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| UNIT OVERVIEW |
| **Course** Expanded Dispatch Support Dispatcher, D-310 |
| **Unit** 4 – Overhead |
| **Time** 2 hours |
| **Objectives**1. Mobilize, reassign, and demobilize overhead resources in a safe and cost effective manner.2. Describe characteristics of specific overhead resources such as single resources, teams, technical specialists, modules, etc.3. Utilize supplemental forms associated with overhead mobilization, reassignment, and demobilization.4. Describe the interaction the overhead dispatcher must have with the other functional areas within the incident support organization. |
| **Strategy**Introduce students to the overhead function as it relates to the EDSD. Discuss and explain the different types of overhead resources. Provide practice opportunities to fill out overhead requests and coordinate with other dispatch functions. |
| **Instructional Method(s)*** Lecture and exercise(s)
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| **Instructional Aids*** Personal computer with LCD projector and presentation software
* Fireline Handbook (FHB)
* National Interagency Mobilization Guide (NIMG)
* Incident management team roster from your area (1 copy per student)
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| **Exercise(s)*** Coordination with other functions
* Filling requests
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| **Evaluation Method(s)*** Participation in discussions and coordination exercise
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| **Outline**I. Define “Overhead”II. Special ConsiderationsIII. Receipt of an Overhead RequestIV. Placing an Overhead RequestV. ICS Qualifications and HierarchyVI. Additional Situations |
| **Aids and Cues Codes**The codes in the Aids and Cues column are defined as follows:IG – Instructor Guide IR – Instructor ReferenceSW – Student Workbook SR – Student ReferenceHO – Handout Slide – PowerPoint |

# UNIT PRESENTATION

**Course**: Expanded Dispatch Support Dispatcher, D-310

**Unit**: 4 – Overhead

| OUTLINE | AIDS & CUES |
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| Unit Title Slide.Present Unit Objectives.I. DEFINE “OVERHEAD”Personnel ordered with “O” numbers as individual resources assigned to an incident.Refer students to the definition of personnel in the NIMG, Chapter 20 and 60. Also see current position codes in the FHB and 310-1.II. SPECIAL CONSIDERATIONSA. Technical SpecialistsWhen special needs exist, there must be adequate communication throughout the system.Orders for positions without established position job codes will be considered as non- ICS or “other” personnel requests.Detailed information concerning the resource will be required when placing or receiving the request.In many cases, these positions can be referred to as “Technical Specialist.”On a flip chart, list “other” positions students have processed.B. Local Resources (Agency or Local Agreement)* Resource Advisor
* Clerical
* EMT
* Drivers

Discuss the cost-effectiveness of filling resources locally.C. Administratively Determined Resources (ADs) and Emergency Firefighter (EFF)1. Before utilizing an AD/EFF, notify the EDSP prior to any action being taken. Follow local procedures for AD/EFF hiring (local dispatch, local finance, at incident, etc.).2. Things to consider when utilizing an AD or EFF:* Ensure agency and cooperator resources have been exhausted first.
* Are they signed up?
* Who is their hosting agency (where is their point of hire)?
* Are they self-sufficient (own credit card, transportation, lodging, etc.)?
* Qualifications?

D. Trainees* Not every overhead resource is fully qualified.

Discuss how to identify trainees (IQCS, Red Card, Position Task Book).* Trainees need assignments to become qualified.
* Ask if trainees are acceptable.
* Incident Management Team rosters include several trainees.

E. ModulesA trained group of individuals that provide a specialized task, with a common leader and communications.Ask students for examples of modules. Refer students to NIMG, Chapter 20.* Configuration of modules and numbers
* Helicopter
* Prescribed fire modules

F. TeamsAn established organized group of individuals that when assembled work together to accomplish the same objective over a period of time.Ask students for examples of teams.* Notify supervisory dispatcher of all team orders.

Dispatchers may fill orders for complete teams or may fill only one position depending on the request.Local team configurations can be found in local mobilization guides.Hand out an incident management team roster from your area.* Incident Management Teams - Type 1 and Type 2 teams are ordered as short or long teams.

Give characteristics of teams and reference locations of teams in the national and local mobilization guides.* When ordering non-rostered specialty teams, it is important to determine the positions needed prior to placing the order.

