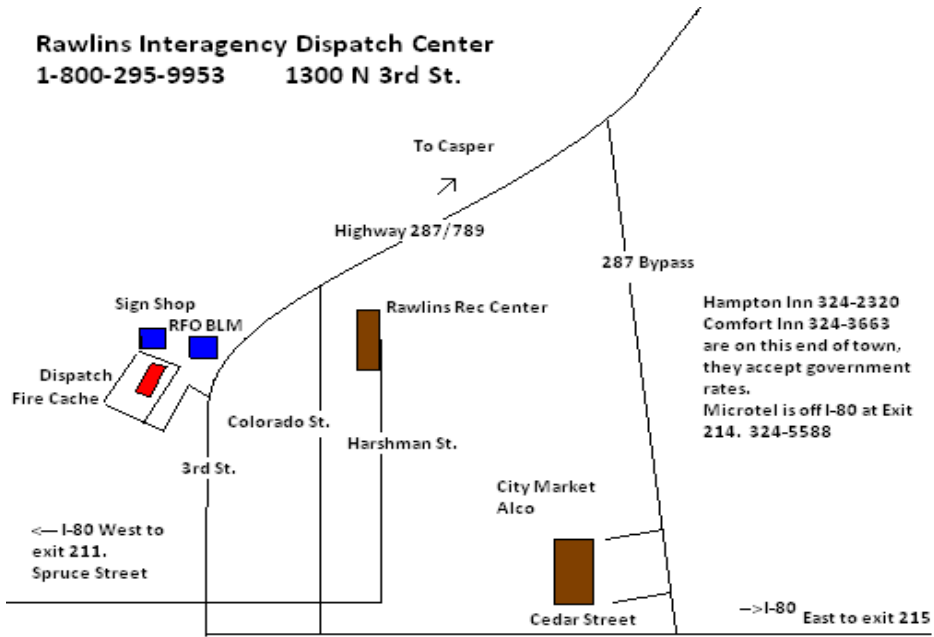
*Casper Dispatch: Casper Field Office  
Buffalo Field Office  
Newcastle Field Office*

*Rawlins Dispatch: Rawlins Field Office  
Rock Springs Field Office  
Kemmerer Field Office  
Pinedale Field Office*

