

**CENTER MANAGER'S MEETING NOTES**  
**SHOW LOW, AZ**  
**October 13 - 14, 2011**

Kenan Jaycox – SWCC Representative  
Nancy Moore – SWCC Representative  
Nicole Finch – Alamogordo Dispatch Center  
Vera Pena – Show Low Dispatch Center  
Mike Wilke – Tucson Dispatch Center  
Kristi Sullivan – Prescott Dispatch Center  
Eva Wilson – Taos Dispatch Center  
Renee Isackson – Santa Fe Dispatch Center  
Chuck Holt – Tucson Dispatch Center  
James (Zoni) Anzalone – Albuquerque Dispatch Center  
Steve Webb – Arizona Dispatch Center  
Sonja Hess – Arizona Dispatch Center  
Jeff Walther – Flagstaff Dispatch Center  
Paul Womack – Phoenix Dispatch Center  
Juan Ortiz – Silver City Dispatch Center  
Norma Orozco – Williams Dispatch Center  
Dottie Clark – Silver City Fire Cache  
Hector – Prescott Fire Cache  
Steven Worden – Prescott Fire Cache  
Tina Sorenson – Show Low Dispatch

The next two days will be used as an AAR to focus on the 2011 Fire Season. The group will focus initially on successes and then look at areas of improvement. Discussion will determine if revised guidance in the mob guide is needed, or task groups assigned. This will determine if an additional center manager meeting will be needed in January. The annual dispatch workshop will not be held this year but will likely be held every other year. VTC meetings will be utilized to meet interim needs.

Introductions were done.

Once Action Items are identified, responsibility assigned, and resolution is achieved, it will be determined if revised guidance is needed. Some of the items will require editing of the Mob Guide or be part of a new proposed document – Southwest Area Expanded Dispatch Guide (or similar name yet to be determined). Further references to this proposed document will be “Expanded Dispatch Guide”.

The group discussion began with the Fire Cache representatives. The Fire Caches are now on the ICBS system and like most new programs have glitches and software issues that need to be worked out. One thing to note is the ICBS system looks nothing like the ROSS orders. The items of discussion were: need to ensure everything on request is accurate before sending to cache, timing out and splitting of incident replacement orders, limitation of a maximum quantity number of 150 items, Team pre-orders, Type 3, 4 and 5 team orders. There was lengthy

discussion on the interface of ICBS and ROSS and issues that each of the working groups are encountering. A lot of the issues are software related and being addressed through the ICBS and ROSS teams, not something that can be corrected at the dispatch level. Silver City Dispatch hosted a session in July with the dispatchers and Cache Manager to review ICBS and ROSS interface.

The Fire Cache representatives requested that when placing NFES orders through ROSS to follow up with a phone call and a fax copy of the resource orders. This will help to ensure the needed items are being shipped to the appropriate locations.

Preorder for NFES supply will be direct from the Incident Management Teams to the caches instead of from dispatch placed through ROSS interface due to some interface issues primarily because when dispatch has delays of getting orders entered into ROSS it unnecessarily creates separate cache issues/orders. Since the IMT's go direct to the cache anyways for NFES items once ICP is set up, it was agreed that the NFES preorders for the IMTs could be sent directly to the cache and the orders would be filled in the ROSS 100,000 block of numbers.

**Action Item: Kenan/SWCC to summarize the issue and send notifications to the IMT LSC/SPUL community. (Expanded Dispatch Guide)**

The cache van system was discussed. It was reiterated that the delivery of the cache van is the responsibility of the host unit and not the Fire Caches. This is something that will be addressed at the National Cache Manager meeting in December; perhaps alternative method of delivery can be looked at. Southwest caches are willing to acquire the transports for cache vans themselves, but transports are now on best value DPLs so the process would need to stay within those rules.

