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# NWCG Incident Position Standards for Expanded Dispatch Support Dispatcher

PMS 350-58

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The *NWCG Incident Position Standards for Expanded Dispatch Support Dispatcher* establishes national interagency standards for operating as an Expanded Dispatch Support Dispatcher (EDSD) 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 Support Dispatcher Position Page, <https://www.nwcg.gov/positions/expanded-dispatch-support-dispatcher>, 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 Support Dispatcher.

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)*

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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

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- *NWCG Position Task Book for Expanded Dispatch Support Dispatcher (EDSD)*, PMS 311-58, <https://www.nwcg.gov/publications/expanded-dispatch-support-dispatcher>
- *NWCG Incident Response Pocket Guide (IRPG)*, PMS 461, <https://www.nwcg.gov/publications/pms461>
- *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>
  - General Message (ICS 213)
  - Incident Personnel Performance Rating (ICS 225 or ICS 225 WF)
- Job Aids, <https://www.nwcg.gov/training/job-aids>
  - *Expanded Dispatch Job Aid*, J-601
- FireNet, <https://www.firenet.gov/>
- Incident Management Situation Report (IMSR), <https://www.nifc.gov/nicc/incident-information/imsr>
- Interagency Resource Ordering Capability (IROC), <https://www.wildfire.gov/application/iroc>
- 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>

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## \*Leadership Level 2, New Leader (Convey Intent)

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A new leader begins transitioning from a follower to a leader of small groups to achieve a common goal. They begin to implement team cohesion, accept responsibility for self and team, and apply effective communications. For additional information, review the Level 2 description, expected behaviors and knowledge, suggested development goals, and self-study opportunities <https://www.nwcg.gov/committees/leadership-committee/leadership-levels>.

### Description

- Proficient at leadership values and principles.
- Understand transition challenges for new leaders, situational leadership, team cohesion factors, ethical decision-making, and debriefing techniques.
- Lead by example.
- Lead small groups to achieve common goals, objectives, and tasks.

### Behaviors

- Demonstrates accountability for personal and team performance to build trust and establish positive team environment.
- Applies knowledge of leadership traits to lead small teams.
- Promotes inclusion for new and existing team members to build team cohesion and create an environment for effective communication.
- Solicits questions, both up and down chain of command, in order to learn from others.
- Applies a risk management process to ensure safety of self and team members.

### Knowledge

- Utilize leadership traits to identify developmental needs in self and others.
- Describe situational leadership to understand application of appropriate leadership styles.
- Understand how wildland fire leadership values, principles, and traits inform ethical decision-making.
- Understand how task, purpose, and end state are used to deliver leader's intent.
- Apply self-assessment tools to identify improvement gaps.
- Practice self-care and team-care.
- Knowledge of basic format to conduct a post-incident debriefing.
- Knowledge of the components of an operational briefing to deliver a simple assignment briefing.
- Knowledge of human factors and environmental barriers to communication.
- Knowledge of organizational structures (ICS and agency).
- Identify the sources of power which enable leadership influence.

## Prepare and Mobilize

### \*Ensure individual readiness.

**When to start task:** Prior to assignment.

**Resources to complete task:** *NWCG Position Task Book for Expanded Dispatch Support Dispatcher (EDSD)*, PMS 311-58; *Expanded Dispatch Job Aid*, J-601; *IRPG*; *A Preparedness Guide for Wildland Firefighters and Their Families*, PMS 600; primary home dispatch contacts; resource order; laptop; **\*\*Interagency Standards for Fire and Fire Aviation Operations (Red Book).**

### How to accomplish task:

- Build a kit.
  - Kit contents
    - *NWCG Position Task Book for Expanded Dispatch Support Dispatcher (EDSD)*, PMS 311-58
    - Office supplies (e.g., pens, pencils, and highlighters)
    - Incident Qualifications Card (Red Card)
  - 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
    - Pocket notepad
- Pack a red bag for 14–21 days.
- Obtain assignment approval from the supervisor.
- 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 current access to home dispatch, FireNet, IROC, WildCAD-E, and email(s).
  - IROC and WildCAD-E require FAM-IT login.

### \*Gather critical information pertinent to the assignment.

**When to start task:** Upon receipt of resource order.

**Resources to complete task:** Resource order; *Expanded Dispatch Job Aid*, J-601; phone; internet connection; credit card with sufficient limit; laptop.

