NWCG Incident Position Standards for Expanded Dispatch Coordinator

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The *NWCG Incident Position Standards for Expanded Dispatch Coordinator* establishes national interagency standards for operating as an Expanded Dispatch Coordinator (CORD) on wildland fires. These standards are meant to ensure safe, efficient, and effective operations in support of interagency goals and objectives and should serve as a guide to promote effective and consistent on-incident training. By definition, NWCG standards encompass guidelines, procedures, processes, best practices, specifications, techniques, and methods.

The Expanded Dispatch Coordinator Position Page, https://www.nwcg.gov/positions/expanded-dispatch-coordinator, in the NWCG position catalog, includes the Incident Position Description (IPD) and Position Qualification Requirements, as well as links to standards and references needed to perform the duties of an Expanded Dispatch Coordinator.

Tasks that are identified by a (*) are those tasks included for evaluation in the Position Task Book (PTB). Tasks not identified for evaluation in the PTB still represent standards for successful performance in the position and should be included in a comprehensive training assignment.

Where references are identified by a (**), refer to your home unit, agency, or organization for specific guidance and policy documentation. For example:

**Interagency Standards for Fire and Fire Aviation Operations* (Red Book)

The National Wildfire Coordinating Group (NWCG) provides national leadership to enable interoperable wildland fire operations among federal, state, Tribal, territorial, and local partners. NWCG operations standards are interagency by design; they are developed with the intent of universal adoption by the member agencies. However, the decision to adopt and utilize them is made independently by the individual member agencies and communicated through their respective directives systems.

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General References

- *NWCG Passenger/Crew and Cargo Manifest*, PMS 245, https://www.nwcg.gov/publications/pms245
- *NWCG Position Task Book for Expanded Dispatch Coordinator (CORD)*, PMS 311-56, https://www.nwcg.gov/position-taskbooks/expanded-dispatch-coordinator
- *NWCG Incident Response Pocket Guide (IRPG)*, PMS 461, https://www.nwcg.gov/publications/pms461
- *NWCG Aviation Mishap Response Guide and Checklist*, PMS 503 https://www.nwcg.gov/publications/pms503
- *A Preparedness Guide for Wildland Firefighters and Their Families*, PMS 600, https://www.nwcg.gov/publications/pms600
- *NWCG Standards for Interagency Incident Business Management*, PMS 902, https://www.nwcg.gov/publications/pms902
- Incident Command System (ICS) Forms, https://www.nwcg.gov/ics-forms
  - Incident Status Summary (ICS 209)
  - General Message (ICS 213)
  - Air Operations Summary (ICS 220)
  - Incident Personnel Performance Rating (ICS 225 or ICS 225 WF)
- Standard (SF) and Optional (OF) Forms, https://www.nwcg.gov/publications/pms902
  - Incident Time Report, OF 288
- Job Aids, https://www.nwcg.gov/job-aids
  - *Expanded Dispatch Job Aid*, J-601
- Aircraft Flight Request/Flight Schedule, https://gacc.nifc.gov/swcc/dc/azpdc/operations/documents/aircraft/forms/Flight%20Strip%20Form-National.pdf
- Automated Flight Following (AFF), https://www.aff.gov/
- Fire Danger Operating Plan (FDOP), https://www.nwcg.gov/committee/fire-danger-subcommittee/nfdrs/rollout-workshop/library
- Fire Enterprise Geospatial Portal (EGP), https://egp.wildfire.gov/egp/
- FireNet, https://www.firenet.gov/
- Incident Management Situation Report (IMSR), https://www.nifc.gov/nicc/incident-information/imsr
- InciWeb, https://inciweb.nwcg.gov/
- Interagency Resource Ordering Capability (IROC), https://www.wildfire.gov/application/iroc
- National Dispatch Standard Operating Guide for Incident Blanket Purchase Agreement (I-BPA) Resources, https://www.nifc.gov/sites/default/files/document-media/National_SOG_Contracted_Resources_Guide.pdf
- Resource Extension Request Form, https://gacc.nifc.gov/gbcc/admin/docs/Resource%20Extension%20Request%20Form.pdf
- SAFECOM, https://www.safecom.gov/
- SAFENET, https://safenet.nifc.gov/
- SIT-209, https://www.wildfire.gov/application/sit209
- U.S. General Services Administration (GSA) Travel Page, https://www.gsa.gov/travel
- WildCAD-E, https://www.wildfire.gov/application/wildcade

