

Interagency Dispatch Optimization Project  
06/06/2013 Initial meeting (via conference call)

Role Call:       AZKNF - Arthur Gonzales, Fire Staff Officer  
                      Holly Kleindeinst, Dep Fire Staff Officer  
                      Norma Orozco, Williams Dispatch Center, Center Manager

                      AZCOF - Don Muise, Fire Staff Officer  
                              Mike Johnston, Acting Dep Fire Staff Officer  
                              Jeff Walther, Flagstaff Dispatch Center, Center Manager

                      AZNAA - Dale Glenmore, Regional Fire Management Officer

                      AZGCP - Jay Lusher, Chief, Fire and Aviation

                                  Chris Marks, Dep Fire Management Officer

                      AZTCA - Melvin Hunter, Fire Management Officer

                      AZHOP – Sam Yazzie, Fire Management Officer

                      AZ State- Kevin Boness, Flagstaff District Forester

                      Eng-     Ray Holt, AZKNF/AZCOF Facilities Engineer

                      Union – Charlie Armiger, NFFE-FSC VP for Region 3  
                              Joe Duran, National Union Rep for IDOP  
                      Comm

                      Others – Bill VanBruggen, R3 Director Fire and Aviation

The meeting was opened with a role call to identify those present (listed above). A brief summary of the evolution of IDOPP, Northern AZ Board meeting with the IDOPP Committee, and development of the Task Order for Team Leader, Arthur Gonzales was covered. Following the introductions and summary of how the project has been rolled out, the following topics were also summarized and discussed.

**IDOPP Report** – Several key points pertaining to the final report were discussed. Items discussed were:

- The Final Report, 01/09/2013, was made available to the team via email with the link, user name, and password in February. The report consists of a 97 page report, 171 pages of appendices, and 276 pages of exhibits. Those present have been through the report with varying level of completion.

- Although the report states that current dispatch operations are reasonably efficient, the underlying intent of IDOP is to increase Dispatching efficiencies, cost effectiveness, improve safety.
- The final reports gives two alternatives, 2A and 2B, with varying levels of Phases. The Task Order directs this team to analyze a version of 2A, consolidating Flagstaff, Williams, Navajo, Hopi, and Truxton Canyon. Part of the analysis would be to determine the appropriate location for a consolidate center with the participating agencies.
- The final report states that given time and cost constraints, alternatives presented would require additional analysis to determines efficiencies and cost savings. This is what the team would be accomplishing. Analyzing the alternatives in more detail will support whether or not consolidation efforts would meet the intent of the final report.
- Implementation would only occur after detailed analysis has been completed and the appropriate supports are available. (Financial, infrastructure, Agency Administrator, etc)

**Delegation of Authority** – A summary of the draft version vs the final version of the Task Order for the Team Leader from Southwest Coordination Group was discussed. The delay in beginning this process was, in part, due to edits and comments with the draft version that were addressed. The key items addressed in the Task Order were:

- Determining the appropriate process for consolidation- The IDOPP committee briefed the Northern Arizona Board and Line Officers in October 2012. In this meeting, it was briefed that the Flagstaff Dispatch Center was not the pre-determined location for a consolidated center. The appropriate location would be determined by participating agencies and would be determined by many factors. This was in contradiction to the final report, which suggested the consolidated center would be located in Flagstaff, AZ. This step was included as an expectation within the Task Order.
- Union Involvement - Since fire managers, center managers, and Agency Administrators first learned of IDOPP, there have been varying levels of concern regarding pre-decisional Union Involvement from Union Representatives, participating agencies, and Units. In order to ensure appropriate levels of Union Representation have been adequate up to the point at which this team will begin further analysis, SWCG was asked to provide additional information in regards to this concern. In addition, the Task Order was modified to ensure that Union Representatives are continually involved throughout all aspect of this potential consolidation. *Both Charlie Armiger and Joe Duran briefly spoke to their level of interest and involvement in this process and their concerns with a consolidation (potential impacts to current Bargaining Unit employees and future impacts to a workforce with Bargaining Unit employees when combining units, ie; who gets hire/removed during future processes, how do future organization charts look).*
- BIA Involvement – Within the IDOPP Final Report, BIA dispatch centers were identified at 4<sup>th</sup> Tier Dispatch Centers. These centers, Navajo, Hopi, and Truxton Canyon, were to be included in the consolidation analysis. However, at the October 2012 briefing, Truxton Canyon and Hopi BIA representatives agreed to participate in this process but at the time, Navajo BIA was not going to participate. This created confusion and concern about potential impacts of cross-jurisdictional

dispatching and future impacts should the decision for Navajo BIA to re-engage become reality. This was addressed within the Task Order by adding direction to determine the feasibility to incorporate BIA Dispatch Center in to this analysis. *Dale Glenmore updated the group on Navajo BIA status, which is to participate in the analysis and process. Kevin Bones, AZ St, also provided input for State Forestry. At this time, AZ St will not participate as they may have alternate consolidation efforts that will move forward this fall. Kevin will continue to participate in the analysis and will represent AZ State Forestry.*

