Eastern Area

Coordination Center

Operations Guide

2015

TABLE OF CONTENTS:

10 GENERAL

20 STANDARD OPERATING GUIDELINES FOR DISPATCHERS

30 RESOURCE ORDERING

Eastern Area Coordination Center
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Welcome to the Eastern Area Coordination Center (EACC). EACC is an interagency office comprised of various land management agencies. The Center serves the 20 Northeast States, Bureau of Indian Affairs, Bureau of Land Management, National Park Service, US Fish and Wildlife Service, and the US Forest Service.

We have developed this guide to assist you in making the adjustment from your home unit to our operation, and to inform agencies and offices about our basic operating procedures. This publication will address the overall operations of EACC. Questions about the individual desk operations and shift schedules can be answered by your Supervisor

Our goal at EACC is to provide the best service possible to the Eastern Area resources being mobilized to incidents. You are a very important part of that service. Your suggestions and experience will make a valuable contribution to our operation. We expect you to take the "extra step" to support the folks on the incident.

We appreciate your willingness to be a part of our organization. We trust that you assignment here will be a safe, enjoyable, and productive experience.

/s/ L McIntyre-Kelly

Laura McIntyre-Kelly
Center Manager
Eastern Area Coordination Center

Eastern Area Coordination Center

OFFICE OPERATIONS GUIDE

10   GENERAL

10.1   PURPOSE

The purpose of the Eastern Area Coordination Center (EACC) Office Operations Guide is to define roles, responsibilities, and operational procedures for the office.

10.2   EASTERN AREA COORDINATION CENTER MISSION

To promote safe, efficient and cost-effective support operations for fire and aviation management, through interagency cooperation and standardized procedures. To be equally responsive to all agencies we serve.

The Eastern Area Coordination Center:

➢ Serve's the Eastern Interagency wildland fire community.

➢ Identify the "quickest and most cost effective" resource regardless of boundary and utilize as appropriate.

➢ Provides timely communications on information and decisions that affect the interagency community.

➢ Gives all agencies equal consideration to fill resource requests.

➢ Mobilizes personnel, aircraft, supplies, and equipment throughout the Eastern Area and to other geographic areas to meet incident, severity, prescribed fire needs and all hazard situations.

➢ Maintains status of teams, overhead, crews, equipment and fill requests based on priorities in multiple fire/non-fire situations.

➢ Collects and distribute intelligence concerning the national/area fire/all hazard situation.

➢ Schedules agency aircraft for administrative or mission flights in a cost effective manner.

➢ We will treat all our customers with courtesy and respect, meeting their needs professionally, competently and efficiently, expecting the same behavior from them.

➢ Commits to working together in a cooperative, non-competitive way. A good, positive attitude goes a very long way.

➢ Maintain clear communications between all agencies and offices you are dealing with.

10.3   FUNCTIONAL DEFINITIONS

CENTER MANAGER

The Center Manager (CM) performs general coordination duties for area support operations, keeping the Eastern Area Coordinating Group (EACG) informed of fire situations and determines priorities and supervises normal fire activities. This position works directly with the EACG, National Interagency Coordination Center (NICC) Center Manager, the National Multi-Agency Coordinating (NMAC) Group Eastern Area representative, Geographic Area Coordination Centers (GACCs), Incident Commanders (ICs), and FEMA ESF4s (Lead and Wildfire support personnel).

Logistics:

Coordinator on Duty

The Coordinator on Duty (COD) is generally one of the permanent EACC's staff or sometimes a detailed individual that provide direct supervision to the Supervisor Dispatchers. This position is responsible for managing the overall dispatch operation and act's as a focal point for resource order related questions, EA Team Orders, and responds to questions from the EA field units as well as NICC & GACC counter parts. The COD solicits Eastern Area Priority Trainee assignments.

Supervisory Dispatcher (EDSP)

The Supervisory Dispatcher (EDSP) oversees functional area(s) of dispatching. The EDSP is responsible for the technical accuracy in the execution of resource orders and operational efficiency of the functional dispatch section(s). This position supervises support dispatchers and dispatch recorders as assigned. The EDSP works directly with the COD.

Support Dispatcher (EDSD)/Dispatch Recorder (EDRC)

The Support Dispatchers and Dispatch Recorders are the basic positions of the office. They usually work under the supervision of the EDSP, depending on the level of activity. Their primary job is to process resource orders. This position also monitors Unable to Fill (UTF) positions, reassignments, available resources, and crew commitment.

Predictive Services Group:

The Predictive Services Group monitors, analyzes and predicts fire weather, fire danger, and fire management resource impacts across Eastern Area. Predictive Services is a combined effort between the Intelligence Coordinator and Fire Weather Program Manager. The Predictive Services Group may also analyze fire behavior when a Fire Behavior Analyst is assigned to EACC, both provide management resources impacts. This group works for the Center Manager (CM).

Fire Weather Program Manager

The Fire Weather Program Manager oversees the functions of the Fire Weather Program. As Fire Weather Program Manager, duties include preparing and disseminating fire weather forecasts and briefings for the Eastern Area, providing meteorological input to Predictive Services, briefing the MAC group, acting as liaison to the National Weather Service, assisting in the dispatch of weather related resources, conducting training and research and development efforts and maintaining the integrity of the interagency RAWS/NFDRS network. This person services as the main Eastern Area contact to the National Predictive Services Center at NICC.

Intelligence Coordinator

The Intelligence Coordinator oversees the functions of the Intelligence Section. This position is responsible for the review, analysis, and interpretation of fire danger indices, fire occurrence, and resource needs. The Intelligence Coordinator takes action to ensure there are timely submissions of area-wide Situation Reports as well as ICS-209 reports. The Intelligence Coordinator is responsible for the production and distribution of various reports such as the Managers Brief, Wildland Fire Outlooks, and IARR/Crew Reports to land management agencies within the Eastern Area. The Intelligence Coordinator is also responsible for the collection and management of wildland fire related statistics.

