

# **Missouri-Iowa Interagency Coordination Center Dispatch Operation Plan**



## **Detailer Guide**

**FY 2012**

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## INTRODUCTION

The Missouri–Iowa Interagency Coordination Center (MOCC) welcomes you. MOCC is an interagency coordination center that dispatches and supports resources within Missouri and Iowa.

### **Our physical address is:**

Missouri–Iowa Interagency Coordination Center  
401 Fairgrounds Road  
Rolla, MO 65401

### **E-Mail Address:**

r9\_marktwain\_dispatch@fs.fed.us

### **Office Phone Numbers**

Charlene (Coordinator)	573-341-7484
Liz (Interagency Dispatcher)	573-341-7455
VACANT (Initial Attack Dispatcher)	573-341-7424
IA 1/Equipment and Supply Desk	573-341-7496
IA 2/Overhead Desk	573-341-7425
IA 3/Crew Desk	573-341-7462
Aircraft/Intelligence	573-341-7449

### **Fax number:**

573-426-6800 (in MOCC)  
573-364-6844 (Front desk)

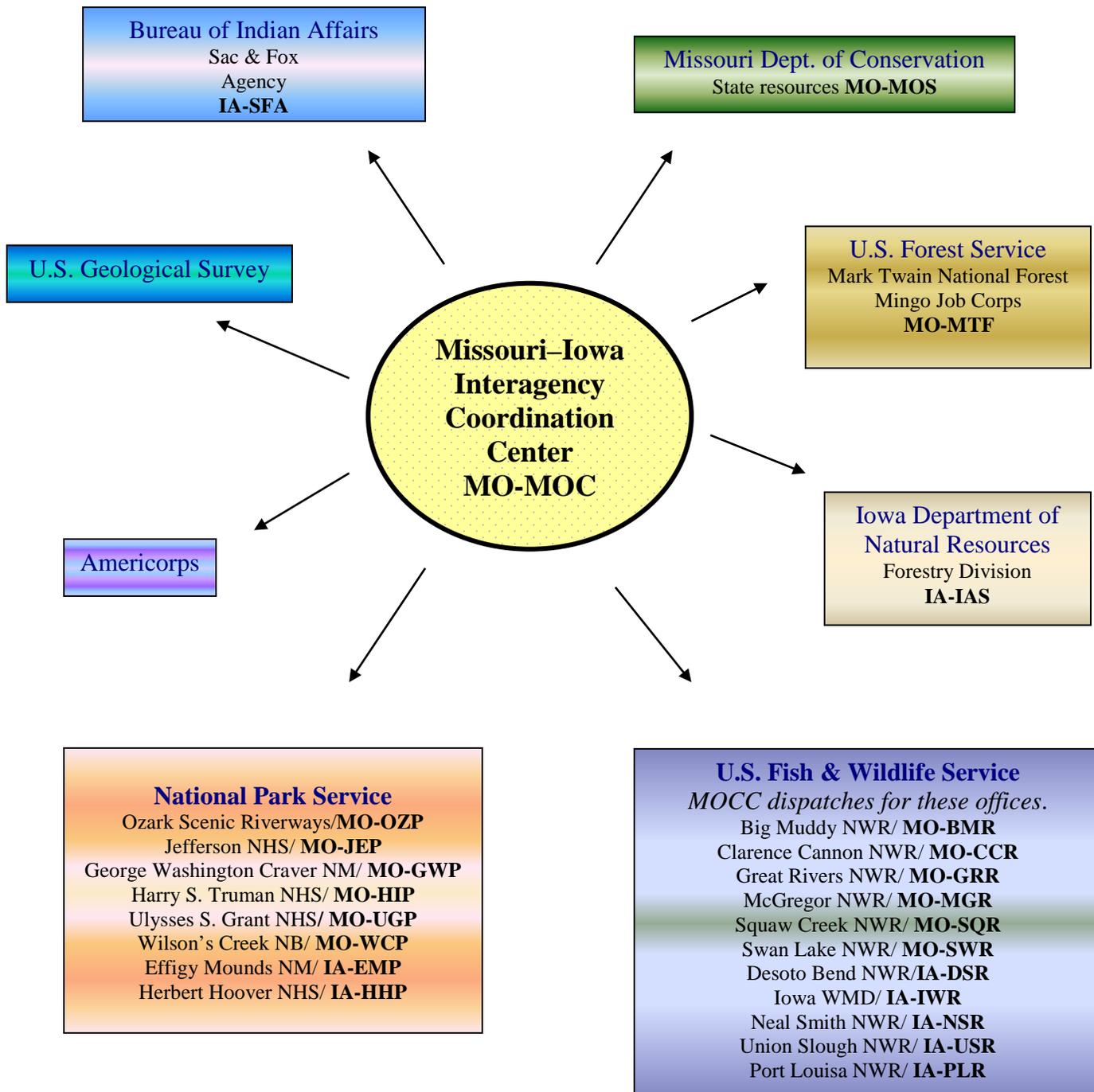
The official title for the dispatch center is the **Missouri–Iowa Interagency Coordination Center**. This name will be used for all official correspondence and dealing with other agencies, media, and the public.

