



Boise Dispatch Center Detailer Guide 2014

**3948 Development Avenue
Boise Id, 83705
Main Telephone Number: 208-384-3398
FAX Number: 208-384-3405
Website: www.idahofireinfo.blm.gov/southwest**

Welcome to the Boise Interagency Dispatch Center (BDC)! In this guide you will find information about the Boise Dispatch Center as well as information about Boise and the surrounding area.

Introduction

Where am I?

BDC is located at **3948 Development Ave, Boise ID 83705**

The phone number is **208-384-3398 or 208-384-3400**

The fax number is **208-384-3405**

The email address is **boisedispatch@gmail.com**

The website is **www.idahofireinfo.blm.gov/southwest**

General Information

Boise Interagency Dispatch Center provides initial attack fire dispatch services for the Boise National Forest (USFS/BOF), Boise District Bureau of Land Management (BLM/BOD), and the Southwest Area of the Idaho Department of Lands (IDL/SWS). Resources respond to approximately 255 fires per year burning nearly 97,670 acres annually. The fuels complex ranges from high desert grass and shrub communities to dense stands of mixed conifer in the Northern areas. With cooperation agreements BLM, BOF, and IDL all have wildland fire responsibilities on other lands that include private, US Fish and Wildlife, Bureau of Reclamation, and US Military. Listed below is the total acreage responsibility of Boise Dispatch Center and each agency's ownership and protection areas.

	BOISE BLM	BOISE NF	SOUTHWEST IDL
OWNERSHIP ACRES	3,966,542	2,612,000	495,633
PROTECTION ACRES	6,558,258	2,112,238	393,058
BOISE DISPATCH PROTECTION RESPONSIBILITY ACRES			9,063,554

The Boise National Forest is divided operationally into five ranger districts. The Forest Fire Management Officer (FMO) for all of Boise National Forest is Bob Shindelar and the Assistant Forest FMO is Sean Johnson. Each ranger district has its own District FMO. The five ranger districts are Emmett (D-6), Cascade (D-4), Lowman (D-5), Idaho City (D-3), and Mountain Home (D-1). The fire program staffs over 200 permanent and seasonal employees.

The Boise District BLM fire program provides initial fire suppression through agreement on nearly seven million acres of state and other federal land. They are located in the same office as BDC; the Boise District resource office is across the parking lot. The FMO for the Boise District is Andy Delmas. The Boise District employs approximately 115 individuals in their fire program and staffs three Boise Engine Units. Additional Engine Units are also located at Wild West, Hammett, and Bruneau. (An Engine Unit for the Boise BLM consists of a supervisor truck and 2 engines).

The Southwest Area Idaho Department of Lands (IDL) office is located in Boise. They offer protection for approximately a half million acres of private and public lands, of which approximately half is private ownership. The IDL Area Manager is Steve Douglas and the Fire Warden is Dan Christman, both have offices located in Boise. IDL employs 29 individuals and staffs engines at Boise Basin, High Valley, and in Boise (Southwest Yard) at their office on State Street.

Boise Dispatch Center also supports the Idaho State Office of the BLM and the National Interagency Fire Center, Office of Wildland Fire, AMD-Headquarters, etc.

The Boise Dispatch Center is part of the Great Basin Geographic Area. Great Basin is serviced by two Geographic Area Coordination Centers. BDC utilizes the Eastern Great Basin Center for service. Our dispatch neighbors include South Central Idaho Dispatch, Central Idaho Dispatch, Vale Dispatch, Payette Dispatch, Central Nevada Dispatch, and Elko Dispatch.

BDC has a Center Manager, two Assistant Center Managers, nine Dispatchers, and a Receptionist. They are:

Jill Leguineche – Center Manager
Cathy Baird – Assistant Center Manager (Logistics)
Leigh Ann Hislop – Assistant Center Manager (Intel)
Nicole Oke – Lead Dispatcher
Kelsey Dehoney - Lead Dispatcher
Alan Mebane – Lead Dispatcher
Carol Field – Dispatcher
Chris Miller – Dispatcher
Vacant – Dispatcher
Pat Shanafelt – Dispatcher
Mark Rich – Dispatcher
Mardi Hart – Dispatcher
Lyndsay Belt – Dispatcher

A Shift Supervisor directs the daily operation of the dispatch floor assigning duties for the day and acting as a single point of contact for questions, concerns, or problems.