OTHER:

Fire Behavior Analyst

The Fire Behavior Analyst is a detailed position at the EACC during periods of Eastern Area Planning Level III or higher. The position is responsible for developing baseline fire behavior data, liaison with Fire Behavior Analyst on specific incidents, and providing daily fire behavior reporting to units within the Eastern Area. This position briefs to the CM and/or EAMAC as requested.
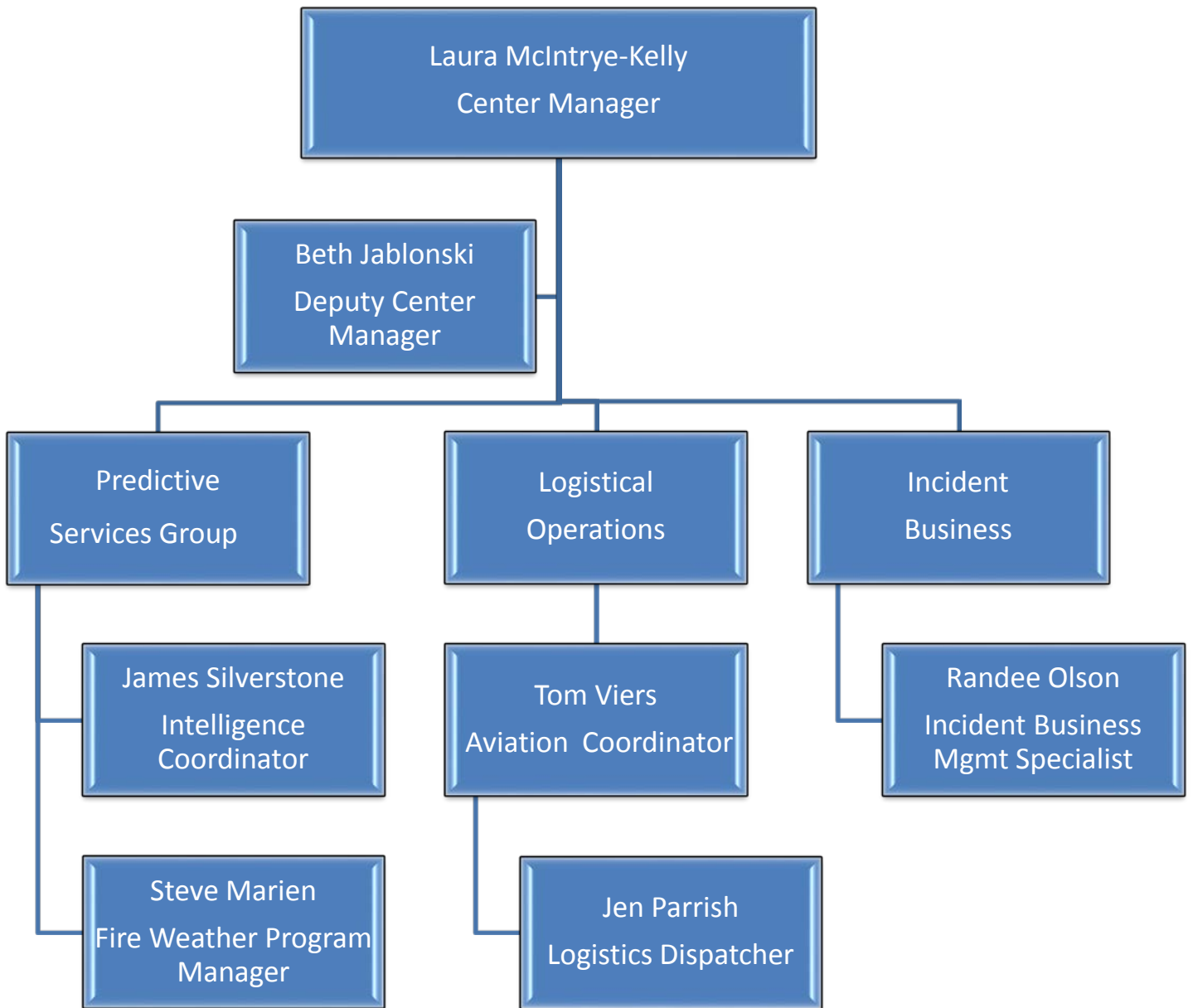
Intelligence Support

The Intelligence Support is a detailed position at EACC. This position serves as an assistant to the Intelligence Coordinator. Primary duties include compiling, editing, disseminating intelligence related products to agencies and cooperators with the EA during higher Planning Levels.
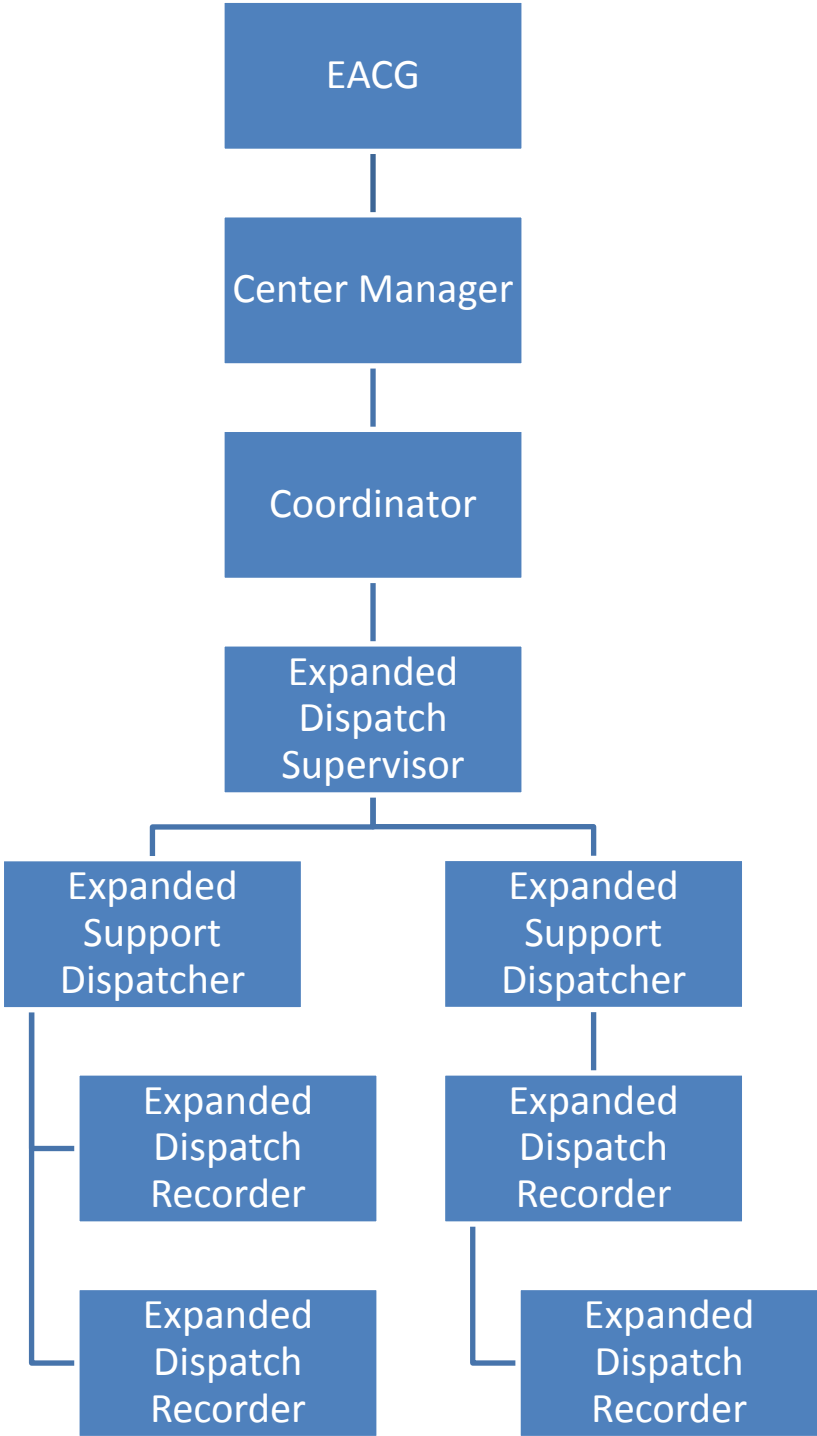
10.4   STAFFING