Agency-Specific References

- ***Interagency Standards for Fire and Fire Aviation Operations* (Red Book),
  https://www.nifc.gov/standards/guides/red-book
- ***National Interagency Standards for Resource Mobilization*,
  https://www.nifc.gov/nicc/logistics/reference-documents

*Leadership Level 4, Leader of Leaders (Provide Direction)

The distance between the leader and the led increases the challenges of leading. Subordinate leaders frequently work in other locations, so face-to-face communication is not always possible.

As a result, the circumstances for building trust are more complex; even so, the trust must withstand the pressures of time and distance, enabling leaders to confidently communicate intent and delegate responsibility. These leaders act as the conduit between the organization and the people on the ground, interpreting the vision into mission and translating abstract ideas so subordinate leaders can take definitive action https://www.nwcg.gov/committee/leadership-committee/leadership-levels.

Description

- Function as a mid- to senior-level organizational leader.
- Utilize leadership tools to provide strategic direction and influence others to achieve organizational goals.
- Develop personal leadership skills and command presence to increase effectiveness within the organization.
- Fulfill the responsibilities of an effective team member and contribute effectively to upper management decisions.
- Perform as an effective organizational leader within one's functional area.
- Communicate the needs of subordinates up the chain of command.

Behaviors

- Demonstrates expertise in job skills to advise senior leaders and to coach and mentor junior leaders.
- Provides direction in situations with significant consequence to ensure mission accomplishment and reduce organizational risk.
- Propagates creativity and innovation to ensure organizational efficiency and relevance and to increase team member engagement.
- Propagates consistent leader's intent and supports upper management decisions to minimize internal and external friction and ensure alignment with broader efforts.
- Demonstrates a commitment to continuing education and self-development to ensure personal and organizational growth and positive change.
- Utilizes appropriate strategies to motivate the team to accomplish organizational goals.
- Effectively delegates workload to develop future leaders and increase organizational work capacity.
- Influences team and organizational change to ensure continual performance improvement.
- Demonstrates the ability to use planning tools and leadership doctrine to produce an action plan to meet organizational goals.
- Demonstrates emotional intelligence during interactions with team members and external stakeholders to build trust and influence team and organizational outcomes.
- Demonstrates moral courage in difficult situations to build team trust and enhance personal character.
- Demonstrates the ability to focus on team success over personal success in the service of the common good.
- Applies doctrine and values within the team decision-making process.

- Shares pertinent information to all team members to facilitate a shared understanding of salient components and maintain a common operating picture.
- Demonstrates ability to use a variety of communication methods, including listening and questioning, to identify gaps in understanding or risks to the operation.
- Demonstrates ability to provide meaningful self-assessment, team member assessments, and an overall team assessment to improve performance and strengthen team ethos.
- Applies knowledge of styles and methods to defuse conflict in a high-stress environment.
- Demonstrates adaptability and versatility in complex environments.
- Demonstrates ability to accomplish mission while effectively managing team's timelines.
- Uses vision to create a foundation for organizational success and forward thinking.
- Promotes and propagates positive team climate and organizational culture.
- Utilizes reward and recognition to motivate team.
- Applies and adapts mentoring and coaching techniques.
- Demonstrates ability to contextualize outputs from the risk management process to assess, modify, and implement organizational strategies.
- Fosters organizational opportunities for team and individual growth and development.