## MISSION STATEMENT

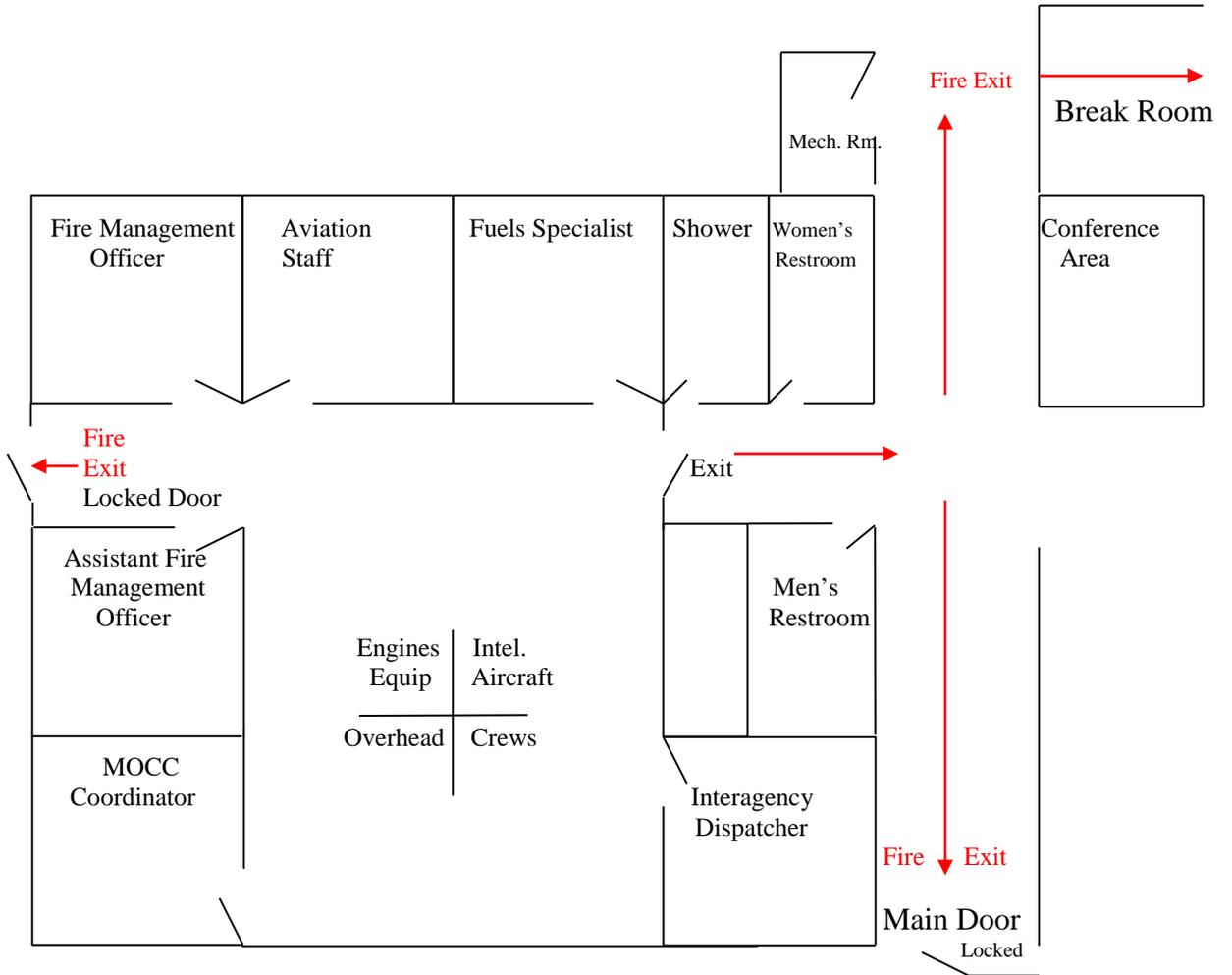
The mission of the Missouri–Iowa Interagency Coordination Center is to allow for cost-effective and timely coordination of movement of resources to and from emergency situations. This is accomplished through planning, situation monitoring and expediting resource orders between agencies and cooperators.

It is our goal to provide a comfortable, safe work environment for all employees. It is each person's responsibility to ensure the work environment is friendly and productive. At times, this can be a very stressful job. Please try to remain polite and calm at all times. We practice zero tolerance for any kind of harassment. Please notify your supervisor or the Center Manager, Rick Case, should any situation present itself.

