

Incident Based Automation, IBA, System  
Business Process Modeling, Interview  
Dispatch Center Manager  
Assistant Dispatch Center Manager  
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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.

Interviewees were Dispatch Center Manager and Assistant Dispatch Manger who supervises floor operations in the dispatch center.

Question: How do you find out about a fire?

Answer:

Calls can come in directly by phone, through local 911, radio communications from other fire personnel, or other means, such as a citizen spotting smoke.

Question: What activities do you perform to prepare for each day?

Answer:

1. In the morning, they determine the conditions for the day
  - a. Fire index level per geographic zone
  - b. Inventory of resources that are available for the day
  - c. Update the response run cards with current information

Question: What happens after they receive a report of a fire?

Answer:

1. They determine the primary jurisdiction by referencing a map
2. They “pull” the run card for the response zone, and they dispatch the resources that are on that run card
  - a. Run cards are contained in the WildCAD database
3. One of the dispatchers is assigned that incident

Question: What systems are used during dispatch?

Answer:

1. WildCAD the primary system that they use. It contains the run cards as well as logs where information can be recorded as the incident progresses.
2. There is no current interface between ROSS and WildCAD
3. WildCAD data is backed up every four hours

4. WildWeb is an interface where basic information about an initial attack is posted. It contains info about:
  - a. Incident Fire code
  - b. Date and time
  - c. Incident Name
  - d. Number of Acres
  - e. Charge Code

Question: Do you interface with the GACC?

Answer:

1. When local resource orders are depleted, and more are needed, then the GACC is called upon to provide assistance
2. We notify the GACC with fires on the Front that will draw media attention, and fires that have the potential to grow and go into extended attack.

Question: What are some of the steady state operations?

1. They prepare the situation report for the jurisdictional area for that dispatch center. This is based on the Sit Report 209s that are incident specific
2. They post this report to FAMWeb
3. They must also prepare the Aircraft Tactical Report that lists aviation resources they have available
4. Review the Incident Action Plans daily to see what types of resources are required for each day.
5. Attend in-briefings and close-outs.

Question: What kind of support do you provide for Type I and Type II incidents?

Answer:

1. During an extended attack, dispatch expands to a stage called expanded dispatch. These are additional dispatch resources that expand along with the growth of the severity and resource requirements of an incident.
2. A supervisory dispatcher will set up the expanded dispatch, if we have one available locally we will use them or order one if necessary.
3. Resource orders from incidents that are being supported by the expanded dispatch come directly to the expanded dispatch, and not through the normal dispatch operations
4. ROSS is the resource ordering system that is then used during expanded dispatch operations
5. Initial Attack handles all aircraft orders even with expanded dispatch in operation

Recommendations:

1. ROSS Air Tanker screen locks up (This was fixed.)
2. If ROSS is pushed down to the team level, there is potential conflict that can arise because of duplication of request numbers.

3. Potential problem if ROSS goes down. They must switch to using card stock. This can cause problems when ROSS comes back up because of duplication of numbers.
4. Determination and sharing of Fiscal Responsibility
5. Supply Request numbers – They are provided with a block of numbers that are given to the supply unit Buying Team and ordering manager
6. Limited ability to check on the status of orders in ROSS
7. Claims coming in months after an incident
  - a. Apparently inspections are not being done at some incidents
8. Resources being called to a fire without going through proper dispatch channels leaves local centers with a false assumption they have resources available in ROSS that really are not.