The EACC's normal operating hours are an 8 hour shift. As activity occurs, EACC will adjust work hours and schedules as necessary.

EACC permanent staff will cover dispatch functional areas until workload warrants additional help. Additional help will be ordered to meet operational needs.

Standard Operations

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                    ┌─────────────────────────┐
                    │   Laura McIntrye-Kelly   │
                    │      Center Manager      │
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Laura McIntrye-Kelly — Center Manager

Beth Jablonski — Deputy Center Manager

Predictive Services Group

Logistical Operations

Incident Business

James Silverstone — Intelligence Coordinator

Tom Viers — Aviation Coordinator

Randee Olson — Incident Business Mgmt Specialist

Steve Marien — Fire Weather Program Manager

Jen Parrish — Logistics Dispatcher

Expanded Operations

EACG

Center Manager

Coordinator

Expanded Dispatch Supervisor

Expanded Support Dispatcher

Expanded Support Dispatcher

Expanded Dispatch Recorder

Expanded Dispatch Recorder

Expanded Dispatch Recorder

Expanded Dispatch Recorder

10.5   FUNCTIONAL STATEMENTS

FUNCTIONAL STATEMENT FOR CENTER MANAGER

The Center Manager performs general coordination duties for area support operations, keeps the Eastern Area Coordinating Group (EACG) informed of fire situation and determines priorities and supervises normal fire activities.

➢   As needed, provides direction for the Coordinator.

➢   Conducts briefings with EACC Operations and Predictive Services.

➢   Coordinates with the Multi-Agency Coordinating Group (MAC). Provide briefings and implements the MAC Group's direction.

➢   Maintains resources in EA for Initial Attack Operations during draw-down.

➢   Recognizes sensitive, political or other special issues. Mitigates issues to minimize their impact on operations. Keeps EACG Chair apprised of impending situations.

➢   Communicates priorities directed by MAC Group to the EACG.

➢   Directs and supervises all logistical dispatch support operations in the EA.

➢   Sets staffing priorities.

➢   Services as main contact for NICC Center Manager regarding Geographical and National issues.

➢   Gives direction to Coordinator and Predictive Services Group.

➢   Monitors Preparedness Levels and recommends/implements changes per condition and guidelines.

➢   Approves items for posting to the EACC web page.

➢   Maintains a Coordinator on Duty (DOD) log.

FUNCTIONAL STATEMENT FOR COORDINATOR (a.k.a. Coordinator on Duty)

The Coordinator (COD) position may be requested at the discretion of the CM. The COD works with EDSP(s) to address issues pertaining to dispatch functions. The COD provides direct supervision of operations. This may include the EDSDs and EDRCs. During increased activity, the COD will supervisor the EDSP(s). The COD acts as a focal point for resource order related questions that cannot be resolved by the Supervisory Dispatcher.

➢   Evaluates workload and provides appropriate staffing level. Evaluates success in filling requests within desired time frames. Ensures any procedural changes or new information is shared with affected sections.

➢ Reviews intelligence summaries and reports to maintain current knowledge of area activity.

➢ Interfaces among dispatch shifts. Ensures that proper communication and coordination occurs between each function area. Manages workload distribution. Monitors shift briefings.

➢ Monitors status of national and critical resources. Identifies shortages or potential problems. Makes recommendations to Center Manager to resolve these issues within the EA.

➢ Maintains a Coordinator on Duty (COD) log.

➢ Gives direction to the EDSP and resolves problems. Maintains a broad perspective for overall operations.

➢ Provides other briefings, as requested.

➢ Acts on the Center Manager's behalf, as needed.

➢ Ensures any procedural changes or new information is shared with affected sections.

➢ Approves all name requests.

➢ Acts as a liaison for support operations and Team Incident Commanders.

➢ Gives orientation to incoming dispatchers on the policies, building safety and EACC Standard operating procedures.

➢ Initiates shift briefings as necessary, if there is no EDSP.

➢ Trouble shoots procedural problems in support operations and network. Identifies where bottlenecks and breakdowns are occurring and corrects them. Evaluates cost effectiveness and information flow.

➢ Insures timely ordering of the Team callouts (Buying Team, Prevention Team and associated requests).

➢ Keeps informed of the general situation and resolves conflicts.