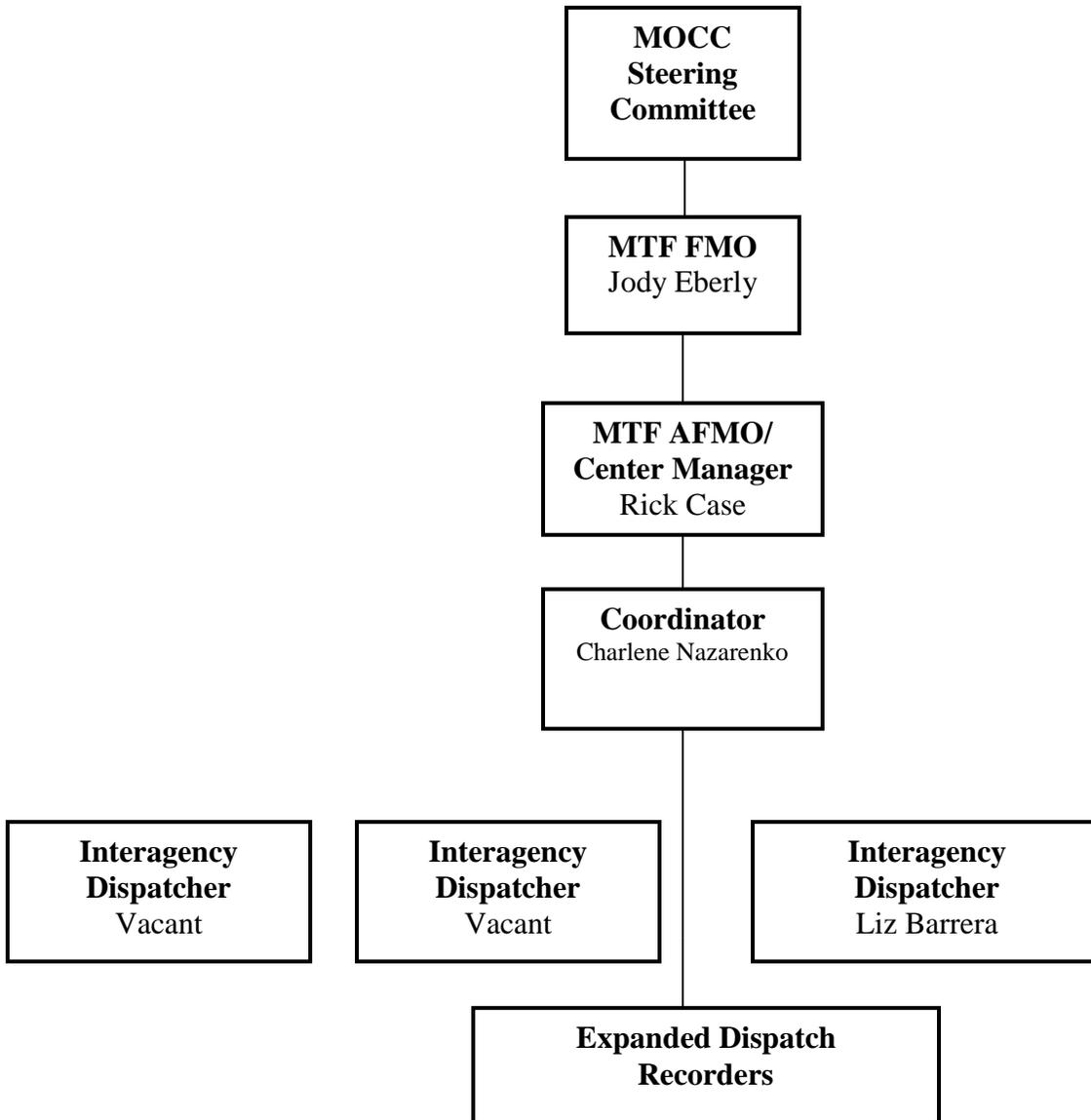
## MOCC DISPATCH ORGANIZATIONAL RELATIONSHIP



# MOCC Office Diagram



## MOCC WORKING ORGANIZATION



## **LOCATION OF MOCC**

### **Directions from St. Louis Airport to Rolla, MO**

It is approximately a 2-hour drive from St. Louis to Rolla.

Go west on Departing Flights towards Natural Bridge Road. Turn **left** onto Natural Bridge Road. Take the I-70W ramp towards Main Terminal/Hourly Parking; keep **right** at the fork in the ramp. Merge onto I-70W.

Travel approximately 3 miles, and then take the I-270 exit (#232) towards Chicago/Memphis. Keep **left** at the fork in the ramp (to Memphis). Merge onto I-270S.

Travel 13.5 miles, then take I-44W/US50W exit (#5B) towards Tulsa, OK. Turn slight **right** onto the ramp. Merge onto I-44W.

*To MOCC office:* Take Exit 184, go around the roundabout to Kingshighway (last exit of the roundabout from your exit). Turn **left** onto Fairgrounds Road (before the stoplight). MOCC is located at 401 Fairgrounds Road, in the same building as the Mark Twain National Forest Supervisor's Office (SO) on the **left** side of the road. Pull into the second driveway and around to the back of the building.

### **Lodging**

The per diem rate for Rolla is the CONUS; lodging is \$77.00, meals and incidentals \$46.00. MOCC would prefer that you pay for your meals, however if it is necessary, MOCC will arrange meals. MOCC will pay for lodging and transportation for non-Federal detailers. If it becomes necessary for you to cover your costs, MOCC will process a travel voucher to reimburse you for your expenses.

Most lodging is located just off I-44 at Exits 184 & 186, all meet federal per diem rates.

**Comfort Suites** (573) 368-4300) fridge/microwave, 24 hr. exercise room, indoor pool and business center all on-site

**AmeriHost Inn and Suites** (573 364-7000) fridge/microwave, exercise room, hot tub, indoor pool and business center all on-site and open 24 hours

**Hampton Inn** (573-308-1060)

**Drury Inn** (573-364-4000)

**Holiday Inn Express** (573-426-2900) 24 hr. business center, indoor pool and exercise room

**Best Western** (573-341-2511)

**Baymont Inn and Suites** (573-364-7000)

## **PERSONNEL ITEMS**

MOCC hours of operation are from 0800 to 1630 hours. MOCC can be reached on the 24-hour duty phone for fire emergency and crew calls. Center hours will be determined based upon national preparedness levels, Eastern Area Interagency Coordination Center (EACC) hours of operation and the forest initial attack needs.

## **Time Keeping**

You are responsible for recording your own time. Time is recorded on an OF-288 form (Emergency Firefighter Time Report). Copies are available in desk filing drawers. It is recommended that you track your time daily. When you have completed your assignment a coordinator or the Center Manager will sign off on your time. The white file copy will remain at MOCC for our records.

Daily work shifts will generally run for 10 to 12 hours, excluding lunch, depending upon activity. Only the Center Manager and Coordinator can approve a daily work shift over 12 hours.

When you arrive at MOCC please call or visit the front desk (dial "0") to let the receptionist know you are working in MOCC for whatever length of time. This will help him/her forward any calls you might receive.

## **Accessing Microsoft Outlook Web App (OWA)**

Outlook Web App (OWA) allows you to access your e-mail through a Web browser with a direct connection or VPN connection to the Forest Service network.

To use OWA, please complete the following steps:

Open Internet Explorer

Enter the url: <https://mail.usda.gov>

A Security Alert will appear "You are about to view pages over a secure connection." Click **OK**.

A MS Outlook window will appear. Select "this is a private computer."

At the Domain/user name enter: ds.fs.fed.us\Your Active Directory shortname

In the password field, enter your Active Directory Password

Then click "**Sign In**"

## **Lunches and Breaks**

You are allowed a 30-minute lunch after 6-hours of work. Please show lunch breaks on your time sheet. Lunch breaks will be staggered to provide continual dispatch coverage. Breaks may be taken every two hours for 15 minutes, however if you need more frequent breaks please ask the coordinator. MOCC will always try to provide a lunch break, however if you don't receive a lunch due to workload, this will be shown on your timesheet. This is an exception, and the center coordinator will discuss this at the time.

You are allowed full use of the kitchen area just outside the MOCC office, including the refrigerator and microwaves. There are a variety of items for sale in the kitchen area; a concession price list is in the kitchen area. Any money should be placed in the metal cash box near the refrigerator. Vending machines are located next to the kitchen.

There are many fast food restaurants along Kingshighway and Bishop Street (Highway 63). We would be happy to give directions to anyone who needs them.

## **Smoking**

The MTNF Supervisor's Office is a smoke-free building. There is a bench and an ash can located at the beginning of the walk to the main entrance to MOCC for use by smokers. You must be 75 feet from the door while smoking.

## **MOCC Facilities**

- Restrooms- Men's and women's are located just inside the MOCC main entrance doors. Alternate facilities are near the reception desk of the Supervisor's Office. Water fountains are also located near both restrooms.
- Fitness Room- There is a treadmill, stair-stepper machine and weight machine available for use by detailers during off hours.
- Shower- There is an accessible shower next to the main MOCC restrooms.
- Lockers- these are located in the fitness room. Please ask the Coordinator for a lock and key if you would like to store your valuables and personal items.
- Personal Mail- May be put in the wooden box labeled "Personal Mail" just inside the SO mail/copy room located in the middle of the main building.