G. SmokejumpersGenerally, smokejumper orders are handled through the initial attack office.Refer students to the NIMG and discuss ordering process for smokejumpers.Expanded may see booster and smokejumper preposition orders.What are booster orders?Jumpers from another base are usually in groups of ten that support another base.III. RECEIPT OF AN OVERHEAD REQUESTA. Steps to Consider1. Determine ordering authority.2. Is it an ICS position?3. Check for proper ICS terminology.4. Is it a specialized position? Can it be hired locally?5. Are correct position codes being used to order?6. Are tools required with the overhead? (Examples: field observers with programmable King radio, GPS unit)7. Are trainees, ADs/EFFs, portal to portal, or private contractors acceptable?8. Can the needed date and time be safely met?9. When in doubt, ask questions. Make sure you know what you’re ordering.B. TipCarry your Fireline Handbook with you. As you learn these bits of information about overhead, write them next to the position in your Fireline Handbook for reference.**EXERCISE: Coordination with other Functions**Purpose: Familiarize students with examples of functional interaction within expanded dispatch.Time: 20 minutesFormat: Facilitator led class discussionMaterials Needed: none Preparation: Review answers on slide 15Instructions:For the functions listed below, ask students to identify who they would coordinate with. Allow five minutes then review answers (answers are on slide 15).HMGB – **Aircraft**COTR – **Equipment**Teams – **Supervisor/all functions**Airport pickup – **Ground Support/transport**Incoming AD dispatcher – **Buying Team/ Local Purchase****Person****End of Exercise.**IV. PLACING AN OVERHEAD REQUESTA. Determine Source of the Overhead Clarify at your briefing what the local process/preference is prior to ordering resources to ensure safety guidelines are met.* Neighborhood policies
* Local agreements
* Compacts
* MOUs
* Local hire

The initial attack dispatcher may have resources being held in reserve.Is it cost effective to place the request outside of the local area?B. Determine Outside Sources to Obtain OverheadProvide method and lists used for overhead availability:* ROSS
* Administrative hires
* Private companies
* Other?

C. Consider “Unable to Fill” PolicyRefer students to the NIMG, Chapter 10 for current unable to fill procedure. How long it will take to fill the order depends on resource availability, planning level, and incident priority.If you know there is a shortage of the requested resource, and the request may be hard to fill, consider these options:1. Can a substitute position be used?2. Is a trainee acceptable?3. If a request cannot be filled regionally, is it reasonable to place the request to NICC?V. ICS QUALIFICATIONS AND HIERARCHY* Become familiar with ICS qualifications, review FSH 5109.17 or PMS 310-1.
* The sending unit is responsible for certifying qualifications of overhead resources.
* Qualifications are documented on Incident Qualification Cards (Red Card) and in ROSS.
* Verify all qualifications prior to assignment.
* Important for position substitutions and at demob for reassignments.
* By default one qualification may qualify a resource for another.

Give examples of how one position qualifies a person for another (see the 310-1).VI. ADDITIONAL SITUATIONSA. Name RequestsThe procedures for processing name requests should be discussed with the supervisory dispatcher and be clearly established at the initial briefing period.1. The individual being requested must be available and qualified for the assignment.2. The ordering unit must have specific needs clearly stated when placing the “name request.”3. Who approves the name requests in Expanded Dispatch?Address “greasing the skids” (political correctness) through levels of dispatch.4. Advantages and disadvantages* There are only a few people in the country qualified to do a specific task
* It will meet the training needs of the person
* Funding/payment considerations
* Different agencies; there may be others closer, but they may not be available, not qualified, etc.

B. Emergency Notifications and ReleasesAsk students: What are some typical emergencies that may require an emergency release to be processed? How would you word them appropriately?1. At the initial briefing, discuss in detail with the supervisory dispatcher the procedures for local organization.a. Notify your supervisor of every emergency release request.b. Document “tracks” of all emergency releases on an Emergency Release/Message Form and in the documentation of the resource order.c. Ask if a replacement resource needs to be ordered.2. Emergency requests may originate either at the incident or from the home unit.a. Ensure that consideration is given to how messages are delivered.* Some messages are not to be transmitted over the radio.
* In some cases, individuals should be brought off the fireline before receiving the message.

b. Ensure that emergency messages remain in perspective and do not get distorted as they are processed through the channels.* Do not “interpret” or personalize the message.
* Maintain your professional etiquette.
* Confirm contact, follow up, and Document! Document! Document!