➢ Acts as focal point for all functions, resolves problems, provides direction.

➢ Ensures evaluations are completed for all detailers.

➢ Provides oversight for all functional desks.

➢ Ensures the implementation of Eastern Area Priority Training List.

➢ Maintains Team Rosters.

➢ Approves extension forms.

➢ Coordinates detail request forms.

FUNCTIONAL STATEMENT FOR SUPERVISORY DISPATCHER

The Supervisory (EDSP) is responsible for the supervision of support dispatchers and dispatch recorders.

➢ Provides appropriate staffing levels, with concurrence of the COD, for each functional area.

➢ Verbally updates the COD critical resource shortages. Keeps apprised of resource status using COGNOS in ROSS.

➢ Refers questions concerning policy or interpretation of general operation procedures to the COD.

➢ Upon starting each shift – reviews shift log, reviews resource orders and receives briefing from previous shift.

➢ Maintains a COD Log to document significant events in shift log to ensure continuity of information.

➢ Ensures accuracy of the detailers time sheets

➢ Collects end of shift UTF list(s) for posting to the EACC website by the Intel Coordinator.

FUNCTIONAL STATEMENT FOR SUPPORT DISPATCHERS AND DISPATCH RECORDERS

The Support Dispatcher and Dispatch Recorder (EDSD/EDRC) are the basic positions of the EACC. These positions work under supervision of a COD or Supervisory Dispatcher. The positions primary duties are to process resource orders in ROSS.

➢ May utilize resource tracking systems for crews and equipment as necessary.

➢ Responsible for all resource orders in their particular area. (May have to work multiple desks, depending on the amount of activity.)

➢ Ensure that all supplemental documentation is kept and filed in the appropriate binders, as well as documentation in ROSS.

➢ Receives and completes resource orders using identified procedures.

➢ Processes and prioritizes resource orders following direction of Supervisory Dispatcher.

➢ Determines need for adjunctive equipment, i.e. Incident Meteorologist/Fire RAWS stations, Caterer/COTR and Food Service Requests.

- Places resource requests utilizing the quickest and most cost-effective available resources. (Sources include NFES catalog. ROSS reporting program, reference books and mobilization guides.)

- Ensures prompt action is taken on ROSS resource requests. Ensure travel information is being done correctly in ROSS. Ensures follow-up calls are made to requesting units.

- Receives prior approval from the COD/Supervisory Dispatcher before listing a request as "Unable to Fill" (UTF) and documents reason in ROSS before "UTFing".

- Refer questions concerning policy or interpretation of general operating procedures to COD/Supervisory Dispatcher.

- Upon starting each shift-receives briefing, review shift log notes, and resource orders. Documents significant events in the log to ensure continuity of information. Keeps Supervisory Dispatcher informed through periodic verbal briefings.

- At close of shift, reviews orders and shift log to ensure complete documentation and briefing incoming shift as necessary.

- Utilizes References

FUNCTIONAL STATEMENT FOR THE PREDICTIVE SERVICES GROUP

Intelligence & Intel Support

- Oversees the management of the GACC Situation Report and ICS-209 programs.

- Develops Intelligence related products, as necessary.

- Supervises intelligence support personnel, as necessary.

- Compiles, edits, and disseminates Intelligence related documents to cooperators within the EA

- Provides analysis and interpretation of information pertaining to fire danger indices, fire occurrence, and resource needs in order to assist in development of wildland fire outlooks within the Eastern Area.

- Maintains the EACC website, including development, maintenance, and management under the direction of the CM.

- On a daily basis during fire season:
  1. Prepares Morning Briefing including IARR/Crew reports, year to date fire statistics and the Fill/UTF report
  2. Prepares briefings for the FS, FMOs, EA Center Manger and NICC/GACC conference calls.
  3. Provides daily intelligence briefings to EA staff and R9 FAM when appropriate.

➢ Monitors submission of the Daily Situation Reports from EA Units. Takes action to insure submission, accuracy, and timeliness. Retrieves various reports and monitors web sites to produce the Managers Briefing.

➢ Updates the Eastern Area Planning Level on the EACC website with concurrence from the CM.

➢ Maintains a Coordinator on Duty (COD) log.

➢ Develops Cognos Reports for statistical Resource information.

FIRE WEATHER PROGRAM

The Fire Weather Program consists of a Program Manager (Meteorologist).

- Produce and develop Eastern Area Coordination Center (EACC) Predictive Services products and services which include:
  o Specific daily products during the fire season:
    ▪ 7-day Significant Fire Potential forecast
    ▪ Eastern Area Days 1 and 2 Fire Weather Outlooks
    ▪ Predictive Services Videocast
    ▪ Eastern Area Weekly Outlook
    ▪ Eastern Area Morning Briefing
    ▪ Fire weather briefings to staff and management
    ▪ Publishing observed and forecasted fire danger indices
  o Produce Fire Family Plus graphs during the fire season which display fire danger indices for various Remote Automated Weather Stations (RAWS) locations across the Eastern Area
  o Provide automated Fire Family Plus graphs for the 24 Predictive Service Areas within the EA
  o Provide prescribed burn window to various federal and state fire management personnel to potentially maximize use of financial and personnel resources

- RAWS coordinator for Region 9 of the U.S. Forest Service, working with U.S. Forest Service Region 9 RAWS as well as other federal agency and state owners and maintainers to ensure the network is supplying accurate, timely, and complete weather data

- Provide seasonal weather summaries and outlooks and present findings to the Eastern Area interagency community

FUNCTIONAL STATEMENT FOR THE PUBLIC INFORMATION OFFICER

When fire activity in the EA warrants and where interest is beyond the capabilities of the Intelligence Section a Public information Officer (PIO) position is established in EACC.

➢ Writes, posts, and distributes press releases, works with regional public affairs offices.

➢ Responds to inquiries from the media.

➢ Act as the liaison between the incident, EACC, the general public and the media.

➢ When requested to provide a briefing to the media, the CM, agency official(s), Intelligence Coordinator, and the PIO will determine the information needed and format of the information being provided. Any requests from the media should go through the PIO, Intelligence Coordinator, or Center Manager.

➢ The PIO works with the Intelligence Section to ensure press releases are posted to the fire information page of the EACC website.