Personal Items

Time Keeping

You are responsible for keeping track of your time. All time charged to an incident needs to be documented on an Emergency Firefighter Time Report or OF-288 and signed by your supervisor. It is recommended that you track your time on a daily basis for the best accuracy. When filling out your time on an OF-288 make sure that you show a half hour break for your lunch. After your OF-288 has been completed and signed make sure you give the white copy to your supervisor for the BDC records and keep the pink copy for your records. The yellow copy or top copy should go to your time keeper. If you need help filling out an OF-288 or using the agency time systems ask your supervisor.

When charging time to an incident you will use the four letter/number combo firecode associated with that incident. FS employees will have to put the appropriate two letter designator in front of the firecode and use the correct override code. The two letter designator is determined by the owner of the incident; below is a short list of two letter designators that are commonly used at BDC.

P4 Region 4 Forest Service (the number will change based on the region) override 0402
PD Bureau of Land Management override 1502
PN Private or State override 1502

Schedules

During fire season BDC is staffed from 0700 to 0200 seven days a week and staffed 24 hours a day when there are resources in the field. If you are working in expanded dispatch they will be operating on a different schedule. Your schedule will be assigned to you by your supervisor.

Every dispatcher is expected to show up on time for their shift, keep their lunch break to 30 minutes, and stay until their shift has ended. If you are going to be late to work call the shift supervisor or let one of the dispatchers know. Due to the nature of the job there will be days when you may have to come in early or stay late. The shift supervisor will let you know when this is needed. You should verify every day before you leave work that you are not needed to stay late or come in early the next day.

When working overtime dispatchers will follow work rest guidelines, working no more than 16 hours in one day and taking at least one day off every 14 days. Any exception to this must be approved by the Center Manager. Let your supervisor or the shift supervisor know when you get close to 14 or 15 hours in a day or are on day 11 or 12 so they can schedule a relief dispatcher if needed. Pay close attention to your mental and physical state and let your supervisor know if you are working too much and need more time off, your health and the safety of the people you are servicing in the field is our number one priority.

If you are sick and unable to come to work let your supervisor or the shift supervisor know as soon as possible so they can make arrangements.

Breaks

Every dispatcher gets a 30 minute lunch break which must be shown on your time. During this time you can leave the facility for lunch, use the break room, or eat at your desk. The break room is located down the hall and to the left of the main dispatch office. There is a refrigerator, microwave, oven/stove, coffee pot, and dishes that you can use. If you choose to use the break room make sure to clean up after yourself and wash any dishes you use. Label any food you leave in the fridge with your name unless you are willing to share with others. Food left on the table in the break room is considered up for grabs for anyone. The coffee in the break room is purchased by individuals in the fire organization and there is a can for donations by the coffee pot.

For every four hours you work you get a 15 minute break. These breaks are not to be combined with your lunch break or to be saved for the end of the day. There may be times when it is too busy to take a break, but when possible it is suggested you use your break to step away from your desk, stretch, take a walk, or do something to help you decompress and relax. Save any personal phone calls or personal computer work to be done during your breaks.

Taskbooks/Performance Evaluations

During your stay in Boise, your performance will be evaluated using the Position Taskbook system and/or performance evaluations. If you have any problems of any nature talk to the Floor Supervisor or if you are working in expanded talk to the Expanded Dispatch Supervisor (EDSP). We welcome your comments and suggestions. We are proud of our operation and always looking for ways to improve.

Your supervisor will be glad to sign taskbooks that have been initiated by your home unit. Make sure to go over your taskbook with your supervisor in the first few days you are on assignment, so they can give you assignments that you need to accomplish before you can be signed off as qualified.