Knowledge

- Perform a critical assessment of personal staff ethos and how personal core values can guide decision-making.
- Propagate command staff values, culture, and climate throughout team and organization.
- Define the difference between vision and intent.
- Understand various techniques to deal with conflicting stakeholder goals and interests.
- Understand the responsibility that comes with position power.
- Understand how stress physiology and psychology affect team health and performance.
- Define how to build organizational resilience.
- Understand the spectrum of firefighter health and well-being.
- Exercise conflict resolution in a high-stress environment.
- Identify inefficient personal habits that work against the team.
- Understand situational awareness at the organizational level.
- Develop strategies for creating common understanding of organizational environment.
- Understand the importance of a common operating picture.
- Discern relevant information from available information.
- Develop and propagate consistent leader's intent up and down the chain of command.
- Understand perspective audience and develop and deliver appropriate messages.
- Analyze how to manage emotions and self.
- Understand, recognize, and apply personal emotional intelligence.
- Initiate and sustain changes in leadership behavior.
- Understand the ripple effect of decision-making at the organizational level and unintended consequences.

Prepare and Mobilize

Ensure individual readiness.

When to start task: Prior to the assignment.

Resources to complete task: *IRPG*; *A Preparedness Guide for Wildland Firefighters and Their Families*, PMS 600; *NWCG Standards for Interagency Incident Business Management*, PMS 902; IROC; FireNet; WildCAD-E; FAMAuth; *Expanded Dispatch Job Aid*, J-601; **Interagency Standards for Fire and Fire Aviation Operations* (Red Book); **National Interagency Standards for Resource Mobilization*.

How to accomplish task:

- Build a kit.
    - Kit contents:
        - *NWCG Position Task Book for Expanded Dispatch Coordinator (CORD)*, PMS 311-56
        - Office supplies (e.g., pens, pencils, and highlighters)
        - Valid Incident Qualifications Card (Red Card)
        - **National Interagency Standards for Resource Mobilization*
    - Documentation forms:
        - Resource order
        - Rental/National Emergency Rental Vehicle (NERV)/Agency-Owned Vehicle (AOV)/Privately Owned Vehicle (POV) documentation
            - ❖ Travel log (if applicable)
            - ❖ Accident forms
        - Agency-specific forms (e.g., Injury and Workers' Compensation)
    - Suggested items:
        - Cell phone with chargers
        - Laptop
        - Phone list
        - Credit card with a sufficient credit limit
        - Pocket calendar/notepad
        - Identification/Government ID (if applicable)
- Obtain assignment approval from the supervisor.
- Pack a red bag for 14–21 days.
- Verify your data/status is current in IROC.
- Prepare to be absent from home/family. Refer to *A Preparedness Guide for Wildland Firefighters and Their Families*, PMS 600.
- Ensure/gain access to the following programs: FireNet, IROC, Computer Aided Dispatch (CAD), and email(s).
    - IROC and CAD require a FAMAuth login.

Gather critical information pertinent to the assignment.

When to start task: Upon receipt of resource order.

Resources to complete task: Resource order; local Standard Operating Procedures (SOPs); agency travel system; Incident Action Plan (IAP); IROC; Predictive Services and intelligence products; situation report (SIT); *Expanded Dispatch Job Aid*, J-601; ****National Interagency Standards for Resource Mobilization*; ***Interagency Standards for Fire and Fire Aviation Operations* (Red Book).

