Unit Objectives:
- Describe the purpose and structure of the dispatch organizations (established and expanded).
- Demonstrate the use of established dispatch ordering channels.
- Describe the unique language of dispatch.
- Describe Unit ID components and dispatch channels as they relate to IROC.
- Describe EDRC’s roles and responsibilities and their limits of authority.
- Describe the importance of documentation and record keeping.

Unit at a Glance:

<table>
<thead>
<tr>
<th>Topics</th>
<th>Method</th>
<th>Duration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dispatch Organization</td>
<td>Presentation</td>
<td>10 Minutes</td>
</tr>
<tr>
<td>Dispatch Positions</td>
<td>Presentation</td>
<td>5 Minutes</td>
</tr>
<tr>
<td>Ordering Channels</td>
<td>Presentation</td>
<td>5 Minutes</td>
</tr>
<tr>
<td>Common Terminology</td>
<td>Presentation</td>
<td>10 Minutes</td>
</tr>
<tr>
<td>Relationships/Communication</td>
<td>Presentation</td>
<td>15 Minutes</td>
</tr>
<tr>
<td>Documentation</td>
<td>Presentation</td>
<td>10 Minutes</td>
</tr>
<tr>
<td>Preparing for Assignment</td>
<td>Presentation</td>
<td>5 Minutes</td>
</tr>
<tr>
<td><strong>Total Unit Duration</strong></td>
<td></td>
<td><strong>1 Hour</strong></td>
</tr>
</tbody>
</table>

Materials:
- Student Laptops with IROC
- Internet access
- Ability to display images and video on large screen
Slide 1
### Objectives

- Describe the purpose and structure of the dispatch organizations (established and expanded).
- Demonstrate the use of established dispatch ordering channels.
- Describe the unique language of dispatch.
- Describe unit ID components and dispatch channels as they relate to IROC.

- Review unit objectives.
Objectives

- Describe the EDRC’s roles and responsibilities and their limits of authority.

- Describe the importance of documentation and record keeping.

Review unit objectives.
Established Dispatch Primary Mission

Provide safe, timely, and cost-effective coordination of emergency response within a specific geographic area.

Dispatch Organization

- There are two types of dispatch organizations: Established and Expanded.

Established dispatch organization primary mission is to:

- Provide timely, cost-effective coordination of emergency response within its specific geographic area.

There are three levels of established dispatch.

- Local agency or interagency dispatch centers.
- Geographic Area Coordination Centers (GACCs).
- National Interagency Coordination Center (NICC).
Established Dispatch Types

1. Local agency or interagency dispatch centers

<table>
<thead>
<tr>
<th>Daily Duties</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aircraft</td>
</tr>
<tr>
<td>Intelligence</td>
</tr>
<tr>
<td>Initial Attack</td>
</tr>
<tr>
<td>Resource mobilization and tracking</td>
</tr>
<tr>
<td>Telephone and radio traffic</td>
</tr>
</tbody>
</table>

Local dispatch center

- Commonly referred to as “initial attack” or IA.
- Responsibilities include, but are not limited to:
  - Daily duties (weather forecasts, tracking non-fire resources, any other local duties).
  - Aircraft flight following.
  - Intelligence gathering and dissemination (i.e., WIMS, IQCS, weather forecasts, tweeting, etc.).
  - Responding to initial fire reports.
  - Resource mobilization and tracking.
  - Telephone and radio traffic.
Established Dispatch Types

2. Geographic Area Coordination Centers (GACCs)

- Focal point for requests not filled at local level.
- Provide intel, predictive services and related products for geographic area.

Geographic Area Coordination Centers

- There are 10 GACCs in the United States.
- Process requests that are not filled at the local level.
- Provide intelligence, predictive services, and related products designed to be used by geographic area fire community for incident management decision making.
Established Dispatch Types

3. National Interagency Coordination Center (NICC)

- National focal point for requests not filled at the original geographic level.
- Provide intel, predictive svc. and related products for national community.

**National Interagency Coordination Center (NICC)**
- Processes requests that are not filled at the geographic level.
- Provide intelligence, predictive services, and related products, which are designed to be used by the national wildland fire community for incident management decision making.
Expanded Dispatch

- Initiated when a high volume of activity indicates that increased dispatch and coordination capability is required.
- Relieves the established dispatch support of one or more large incidents, or multiple smaller incidents.

Expanded Dispatch Environment

- Can be chaotic and unorganized, especially when first initiated.
- It can go from extremely busy to extremely slow.
- Dispatchers resourced from across the nation.
- Priorities will constantly change.

Remember, you represent the local host unit and your home unit.

Skills Needed for Expanded Dispatch.

- Being flexible.
- Ability to multi-task.
- Team oriented.
- Good communication skills.
- Knowing your own strengths and weaknesses.
- Being proactive.
- Always be professional and courteous.

Note to Instructor

On the following slides discuss the expanded dispatch positions.
Expanded Dispatch Recorder (EDRC)
- Processes resources orders.
- Relay pertinent information.
- Participate in briefings.
- Track resources and document.
- Relay issues to Expanded Dispatch Support Dispatcher (EDSP).