Dress Code

The dress code at BDC is casual, however extremely short shorts and skirts, tank tops, spaghetti strap tops, and bare midriffs are not allowed. If you are unsure about an item of clothing ask your supervisor. The temperature in dispatch can vary greatly so come prepared for heat and cold.

Lodging and per diem

Lodging and per diem will be provided to personnel outside of the Boise dispatch area who come to work at BDC. Government employees on per diem are expected to pay for their own meals and lodging. We will be happy to assist you in finding a room or directing you to a restaurant. Per diem rates for Boise are \$77 for hotels and \$46 for meals. If you are not a regular government employee BDC will make arrangements to provide lodging during your stay.

Restaurants Close to Dispatch:

Denny's- Just around the corner, heading towards the airport

Kopper Kitchen- Just around the corner, heading towards the airport

Off Vista Ave:

Applebee

Jimmy Johns

Albertsons

Willow Creek and Raw (Raw is sushi,these are more of sit down place, but they do orders to go)

Cucina Di Paolo

Roosters

Jack in The Box

Off Broadway Ave:

Broadway Deli

Wendys

Burger King

Sonic

McDondals

Whole Foods

Off Federal Way

KFC

Porta Subs

Arbys

Fred Meyer

We also have a menu book in the office, feel free to look through it and any of the dispatcher can give you some suggestions.

Personal calls

You are authorized one ten minute call home each day while you are in official travel status. You may use our telephones for this purpose. If you require privacy, let us know so that we can arrange for you to use a telephone in another part of the building.

Restrooms

Restrooms are located at the opposite end of the building as the main dispatch center. There are showers available to use as needed.

Office Procedures

Telephones - Main Dispatch

BDC has a receptionist position which is the primary phone answerer, however if they are on the phone, on days off, or if the position is vacant you will be expected to help answer the telephone. When answering the phone be courteous and professional, answer with “**Boise Dispatch this is (your name).**” Try to figure out which function could best help the person on the phone. Fire reports or questions related to a specific incident should be given to the dispatcher handling that response area or incident, i.e. BLM, FS, or IDL dispatcher. Information or questions pertaining to aircraft should go to the aircraft dispatcher(s). If there are two people working the aircraft desk ask the caller what the call is regarding so you can get them to the correct aircraft dispatcher (aircraft duties could be split up by type or by response area). All calls for ROSS information, resource orders, or out of area assignments except or aircraft should be given to the Logistics desk. The Intel desk will handle all calls regarding statistics, 209’s, 1202’s, and most weather.

If it is a general question that does not go to a specific function do your best or answer the question or ask your colleagues for assistance. If you are unable to help the caller take their name and number and tell them you or someone else will call them back with the information requested. You may have to deal with upset or angry callers, maintain a professional attitude do your best to help them. If you begin to feel uncomfortable with the caller politely put them on hold and have a Shift Supervisor, Assistant Center Manager, or Center Manager take the call. Do NOT give out home phone numbers or personal cell phone numbers. If a caller requests a personal number, ask for their name and number and tell them you will call the individual and give them the callers information. A high level of customer service and professionalism is expected from all employees and detailers.

The BDC has two main numbers that go to multiple phone lines in the office. The non-fire number is 208-384-3398 and should be the number given out to the public for general use. On your phone this number will ring in to lines E-H. The fire reporting number is 208-384-3400 and should be mainly used for reporting fires. On your phone this number will ring into lines A-D. Every POD has its own number which is only to be used for transferring calls to PODs.