**How to accomplish task:**

- Acquire 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 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.
  - Get the Incident Action Plan (IAP), if available.
  - Gather weather information.

**\*Travel to and check in at assignment.**

**When to start task:** Upon receipt of resource order.

**Resources to complete task:** Credit card; *Expanded Dispatch Job Aid, J-601*; *NWCG Standards for Interagency Incident Business Management, PMS 902*; incident contact numbers; travel agency; rental/transportation; *\*\*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.
  - 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 Center Manager if the rate exceeds per diem allowances.
- Model professionalism for both internal and external customers.
  - Wear attire that reflects positively on the agency you represent.
    - Refer to the local dress code policy.
  - Consistently demonstrate a positive attitude.



- Ensure check-in procedures are complete.
  - Upon arrival at the incident, check in with the incident/dispatch supervisor to receive placement.
  - Be prepared with the resource order, Incident Qualifications Card (Red Card), and agency-specific agreement sheet.





## Build the Team

### **\*Obtain briefing from supervisor and/or previous shift/assignment, as necessary.**

**When to start task:** When check-in is complete and supervisor has been located.

**Resources to complete task:** Local Standard Operating Procedures (SOPs); *Expanded Dispatch Job Aid*, J-601; IAP; mobilization guides.

### **How to accomplish task:**

- Introduce yourself to your incident supervisor.
- Request a briefing from your supervisor and/or EDSD/Expanded Dispatch Supervisory Dispatcher (EDSP). During this briefing:
  - Confirm incident SOPs and protocols.
  - Identify chain of command, reporting procedures, and risk management processes.
  - Request any necessary equipment to establish your functional area.
  - Set up and ensure your workstation is functional.
  - Request to be introduced to appropriate internal and external personnel.
  - Identify the number of incidents, prioritization, and complexity.
  - Ensure access to incident dispatch, FireNet, IROC, WildCAD-E, and email(s).
- Review the IAP(s) for:
  - Incident objectives.
  - Leader's intent.
  - Incident information.
  - Current incident status.
  - Incident jurisdiction.
  - Procurement policies.
- Ask about the following to get fully oriented to the 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 service and supply plan



## Supervise and Direct Work Assignments

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### **\*Mentor subordinates and/or trainees.**

**When to start task:** Throughout the assignment.

**Resources to complete task:** *NWCG Position Task Book for Expanded Dispatch Support Dispatcher (EDSD)*, PMS 311-58; Incident Personnel Performance Rating (ICS 225 or ICS 225 WF).

### **How to accomplish task:**

- Establish and maintain relationships.
- Provide SOPs for each assigned functional area.
- Assess skill level and experience.
  - Review and discuss the PTB.
- Monitor well-being.
- Provide developmental opportunities.
- Monitor performance and provide feedback throughout the assignment.



## Perform Expanded Dispatch Support Dispatcher-Specific Duties

### **\*Obtain situational awareness.**

**When to start task:** Throughout the assignment.

**Resources to complete task:** Incident Management Situation Report (IMSR); *Expanded Dispatch Job Aid*, J-601; daily weather briefings; IAPs; Geographic Area Coordination Center (GACC) intelligence report (if available); shift brief notes.

#### **How to accomplish task:**

- Review shift notes.
- Review IROC for the following:
  - Outstanding orders
  - Placed orders
  - Filled orders
  - Unable to fill (UTF) orders

### **\*Review and manage existing requests.**

**When to start task:** Throughout the assignment.

**Resources to complete task:** IROC; IROC knowledge articles and quick reference cards in the Data Management Tool (DMT); *Expanded Dispatch Job Aid*, J-601; General Message (ICS 213); internet connection; FireNet.

#### **How to accomplish task:**

For a functional area:

- Review the current General Message (ICS 213) forms for your functional area.
- Confirm the status of requests in IROC.
- Follow up on open resource requests with the following:
  - Requesting official (Ordering Manager [ORDM], Duty Officer, Dispatch Center Manager, etc.)
    - If the order is UTF, contact the requesting official to discuss options.
  - Local dispatch centers/GACC/National Interagency Coordination Center (NICC)
- Relay any new fill information to the requesting official as it becomes available.

### **\*Receive and manage new requests.**

**When to start task:** Upon receipt of a new request and throughout the assignment.

**Resources to complete task:** IROC; IROC knowledge articles and quick reference cards in the DMT; *Expanded Dispatch Job Aid*, J-601; General Message (ICS 213); internet connection; FireNet.