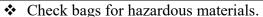**How to accomplish task:**

- Acquire the resource order.
    - Review the contents.
        - Incident/project name
        - Incident/project order number
        - Financial codes
        - Incident base/phone number
        - Request number
        - Reporting date/time and location
        - Special instructions (authorized equipment such as laptop, cell phone, etc.)
    - Ensure the resource order has correct spelling, home unit, phone numbers, and all other information.
    - Coordinate with home dispatch to fill the resource order.
- Obtain a travel itinerary.
    - Mode of travel
    - Estimated time of departure (ETD) and location of departure
    - Estimated time of arrival (ETA) and location of destination
    - Location for rest overnight (RON) if unable to make end destination within that operational shift
- Gather situational awareness.
    - Obtain the IAP, if available.
    - Gather Predictive Services products and intelligence information.
    - Contact the local Dispatch Center Manager (CM)/Expanded Dispatch Supervisory Dispatcher (EDSP)/CORD.
        - Get SOPs electronically and review them.
        - Obtain situational awareness on the status of expanded dispatch operations.
        - Advise when you will be in place.

Travel to and check in at assignment.

When to start task: Upon receipt of resource order.

Resources to complete task: Agency travel program; *NWCG Standards for Interagency Incident Business Management*, PMS 902; ***National Interagency Standards for Resource Mobilization*.

How to accomplish task:

- Follow agency-specific air and ground travel guidelines.
    - Air travel considerations:
        - Comply with baggage limitations.
            - ❖ Refer to Chapter 10 of the ***National Interagency Standards for Resource Mobilization*.

- ❖ Check bags for hazardous materials.
  - o Ground travel considerations:
    - ▪ Follow time limitations/driver duty day limitations.
    - ▪ Ensure your rental/NERV/AOV/POV is on the resource order, if applicable.
    - ▪ Reference GSA for per diem and lodging rates.
      - ❖ Check with the local Dispatch CM if the rate exceeds per diem allowances.
- Model professionalism for both internal and external customers.
  - o Wear attire that reflects positively on the agency you represent.
    - ▪ Refer to the local dress code policy.
  - o Consistently demonstrate a positive attitude.
- Ensure check-in procedures are complete.

Build the Team

*Obtain briefing from the Expanded Dispatch Supervisory Dispatcher (EDSP), Center Manager (CM), Expanded Dispatch Coordinator (CORD), or Agency Administrator (AA).

When to start task: Upon arrival and when supervisor has been located.

Resources to complete task: Local SOPs; *Expanded Dispatch Job Aid*, J-601; IAP; Air Operations Summary (ICS 220); *NWCG Aviation Mishap Response Guide and Checklist*, PMS 503; *******National Interagency Standards for Resource Mobilization*.

How to accomplish task:

- Introduce yourself to the appropriate personnel.
- Ensure proper delegation of authority is identified (e.g., verbal, written).
- Assess your organization, assemble additional personnel, and confirm infrastructure adequacy (e.g., computers, internet, communication).
- Request a briefing from the EDSP, CM, CORD, or AA. During the briefing:
  - Gather intelligence on the current status of incidents and expanded dispatch operations.
    - Number of incidents and complexities
    - Prioritizations
    - Critical needs
  - Confirm and/or obtain SOPs, the dispatch center Continuity of Operations Plan (COOP), expectations, and protocols.
  - Identify the chain of command and ordering and reporting procedures for your organization.
  - Identify risk management processes for the incident(s) you are supporting.
    - Aviation mishap process
    - Incident Within an Incident (IWI)
    - Nearest hospital/burn center
    - Emergency response capabilities (e.g., law enforcement, medical)
  - Ensure your workstation is functional.
  - Request to be introduced to any additional personnel in your organization.
  - Identify possible issues with orders, personnel, or incidents.
  - Ensure access to local/Geographic Area Coordination Center (GACC) SharePoint sites, FireNet, IROC, CAD programs, emails.
- Review IAP(s) for:
  - Incident objectives.
  - Leader's intent.
  - Incident information.
  - Current incident status.
  - Incident jurisdiction.
  - Procurement policies.
  - Critical contact information.
  - Medical plan/procedures.
  - Air Operations Summary (ICS 220).

- Ask questions about the following to get fully oriented to the current incident environment (if not included in the briefing):
    - Shift start/end times
    - Logistical information
    - Specific duties/assignment
    - Meeting times and requirements
    - List of ordered resources
    - Location of the Service and Supply Plan

*Establish operations and communication with supervisor(s) and leadership.