## **Dress Code**

Casual dress is preferred at MOCC. We ask that dress is neat and clean. Shorts and T-shirts may be worn on weekends and holidays. Please, no clothing with offensive slogans on them. Bring a jacket/sweater, as the room may be cool.

## **MOCC Supplies**

Most desk supplies can be found in the closet. Resource Order cards, documentation sheets, OF-288, and other forms are in the file drawer at each workstation in the pod. Please contact the Coordinator for assistance if you cannot find what you need.

## **Office Audio-Visual System**

If the TV is on, please limit it to The Weather Channel (Channel 17) or FOX/CNN/MSNBC for news and weather during the regular work week and hours for short periods of time. Movies and the TV can be on after hours and on weekends and holidays; please use discretion when watching. Make sure shows are in good taste, (i.e. no excessive violence or sex).

## **Janitorial Service**

The MTNF Supervisor's Office contracts janitorial services for MOCC. The cleaning staff is scheduled to clean the entire building between 1800 and 0800 hours, 3 days per week. They usually come in late evening. When MOCC is open late they usually just empty trashcans and vacuum. If you are busy, you may request that the janitor not vacuum. MOCC does have a vacuum, if needed.

## **Security**

The front entrance to the Supervisor's Office will be open from 0800-1630 Monday-Fridays. All other doors into the supervisory building will remain **locked at all times**.

If you are uncomfortable with being surprised when someone comes into MOCC after regular work hours, the door between the pod area and the shower locks from inside the dispatch center.

**Please make sure you take your key(s) with you when leaving the dispatch office in case the door does not totally unlock.**

If you will be opening or closing the MOCC, you will be issued a key that will unlock all doors to the SO. For this reason, please keep it in a secure location.

**Emergencies**

First aid kits are located on the wall below the fire extinguisher outside the AFMO office. Flashlights and battery-operated lanterns can be found on the floor on the left side of the closet with sliding doors. If power is lost in MOCC, the emergency lights will activate. If we must be away from the phones, EACC must be notified by cellular telephone that we will be out of contact until further notice.

**Fire, Medical, or Other Emergencies**

To reach Rolla fire or police departments- **Dial “9-911”**

**Fire extinguishers are located:**

1. In the main room at MOCC on the corner by AFMO office
2. In the foyer just outside the fitness center.

**Pull-down fire alarms are located:**

1. On the west wall between the AFMO and FMO offices.
2. In the foyer just outside the fitness center.

The building fire alarm is a high-pitched beep that will cycle on and off until the building is clear to re-enter. If the alarm sounds, exit the building immediately through the designated Exit doors on the West and North sides of MOCC and gather at the grassy area directly across Fairgrounds Road from the SO near the golf course. The fire department usually arrives less than 5 minutes after the alarm sounds.

**Severe Weather**

Rolla often experiences a variety of severe weather events ranging from high winds and hail to thunderstorms and tornados. **MOCC is located in Phelps County.** Please tune to Channel 3 (KYTV) or 10 (KOLR) in Springfield, MO on the television; or to 1490 AM/99.7 FM (KTTR) in Rolla to stay informed on severe weather conditions. If a warning is issued or the building alarm sounds, please move to the shower or the women’s bathroom. The duty cell phone and flashlight (located in the closet) should also be taken into the shelter.

**Hospitals**

Phelps County Regional Medical Center is located at:

**1000 W. 10<sup>th</sup> Street  
Rolla, MO 65401  
364-8899**

Take a left out of the driveway onto Fairgrounds Road. The hospital is located on the left after the road turns to the right (10<sup>th</sup> Street).

## **OFFICE PROCEDURES**

### **Telephone Use**

The phone should be answered “Missouri-Iowa Coordination Center, (state your name) speaking”. Please make sure you identify yourself to the caller.

To place a call to the local area, dial “9” + the number.

For long distance calls, dial “9”, “1” + area code + 7-digit number.

You may answer any phone in the dispatch pod or Charlene or Liz’s phones. From any phone, pick up the handset; touch **MORE**, then **PICK UP**, sometimes you will also need to push the flashing button.

### **Transferring Calls**

To transfer a call to another phone, touch **TRANSFER**, punch in 5-digit extension # (example 77484), touch **TRANSFER** and hang up.

<b>Person/Desk</b>	<b>Extension</b>
Jody Eberly	77493
Rick Case	77404
Charlene Nazarenko	77484
Liz Barrera	77455
VACANT	77424
IA1/Equipment	77496
IA2/Overhead	77425
IA3/Crew	77462
Aircraft/Intel	77449
Angie Ruble	77480
Will McCubbrey	77432
Bennie Terrell	77420

The list of extensions for the entire Supervisor’s Office is at each desk.

### **Speed Dial**

Fifteen of the most frequently called numbers are programmed into the speed dial buttons on the Aircraft/Intel phone (77449) and IA1/Equipment (77496). To reach these parties, push the gray button next to the label.

### **Shift Briefings**

Each dispatcher will be briefed informally at the beginning of their shift by the supervisory dispatcher on duty. Briefings at other times may be necessary when assignments need to be changed. We all must try to remain flexible, which will allow us to respond to current needs and requests.

**MOCC Daily Duties** (see Appendix A)

## COMPUTERS

### Signing On

- Press any key or move the mouse to activate the monitor.
- Press **Ctrl + Alt + Delete** keys all at once to turn the computer on.
- Message window “\*\*\*Warning- this is a United State Government computer system...” pops up. Click on **OK**.
- At the Logon Information window, type:  
User Name: momocdispatch  
Password: (Check with Coordinator since these have to be changed frequently)

This will take you to the main desktop. **Do not change the look of the Program Manager by rearranging or deleting icons from the main desktop.** Use Internet Explorer if you have sites you like to visit. You have been entrusted with access to many files. Please respect that trust and **DO NOT** delete or change these files without prior approval.

When the O Drive prompt comes up, enter your username and password. This way you will have access to documents.

Please remember to close all programs or files and log off your computer before leaving for the day.

If you are on nights please ensure all computers on the Pod, as well as Charlene’s & Liz’s are **logged off** before leaving.

