



D-110 Unit 1: Expanded Dispatch Organization

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:

Topics	Method	Duration
Dispatch Organization	Presentation	10 Minutes
Dispatch Positions	Presentation	5 Minutes
Ordering Channels	Presentation	5 Minutes
Common Terminology	Presentation	10 Minutes
Relationships/Communication	Presentation	15 Minutes
Documentation	Presentation	10 Minutes
Preparing for Assignment	Presentation	5 Minutes
Total Unit Duration		1 Hour

Materials:

- Student Laptops with IROC
- Internet access
- Ability to display images and video on large screen

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- Review unit objectives.

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Objectives

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Established Dispatch Primary Mission

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



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Dispatch Organization

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

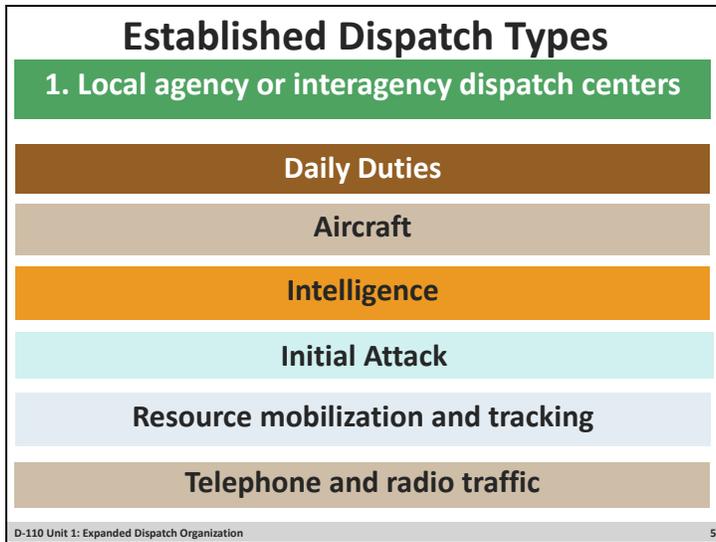
Established dispatch organization primary mission is to:

- 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).

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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.

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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.

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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.

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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.



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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.

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Expanded Dispatch

Created to handle the increased workload on large, complex, or multiple small incidents.



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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.

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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).



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- 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.

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Expanded Dispatch Support Dispatcher (EDSD)

- Mobilize resources in one or more areas.
- Use or direct use of electronic resource tracking system (IROC).
- Provide guidance to EDRCs.
- Relay issues to EDSP.



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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).

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Expanded Dispatch Supervisory Dispatcher (EDSP)

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



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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.

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Expanded Dispatch Coordinator (CORD)

Assigned in complex situations involving Multiple Area Coordination (MAC) groups or multiple expanded dispatch organizations.



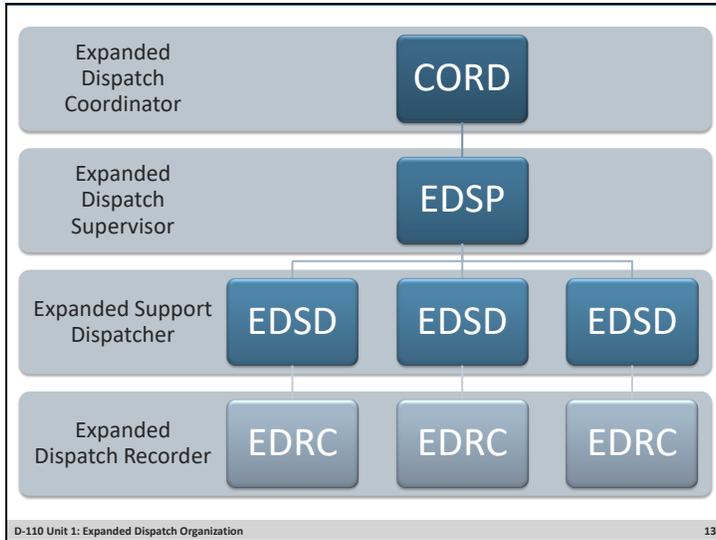
Acts as liaison between all units (IA, Expanded, MACs, etc.).



Schedules and attends briefings with all units involved.

