

Incident Based Automation, IBA, System
Business Process Modeling, Interview
Geographic Area Coordination Center Manager
February 1, 2007

Interview Notes by Craig Tanner, Senior Data Architect

NOTE: See interviewer questions at bottom based on interview write-up. Answer to be provided for finalization of interview notes.

Question: What are your primary functions at the GACC?

Answer:

1. Oversee the interagency, regional operation center and ensure effective coordination, mobilization and demobilization of emergency management resources.
2. To coordinate resources within the Geographic Area and to interface with the NICC to obtain or share additional resources when needed.
3. Coordinate priorities across the Geographic Area.
4. Focus of the GACC is on monitoring initial attacks and supporting extended attacks.
5. The GACC tends to deal directly with local dispatch centers.
6. The GACC can see what resources all of the centers have available and will try to fill resource orders from within this geographic area.

Question: How is the GACC Organized?

Answer:

1. Center manager
2. Predictive Services (Weather, fire behavior, Intelligence coordinator)
3. Assistant center manager
4. equipment desk
5. aircraft desk
6. Overhead Desk
7. Crew Desk

Question: How do you start expanding operations at the GACC level?

Answer:

1. The decision to expand is based on activity level (workload), readiness, and fire potential.
2. May decide to expand for certain zones that are having resource needs.
3. A MAC group is formed to support large fires and will coordinate amongst the fire directors within a specific geographic area.

Question: Are resources trained in multiple functional areas?

Answer:

1. Most resources are cross-trained to handle of the GACC and MAC desks
2. The exception to this is the intel people, who usually are very specialized at what they do.

Question: Is there a coordinating conference call?

Answer:

1. There is a 10:00 am MAC call where all Type I, Type II, and sometimes Type III personnel will be included.
2. However, calls might occur at many other times during the day due to resource requirements and special coordination issues.
3. Things are very dynamic and can change at any moment. For the GACC coordinator, one on one phone calls is the best way to maintain intelligence about the current and future needs of incidents within the area.

Question: Does the GACC use WildCad and/or ROSS?

Answer:

1. Wildcad is used for local dispatch.

Question: What is the GACC role in demobilization?

Answer:

1. The GACC will review the demobilization plans for each incident.
2. The GACC and MAC need to know how much time is left for a resource and whether or not that resource can be reassigned upon demob
3. They want to know 24-48 hours in advance of when a resource is scheduled to demob

Recommendations / Issues:

1. Issues include:
 - a. Knowing the mobilization and demobilization of resources.
 - b. Cost of resources.
 - c. Disposition of specific resources.
 - d. Availability of caterers, shower units.
 - e. Duplication of resources at incidents.
 - f. Local vs Contract engines
 - g. Hiring practices
 - h. Overhead priorities
 - i. Taking resources away from an incident.
 - j. Aircraft and helicopter information
 - k. Actual performance of aircraft
 - l. Cost sharing

i. .

2. Recommendations:

- a. Never going to replace the need for one-on-one conversations, but what could be of use is that they are getting intelligence information in a near-real-time basis.
 - i. Need a snapshot capability of near-real-time information so that multiple people can use it to evaluate a situation at the same time.
 - ii. Systems that should be available for real-time access include:
 1. WildCad
 2. ROSS
 3. I-SUITE
 4. Weather
 5. Behavior
 6. Automatic Flight Following (AFF)
- b. The situation report should be tied directly with ROSS and WildCad. Since most centers do not use WildCad, much of the information is re-entered and re-filtered as it moves up.
- c. The issue of timely data means that when a situation report is collected at 7:00pm and they cannot view it until the next morning, how good is that data?