## OFFICE EQUIPMENT

### Facsimile Machine

The fax machine is located in the corner of the dispatch center outside of the Coordinator’s door.

To operate the fax machine, place copies face down. Fax numbers for some partners and frequently used numbers are programmed into the machine. To enter a number by hand, press “9” + “1” + area code + number. Press the gray **Fax Start** button. To use pre-programmed numbers, push the button, and then the gray **Fax Start**.

### Computer Printers

MOCC printers	Features
PR_Fire1	Black & white, duplex
PR_Fire2	Color, duplex, sort, copier, scanner

Printers for all computers in the MOCC are located just outside the Coordinator’s office door. If PR\_Fire2 has not been used recently, it will take a long time to “wake up” and calibrate before it gets around to printing as you request. Please be patient. Also, please duplex as often as possible to save on paper. You may access other printers in the building, if necessary. Please see your supervisor for assistance. The main drawer (#2) can hold 1 ream or “packet” of paper.

## **Copier**

The PR\_Fire2 printer can also copy. Papers placed in the automatic feed should be put in face up. This machine will duplex, reduces and enlarges, and sort. Please check the instructions on the machine for any other capabilities. For large volumes of copies, please use the copier in the MTF mailroom at the center of the building.

Paper supplies for these machines can be found in a paper box on the floor near them.

## **Label Machine**

MOCC has a small label machine usually located near the hole punches located at the Crew desk, which should be used very sparingly. Please check with your supervisor if you have a project that requires its use. Do not use the label maker for resource orders as the tape is expensive.

## **RESOURCE ORDERS**

### **Standards for Processing Resource Orders**

*Resource orders are processed and completed following the national curriculum of the Support Dispatcher, D-310 course* **ROSS will be the primary method for ordering and tracking resources.** (<http://ross.nwcg.gov/>) **ROSS Help Desk (866) 224-7677**

Please check with the Coordinator to see how your personal settings should be set in ROSS.

Use ROSS to process resource orders. If handwritten log is used, **do not erase any written information!** Strike through and rewrite corrected information above or below entries, no White Out or Post-it-Notes allowed!

EACC will usually call when placing an order with MOCC. You will be alerted to an Action message in ROSS. Find resource request on *Pending Requests* screen. **Notify your supervisor of any name requests.**

All orders need charge codes.

- P-code for suppression **with override** (region/unit number)
- Job code with override for Severity (S-code) and special projects (preparedness, non-suppression projects) with completed Preparedness/Detail Form (generated by the requesting unit).
- Also check for incident jetport/travel directions (ICP is not a jetport); special needs (rental car, computer, cell phone, etc.) If these are missing call EACC so they can send any gaps in information back through the dispatch chain. **Remember:** We cannot rent cars for State employees or ADs (administratively determined or “casuals”).

Use **Add Documentation** option in ROSS to record the name of the person(s) with whom you spoke, or any action you have taken that is not an automatic entry. **Remember to DOCUMENT, DOCUMENT, DOCUMENT!!** Use of ROSS does **not** preclude use of standard dispatch procedures.

If/when all information is complete, contact the available resource through predetermined channels. (These change periodically, so please check with the Coordinator when you arrive for correct procedures).

When the resource has accepted the assignment, **Fill** in ROSS, then call EACC to confirm it. If the resource cannot fill the order as requested and MOCC does not have another qualified resource, **UTF** the order in ROSS, confirm with EACC.

Most federal overhead resources will arrange their own travel. Ensure that they call, fax, or e-mail their travel arrangements to MOCC at **r9\_marktwain\_dispatch@fs.fed.us**.

MOCC will arrange travel for the following resources:

- Federal employees traveling in a group
- State employees
- ADs

If MOCC will be arranging travel, using a Central Billing Account (CBA); you will need the following information from the traveler(s):

- ✓ Confirm jetport
- ✓ Their travel time to the airport
- ✓ When can they depart?
- ✓ Remind them to bring a current red card and a picture ID
- ✓ Confirm name on ID and make reservation under that name, including middle initials. **THEY MUST MATCH!**
- ✓ Confirm where to fax or e-mail their itinerary
- ✓ Date of Birth

After this information is gathered, get the **Travel** notebook, near the Availability notebook located between the Overhead and Crew desks. Follow the directions in the book. Place the completed form you called from or faxed to SATO, plus the itinerary into the notebook; most recent arrangement at the front. **Next, go to My Computer > O drive > NFS>Mark Twain>Program>5100Fire>momoc > CBA > new\_cba\_billing\_2012.xls. Enter travel information here.** Fax or email itinerary (and resource order, if needed) to the traveler(s) or their agency dispatcher. If MOCC is not too busy, attach a copy of the itinerary to the resource order.

Enter travel arrangements into ROSS **Travel**. Refresh then print the incident resource order, including all MOCC resources at that incident. At this point, do the following:

- Go to **My Computer > O drive > NFS>Mark Twain> Program> 5100Fire> MOCC>momoc > momoc\_database >** enter resource into correct type of database depending on function (e.g. overhead, engines, crews, etc.); newest at the top of the page. When this is done write a red **D** on the resource order to the right of travel time and date.
- Then go to **My Computer > O drive > NFS>Mark Twain> Program> 5100Fire> MOCC> momoc > resource\_report > resource\_report\_2012**, go to the latest date, file, save as with today's date and enter the mobilizing resource at the top of the section entitled **Resources Dispatched today through MOCC**. Add number of mobilizing resources by agency to the table **Current assigned resource totals**. Place a **blue dot** inside the red **D** on the resource order. File alphabetically in the Rack.

Ensure all previous orders from the same incident are also marked with red **D** and **blue dot**.

**Pending Orders** –Keep all resource orders that require follow up action on desks. Make sure to include pending request in shift briefings.

Become familiar with the information in the desktop reference stands. Most of the tools you will need to do your job are located in these stands (phone lists, mob guides, instructions for databases, etc.)

Remember to be courteous & professional at all times on the phone with all customers. **Any questions should be referred to your supervisor**

### **Shift Log Use**

Each dispatch station has both a Dispatcher's Log book and the WildCAD program loaded on a computer. WildCAD is the method of choice to record all events and communication. The paper log will be used if WildCAD is not available.