➢ Coordinate with EACG agency leads on agency related issues.

➢ Maintains a Shift Log to document significant events.

FUNCTIONAL STATEMENT FOR THE FIRE BEHAVIOR ANALYST

During an active wildland fire season in the Eastern Area, a Fire Behavior Analyst (FBAN) position is established. This generally happens at Eastern Area Preparedness Level III or higher. The Fire Behavior Analyst (FBAN) works in conjunction with the existing Predictive Services Group.

➢ Produces daily regional outlooks of weather and fire behavior.

➢ Provides briefings to CM and MAC Group.

➢ Disseminates fire weather and fire behavior products to the field via e-mail and the EACC webpage.

➢ Is available for contact by field units with fire behavior related concerns.

➢ Supplement incident specific fire behavior work as needed.

10.6 EACC Website

The Eastern Area Coordination Center maintains a web page. The current URL is http://gacc.nifc.gov/eacc

Various products posted to the EACC website:

PREDICTIVE SERVICES:
> **Intelligence Page**
>> **Morning Report**
>> **Unable to Fill (UTF) List**
>> **Interagency Resource Representative (IARR) Report**
>> **Large Fire Location Map**
>> **Daily Situation Reports**

> **Weather**
>> **Fire Weather Briefing Page**
>> **EA Predictive Services Videocast**
>> **ROMAN/Meso West Page**
>> **RAWS Data**
>> **Satellite Images**
>> **NWS Fire Weather Forecasts/Red Flag Warning/Fire**
>> **National Weather Service Fire Weather Watch/Red Flag Warning Map**
>> **Weather Watch Map**
>> **CPC/HPC Forecast Links**

> **Outlooks**
>> **Daily, Weekly and Monthly/Seasonal Fire Weather/Fire Potential Outlooks**
>> **Danger Outlooks**
>> **7 Day Significant Fire Potential**

> **Fuels/Fire Danger**
>> **NFDRS/Canadian Fire Danger Indices Fire Family Plus**
>> **Graphs for each State Compact**
>> **Wildland Fire Assessment System (WFAS)**
>> **Automated Fire Family Plus graphs for 24 Predictive Service Areas within the EA**

ADMINISTRATIVE
> **Eastern Area Coordinating Group**
> **Policy and Reports**
> **Incident Business Management**
> **Safety Management**
> **Software Applications**
> **Training**

10.7   PREDICTIVE SERVICES

10.7.1   INTELLIGENCE SECTION

Within the EACC organization, the Intelligence Section is a decision services support function that falls under the Predictive Services umbrella. In general, the Intelligence Section collects and analyzes situation reports, ICS-209's, and prescribed fire information. The Intelligence Coordinator utilizes COGNOS to generate a number of reports, maintains various databases to analyze fire occurrence and resource data, and coordinates with the Fire Weather Program Manager. Also works with NICC Intelligence to ensure they are up-to-date on incidents occurring within the Eastern Area. Oversees the ftp://ftp.nifc.gov/eacc site for IMT's to post GIS files, and helps maintain the primary web pages on the EACC website. Tracks committed Overhead, Crews, Engines, and Aircraft inside and outside of the GACC for reporting purposes. Also monitors daily fire danger, fire information and fire weather in order to update specific web pages.

10.7.1A   SIT REPORT PROGRAM

<u>Daily Reporting</u>

Big Rivers Compact:	Feb. 1 - Apr. 30	Oct. 1 – Dec. 1
Great Lakes Compact:	Mar. 15 – June 1	Sept. 1 – Nov. 1
Mid-Atlantic Compact:	Mar. 1 – May 31	Oct. 1 – Dec. 15
Northeast Compact:	Apr. 1 – Nov. 1	

*Weekly reporting is required outside these parameters.

Following the above timeframes, each dispatch center in the EA submits a daily situation report that the Eastern Area and NICC utilizes in various regional and national reports. Its purpose is to keep the fire community informed of current activity. The SIT Report Program is a web-based program located on the National Fire and Aviation Management Applications website (FAMWEB) at http://fam.nwcg.gov/fam-web/. Anyone with a WIMS user ID and password can have access to the SIT Report Program.

10.7.1B   ICS-209 Program

When a wildland fire reaches a size of 100 acres in slash and timber or 300 acres in grass or brush, the unit on which the fire originates or has protection responsibility must submit an ICS-209. The ICS-209 is designed to provide significant information on size, location, threats, resource needs and commitments, fire behavior, and projected needs and spread of the fire. This information is used by various regional and national fire managers, the EA MAC Group and National MAC Group (when operational), to prioritize resources between incidents for all the Geographical Areas. When an Incident Management Team assumes responsibility of a fire, they will take over daily data entry into the ICS-209 program from the local unit. The ICS-209 program is a web-based program located on the National Fire and Aviation Management Applications website at http://fam.nwcg.gov/fam-web/.

10.7.1C   FIRE QUANTIFICATION

For purposes of reporting fires during the National GACC call, the following breakdown will be used for quantifying initial attack activity across the entire Eastern Area.

Minimal	1-25 fires	Moderate	51-75 fires
Light	26-50 fires	Heavy	75+ fires

10.7.1D   MORNING BRIEFING

Each morning, the Intelligence Section in conjunction with the Fire Weather Program Manager, produces the daily morning briefing for dissemination to the Eastern Area Interagency Community. The briefing includes Eastern Area incident(s), for both initial attack and large fire activity, all hazard incidents, prescribed fires and year-to-date fire activity information. The briefing also includes daily fire behavior, and fire danger outlooks, and resource information. The morning briefing is a detailed geographical report with more localized information than the national Incident Management Situation Report. You can find the report on the Intelligence page of the EACC website.

10.7.1E   LARGE FIRE MAP OF ACTIVE INCIDENTS

The national intelligence section builds a daily large fire map so personnel can visualize the actual location of incidents across the country. You can find the link to this map on the Intelligence page of the EACC website. The same link may also be found on the EA Managers Brief.

10.7.1F   IARR REPORT

The Interagency Resource Representative (IARR) Report is generated when one or more IARR(s) are assigned to four (4) or more crews either inside or outside of our geographical area. The IARR report is a synopsis of crew activity, assignment location, and welfare of the crews as reported daily by the assigned IARR's. You can find the report on the Intelligence page of the EACC website.