Following the discussions above, the group reviewed the following steps below. These steps were drafted to provide a general overview of the analysis and process ahead. As we continue to discuss the process, it is expected that these steps will be further defined with more details and/or expand and contract to incorporate the needs and assessments of all participating agencies. For this meeting, the focus was centered on Step 1, developing a charter. Arthur presented items for discussion around if, and why, a charter may be appropriate. The items in Step 1 were discussed and comments were captured.

Step 1 – Develop charter to provide:

- Direction and Guidance with AA support
- Identify Team members:
  - Dispatch Center Managers
  - Fire Staff/FMO
  - Engineering
  - Communications
  - Union
- Estimate/Develop Timeline
- Determine approval process
- Identify Reporting Process

Comments:

- GCP- would be a good tool to keep a timeline, keep momentum and forward progress. Expecting a long term process ahead, would be useful for keeping others engaged despite any turnover in current positions
- RO- would be important to capture signatures for approval and support from Agency Administrators
- NAA- agreed on use of charter, suggests incorporating agency letters regarding IDOPP to charter
- COF- critical, define how to move forward, could help capture concern for large land mass and ability for CIO to support infrastructure/comm needs
- KNF – need to define core team members for consistency and efficiency (consolidate input, work with Agency Administrators), need to further define and capture goals and objectives to guide the group, establish process and procedures for approval, decision making, upward reporting, etc.
- Union- important to understand and define process, concern for employee impacts such as increased commutes and changes to work environments/relocation of worksites

After the discussion, it was agreed upon by all that a charter would be very critical and beneficial as the first step of this process. Arthur will put together a very rough draft and distribute to others to obtain feedback, comments, edits, inputs. This may take several iterations to get closer to a working document.

There was a brief discussion on Steps 2 and 3 and what interim steps may also be prudent but the group agreed that we need to define this process in more detail before we can begin any detailed analysis tied to future steps. Answering questions that are still looming from all agencies will potentially reduce confusion or delays in future processes or decisions to be made.

Step 2 – Determine appropriate location with consideration to:	Involved Agencies support
	Work to be completed
	Employee needs
	Communications Viability
	Costs

Step 3 – Implement SWCG Checklist

To close out this initial meeting, the following discussion points were presented to the group for feedback.

- Lots of questions still- Keep asking, if we don't have an answer, we'll need to find one in order to move forward and be successful. The final report left a lot of room for interpretation and further analysis. This means that we may not find the answer in the report; rather we may be the group that defines answers through continued discussions and analysis.
- No Secrecy or hidden agendas, put it out on the table for discussion. - IDOPP took many folks by surprise. A two year analysis was completed with very little involvement from participating agencies and little to no information provided until the final report was issued. We have the opportunity and ability to gather input and suggestions from our employees at the field level up to the Agency Administrator level and will use that input in order to be successful. Although we may not have specific answers to questions, we can inform our employees of the process we are using to attain answers. Right now there is very little defined as an end state for IDOPP.
- Notes from each meeting will be shared and posted, employee awareness – As mentioned above, we'll keep our employees as informed as reasonably possible and prudent. We'll have meeting notes, and the eventual charter, posted to the SWCC website within the IDOPP category. Those notes will be located at:  
<http://gacc.nifc.gov/swcc/swcg/committees/committees.htm#IDOPP>
- How do we move forward? Outside involvement? At what stages? – Arthur asks those present to begin thinking of participation, support, involvement of outside participants. At what point is it prudent to seek support and advice from outside entities? This may be further defined by answering questions within a charter but it may be a good idea to have these discussions with Agency Administrators. It has been previously mentioned that the use of a NIMO team may help provide an objective view of where an appropriate location may be found for a consolidated center. However, it will be critical for participating agencies to be involved in key steps such as;

defining the current workload, determining a potential organizational chart, etc. These steps require local input and would provide critical information for an outside entity to help provide input.

- Others?

The meeting concluded with a wrap up of items that will be provided or gathered by several folks (listed below).

All - provide contact information for those individuals that I've missed. A PDL has been built so email addresses can be added in short order.

Jay Lusher GCP- will track down status of Agency letter in regards to IDOPP

Dale Glenmore – will provide Union representation information and Agency letter in regards to IDOPP

Arthur Gonzales KNF- will distribute notes for comments/edits then move to SWCC for posting, Will develop rough draft for charter