**Action Item: Needs follow-up after the National Cache Meeting. (Expanded Dispatch Guide)**

Incident Replacement Orders for supplies was addressed. The areas of discussion were: orders having combination of NFES and non NFES items, which cache to place request with, approving authorized officer, direct order or ROSS interface ordering, block of s# to use, Type 3, 4 and 5 Team orders. Kenan and Steve Worden will be talking about IR ordering protocols at the National CORD Meeting and revised guidance should come out early next year. **(Expanded Dispatch Guide)**

**Action Item – Kenan/all - Standards for Type 3, 4 and 5 Team supply numbering system. (Expanded Dispatch Guide)**

A change request to ROSS has been submitted with an option to have drop-down for incident replacement supply which could help the caches prioritize workload.

Radio systems were discussed. NFES 4390 systems on preorders need to be removed. Anytime an IMT is called out, SWCC and dispatch are working on getting the 4390 order ASAP. If it is on a preorder, it may be double ordered.

Inability for the Fire Caches to support of DOI projects and prescribed burns was discussed. Cost Share Agreements would need to be done with allocation of funding 60 days prior to a project.

Paul Womack requested Phoenix Dispatch Center be able to go through Prescott Fire Cache instead of through Silver City for San Carlos supplies. Steve Worden is comfortable with this.

### **IDOPP**

Full range of alternatives are being looked at based on the data center managers submitted. Hopefully the alternatives will be shared soon with everyone and decisions will be made. Still awaiting the executive brief from the sub task group and will know more once that happens.

### **AIR ATTACK PLATFORM DISPATCHING**

This item is being addressed because of the complexity of having multiple vendors at the same facility. There was consideration of SWCC becoming the clearing house for all air attack platforms but reconsidered, local centers know better what the rotation of their vendors are. Transferring dispatching of vendors that will make this better will be Air West Inc to Show Low, Ponderosa Aviation to Tucson, and Safford Aviation to Phoenix.

**Action Item: Nancy/Kim at SWCC to follow-up with USFS Aviation for official direction, then work with affected centers to transfer resources in ROSS.**

### **NEIGHBORHOOD DISPATCHING OF HOT SHOT CREWS**

The group discussed the neighborhood dispatching agreement and felt okay during lower PL levels to continue utilizing for engines, overhead and some aviation resources. It was decided to remove national resources from the neighborhood agreement. There were occasions where the closest IHC Crew was not utilized when orders were going between neighbors.

**Action Item: Kenan/SWCC to edit Neighborhood Agreement in Mob Guide to reflect this change.**

### **AL BELL AWARD/ AD AWARD/ ROOKIE AWARD**

Center Managers were reminded to submit nominations for these awards. Recognition of these awards will likely be done on the SWCC website home page in the absence of the 2012 Dispatcher's Workshop.

### **SUCCESS/CHALLENGE SESSION**

The group began the discussion with successes during the 2011 Fire Season and then moved into the challenge portion and determined action items needed.

#### **Successes**

- AZ-ADC
  - Detail for state dispatcher to Tucson Dispatch Center
  - Cross training of dispatchers to Phoenix Dispatch Center

- AZ-FDC
  - Good communication amongst all centers and dealings with SWCC.
  - Everyone seemed to be in a pro active mode, did not deal with anyone negatively.
  - Kim O and Tom on aircraft desk at SWCC very helpful.
  - Best value work done at SWCC level good idea, made sense to get consistency going for the GACC.
  
- NM-ABC
  - Established an expanded for 6 weeks to support centers with activity.
  - Dispatchers trained – qualifications for 3 or 4 in dispatch arena signed off.
  - ADs out constantly and utilized militia internally.
  
- AZ-TDC
  - “Service from SWCC”. High quality consistent support, preliminary thinking adaptive management on crew movement through staging/placement.
  - State dispatcher assigned to Tucson. Good basis formed, blended right in with activity at the time.
  - Face to face meetings with Bill VanBruggen and Richard Nieto.
  - Good support from sister center Williams.
  - Live feeds from the predator UAV.
  