#### **How to accomplish task:**

For a functional area:

- Receive new requests (e.g., General Message [ICS 213]) from the requesting official.
- Organize and file correspondence following the host agency standards.
- Process requests into resource orders in IROC.



- Review each request for critical operational needs.
  - Date and time
  - Resource(s) being requested
- Prioritize workflow based on each request.
- Fill with local resources if available or use established dispatch ordering channels.
- Monitor external pending requests.
- Update the requesting official on the request status.
- Confirm fill information and arrival at the incident.
- Document changes or updates in the request as needed.
- Monitor and manage requests throughout the incident.

**\*Communicate and manage resources in preparation for reassignment or demobilization.**

**When to start task:** Throughout the assignment.

**Resources to complete task:** Demobilization reports; *Expanded Dispatch Job Aid*, J-601; FireNet; IROC; email; General Message (ICS 213); demobilization plan.

**How to accomplish task:**

- Receive reassignment/demobilization information and respond to incident personnel regarding resources that are being released and the timetable for release.
- Communicate with the chain of command for reassignments using established dispatch channels.
- Coordinate with resources on reassignment/demobilization information.
- Arrange ground or air transportation to the home unit or next assignment by following local travel SOPs.
- Coordinate with incident staff (e.g., ORDM, Demobilization Unit Leader [DMOB], Receiving/Distribution Manager [RCDM]) for the demobilization and backhaul of supplies to the servicing cache.
- Coordinate with the Buying Team (BUYT) or procurement personnel.
  - Reconcile purchases.
  - Relay information on purchased goods/services being released (e.g., portable toilets, dumpsters, etc.).
- Communicate with the supervisor regarding outstanding orders.

**\*Perform effectively in each of the four functional areas.**

**When to start task:** Throughout the assignment.

**Resources to complete task:** IROC; dispatch forms; FireNet; email; SOPs; mobilization guides.

**How to accomplish task:**

- Perform the job duties associated with each functional area independently.
  - Overhead
  - Crews
  - Equipment
  - Supplies



**\*Perform effectively in the Overhead functional area.**

**When to start task:** Throughout the assignment.

**Resources to complete task:** IROC; dispatch forms; FireNet; email; SOPs; mobilization guides; *Expanded Dispatch Job Aid, J-601.*

**How to accomplish task:**

- Receipt and management of requests
  - Monitor overhead requests.
  - Process external requests.
  - Confirm and maintain resource availability in IROC.
  - Coordinate with Duty Officers on resource requests.
- Mobilization
  - Create and process resource requests from incidents.
  - Arrange travel as needed for local resources.
- Demobilization
  - Monitor the end of operations to release personnel.
  - Coordinate with Incident Management Teams (IMTs) and Duty Officers to release personnel.
  - Release overhead in IROC.
  - Arrange travel as needed to each resource's home unit.
- Documentation and reporting
  - Maintain the documentation structure in the appropriate file system.
  - Report the status of resources in regular briefings.

**\*Perform effectively in the Crews functional area.**

**When to start task:** Throughout the assignment.

**Resources to complete task:** IROC; dispatch forms; FireNet; email; SOPs; mobilization guides; *Expanded Dispatch Job Aid, J-601.*

**How to accomplish task:**

- Receipt and management of requests
  - Monitor crew requests in IROC.
  - Process external requests.
  - Confirm and maintain crew availability in IROC.
  - Coordinate with Duty Officers on crew requests.
- Mobilization
  - Receive the request.
  - Coordinate with the Multi-Agency Coordinating (MAC) Group, Duty Officers, and supervisors on crew availability.
  - Select appropriate crews based on their qualifications, location, and availability.
  - Process requests from incidents.
- Demobilization
  - Monitor the end of operations to release personnel.
  - Coordinate with IMTs and Duty Officers to release crews.
  - Release crews in IROC.
  - Arrange travel as needed to the crew's home unit.



- Documentation and reporting
  - Maintain the documentation structure in the appropriate file system.
  - Report the status of crews in regular briefings.
  - Relay daily updates on crew status to regional or national centers.