#### ***To use WildCAD's electronic log:***

Open using WildCAD icon on the computer desktop. Log on as ***GUEST or select your name if you have a profile.***

Click on **View-> Daily Log**

After you type an entry, hit Enter

Entries should include any important information not already documented on resource orders, pertinent shift activity, or specific information for your shift relief dispatcher, supervisor or Center Manager. Documentation should include important FYIs, information that needs to be shared with the next shift, or reminders to yourself during your shift. **Do not** record information in the shift log that is associated with a specific resource order. This should be done with documentation for the specific resource order.

### **Closeout of Resource Orders**

As incidents close down, paper copies of incident resource orders will need to be removed from the rack and filed. The Coordinator will give direction when assigning this task.

### **ROSS Rules of Behavior**

All dispatchers must sign an annual **ROSS Rules of Behavior**. If you have not, please go to **My Computer> O drive > NFS>Mark Twain> Program> 5100Fire> MOCC> momoc > ROSS > ross\_rules\_of\_behav\_...**(print which ever one you need). Sign and turn into your MOCC supervisor.

**FS6600-7 Forest Service (FS) employees and ADs** are granted access to information resources in order to facilitate their FS job responsibilities. FS employees must understand and agree to their Information Security Responsibilities to be allowed access to information systems.

**FS660-6 Forest Service (FS) cooperators, volunteers, contractors, and other associates** are granted access to information resources in order to facilitate their Forest Service related responsibilities. FS associates must understand and agree to their Information Security Responsibilities to be allowed access to information systems.

## Instructions for Initial Attack Dispatchers (IADP)

Unforward the phone at the Aircraft/Intel desk from the duty phone. Press CFwdALL and this will remove call forwarding.

### To log on computer (this works on all pod computers)

Username – momocdispatch

Password – this is the current month!current year, Example December!2011 (check with the Coordinator, changes or check the ledger book)

Check ledger book (this is located on the shelf in the 341-7449/Intel/Aircraft area) for any other passwords you might need. You will need to log on the computer in the 77449 area to access Microsoft Outlook. This will give you access to the [r9\\_marktwain\\_dispatch@fs.fed.us](mailto:r9_marktwain_dispatch@fs.fed.us) and MO-MOC inbox.

Log on to Microsoft Outlook to get each zone's daily availability. Print the daily availability and place the resources in correct locations on the map. Check the fax for daily availability also.

Print the weather for each of the Zones, double click the icons on the desktop (Springfield weather, St. Louis weather, Paducah weather).

Zone 1 Salem/Potosi-Fredericktown – St. Louis Fire Weather

Zone 2 Doniphan-Eleven Point, Winona, Poplar Bluff – Paducah Fire Weather

Zone 3 Ava/Cassville/Willow Springs/Houston/Rolla/Cedar Creek – Springfield Fire Weather

**Remote Automated Weather Stations (RAWS)** are located on the fire weather Internet page

*Sinkin* is used for Salem (Zone 1)

*Council Bluff* is used for Potosi, (Zone 1).

*Doniphan* is used for Zone 2

*Ava/Tidwell* is used for Ava/Cassville/Willow Springs (Zone 3)

*Roby* is used for Houston/Rolla (Zone 3)

**To Request a Spot Weather Forecast**, go to the fire weather service homepage for that Zone [http://www.crh.noaa.gov/sgf/?n=fire\\_weather](http://www.crh.noaa.gov/sgf/?n=fire_weather). If you are requesting a Spot Forecast for Zone 1, you will need to go to the St. Louis fire weather page or Paducah fire weather page, depending on the county the fire is in. For Zone 2, you will go to the Paducah fire weather page. For Zone 3, you will go to the Springfield fire weather page. Select **Click Here for a Spot Forecast** (top of the page). Fill in all blocks with a red \* and any other blocks that you have information for. See the following page for an example.

### Log into WildCAD

After you log on the computer, double click on the wildcad.exe icon on the desktop

Select your name or guest to log in

View, Daily Log to add general information for the day

Incident, Open to see a list of all incidents – If you want to view the incident, double click it.

Incident, New Incident for a new fire, etc.

Make sure you have the Fire Name, Actual Location (Latitude/Longitude and Township, Range and Section), reporting party, initial location.

For the Initial Report – you will need to have fuels, acres, wind speed and direction, slope, aspect, spread potential and jurisdiction.

For the Fire Report Information – You will need the fire #, Subunit, Subunit #, final acres, elevation, land status, contain, control, out, statistical cause, specific cause. Get the fire # and subunit # from the book located at desk 77496 (it is labeled SO Fire #'s, District #'s, MOCC #'s). You will need to have these blocks filled in so this fire can be pushed into WFDSS, which the Coordinator will do.

You will need to request a fire/job code through the FIRECODE System. If you do not have an account, you will need to let the Coordinator know. See the attached FY 2012 Fire Code letter. Enter the fire code into the fiscal tab. This will transfer into Wildweb.

Commit the resources responding and returning.

At the end of the day, print your wildfires so these can be put into FIRESTAT and IQCS.

Before leaving for the day, forward the 573-341-7449 phone to either 92014283 or 92017487 or any other number needed.

Enter new fires on the spreadsheets located at

O:\NFS\MarkTwain\Program\5100Fire\SO\fire\CY\_zone\_fires –  
\*2012\_SO#\_Wildfires\_Updated and MTNF\_Fires\_CY\_2012

Report any new fires to the Zone Fire Management Officer or Duty Officer. Contact the appropriate Law Enforcement Officer if the fire is on Forest Service land. If you aren't sure if it is on Forest Service, you can let them know that when you call them.

### **Instructions to forward a call to the duty phone for after hours contact**

Press the CFwdAll button, press

9+the number you are forwarding it to. If it is a local number, you do not need to enter the area code (Example – to forward to 201-7487, 92017487). If you are the one taking the phone, you will be responsible for calls coming in.

### **To unforward calls**

Press the CFwdALL button and it removes call forwarding.

**FileCode:** 5100

**Date:** February 6, 2012

**RouteTo:**

**Subject:** Fiscal Year 2012 Fire Codes

**To:** All Employees

Effective February 1, 2012, there will be a separate “P” Code issued for each fire that meets the following criteria:

- Wildfire incidents 300 acres or more
- Type 1 or 2 IMT is ordered
- Human caused
- Trespass
- Expected reimbursement
- Cost Share

Anyone charging time to a fire can obtain the P Code at Wildweb:

<http://66.134.213.74/WildCAD/WildCADWeb.asp> or

O:\NFS\MarkTwain\Program\5100Fire\SO\fire\CY\_zone\_fires, 2012\_SO#\_wildfires\_updated.xlsx.