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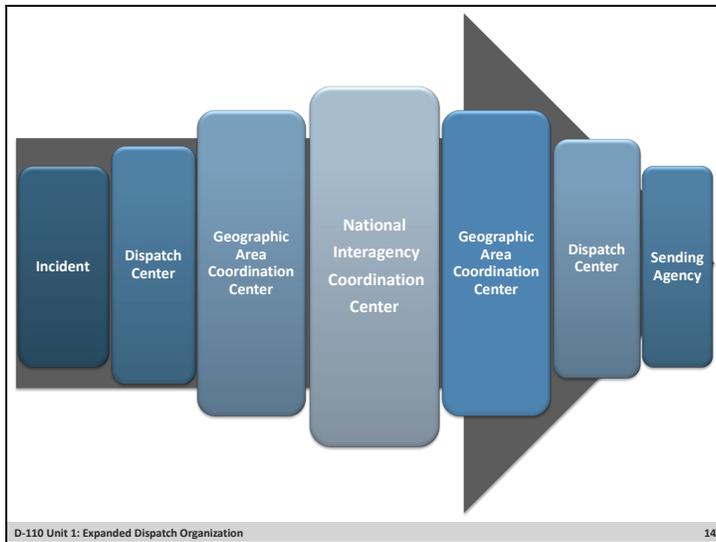
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Note to Instructor

Demonstrate and discuss different configurations of expanded positions.

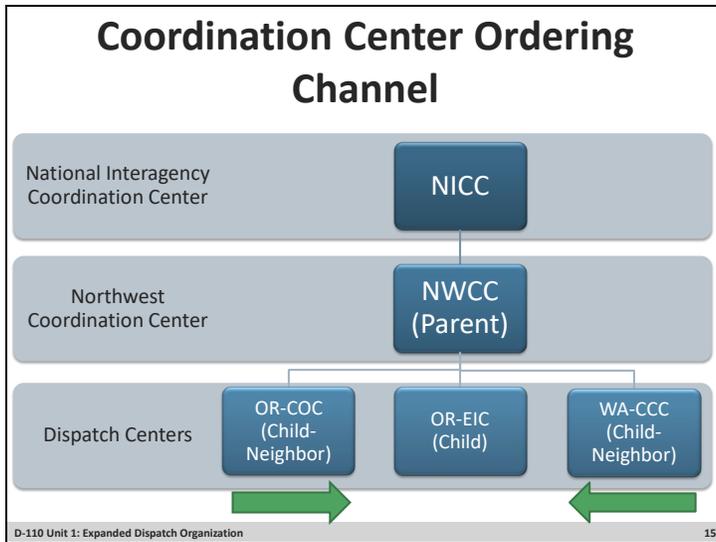
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- Explain the generic ordering channel.

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- 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.*

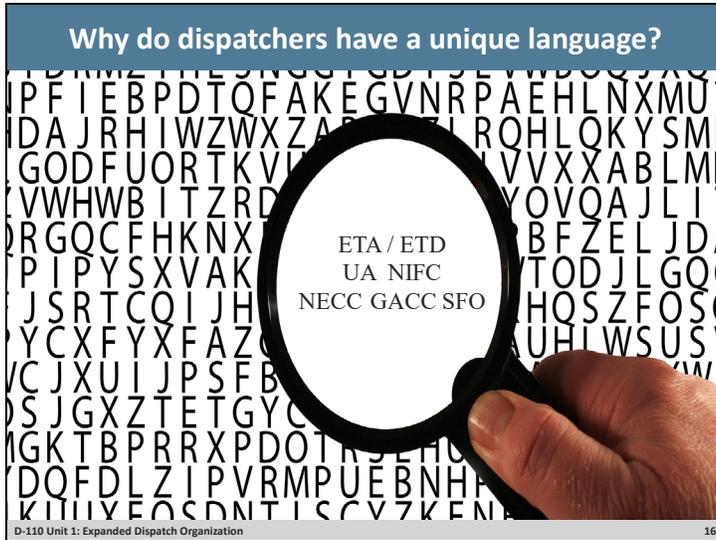
Question: What would happen if we didn't use an established ordering channel?

Answers:

- *Confusion*
- *Lost resources*

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- 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.