When to start task: Upon arrival and when supervisor has been located.

Resources to complete task: *Expanded Dispatch Job Aid*, J-601; ****Interagency Standards for Fire and Fire Aviation Operations* (Red Book); **National Interagency Standards for Resource Mobilization*.

How to accomplish task:

- Conduct a morning briefing with staff to set expectations for:
    - Work schedules.
    - Ordering protocols.
    - Daily meetings/briefings.
    - Organizational structure.
    - Operational procedures.
    - Professionalism.
- Obtain the current status of:
    - IROC orders.
    - Staff morale.
    - Staff strengths/weaknesses/experiences.
    - Workload.

Supervise and Direct Work Assignments

*Supervise and manage staff.

When to start task: Throughout the assignment.

Resources to complete task: PTBs; IROC; *Expanded Dispatch Job Aid*, J-601; *NWCG Standards for Interagency Incident Business Management*, PMS 902; Incident Time Report, OF 288; ****Interagency Standards for Fire and Fire Aviation Operations* (Red Book).

How to accomplish task:

- Establish and maintain relationships.
- Establish a staff work schedule.
    o Time sheet coding and approval of the Incident Time Report, OF 288
    o Breaks
    o Work to rest ratio
    o Hours of operation
- Manage personnel issues as they arise.
    o Ensure issues requiring corrective action are reported to the local Dispatch CM, agency leadership, and home unit supervisor (if appropriate).
        ▪ Ensure adequate documentation is completed.
- Provide support to all staff.
    o Provide leadership and guidance for a professional workplace.
    o Answer questions.
    o Assist with problem solving.
    o Provide team-building opportunities.
- Provide developmental opportunities for trainees and record them in the PTB.
- Monitor well-being and mitigate accordingly.

Perform Expanded Dispatch Coordinator-Specific Duties

*Establish and maintain communication with relevant contacts.

When to start task: Throughout the assignment.

Resources to complete task: Local contact lists; *Expanded Dispatch Job Aid*, J-601; Incident Status Summary (ICS 209); General Message (ICS 213); **National Interagency Standards for Resource Mobilization*.

How to accomplish task:

- Establish communication, ordering authority, ordering plan, and timeframes with the following:
    - Incident Management Team (IMT)/Complex Incident Management Team (CIMT)
        - Command and General Staff (C&G)
    - Buying Team (BUYT)/Incident Business Advisor (INBA)
    - GACC
    - Local, geographic, and national cache
- Establish ordering documentation related to General Message (ICS 213).
- Establish communication, protocols, and expectations in support of:
    - IWI.
    - Emergency release procedures.
    - Law enforcement.
    - Medical.
- Establish communication with the AA, local Multi-Agency Coordinating (MAC) Group, National Multi-Agency Coordinating (NMAC) Group representative, and Geographic Area Multi-Agency Coordinating (GMAC) Group, if applicable.
    - Time, location, and format of meetings
- Establish communication with leadership.
- Establish and ensure effective exchange of information with other frequent contacts:
    - Expanded dispatch supervisor and Initial Attack (IA) floor coordinator
    - Interagency Resource Representative (IARR) liaison
    - CM
    - Dispatch staff
    - Local procurement personnel/Incident Business Specialist (IBS)
    - Agency duty officer(s)
    - Mobilization center/staging area
    - Agency/Unit Aviation Officer (UAO)
    - Public Affairs Officer (PAO)
    - Radio technicians and information technology (IT) support personnel

*Monitor, evaluate, and prioritize workload.

When to start task: Throughout the assignment.

Resources to complete task: *Expanded Dispatch Job Aid*, J-601; IROC; FireNet; CAD; Microsoft Teams; Predictive Services and intelligence products; non-fire programmatic needs (e.g., emails, law enforcement, forms); FDOP.