# Appendix D

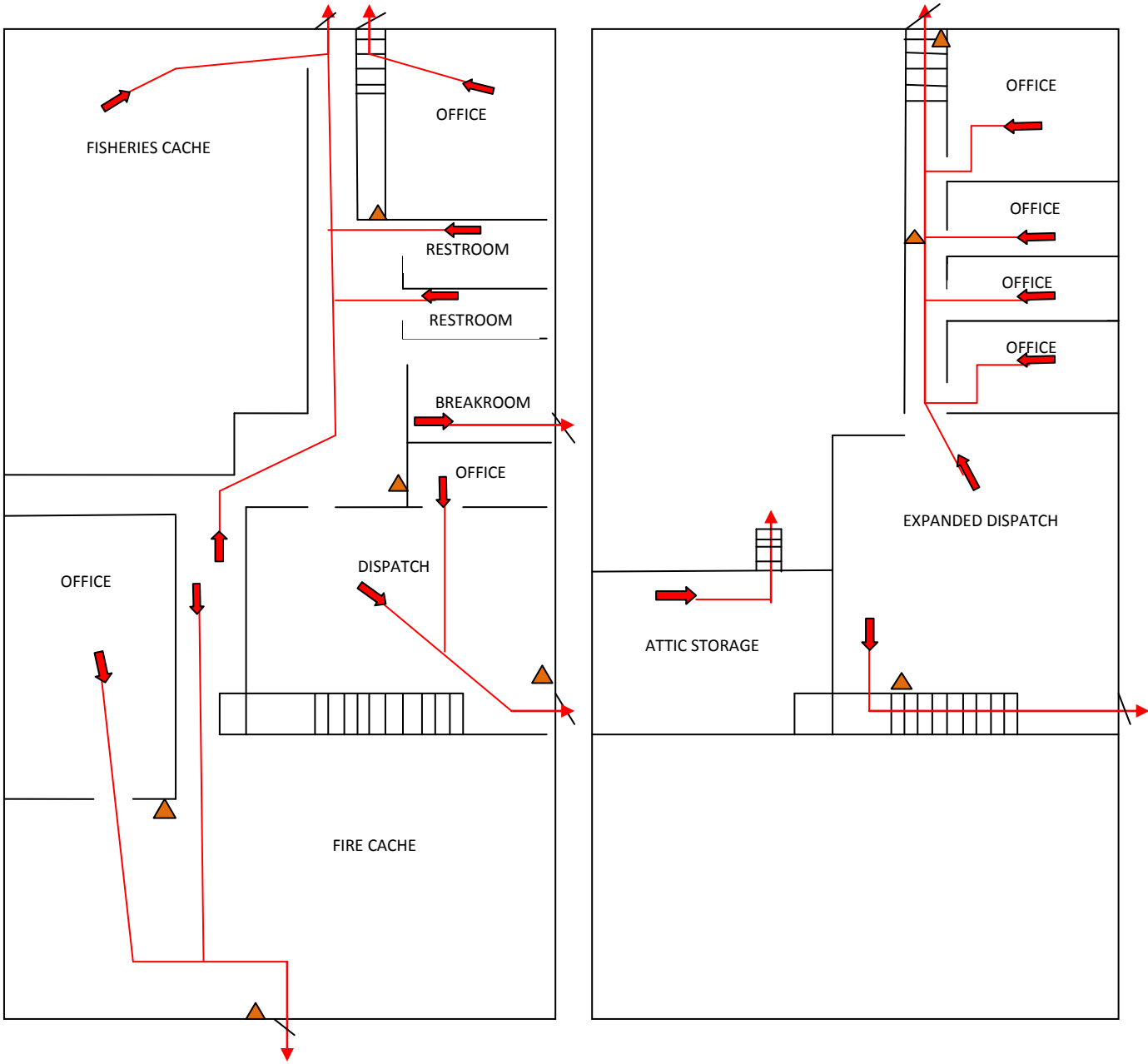
## *Rawlins Maps*

**Rawlins Interagency Dispatch Center**  
**1-800-295-9953    1300 N 3rd St.**



# Appendix E

## RWC Diagram



**BOTTOM FLOOR**

**TOP FLOOR**

Proceed to the South end of the fenced yard.

 Fire Extinguisher



## Appendix F

### *Local Lodging/Meals*

NAME	PHONE	GOV RATE	QUEEN	KING	MICROWAVE	FRIDGE	POOL	FITNESS	BREAKFAST
Best Western Cottontree Inn 23 <sup>RD</sup> & Spruce	307-324-2737	\$77.00	X	X	X	X	X		X
Holiday Inn Express 201 Airport Rd	307-324-3760	\$89.00	X	X	X	X	X		X
Microtel Inn 812 Locust	307-324-5588	\$70.00	X		X	X			X
Hampton Inn 406 Airport Rd	307-324-2320	\$99.00	X	X	X	X	X	X	X
Comfort Inn Cedar & Airport Rd	307-324-3663	\$99.00	X	X	X	X	X	X	X

Anong's Thai Cuisine	210 5 <sup>th</sup> St.	307-324-6262
Aspen House Restaurant	318 5 <sup>th</sup> St.	307-324-4787
Cappy's Restaurant	2351 W Spruce	307-324-4847
China House	1800 E Cedar	307-324-3636
Domino's Pizza	312 W Cedar	307-328-1400
McDonald's	2225 E Cedar	307-324-7377
Pizza Hut	506 Higley Blvd	307-328-1000
The Ranch Restaurant	2808 E Rochelle Dr (Golf Course)	307-324-2866
Rose's Lariat	410 E Cedar	307-324-5261
Square Shooters Eating House	311 W Cedar	307-324-4380
Su Casa	705 E Lincoln (Sinclair)	307-328-1745
Subway	2102 E Cedar	307-324-6130
Taco Bell/Kentucky Fried Chicken	2421 Plaza	307-328-5890
Taco John's	1821 E Cedar	307-324-4932

# **Appendix G**

## *Detailer Survey*

### **Rawlins Interagency Dispatch Center- Fire Season 2015**

The purpose of this survey is to identify ways to help us improve our operations and customer service needs. Your constructive feedback is very important to help us in our continuous improvement process.

RWC detailers are asked to complete the following survey; all comments will be kept confidential. Please feel free to use the back of this form if you need more room to sufficiently answer questions. Please be honest even if it may be brutal.

1. What recommendations or changes would you suggest about our office procedures that would help us streamline operations?
2. Did RWC provide adequate orientation and detailer materials? What information would have made your stay easier?
3. Was the RWC staff helpful during your detail? Were they friendly?
4. Were the facilities adequate? If not, what improvements would you suggest?
5. What did you enjoy most about your detail at RWC?

**Optional – Submitted by:** \_\_\_\_\_ **Date:** \_\_\_\_\_ **Home Unit:** \_\_\_\_\_  
*Please return survey to Assistant Center Manager. If you need to mail survey back, send to Rawlins Interagency Dispatch, 1300 N 3<sup>rd</sup> St., Rawlins, WY 82301*

**Thank you for participating in this survey and thank you for your time spent with us!**