- NM-SDC
  - R1/R3 agreement.
  - Support Wallow Fire on NM side.
  - Federal trainees, 25-30 through center and was able to qualify 7 or 8.
  - Sister center Phoenix – worked well when short staffed.
  - Coordination with Tucson working fires on boothill.
  - Coordination between all centers and SWCC excellent.
  
- NM-SFC
  - BIA now in center, worked well, very cooperative.
  - Gaylen provided a tremendous help with best value at SWCC as well as Anne Wieskircher always available to assist.
  - One major injury during the Los Conchas and Pacheco Fires - huge success.
  - T2 Team sent in the Logistics Section Chief into expanded the first 3 days
  - T2 Team provided a lot of forms for folks to use on ground, very concise.
  
- NM-TDC
  - Eva was on a detail at SWCC for the summer.
  - Santa Fe Dispatch Center was able to provide assistance to Taos.
  - Maria – detail to assistant center manager
  
- AZ-PDC
  - Huge supporting role.
  - Bec signed off as ACDP
  - Gaylen support with Best Value at SWCC.

- Twitter at SWCC very valuable.
- AZ-SDC
  - Thanked everyone for their support.
  - Dispatch team from CA.
  - Cross training in IA. Jordan Thompson phenomenal on aircraft
  - Support from other centers was good, positive attitudes.
- NM-ADC
  - Good working relationship with NM T2 team.
  - Thanks for SWCC, aircraft coordination this year.
  - Conference calls a plus especially with neighborhood agreement; know what resources are out there.
  - Crew mob and back filing very helpful.
  - Gaylen support with Best Value at SWCC
  - AD support, agency utilized first, and detailer for aircraft from MT always good.
  - Safety record good
  - Military coordination for deconfliction successful
- AZ-PHC
  - New facility this year, set up mob center, tanker base, staging all went extremely well.
  - Fire activity pretty minimal except Wallow on the San Carlos side
  - Good communication between centers and SWCC.
  - Neighbor ordering went well, Silver has worked out well as sister center.
  - Keeping local knowledge on site is a must but believe to fight the ongoing fire.
  - AAR done yesterday for the center and mostly kudos. Some things that can be improved but nothing major.
  - Amazing amount work was done, could not have done without SWCC support.
  - Kudos to AZ-ADC.
- AZ-WDC
  - Went well, supported other centers and received support from others when Williams started having fires.
  - Good detailers.
  - Coordination with State one of their incidents that they did not have communication on.
  - Truxton 4<sup>th</sup> tier to moving into Williams Dispatch Center this season.
- NM-SWCC
  - Video brief from predictive services very successful. May be able to expand on the video briefing with dispatch, administrative topics.
  - Best Value data will need continued updating. Can continue to bring someone in to assist with the data management of Best Value. The group agreed that it was needed for consistency.

- **Action Item: Identify Data Needs and develop workload for data maintenance person**
- Preposition/large fire support works, could've had lot larger fires without it.
- MAFFS huge success.
- Mob centers phenomenal on both sides.
- CISM responses.
- MAC Group

## **Issues/Challenges**

Flight Strips – Mob guide language not on same page – tactical vs. administrative – document method of flight follow, who's on board. Minimum need is a group to exam mob guide, revise, clarify. The proper handoffs are often not being done. Ensure verification of radio comms and not just depend on AFF.

**Action Item: Working group – Nancy will take lead to get ACDP group together. Zonie volunteered, Jordan Thompson, Maria, all ACDPs at the centers should be involved. (SW Mob Guide)**

Law Enforcement dispatching real problem working through PHX LE dispatch. It is not working for Tucson.

**Action Item: Local Center Managers to document concerns on this and send to Kenan for briefing of IDOPP on issues and concerns on what is happening with Law Enforcement. Kenan will also discuss this with Robin at the R.O.**

Best Value “Backdoor best practices”, porta-potties issues, bus dispatching issues. Need further clarification on what we can and can't do. Better language in the SOPs.

**Action Item: Working group – Zoni will take the lead, Nicole and Vera interested in assisting. Zoni suggested conference calling through the winter to review the issues. Final guidance to be included in Best Value SOPs/Expanded Dispatch Guide**

Resources leaving without orders or not qualified for position.