You will need to enter the override code (0905) along with the P Code.

Job Codes are not processed on Friday or Saturday nights. Therefore, the “P” Code for fires worked on a Friday or Saturday will not be available for use (in Paycheck and other systems) until *after processing on Sunday night*. This means you may have to wait and send your timesheet on Tuesday or Wednesday if you worked on fires over a weekend.

Fire Code P9EK3E override (0905) (ABCD Misc. Suppression) will be used for the following:

- False alarms or smoke chasing
- For any fire whose assigned “P” code is not accepted in Paycheck by Wednesday of T&A week

Fire Code P9EK68 override (0905) will be used for dispatchers, tower lookouts, meal runners, etc. for on or off forest support (MOCC Support).

Fire Code WFSUAD override (0901) is for all AD training and physicals.

If you have questions, please call (573) 341-7449 for Charlene Nazarenko.

/s/ Teresa A. Chase (for)  
DAVID C. WHITTEKIEND  
Forest Supervisor

## Appendix A

### MOCC Daily Duties Checklist

Date:

Time	Task to be completed	√
	MOCC in service. Unforward the telephone (Press CFwdALL on the 77449 telephone). Open Microsoft Outlook mail (to access r9_marktwain_dispatch and MO-MOC). This is loaded on the computer at the 77449 pod area. Log onto the pod computers. momocdispatch is the username, check on password, as it changes.	
<b>0800</b>	Print National Situation Report and Large Fire Map. Post on Fire Information boards in foyer.	
<b>0900-0930</b>	Complete and mail Forest Resource Report. (Send to USFS and MOCC Partners in Microsoft Outlook on Aircraft/Intel desk. Use <b>Resource Report</b> mailing list)	
	<i>During MTF Fire Seasons:</i> Update and print MTF Situation Report. Post on Fire Information board in foyer. (Send to <b>FMO</b> and <b>Dispatchers</b> mailing lists) Print NWS weather narratives from SGF STL and PAH. Post in foyer also. Print zone daily availability lists. Check the fax machine for zone availability lists. Update the forest map with location of resources.	
<b>1000-1030</b>	Collect district and partner's availability lists. Update white boards on west wall. (Put in ringed binder between OH and CREW desks)	
<b>1300</b>	Complete Daily "SIT" Report on <a href="http://famweb.nwcg.gov">famweb.nwcg.gov</a> page and submit. During slow times, do on Tuesday.	
<b>1400</b>	Run Weather/WIMS (Intel computer) – Instructions are to the left of the monitor	
<b>End of the Work Day</b>	Log off all computers, turn off all media equipment, lock closet, ensure that North and West entrance doors are locked, lights out.	
	MOCC Out of Service, be sure the 573-341-7449 phone is forwarded before leaving the office. To forward, press CFwdALL, enter 9 + telephone number. If it is a local number, it is not necessary to enter the area code, example 92017487.	

Goals for the day:

## Appendix B

### Checklist for Mobilizing/Demobilizing Crews

**CREW:**

**MOB DATE:**

TASK	Assigned Person	Completed
While building crews, note anyone on the crew holding a govt. purchase card, or anyone qualed as a Faller A, B, or C; ICTs; and crew member gender. No more than 6 “newbies”, or inexperienced crew members per crew.		
When crew is built. Notify Crew Boss and partner reps. if they have personnel in that crew.		
Receive copy of the resource order in ROSS. Make 3-4 copies for MOCC.		
Ensure W-4’s, I-9, direct deposit, and state tax forms are completed for each AD crew member.		
<b>CREWS FLYING OUT ON CHARTER</b>		
When going out on Charter, NICC will make flight arrangements. EACC will fax a copy of the flight plan to MOCC. FAX a copy to Air BP.		
<b>If using St. Louis Mob Center:</b> Alert the Center Manger on duty (Refer to the current STL Mob Center Plan). Ask if they will activate the team or if MOCC will handle the mobilization.		
Create a crew mobilization timeline: <b>Who:</b> Name of Crews and how many. Need copies of all manifests. <b>When and How:</b> ETD and mode of travel from home unit and arriving at the STL Mob Center, Rolla, lodging, or airport. <b>Where:</b> Where is the crew coming from?		
Order busses; determine how many, based on crews needing transport. Do not forget to consider gear.		
Reserve lodging or make any purchases totaling less than \$3,000/purchase. Contact purchasing agent to handle any greater amounts.		
Contact crewmembers, via assigned contact person, from farthest to nearest to the gathering location, in that order.		
Make travel arrangements for anyone requiring travel using a CBA. Insure that travel agent has received the faxed travel request.		
Email resource order and itinerary for any crew members to home unit or dispatch office, as required. Insure itinerary will get to the crewmember. Iowa Only – Email copy of resource order and itinerary to Cliff Berger <b>and</b> home unit, and Ryan Schlater and his home units.		

Make lodging reservations for crewmembers needing to overnight before travel to the incident. Two persons to a room; no males and females sharing a room.		
Compile a packet of reference material for the Crew Boss, Crew Boss (T), and all Squad Bosses. (See list below for suggested contents)		
<b>If outside crews will be arriving via charter:</b>		
Check to see if they need lunches before arriving STL. Arrange for meal purchase, and let Mob Center Mgr. (if used) know so they can arrange logistics.		
<b>If outside crews will be arriving to meet a charter the next day:</b>		
Arrange for transportation from airport to lodging, as needed.		
Arrange for meals and lodging, as needed.		
<b>CREWS FLYING COMMERCIAL</b>		
MOCC will make flight arrangements from STL to the incident.		
Call all crewmembers and give timeline when to be at Rolla or STL. MOCC may have to make flight arrangements for crewmembers off-Forest.		
Call travel company and make flight arrangement for crew using the CBA. Try to make as many on the same flight as you can. Look at early morning flights, might get whole crew on plane. Put CRWB on first flight, stagger CRWB-T and Squad bosses with other flights as needed		
Put travel into ROSS.		
<b>CREWS DRIVING TO THE INCIDENT</b>		
Arrange for vehicles and tools, as ordered. Record vehicle license numbers and make/models. Get beginning and ending mileages.		
If no one on the crew has a government purchase card, arrange for any lodging to be secured and paid for in advance. Designate a purchasing person to cover meal costs, as needed.		
Get map and driving directions to motel and incident.		
See if anyone on the crew will be taking a cell phone. Write the numbers on the resource order.		
If someone on the crew has purchase card, and buys anything, purchaser keeps all receipts.		
<b>DEMOBILIZATION OF CREWS</b>		
DEMOB is basically the same as MOB of crews: Time line is not as critical as going out. Food: Make sure everyone is fed throughout travel		