How to accomplish task:

- Perform duties in accordance with local, geographic area, and national policies, standards, procedures, and guides.
- Monitor dispatch workload and efficiencies.
    - Review IROC (pending, travel, demobilization).
    - Review CAD.
    - Communicate with the IMT, GACC, NICC, cache, neighboring dispatch centers, and associated cooperators.
    - Prioritize incident and resource allocations.
- Continuously evaluate office and supply needs.
- Evaluate staffing needs for continuity of operations.
    - Ensure adequate replacement staff are ordered as needed.
    - Ensure the continued effectiveness of the dispatch organization in a timely manner.
    - Evaluate the opportunity for trainee assignments within your organization.
    - Communicate the staffing plan with the CM or leadership.
- Address questions throughout the day and provide support.
- Ensure documentation is occurring.

*Coordinate and facilitate dispatch center operations.

When to start task: Throughout the assignment.

Resources to complete task: IROC; IAP; FireNet; CAD; Microsoft Teams; non-fire programmatic needs (e.g., emails, law enforcement, forms); FDOP; Predictive Services and intelligence products; *Expanded Dispatch Job Aid*, J-601; local SOPs/agreements; Aircraft Flight Request/Flight Schedule; AFF; *NWCG Aviation Mishap Response Guide and Checklist*, PMS 503; **National Interagency Standards for Resource Mobilization.*

How to accomplish task:

- Provide management and oversight of dispatch operations.
    - IA
        - Mobilization and initial response
        - Frequency management
        - Resource allocation and prioritization
    - Aircraft
        - Mobilization and initial response
        - Frequency management
        - Resource allocation and prioritization
        - Flight following and aviation tracking
        - Logistical/mission flights
        - Aircraft Flight Request/Flight Schedule
        - Airspace deconfliction
    - Predictive Services/Intelligence
        - Interagency SIT
        - Incident Status Summary (ICS 209)
        - Weather gathering and dissemination (if applicable)
    - Logistics
        - IROC responsibilities
        - Resource allocation

- Incident support
  - Expanded
    - Coordination with the EDSP to monitor the workload of all functional areas
      - ❖ Crews
      - ❖ Supplies
      - ❖ Equipment
      - ❖ Overhead
    - Communication with the Incident Commander (IC) and Area Commander (ACDR)
    - Performance of EDSP duties, as needed
  - General
    - Resource tracking
    - Resource statusing
    - Non-fire-related incidents
    - Documentation per local policy
    - Adherence to local agency policy and protocols
    - Communication with agency duty officers and leadership
    - Communication with GACC, NICC, cooperators, and neighboring dispatch centers
    - Monitoring of resources in accordance with drawdown plans to ensure adequate coverage for anticipated needs
    - Anticipation of reassignments and demobilization of resources
    - Knowledge of contract, agreements, memorandums of understanding (MOUs), and plans
    - Local radio technicians/IT support

*Communicate incident status with the local Dispatch Center Manager (CM) and agency leadership.

When to start task: Throughout the assignment.

Resources to complete task: Local SOPs; IROC; *Expanded Dispatch Job Aid*, J-601; shift brief.

How to accomplish task:

- Review IROC to gain an understanding of:
  - What is on scene.
  - What is pending.
  - What has been Unable to Fill (UTF).
- Brief the local Dispatch CM on expanded dispatch operations regarding:
  - Issues or concerns related to incident support.
  - Workload.
  - Staffing.
  - Resource availability.
  - Critical and future needs.

*Maintain situational awareness.

When to start task: Throughout the assignment.

Resources to complete task: InciWeb; Fire EGP; Predictive Services and intelligence products; IMSR; SIT-209; IAP; CAD; FireNet; non-fire programmatic needs (e.g., emails, law enforcement, forms); Microsoft Teams; AFF; meetings and briefings.

How to accomplish task:

- Stay current on and monitor:
    - Fire activity.
    - Predictive Services products and intelligence.
    - Resource availability.
    - Fire EGP.