- Receives initial briefing from Expanded Dispatch Supervisory Dispatcher (EDSP).
- Processes resource requests using established procedures and ordering channels.
- Relays pertinent information through established dispatch channels.
- In accordance with established procedures, track resources, and document.
- Participate in briefings and utilize shift/dispatch log when appropriate.
Expanded Dispatch Support Dispatcher (EDSD)

- Processes orders for one or more functional area: crews, overhead, equipment, and supplies.
- Follows established procedures associated with the electronic resource tracking system (IROC).
Expanded Dispatch Supervisory Dispatcher (EDSP)

- Supervises EDSDs and EDRCs.
- Orders additional dispatchers.
- Provides training.
- Coordinates functional areas.
- Schedules and conducts briefings.
- Acts as liaison.

Expanded Dispatch Supervisory Dispatcher (EDSP)

- Orders additional dispatchers as needed for present and future needs.
- Ensures compliance with dispatch protocols.
- Acts as liaison between expanded dispatch and other incident support organizations.
### Expanded Dispatch Coordinator (CORD)

- **Assigned in complex situations involving Multiple Area Coordination (MAC) groups or multiple expanded dispatch organizations.**
- **Acts as liaison between all units (IA, Expanded, MACs, etc.).**
- **Schedules and attends briefings with all units involved.**
Note to Instructor

Demonstrate and discuss different configurations of expanded positions.
☐ Explain the generic ordering channel.
Discuss dispatch units:
- Organizational hierarchy and the relationships of neighbors and parent GACCs.
- Instructor may edit slide to show local ordering channel.

**Question:** Why do we need an ordering channel?

*Answers:*
- *Use of closest resources.*
- *Most efficient method.*
- *Facilitates the tracking of resources efficient resource response.*

**Question:** What would happen if we didn’t use an established ordering channel?

*Answers:*
- *Confusion*
- *Lost resources*
Why do dispatchers have a unique language?

- It is important that students can describe the unique language of dispatch.
- Look at some commonly used abbreviations and terms and demonstrate where to find them.

**Question:** Why do you think dispatchers have a unique language?

**Answer:**

- *Saves time (writing or typing an acronym).*
- *Standardization (everyone speaks the same language).*
Glossary of Common Terminology: This document defines common dispatch terms.

Explain that a unit identifier is five or six characters, consisting of two parts:

- The first two letters indicate the state.
- The second part is three or four letters or numbers that indicate a specific unit.
- Dispatch units can be dispatch centers, coordination centers, communication centers, and command centers.
- Host Units are offices that the Dispatch Center provides dispatching services for. These are agency offices such as USFS, BLM, USFWS, State Forestry, NPS, FEMA, etc.
- Instructions to find unit identifiers through the FAMIT dashboard.
  - On the FAMIT page select Unit ID.
  - Use the Read Only Version and choose the state for the Unit ID you are looking for.
  - Demonstrate various inputs in Search for Unit Identifiers.

Exercise:

- Assist dispatchers with recognizing common unit identifiers and where to find them.
- Instructor provides a variety of unit identifiers and asks class to decipher them using FAMIT Unit Identifier webpage.

Materials Needed: FAMIT Unit Identifier webpage.

Time: 10 minutes
Position Codes

- All overhead positions have a 4-digit identifier.

Examples:

- EDRC = Expanded Dispatch Recorder
- ORDM = Ordering Manager
- FFT1 = Firefighter, Type 1

Acronyms


- ETA = Estimated Time of Arrival
- SOP = Standard Operating Procedure
- UTF = Unable to Fill (also used as UTFs, UTFing, UTFed)
Communication

• Outside Contacts
  - Incoming resources
  - Expanded dispatchers on other units
  - IA and GACC dispatchers / local cache
  - Ordering Manager (ORDM) / Buying Team
  - Supply Unit Leader (SPUL)
  - Logistics Section Chief (LSL)

- Explain to students that it is important to know where to find outside resource’s contact information.

Communication outside of expanded dispatch.

- Discuss other incident personnel or individuals that an EDRC may interact with.
  - Which of them should be referred to the EDSP?

- Discuss why an EDRC would be talking to these individuals.
- Discuss other incident personnel or individuals that an EDRC may interact with.
  - Which of them should be referred to the EDSP?
- Discuss why an EDRC would be talking to these individuals.
Documentation

- **Why Document?**
  - Used for legal proceedings.
  - To follow up.
  - Provides record of significant events.
  - Host unit will reference information after expanded has demobilized.
  - To facilitate shift briefs.

- Be sure to document all significant events in the appropriate location and pass on to staff in shift briefings.
Slide 21

**Recordkeeping**

- IROC is the official system of record
  - Document important information in IROC
- Keep General Messages (ICS 213): Local Protocol
- Keep Shift Briefs

- Host unit will brief you on local recordkeeping protocols.

**Note to Instructor**

Give examples of local recordkeeping:

- Attaching documentation and forms to the IROC resource order.
- Printing resource orders.
- Saving resource orders electronically.
- Electronic desk logs and/or briefing forms.
Preparing for an Assignment

- Make sure you have your resource order.
- Contact host unit for local information
  - dress code, lodging, etc.

☐ Give examples of experiences.
Slide 23

Objectives

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☐ Review unit objectives.
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