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NWCG Incident Position Standards for Expanded Dispatch Recorder

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

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 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>

Leadership Level 1, Follower (Provide Action)

Followers have several responsibilities: to become competent in basic job skills, take initiative, learn from others, ask questions, and develop communication skills. For additional information, review the Level 1 description, expected behaviors and knowledge, suggested development goals, and self-study opportunities <https://www.nwcg.gov/committees/leadership-committee/leadership-levels>.

Description

- Leadership development starts the first day of the job.
- Followers function as a team member.
- Part of being a leader is exercising good followership and understanding human dynamics.
- Followership begins the journey of becoming a student of fire.

Behaviors

- Performs entry-level incident management tasks, contributing to team mission accomplishment and performance.
- Takes responsibility for personal actions and decisions, demonstrating the core value of integrity.
- Takes initiative to ensure the mission is accomplished and team performance is improved.
- Practices the five communication responsibilities to develop skill and ensure individual contribution to risk management.
- Interacts with team members, in a positive and constructive manner, to build team cohesion.
- Acts with humility and learns from others to improve technical and leadership skills.
- Asks questions to increase individual knowledge and improve the safety of self and team members.

Knowledge

- Knowledge of the wildland fire leadership values, principles, and traits to inform expectations of their behaviors as a team member.
- Knowledge of leadership concepts including courage, compassion, authenticity, humility, and empathy to inform expectations of their behavior as a team member.
- Knowledge of the risk management process to understand their role in accident prevention and decision-making.
- Knowledge of the decision-making process to inform their role in an effective decision process.
- Knowledge of the impacts of cumulative and traumatic stress to assist in ensuring resilience and mental and emotional health.
- Knowledge of the elements of human factors and barriers to situational awareness to understand how human elements can contribute to team performance and fireline safety.
- Knowledge of the value diversity of thought and perspective bring to team performance to ensure respectful interactions with team members and to contribute to a positive team culture/command climate.

Prepare and Mobilize

Ensure individual readiness.

When to start task: Prior to assignment.

Resources to complete task: *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
 - 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 charger
 - 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: *Expanded Dispatch Job Aid, J-601; NWCG Standards for Interagency Incident Business Management, PMS 902; credit card; 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 and/or Expanded Dispatch Support Dispatcher (EDSD).
- Request a briefing from your supervisor and/or EDSD. 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.
 - 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



Perform Expanded Dispatch Recorder-Specific Duties

Obtain situational awareness.

When to start task: Throughout the assignment.

Resources to complete task: 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 in at least one functional area.

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 Data Management Tool (DMT); *Expanded Dispatch Job Aid*, J-601; General Message (ICS 213); internet connection; FireNet.

How to accomplish task:

- 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 as directed.

Receive and manage new requests in at least one functional area.

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:

- Receive new requests (e.g., General Message [ICS 213]) from the requesting official.
- Organize and file correspondence as directed.
- Process requests into resource orders in IROC.
 - Fill with local resources as directed 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 ESDS 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 ESDS and/or supervisor regarding outstanding orders.



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.)
 - Incident Management Team (IMT) members (when an IMT is assigned to your zone)
 - BUYT members (when a BUYT is assigned)
 - Interagency Resource Representative (IARR) liaison
- Maintain communication with the EDSO and seek guidance relative to:
 - Requests for national resources.
 - Specialized equipment and supplies.
 - Challenging customers.
 - Unusual and unfamiliar requests.
- Answer phones and emails as related to the assigned functional area.

Participate in 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.
- Demonstrate clear dialogue and open communication.
 - Engage in active listening.
 - Participate in 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.

Document

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 and/or ESDS.
- 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 EDRC and/or supervisor.
- 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.

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

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