10.7.2   FIRE WEATHER

10.7.2A   FIRE POTENTIAL OUTLOOKS

The 7 Day Significant Fire potential displays forecast fuel dryness levels for 20 Predictive Services Areas (PSA) across the Eastern Area. Significant weather triggers within a PSA are also included in this product when the forecast dryness level is Very Dry. A weather synopsis, fire potential, and resource discussion is also included. This product is posted daily on the Fire Weather Program Manager's regular duty days based on the Eastern Area Planning Levels.

10.72B   FIRE WEATHER FORECASTS

The EA Weekly Outlook is a graphical forecast fire weather planning took displaying accumulated precipitation maps, current drought information and outlooks, areas of critical RH, high winds, elevated fire potential, 24 hour precipitation amounts, and the 6 to 10 day precipitation and temperature maps. This

product is posted at least twice a week during the spring and fall fire seasons as well as any drought periods during the summer months.

10.7.2C   NFDRS GRAPHS

Fire Family Plus graphs are posted regularly from the spring through the fall seasons which display NFDRS and Canadian fire danger indices at various RAWS across the Eastern Area. The RAWS which are displayed have at least five year weather and fire occurrence history.

20   STANDARD OPERATING GUIDELINES FOR DISPATCHERS

➢ Always ask if you are unsure of the "chain of command." Ask questions to your supervisor. Your supervisor can assist you. If your immediate supervisor is momentarily absent bring the question or issue to the next level supervisor.

➢ Coordinate with your supervisor for the appropriate times to take breaks and lunch. This must be coordinated as to minimize the number of people gone at once.

➢ When participating in daily briefings stand up and speak loud enough so that others may hear you. Give an overview of the request activity you have experienced since your last briefing.

➢ Treat all callers with respect, be helpful and courteous.

➢ Refer all "angry" customer calls to your supervisor immediately.

➢ Refer all media calls to the Intel Coordinator.

➢ Take complete phone messages with date/time, person calling, include phone number and a brief message. Always be sure to initial the "Operator" section located in the bottom, right-hand corner. Ensure to put on a "phone message" form; not a "post-it note."

➢ Utilize the phone's hold feature when asking questions.

➢ Direct all Aircraft calls to Aviation Coordinator or acting.

➢ Stay within your scope of work. Refer phone calls to the proper person. Do not try to answer questions that are not within your scope of work. When in doubt, pass all phone calls to your supervisor.

➢ All emergency release information must be relayed to your supervisor.

➢ Cell phones: Turn ringers to vibrate or quiet. Take personal phone calls away from the dispatch floor.

➢ Refer all IARR calls to the Intel Coordinator or CM.

➢ Utilize desk log to record pertinent information.

ROSS Orders:

➢ Keep your supervisor informed of what orders are pending. They will direct you to where the orders need to be placed. EACC must keep order placement balanced between all EA units.

➢ If you become overwhelmed by orders – tell your supervisor. Ask for help.

➢ Your supervisor will advise you whether to shop an order to the dispatch offices when ROSS is showing no one available.

➢ Notify your supervisor of any Overhead Group orders (Incident Management Teams, Buying Teams, Wildland Fire Use Modules, etc.)

➢ Always share information between other dispatchers and your supervisor. Remember, too much info is much better than not enough.

➢ Refer unusual situations or orders to your supervisor.

➢ Refer all orders for Security Specialist Level 1 (SEC1) to your supervisor.

➢ Make sure all the information is provided on the resource order before placing.
- • View request to verify
  - o Name Requests
  - o Special needs
  - o Management codes with overrides
  - o Reporting location including jetport info
  - o Inclusion/exclusions
  - o Check documentation for additional info
  - o Check mode of transportation

- • If information is missing or questionable, check with your supervisor

➢ All Name Requests must be given to your supervisor. Your supervisor will report back to you on how to proceed.

➢ Document all information pertinent to the order in ROSS. (Document, Document, Document!)

➢ Use desk log for quick reference of actions on orders

➢ Make "heads-up" phone calls to EA Dispatch Centers when placing orders

➢ ALL REQUESTS for TRAINEES or "TRAINEES ACCEPTABLE" direct to your supervisor for Priority Trainee program list

➢ Keep a list of daily UTF's/Fills for the Intel Coordinator

30   RESOURCE ORDERING

30.1   EASTERN AREA ESTABLISHED ORDERING CHANNELS

The established ordering channels for the Eastern Area are graphically displayed in the Eastern Area Coordination Center Desk Reference at each work station. This graphic is also displayed on several walls in the operations area.

Remember local agreements may allow some direct ordering between local units during initial and sometimes extended attack. See your supervisor for specific information and/or directions.

All resource orders EACC receives should be in ROSS. The only exceptions are when the internet is down (server/network problems) or the orders are for a Tactical Aircraft Request (Aircraft desk). The following are specific EACC instructions for both production and ROSS practice:

➢ All Detailers must have a ROSS user Account with valid logins and passwords prior to mobilization.

➢ All documentation is done in ROSS, just as if it was a hard-copy resource order. **DOCUMENT, DOCUMENT, DOCUMENT!**

➢ Only the COD can refuse, turn back or give and Unable to Fill (UTF) on any request. Only the ordering unit can cancel a request. ROSS will not allow you to cancel a request, unless the order was created by EACC. **DO NOT "TURN BACK" OR "REFUSE" ANY REQUEST WITHOUT YOUR COD'S APPROVAL.** Any such action must be documented in ROSS.

➢ Preparedness/Severity/Detail orders will be placed through the established ordering channels in ROSS. A Detail Request form is **required** for requests of commitment of a resource for 15 days or more. Therefore, EACC should receive the Detail Request from the originating office on hard-copy. If one isn't received, a phone call will need to be placed to the Dispatch center. **Do not** place the order until you receive the Detail Request!

➢ Be sure to review the Standard Operating Guidelines for Dispatchers located in the Desk Reference Stands.

30.2   REASSIGNMENT AND RESOURCE ORDER TRACKING

A resource is considered reassigned when a resource moves from one incident to another. This can happen within a dispatch center's response area, between dispatch centers via EACC or between GACC's via NICC.