**Action Item: Letter from Coordinating Group and reminder at team meeting – Kenan & Nancy**

Bringing detailers into GACC lack of local/regional knowledge base, a lot of headaches.

**Action Item: Better briefings and guidance in Expanded Dispatch Guide**

Border issues, Homeland Security, Border patrol, etc. – Better understanding of the Agreement giving authority for resources going into Mexico is needed as well as a check list and proper protocol.

**Action Item: Identify in Expanded Dispatch Guide/SW Mob Guide.**

Requests for “after the fact” resource orders. Backfill request orders will not be granted after the fact (team members can be an exception).

**Action Item: Kenan SWCC - Get the SWCG backing on this. Issue a letter/guidance that dispatch will not be processing orders after the fact, except for IMT members who needed to get mobilizing quickly. (Expanded Dispatch Guide)**

S#'s in general need better guidance. IMT blocks, BUYT blocks, who issues? Enters into ROSS? When is an S# appropriate? Etc.

**Action Item: Kenan will take the lead and ensure appropriate S# guidance in business mgmt handbook is being used and implemented in Expanded Dispatch Guide.**

Buying Teams not consistent, need roles and responsibilities in terms of how the BUYT, IMT, and Expanded interface. Would like to explore havng an EDRC on BUYTs that can help with their S# creation in ROSS

**Action Item: Vera will review and start discussions with Pat Dearing. (Expanded Dispatch Guide)**

Regional Agreement for Rental Cars – what is the region's protocol, ADs vs. agency coverage, lacking agreements.

**Action Item: Zoni will work through contracting and Billy Zamora. Kristi Sullivan will assist. (Expanded Dispatch Guide)**

Baggage fees for T2 crews. Warrant officer needed to pay for travel fees.

**Action Item: Zoni will follow up with AQM for further clarification. (Expanded Dispatch Guide)**

State resources **are not** fill with agreement and need to pass through Arizona Dispatch Center.

**Action Item: Identify in Expanded Dispatch Guide – Steve Webb**

Best Value – buses, BIA vs. tribal

**Action Item: –Information gathering Vera and Eva**

Cache orders with T3, 4, or 5 organizations. Direct to cache or through center.

**Action Item: Kristi and Sonja will discuss issues with cache and gather information. Kenan will take on the Incident Replacement portion of this. Identify in Expanded Dispatch Guide**

Mob Centers - Look at having qualified PTRC or EQTR at mob centers. Completion of time needs to be done at mob centers when time is being charged to Large Fire Support. Look at out of GACC engines and resources and where they are being staged, is mob center selection the most appropriate. Resources assigned to mob center teams need to ensure they are dispatched in accordance with policy, need to go through dispatch centers and not direct to individuals

**Action Item: Paul and Kenan will review and identify in Expanded Dispatch Guide.**

Extension request form needs revamped.

**Action Item: Jeff will revamp (the draft document needs to be given to Kenan for taking to the National CORD Meeting at the end of November)**

Resource list –non competitive (drivers, ambulances, etc.) where are they? Summary of equipment and service supply list needed.

**Action Item: SWCC needs the summary lists from each center of what equipment they have out there so SWCC will know where to place orders. Incorporate into Expanded Dispatch Guide – Jeff**

Crew demob from out of GACC travels on multiple flights and multiple days to get home.

**Action Item: Address at National Coordinator Meeting - Frank**

ROSS availability status, add state as an “available to” location

**Action Item: Kenan will follow up on this**

Tactical vs. support Water Tenders, challenge for the state 95% of all FD resources can be classified as tactical. ROSS only allows one way to input.

**Action Item: Sonja will check with John Skeels to see if possible to classify equipment as both tactical and support**

Terminology - “immediate need”. No assigned standard on immediate need. AZ Fire Chief Association is involved as to what is an acceptable definition for “immediate need”.