**\*Perform effectively in the Equipment functional area.**

**When to start task:** Throughout the assignment.

**Resources to complete task:** IROC; dispatch forms; FireNet; email; SOPs; mobilization guides; *Expanded Dispatch Job Aid, J-601.*

**How to accomplish task:**

- Receipt and management of requests
  - Monitor equipment requests in IROC.
  - Process external requests.
  - Confirm and maintain equipment availability in IROC.
  - Coordinate with Duty Officers on equipment requests.
  - Adhere to agency contract guidelines, if applicable.
- Mobilization
  - Receive the request.
  - Select the appropriate equipment based on location and availability.
  - Process requests from incidents.
- Demobilization
  - Monitor the end of operations to release equipment.
  - Coordinate with IMTs and Duty Officers to release equipment.
  - Release equipment in IROC.
- Documentation and reporting
  - Maintain the documentation structure in the appropriate file system.
  - Report the status of equipment in regular briefings.
  - Relay daily updates on equipment status to regional or national centers.

**\*Perform effectively in the Supplies functional area.**

**When to start task:** Throughout the assignment.

**Resources to complete task:** IROC; dispatch forms; FireNet; email; SOPs; mobilization guides; *Expanded Dispatch Job Aid, J-601.*

**How to accomplish task:**

- Receipt and management of requests
  - Monitor supply requests in IROC.
  - Process external requests, as needed.
  - Coordinate with local, geographical area, and national caches on supply availability.
  - Coordinate with purchasers or BUYT for local requests.
- Mobilization
  - Receive the request.
  - Select the appropriate avenue for filling the request (National Fire Equipment System [NFES], local purchase, national resource).
  - Process requests from incidents.



- Demobilization
  - Monitor the end of operations to release supplies, as needed.
  - Coordinate with local, geographical area, and national caches to demobilize supplies.
  - Release supplies in IROC.
- Documentation and reporting
  - Maintain the documentation structure in the appropriate file system.



## Communicate and Coordinate

### **\*Establish and maintain communication with frequent contacts.**

**When to start task:** Throughout the assignment.

**Resources to complete task:** *Expanded Dispatch Job Aid*, J-601; phone; directory; internet connection; laptop; access to dispatch programs.

#### **How to accomplish task:**

- Familiarize yourself with daily logs/shift briefs.
- Establish communication and working relationships with frequent contacts:
  - Other dispatch centers, including the GACC and NICC
  - Functional area (Overhead, Crews, Equipment, and Supplies)
  - Members of the public (reporting wildfires)
  - Contractors (Virtual Incident Procurement [VIPR] equipment, crews, etc.)
  - IMT members (when an IMT is assigned to your zone)
  - BUYT members (when a BUYT is assigned)
  - Interagency Resource Representative (IARR) liaison
- Answer phones and emails as related to the assigned functional area.

### **\*Participate in and/or conduct briefings and/or After Action Reviews (AARs).**

**When to start task:** Briefings occur at the start of each shift. Briefings and AARs should be conducted when a significant event occurs.

**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 lessons learned in the AAR to future work.



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## Document

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**\*Complete all administrative tasks and documentation in an accurate and timely manner.**

**When to start task:** Throughout the assignment.

**Resources to complete task:** IROC; *Expanded Dispatch Job Aid*, J-601; shift brief; IAP; functional area forms.

**How to accomplish task:**

- Complete forms as outlined by agency policy, instructions provided with the forms, and/or specific instructions as provided by the IMT or assigned supervisor for the incident.
- Complete documentation within each specific functional area as applicable, such as:
  - Extension request form.
  - Emergency Release Message Form.
  - *NWCG Passenger/Crew and Cargo Manifest*, PMS 245.
  - Mobile Food & Shower Service Request Form.
  - Preparedness/Detail Request.
  - Aircraft Flight Request/Flight Schedule.

## Demobilize

### **\*Prepare for and implement demobilization.**

**When to start task:** Throughout the assignment.

**Resources to complete task:** *NWCG Standards for Interagency Incident Business Management*, PMS 902; *Expanded Dispatch Job Aid*, J-601; demobilization plan; Incident Personnel Performance Rating (ICS 225 or ICS 225 WF); IROC; FireNet; email.

### **How to accomplish task:**

- Notify frequent contacts of imminent departure and incoming replacement.
- Obtain your Incident Personnel Performance Rating (ICS 225 or ICS 225 WF) from the incident supervisor.
- Complete an Incident Personnel Performance Rating (ICS 225 or ICS 225 WF) for trainees/subordinates, providing feedback on functional area performance.
- Arrange and document travel to your home unit or reassignment.
- Ensure you are released or reassigned from the incident in IROC.
- Generate and deliver a briefing to the incoming ESDS and/or EDSP.
- Check in with the 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.

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