30.3   BRIEFINGS

DAILY

Usually around mid to late morning, the COD will conduct a floor briefing. This briefing consists of updates from Predictive Services (Weather and Intelligence), Aviation Desk, Supervisory Dispatchers, and the EACC Center Manager, and dispatchers. The briefing usually lasts 30 minutes or less. All incoming phone calls will be held and a message will be taken, except for the aircraft desk during times of Initial Attack ordering or other crucial aircraft mobilizations.

SHIFT

At the end of each shift, it is the responsibility of the COD, in conjunction with the Supervisory Dispatcher(s), to ensure all dispatchers provide adequate shift briefings to the next shift dispatchers. An adequate shift briefing includes a general discussion of the past shift, the shift log, a description of each open order on the desk and any other pertinent information. A shift transition briefing will be conducted as necessary prior to COB. The COD or EDSP will brief the CM.

30.4   DAILY SHIFT LOG

Each Support Dispatcher, the Supervisory Dispatcher, COD, and Center Manager will maintain a daily WildCad log. In the event of WildCad system going down each desk has a paper copy of the Daily Log. The Supervisory Dispatcher/COD will ensure the Support Dispatchers update their daily shift log to reflect all significant shift activity. This may include:

➢ Any movement of National Resources (i.e. "4 Type 1 crews assigned to the incident, see documentation in ROSS".)

➢ Any significant incident activity (i.e. "Fire blew up, rumor that a National team will be ordered.")

➢ Any departure from established Standard Operating Procedures (i.e. "Pilot flight duty limitation changed from 8 hours a day to 7 hours a day.")

➢ Any schedule changes (i.e. "Demobilization is scheduled to start two days from now, we're alternation shifts to accommodate fire camp.")

➢ Any messages relating to injury notification. Also ensure this information is passed along to your supervisor.

➢ Any significant resource shortages (i.e. "All Type 1 crews are committed; helicopter and smoke jumpers and designated as shortage resources."); or the opposite-resource excess.

➢ Planned aircraft movement (i.e. "The NICC jet will be moved to Phoenix after a trip tomorrow for scheduled demobilization two days from now." "50 hour/100 hour checks on aircraft.")

➢ Brief summary of shift activities (i.e. "All quiet, minor crew movement.")

➢ Any follow-up or interaction with other sections (i.e. "A helicopter has been ordered through the Coordination Center, only Call-When-Needed (CWN) available, have advised fire camp to place the overhead order for a module to go with the ship – need to make sure the order comes through and coordinate the "marry-up" point and times.")

30.5   DESKTOP REFERENCES

Each work area is equipped with an Eastern Area Coordination Center Desk Reference. The desk Reference has the below listing, in the following order:

Speed Dial lists, EA Organization Chart, General Safety, Phonetic List, Mnemonics List, Detailers Guide, ROSS Tip Sheets, 24/7 EACC Emergency Operations Plan, Gaslight Building Occupant Emergency Plan (OEP).

30.6 CREWS

All EA Type 2 and Type 2IA Crews will be assigned according to availability and proximity by Center Manager and COD. Advanced notice of possible crew orders to filling dispatch centers can be advantageous since it can take a number of hours, even up to a full day's time, to assemble a Crew(s). A crew must have a hard copy of a crew manifest faxed to the EACC crew desk prior to mobilization.

Document the contact for crews in ROSS under the crew number. If there is information pertaining directly to a specific crew member (ex. Emergency release) document it under the subordinate request number.

The Crew Desk will be responsible for processing the resource order to activate the Mobilization Centers for the affected Compact and notification of the appropriate Dispatch Center with guidance from the COD.

Mobilization Centers are generally opened whenever crews are mobilized. Refer to the below link, for more information:

http://gacc.nifc.gov/eacc/library/Dispatch/Activation%20of%20Eastern%20Area%20Mobilization%20Centers031909.pdf

30.6 A   CREW STATUS BOARD

Crews are tracked on the Crew Assignment board on the west wall near the windows (facing the Flag). Dispatchers responsible for these resources must update the board using the crew spread work sheet. The information on the board will be updated daily as new information becomes available, so it's continuously being updated.

30.6B   TYPE 2 IA & TYPE 2

The Crew Desk maintains an Excel worksheet to track all crews. This sheet will be kept as current as possible.

The following information should be recorded in the spreadsheet:

- o   Name of resource assigned and its unit identifier
- o   Resource order number and request number
- o   Crew leader (contact phone#) and number of people
- o   Transportation – own/needs
- o   Mobilization date
- o   Tentative demob date

Crew information is tracked by EACC on the O drive.

30.7   OVERHEAD

When filling Overhead requests within the EA, the closest forces concept should be utilized. When an overhead order is received in ROSS an availability report is created. If the ROSS report reveals no EA resources are available notify your supervisor. A determination will by COD/EDSP and the hosting unit on whether to place with NICC or to UTF it back to the host dispatch center. **ALWAYS** make a phone call to alert dispatch centers of placed requests.

The Overhead Desk has an additional Standard Operation Guide (SOG). Your COD will be able to advise you on the Overhead SOG location.

30.7A   SEC1, IMET, and Aviation Support Personnel

SEC1s – Security Specialist Level 1

SEC1 orders may require special handling. If the SEC1 order has Inclusion/Exclusions that require "Forest Service Only" or if the order is to be filled with a Forest Service employee, see your supervisor. SEC1 to be filled by a Department of Interior employee can be filled directly.

IMETs – Incident Meteorologists

When an IMET is needed for an incident, the request will be placed up to EACC. The COD will contact the NWS National Fire Weather Operations Coordinator (NFWOC) (Larry Van Bussum, or acting) by calling the NWS Incident Response Desk at 877-323-IMET (4638)

30.7B   EA TEAMS

The EACC is responsible for coordination of three Teams.

- **Type 2 IMT** (Grant)
- **National Buying Team** (Thompson)
- **Prevention Team**.

Authorization for items such as rental vehicles, cell phones, and laptops, etc. should be stated in special needs.

All team orders must be coordinated through the Team Coordinator at EACC. The EACC Team Coordinator is currently the Deputy Center Manager.