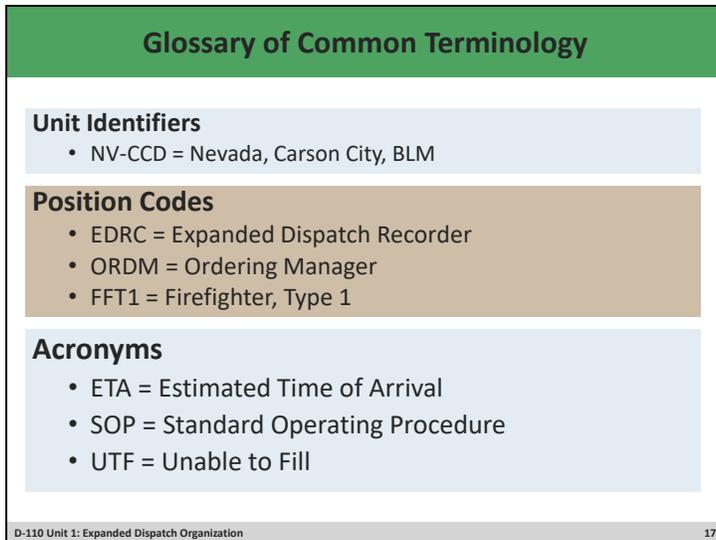
Question: Why do you think dispatchers have a unique language?

Answer:

- *Saves time (writing or typing an acronym).*
- *Standardization (everyone speaks the same language).*

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The slide is titled "Glossary of Common Terminology" and is divided into three sections: "Unit Identifiers", "Position Codes", and "Acronyms".

- Unit Identifiers**
 - NV-CCD = Nevada, Carson City, BLM
- Position Codes**
 - 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

At the bottom left of the slide, it says "D-110 Unit 1: Expanded Dispatch Organization" and at the bottom right, it says "17".

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

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Position Codes

- All overhead positions have a 4-digit identifier.

Examples:

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

Acronyms

Common acronym examples (Glossary of Common Terminology in **EDRC Reference Guide**).

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

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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)



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- 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.

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Communication

- Outside Contacts
 - Ground support/transportation
 - Compact personnel/Contractors/vendors
 - Interagency Resource Representative (IARR)
 - Local management and officers/Public
 - Public Affairs/Information Officers/Media

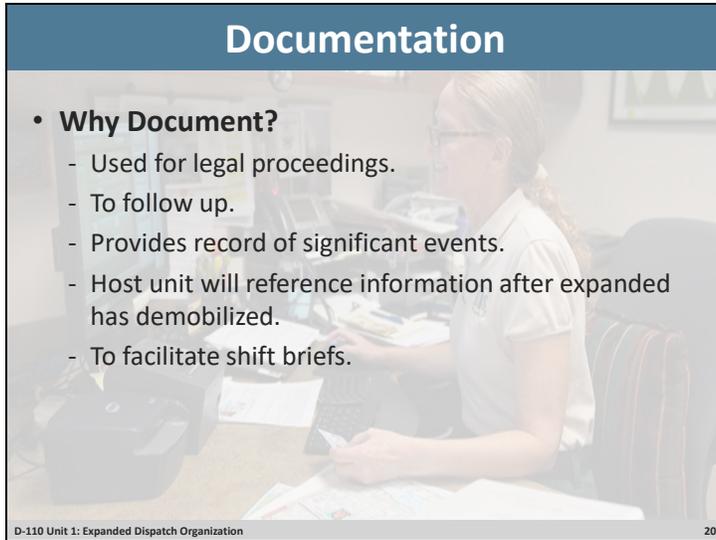


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- Discuss other incident personnel or individuals that an EDRC may interact with.
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Documentation

- **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.

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

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Recordkeeping

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



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- Host unit will brief you on local recordkeeping protocols.

Note to Instructor

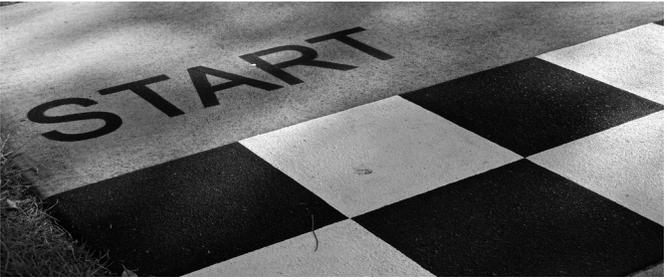
Give examples of local recordkeeping:

- Attaching documentation and forms to the IROC resource order.
- Printing resource orders.
- Saving resource orders electronically.
- Electronic desk logs and/or briefing forms.
- Discuss items on a shift brief (significant events, anticipated workload, any items that need to be followed up on).

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Preparing for an Assignment

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



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- Give examples of experiences.

Note to Instructor:

- Discuss items covered during an Initial Briefing (schedules, expectations, logistics, incident information, who to report to, what functional area will the dispatcher work for, how to report time).

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- Review unit objectives.

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