Hotel: Make reservations for anyone that needs to stay over, wherever that may be. Timelines will be the same for all agencies.		
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**Suggestions for CRWB, CRWB (T), and FFT1 Information Packets:**

- ✓ 1 copy of the resource order for each
- ✓ At least 2 copies of the crew manifest for each
- ✓ **If driving:** An atlas and driving directions with map, off Internet, for each vehicle.
- ✓ Lodging reservation confirmation and driving directions. May include room assignments.
- ✓ Any relevant safety alerts.
- ✓ Firefighter Pocket cards for each crewmember, with a few extras.
- ✓ MOCC phone pocket cards. FFT2's to have one only if they are traveling without previously listed persons.

## **Appendix C**

### ***Missouri-Iowa Interagency Coordination Center***

### **Detailer Survey**

The purpose of this survey is to identify ways to help us improve our operations and customer service needs. Your feedback is important to help us in our improvement process.

All MOCC Detailers are asked to complete the following survey:

1. What recommendations or changes would you suggest to our office procedures, how to streamline operations, office layout and furniture?
  
  
  
  
  
  
  
  
  
  
2. Did MOCC provide adequate Center orientation and detailer materials? What information can you think of that was not provided by MOCC that would be beneficial to Detailers during their assignments to MOCC in the future?
  
  
  
  
  
  
  
  
  
  
3. Did you feel safe working at MOCC? If not, why?
  
  
  
  
  
  
  
  
  
  
4. Was the MOCC staff helpful to you during your detail?

Submitted by: \_\_\_\_\_ Date: \_\_\_\_\_

Please submit completed survey to Jody Eberly, Mark Twain National Forest Fire Management Officer or ([jeberly@fs.fed.us](mailto:jeberly@fs.fed.us)) or fax to 573-426-6800.

Thank you for participating in this survey!

## Appendix D

### Example of Spot Weather Forecast Information

St. Louis Fire Weather Spot Request - Windows Internet Explorer provided by USDA Forest Service

http://spot.nws.noaa.gov/cgi-bin/spot/spotform?site=lsx

File Edit View Favorites Tools Help

Favorites Outlook Web App 6 Minutes For Safety Eastern Area Coordination ... AFF - Automated Flight Follow-up FedTraveler.com E-Gov Tra... FireCode System IQCS Home Frame Job code validation Ask.com Search Engine - Be...

How To Take Screenshots wi... St. Louis Fire Weather Sp... X

Page Safety Tools

## ST. LOUIS SPOT FORECAST REQUEST

Required Elements in RED (\*)

### PROJECT NAME

(\*)Project Name:

Wildfire     HAZMAT

Prescribed Fire     SAR

Ignition Time:      Cen

Date:

### REQUESTING AGENCY

(\*)Requesting Agency:

(\*)Requesting Official:

(\*)Phone Number:  Ext.

FAX Number:

Contact Person:

### REASON FOR SPOT FORECAST REQUEST

(\*)Must choose either Wildfire or one of the Non-Wildfire reasons

Wildfire

#### Non-Wildfire

- Under the Interagency Agreement for Meteorological Services (USFS, BLM, NPS, USFWS, BIA).
- State, tribal or local fire agency working in coordination with a federal participant in the Interagency Agreement for Meteorological Services.
- Essential to public safety, e.g. due to the proximity of population centers or critical infrastructure.

For NWS Spot forecast policy, see section 4.0 in NWS Instruction 10-401 at <http://www.nws.noaa.gov/directives/010/010.htm>

### LOCATION

(\*)Lat:

(\*)Lon:

7.5' Quad:

\*Enter Lat/Lon (WGS84/NAD83 preferred)

(\*)Elevation: Top  Bottom

Drainage:

(\*)Aspect:

Size:  (Acres)

### FUEL

Type:

Sheltering

Full

Partial

Unsheltered

### OBSERVATIONS

Place	Elev	Time	Wind	Temp	Wetbulb	RH	Dewpnt.	Sky/Weather
<input type="text" value="On site"/>	<input type="text" value="1000"/>	<input type="text" value="1400"/>	<input type="text" value="S-5-15"/>	<input type="text" value="70"/>	<input type="text" value="50"/>	<input type="text" value="25"/>	<input type="text"/>	<input type="text" value="clear"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Internet 100%

St. Louis Fire Weather Spot Request - Windows Internet Explorer provided by USDA Forest Service

http://spot.nws.noaa.gov/cgi-bin/spot/spotform?site=lsx

File Edit View Favorites Tools Help

How To Take Screenshots wi... St. Louis Fire Weather Sp... X

### OBSERVATIONS

Place	Elev	Time	Wind	Temp	Wetbulb	RH	Dewpt.	Sky/Weather
On site	1000	1400	S-5-15	70	50	25		clear
<input type="text"/>								
<input type="text"/>								
<input type="text"/>								

#### PRIMARY FORECAST ELEMENTS

TDA TNT TMR (Today, Tonight, Tomorrow)

- Sky / Weather
- Chance of Wetting Rain
- Lightning Activity Level
- Temperature
- Relative Humidity
- Eye Level Wind
- 20 Foot Wind
- Haines Index
- Mixing Height
- Transport Wind
- Ventilation Rate

#### REMARKS

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**NOTICE:** Information provided on this form may be used by the National Weather Service (NWS) for official purposes in any way, including public release and publication in NWS products. False statements on this form may be subject to prosecution under the False Statement Accountability Act of 1996 (18 U.S.C. § 1001) or other statutes.

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 Fire & Public Weather Services Branch