The EACC Team Coordinator works with the Team Leader/PSC2 to ensure the Team Rosters are up to date during the Team Rotation period, assists with the development of Team Standard Operating Procedures, as well as Year End Close-Out reports for the Eastern Area Coordination Group.

Type 2 Incident Management Team Orders can be filled internally or placed up to NICC. Coordinate with the COD for all IMT orders.

30.7C   THE FILL/Unable to Fill (UTF) List

The purpose of the UTF List is to keep track of what resources we show no availability for within the Eastern Area. If the results of a query for a resource results in a zero availability count within the EA and must, as a result, be sent to NICC it is placed on the UTF list. The UTF list is posted on the website. The goal of this list is to demonstrate the importance of resource statusing in ROSS and to monitor shortages in specific position qualifications.

Each detailer is responsible to maintain a Fill/UTF list. After the Shift Briefing, detailers will submit their completed Fill/UTF list to the Intelligence Desk.

30.8   EQUIPMENT

All requests will be through established dispatch channels. The "Closest Forces" concept will be utilized to meet date and time needed per request(s) when mobilizing resources for emergency wildland fire suppression. The Eastern Area resources may also utilize a Forest Service contract to transport emergency equipment.

The Equipment Desk has an additional Standard Operation Guide (SOG). Your COD will be able to advise you on the Equipment SOG location.

30.9   SUPPLIES

Supply requests will be identified by NFES catalog item numbers or spelled out on the resource order under "requested item". Requests submitted to the Caches will be on a resource order.

Incidents, dispatch centers, and the National Interagency Support Cache (NISC) have the ability to order direct. Agencies will place orders direct with their servicing designated cache for supplies.

30.10   AIRCRAFT

EACC Aircraft Coordinator coordinates the ordering and movement of all aircraft across dispatch center boundaries. The Aircraft Coordinator processes orders for all fixed and rotary wing aircraft in addition to temporary flight restrictions, frequencies, and infrared flights. All resources ordering will be processed in ROSS. Closest forces concept will always be followed on the aircraft desk. It is critical that certain items be reviewed for accuracy before an order is placed to another dispatch center. These items include latitude and longitudes, frequencies, other aircraft and hazards, and contacts for both air and ground. In inclement weather it is always the pilot's decision as to whether to take an assignment or not. Flight following can be either FAA or agency. The EACC will monitor the Automated Flight Following (AFF) program when aircraft are in transit. An aircraft flight request schedule form needs to be filled out on all flights leaving the Geographic Area and those flights within area that either have fuel stops or are not tactical in nature.

Air tankers, Lead Planes, Type 1 and 2 Helicopters, EU CL-415, and Infrared aircraft are national resources and are utilized based on priorities set forth by the National and Geographic Coordinating Groups. These priorities of Initial Attack are: threats to life, property, and resource value. These priorities will not be determined by the aircraft coordinator. If unclear on the priorities for that day, seek out your supervisor for clarification.

30.10A AIRTANKERS

Name requests for air tankers will not be honored.

30.10B LEAD PLANES

There are no Lead Planes assigned to the Eastern Area. All Lean Plane resources will come from outside the Geographic Area.

30.10C AIR ATTACK

Orders for air attack aircraft will be placed to the dispatch center that has the contract with the vendor. If an ATGS is needed, a support "O" number needs to be created. This needs close coordination with the overhead desk so as to avoid confusion.

30.10D HELICOPTERS

EACC receives orders for Type 1, 2, and 3 Helicopters. Type 1 and 2 Helicopters are national resources and close coordination is needed with NICC on these types of orders. If no Type 1 or 2 Helicopters are assigned within the area, the order will be placed by NICC. If the resource, Type 1-3, is a CWN a HMGB must be identified in "Special Needs" and a meeting up point identified prior to the order being placed with NICC or with a local dispatch center. An "O" number will need to be generated by requesting unit to fill out the module for these helicopters.

See the Interagency Helicopter Operations Guide (IHOG) for helicopter crew configuration.

The Eastern Area has several Type 3 CWN Helicopters on a regional contract. EACC may contact those vendors within the EA directly. Orders for a Type 3 will be placed with the resources local dispatch center. Exclusive use Type 3 helicopters in the EA are a regional resource. Close coordination with EA Center manager, Host Unit, and Forest Service R9 FAM is needed for any movement off forest for these helicopters. Overhead orders are not necessary for these resources; the "A" number will be filled with configuration.

30.10E TEMPORARY FLIGHT RESTRICTIONS (TFRs)

The EACC processes orders for TFRs at the request of the local unit. The local dispatch units will work with their Air Route Traffic Control Center to establish a TFR. EACC will assist with the process if requested. Orders will be requested in ROSS via an "A" number. In special needs the following needs to be given: Latitude and Longitude of center point, altitude above highest terrain or aircraft. VHF AM frequency, and radius. Once the FAA issues the TFR, the local unit will fill the order with the NOTAM number. If requested EACC will fill the order the same way and inform the ordering dispatch center. For further information, consult the Aircraft Coordinator. During busy times an Airspace Coordinator may be assigned.

30.10F FREQUENCIES

The National Incident Radio Support Cache (NIRSC) issues both the Air-Air and Air-Ground frequencies at the beginning of the fire season. Any requests for additional frequencies for large extended attack, multiple incidents, or all hazard incidents will be placed with EACC through established procedures utilizing ROSS. All frequency orders will be processed through NICC in ROSS by the EACC Air Desk.

30.10G INFRARED FLIGHT REQUESTS

Infrared equipment and aircraft are National Resources. NICC will maintain the flight scheduling and priority setting for national infrared resources when competition exists. All infrared flight requests are placed to NICC no later than 1530 MDT, utilizing established ordering channels. Infrared Scanner Request Forms for infrared flights will be created at the National Infrared Operations (NIROPS) website, http://nirops.fs.fed.us/rcr/scanner/index.php   An "A" number will still need to be processed via ROSS and

sent to EACC who will send the order to NICC. Ensure that all information on the form is complete and accurate. A new "A" number request needs to be sent to NICC on each successive flight on a large incident.

A qualified Infrared Interpreter (IRIN) must be confirmed or in place at the time of the Infrared Flight. IRIN's will be ordered using an "O" number request.