*Attend meetings.

When to start task: Throughout the assignment.

Resources to complete task: Microsoft Teams and/or Zoom, as appropriate; *Expanded Dispatch Job Aid*, J-601; local MAC procedural documents and plans; contact lists.

How to accomplish task:

- Ensure you have access to meetings (e.g., virtual, face-to-face).
- Attend IMT meetings.
    - In-briefings
    - Closeout
    - Ad hoc
- Attend GACC meetings (if applicable).
    - Daily or weekly GACC resource status
    - IC calls when activated
    - GMAC
    - Ad hoc
- Attend local meetings (if applicable).
    - Daily briefings
    - Fire/agency leadership
    - Local MAC
    - Ad hoc
- Ensure communication is transparent with all parties involved.
    - Provide answers and support relating to any questions or information requested from staff.

*Conduct daily briefings.

When to start task: Throughout the assignment.

Resources to complete task: *Expanded Dispatch Job Aid*, J-601; shift brief document (if available).

How to accomplish task:

- Determine the briefing schedule.
- Inform staff of changing incident conditions and concerns related to the functional area workload.

- Conduct a morning briefing.
- Conduct a closeout/After Action Review (AAR) at the end of each day.

Communicate and Coordinate

*Conduct briefings and/or After Action Reviews (AARs).

When to start task: Throughout the assignment or following a significant event.

Resources to complete task: *IRPG*.

How to accomplish task:

- Identify successes and opportunities to improve.
- Ensure clear dialogue and open communication.
    - Engage in active listening.
    - Facilitate an open discussion.
    - Allow all voices to be heard.
    - Provide and receive constructive feedback.
- Provide context and perception based on your individual experience/perspective.
- Apply the lessons learned in the AAR to future work.

Document

*Manage administrative tasks and documentation.

When to start task: Throughout the assignment.

Resources to complete task: Agency records; retention policy; FireNet; Microsoft Teams; *Expanded Dispatch Job Aid*, J-601; General Message (ICS 213); Incident Personnel Performance Rating (ICS 225 or ICS 225 WF); PTBs; agency human resources (HR) policies; SAFECOM; SAFENET; agency IT procedures.

How to accomplish task:

- Utilize a consistent system for maintaining documents produced by dispatch staff.
- Ensure documentation is complete.
    - o HR
    - o Personnel
    - o Contractual concerns
    - o Incident/agency-specific
- Communicate the documentation system to the replacement staff.
- Maintain a supervisory narrative and submit to the CM and/or AA prior to demobilization.
- Evaluate trainees.
    - o Complete the Incident Personnel Performance Rating (ICS 225 or ICS 225 WF) and PTB.
    - o Conduct a closeout evaluation with trainees.

Demobilize

*Prepare for and implement demobilization.

When to start task: Throughout the assignment.

Resources to complete task: Agency travel system; *Expanded Dispatch Job Aid*, J-601; IROC; *NWCG Standards for Interagency Incident Business Management*, PMS 902.

How to accomplish task:

- Notify relevant contacts of your departure and the incoming replacement.
- Prepare a briefing package and deliver it to the incoming CORD/CM. Include:
    - Closeout/debrief with AA/CM, EDSP, staff, and incidents.
        - The current status of incidents and dispatch operations
        - Expectations from local Dispatch CM/agency leadership
        - Unresolved issues relating to orders, staffing, personnel, or incidents
- Ensure the continuity of operations is maintained.
- Arrange and document travel to your home unit or reassignment.
- Ensure you are released from the incident in IROC.
- Check in with your home dispatch center and supervisor upon arrival.
- Complete agency finance and time records for approval. Refer to *NWCG Standards for Interagency Incident Business Management*, PMS 902.

The *NWCG Incident Position Standards for Expanded Dispatch Coordinator* is developed and maintained by the National Coordination System Committee (NCSC), an entity of the National Wildfire Coordinating Group (NWCG).

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