C. Preparedness and Severity Orders for DetailsRefer students to the Detail Request Form in the NIMG, Chapter 20. Explain the use of the form.These are used to supplement staffing during periods of severe fire danger.These are not emergency mobilizations. Communicate with your EDSP if there are any questions.D. ReassignmentsFollow local policy. Often, before your incident’s resources can be demobilized, new requests emerge and many of the overhead may be reassigned.During reassignment, the overhead dispatcher becomes the “sending dispatcher” and has various responsibilities:1. Notify the demobing incident.2. Verify availability and qualifications with demob unit leader.3. Fill the order.4. Arrange travel.Consider time frames, safety and cost- effectiveness.Mode of transportation will be covered in the demobilization unit.a. Charter aircraft – coordinate with the aircraft dispatcher.If arranging charter aircraft, identify a Flight Manager and brief them on their responsibilities.What form would be used to arrange a charter aircraft?**Aircraft flight request/schedule form**b. Commercial airlines – coordinate with supervisory dispatcher or agency dispatcher for specific travel regulations.Discuss commercial travel forms and their use (provide examples).c. Private or government vehicle. Be aware of rental vehicles.d. Pick-up points if coordinating travel with another resource.5. Ensure the appropriate parties have received the completed order with travel.**EXERCISE: Filling Requests**Purpose: This exercise actively involves students in a discussion on overhead positions. The intent is for students to learn the thought process of EDSD – overhead.Time: 30 minutesFormat: Small group or whole class discussionMaterials Needed: flip chart, markersInstructions: Work in small groups or facilitate a classroom discussion. Have students discuss what questions they would ask when processing the overhead requests listed below. Suggested answers are listed; ensure students include them in their discussion.O-58, Saw Team or Fallers**What do they want? Faller/Swamper? What size trees? Local hire? This is a good opportunity to stress each individual gets a request number; do not do an O-58a or O-58b nor put them both on a single request number.**O-118, Planning Section Chief**Type 1 or Type 2?**O-123, Biologist**What kind? What will they be doing?**O-127, Driver with pickup**Do you want night and day drivers? Should this be an equipment order? 4x4 or 2-wheel drive? Can you use a local hire?**O-141, Helicopter Module**What size and type helicopter has been ordered? You will need more request numbers for the entire module. Coordinate with the aircraft dispatcher for a marry-up point. Reference Chapter 20 of the National Interagency Mobilization Guide.**O-168, Carpenter**Consult agency dispatcher for local hire. Do you want****“with tools”?**O-179, Purchasing Agent**What purchasing authority do they want? Discuss the difference between USDA vs. USDI requirements for purchasing agents.**O-347, Helibase Manager**Helibase Manager 1 or 2? Reporting location?**O-368, FLIR Operator**Check with equipment to see if FLIR unit has been ordered. The policy is operator goes on the overhead order, equipment goes on equipment order. Be flexible!**O-398, Information Officer**To work in intelligence or with the PIOF? Will a trainee****work? Type 1 or 2?**O-401, Water Handling Specialist**What should the person be able to do? Someone who can do hose lays?**O-440, Rehabilitation Specialist**Local specialist, coordinate with agency dispatcher for existing designated folks what kind of rehab?**O-445, Equipment Specialist**Do they want someone for expanded or ground support? What kind of skills? Will a trainee equipment manager work?**O-447, Aircraft Base Radio Operator**Where will they be working? Is this the same as a****RADO?**O-500, Order a Team**What kind of team?****End of Exercise.**Review Unit Objectives. | Slide 4-1Slide 4-2Slide 4-3Slide 4-4Slide 4-5Slide 4-6Slide 4-7Slide 4-8Slide 4-9Slide 4-10Slide 4-11Slide 4-12Slide 4-13Slide 4-14Slide 4-15Slide 4-16Slide 4-17Slide 4-18Slide 4-19Slide 4-20Slide 4-21Slide 4-22Slide 4-23Slide 4-24Slide 4-25Slide 4-26 |