**Action Item: Steve & Kenan will work on this with the Fire Chief’s Association and implement in mob guide.**

Fire Hire - Lack of qualified individuals to fill vacancies in dispatch – Mission statement needed.

**Action Item: Continue to utilize training list - Zoni**

Getting serial numbers or vin#, computers, printers, trailers, mobile offices, etc. Tracking mechanism is needed.

**Action Item: Identify in Expanded Dispatch Guide and reiterate to Buying Teams**

Communications with radio, lot of dead spots. No National FF in Farmington area.

**Action Item: Work with adjoining centers Renee**

Name requests not being honored at NICC level.

**Action Item: Communicate. Ensure special needs clarify why individual is being requested.**

## **INTELLIGENCE OPERATIONS**

Jay Ellington reviewed with the group a few items regarding several intelligence gathering programs that need to be more closely monitored and utilized. The first area of discussion was the SIT report program. It is old and outdated, however a new version is being written. This is a program that is used for daily operations and needs to be updated on a daily basis with as accurate intelligence as possible. NICC uses this to set priorities and allocate resources.

The ICS-209 program is not being initiated or updated properly in some cases. This is another program that NICC uses to set priorities and allocate resources and is helpful during the morning

national conference calls. If a large fire occurs it is imperative that an ICS-209 is initiated on the same day. Not all blocks are required to be completed on the initial ICS-209, but it is important that one is at least initiated. The reporting dates for full suppression and non-full suppression fires differ, in that fires need to be updated daily and non full suppression fires can be updated on Thursday of each week. All 209s are required to be submitted no later than 2100.

Jay mentioned that if there are changes to these programs they will be reflected in the mob guide.

The next area of discussion was the FTP.NIFC.GOV site. This site is used for shape files, maps and IAPs. Jay explained the difference between the Incidents folder and the GACC support folder, and the link located on the SWCC website. He provided the group with the passwords for the two folders.

Wildweb was also discussed. Dispatch centers have the capability to select items that can be displayed, i.e. lat & long. SWCC will provide dispatch centers with those items they would like to see show in the comments section of Wildweb.

Jay offered up space via the GACC website for dispatch centers to create their own websites. If interested in space, the center manager should contact Jay. No set template is required at this time.

Jay offered to provide a couple of one day training sessions in AZ and NM for those that are doing Intel type work. He would like to go through all the programs and hopefully provide a better understanding of how they work and what information is needed. The group felt that the sessions would be helpful and committed to having individuals attend.

## **BIN ITEMS**

Tracking of red lights and sirens in response, is this being done? The group stated that they are receiving reports when using them. There is a tab in WildCad that is utilized to track this.

VTC Capability – **Action Item:** Nicole will take the lead on this; need to determine if this is capable at the dispatch centers. It was suggested to see if we can find a solution that is not dependent on a USFS or Agency connection.

Don Griego, IQS for New Mexico State FMO needs to ensure he has roles in the New Mexico centers so the feed in with ROSS will work.

IMT – SWCG decided to discontinue the sponsorship of the shared FUM team but will continue to support membership of second team in Northern Rockies. Northern Rockies will sponsor both FUM teams. Type 1 IC, Dugger Hughes has completed his 3 years and the new IC is Tony Sciacca. There has been discussion to possibly eliminate one of the the Type 2 teams. At this time Matt Reidy will be taking over as IC for the Northern Arizona Team for one year. This will be revisited next year. E applications for team nominations will be sent out November 1 and close December 2. Individuals can only apply to three positions.

D-310 class to be held in Ruidoso, NM from January 9<sup>th</sup> through the 13<sup>th</sup>. Arizona will hold the training the week of March 19<sup>th</sup> through the 23<sup>rd</sup>.

On call/Duty Officer direction/standards are needed. The group discussed policy and need to document. If no calls received should there be no charging of time?

**Action item: Review policy with IBA folks**

BIA dispatcher job for Santa Fe/Taos closes on Monday the October 17<sup>th</sup>.

With no further business to discuss the meeting adjourned at 12:00 on October 14, 2011.