

Incident Based Automation, IBA, System  
Business Process Modeling, Interview  
Coordinator, National Interagency Coordination Center (NICC)  
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Interview Notes by Craig Tanner, Senior Data Architect

One of four shift supervisors for Emergency Operations Coordination.

Question: What is the role of the National Coordination Center?

Answer:

1. There are three tiers of coordination ranging from the local coordination centers, to the Geographic Area Coordination Centers, and then to the National Coordination Center.
2. The primary role of the National Interagency Coordination Center (NICC) is to provide coordination of resources and priorities between the Geographic Area Coordination (GACC) Centers.
3. Coordinating national resources (because they are based on national contracts) such as caterers and shower services.
4. Intelligence – Focal point of gathering information from GACCs

Question: How does the dispatch system develop once an incident occurs?

Answer:

1. All coordination is handled initially by local dispatch operations.
2. If the volume of dispatch workload increases beyond the capacity of local dispatch to handle it, they will bring in additional resources and establish an expanded dispatch. This usually coordinates with an extended attack of the incident. The local coordination center and the expanded dispatch are usually conducted by the local operations.
3. If the required dispatch capabilities of the incident go beyond the local coordination center, the GAC will get involved (there are 11 GACC, within 9 major geographic areas – note that California and Great Basin are each divided into two GACCs.)
4. The GACCs will rely on the NICC when they cannot procure the resources needed by incidents within their geographic areas.
5. GACCs operate according to the GACC's mobilization guide, and there is also a National Mobilization Guide.

Question: How are the resources ordered and what role does the NICC play in this?

Answer:

1. All resource orders originate at the local dispatch level.
2. National resources (showers, radios, etc.) are ordered by the NICC.

3. Resources are categorized by:
  - a. Overhead and Crews
  - b. Equipment and Supplies
  - c. Aircraft
  - d. Intelligence Section

Question: What are your steady-state operations?

Answer:

1. Intelligence gathering – monitors major and new incident reports to determine expected incident needs (estimated number of meals for food service, etc.) and potential orders.
2. Helps to set national priorities during busy fire seasons
3. On major incidents, what resources are at risk, where is the incident in terms of containment?
4. Monitors the FAMWEB/SIT 209 for the situation reports.
5. Monitors the Incident Management Situation Report (IMSR)
6. Works with groups to determine the preparedness levels:
  - a. National Preparedness Level
  - b. Geographic Area Preparedness Level
  - c. Local Preparedness Level
7. Works with MAC Groups:
  - a. National MAC Group meets at the NICC
  - b. There are also MAC Groups for the GACCs and the local dispatch centers.

Recommendations:

1. Improve the ordering chain (established ordering procedures) to make information flows better.