The Center Manager and two Assistants have their own lines with voicemail set up, you can give out these numbers or transfer calls who want to leave voicemails. **If the Center Manager (3380), Intel (3446), or FS COD (3412) phone rings do NOT answer. You can tell which line is ringing by the red blinking light next to the line on your phone. The line will also blink if there is a call on hold. If a line is being used it will be solid red.**

Directions for using the phone system:

- To answer a main line (A-H) you can simply pick up the phone or press the button of the ringing line and pick up the phone.
- To answer one of the pod lines press the button for that pod and pick up the phone
- To place a call on hold hit the red hold button.
 - ** When placing a call on hold pay close attention to which line you are on. Multiple lines can be on hold at one time and it can be confusing which line is holding for which function.
- To pick up a call from on hold press the button for the line holding.
- To transfer a call press the transfer button on the touch screen then dial the number you are transferring to then hang up. If you are transferring to a number outside of the compound wait for the number you transferred too to ring before hanging up.
 - You can also transfer calls using the presets to the right of the phone.
- To dial an extension within the compound dial the last four numbers, for example if you are calling the Center Manager you would just dial 3380.
- To dial a local number press 8 and then the number.
- To dial a long distance number press 8 then 1 then the number including the area code.
- To use the speed dial press the button next to the place you want to call.
- Most Forest Service phone numbers can be called by just dialing the last 4 digits. For example all of the Supervisors Office numbers can be called by just dialing the last 4 digits.

Telephones - Expanded Dispatch

Always answer the phone with: “Boise Dispatch this is (your name)” or “Expanded Dispatch this is (your name)”. When answering the phone be courteous and professional. If you are unable to help the caller take their name and number and tell them you or someone else will call them back with the information requested. You may have to deal with upset or angry callers, maintain a professional attitude do your best to help them. If you begin to feel uncomfortable with the caller politely put them on hold and have a Shift Supervisor, Assistant Center Manager, or Center Manager take the call. Do NOT give out home phone numbers or personal cell phone numbers. If a caller requests a personal number, ask for their name and number and tell them you will call the individual and give them the callers information. A high level of customer service and professionalism is expected from all employees and detailers.

Directions for using the phone system:

- To dial a number within the BDC office complex pick up the receiver and dial the four digit extension you wish to reach.
- To dial a local number first dial 8 then the number
- To dial a long distance number dial 8+1+area code+number
- To pick up a call ringing at another desk. Pick up the receiver and push the flashing button.
- To transfer a call, press the transfer button and then enter the four digit extension where you wish to send the call. Hang up the receiver to send the call through.

Fax Machines

There are four fax machines in dispatch. One is located by the Aircraft desk, one in expanded, and two for general use by the COD pods. The main fax machines used are the two by the COD pods. One is used for incoming faxes (3405) and one is used for outgoing faxes (3498). Check each fax machine to see what direction the paper needs to face before faxing; on the main fax machine the paper must face up. Press any button and make sure the fax machine is out of sleep mode before entering the fax number. Also check to make sure that the green light is on next to the fax button in the lower left corner.

To send a fax dial 8 followed by the number and press start. To use the speed dial numbers press the address book button on the upper left side and scroll through the options selecting the place you wish to send the fax. Once all recipients have been selected hit the start button.

Computers and Printers

BDC uses the BLM network for most office functions including computer aided dispatching and ROSS. Anyone needing access to a BLM computer must have passed a security screening. If you have not received a screening at your home unit you will not be allowed access to the computers. BLM security procedures require you to lock your computer screen if you leave the room.

Upon arrival, each person will be assigned a local login account with username and password, after they have read and signed the required IT Security Document. The password must immediately be changed to a strong password made up of a minimum of 8 characters including lower case, upper case, numbers and special characters. Users are responsible for maintaining and guarding their passwords. There are a few USFS computers in the office that may be used by detailers also.

Do not load any unsolicited software on the computers as all software must be approved by the systems administrator in advance. Do not change the look of the computer screens by adding screen savers or other items. If you have been entrusted with access to a file or to use certain programs, respect that trust and do not delete or change these files without permission. The internet should be used only for work-related business while on assignment.

Guidelines for using government computers:

- Keep your username and password in a secure location and do not give it out to others.
- All software must be approved by the system administrator and you should not be able to download any software to the computers. If something is accidentally loaded onto your computer notify your supervisor.
- If you have access to the R drive and dispatch files do not delete or move any files unless directed to by a supervisor.
- The internet should only be used for work related purposes. Computers are monitored and be sure to follow IT security standards.
- If you have questions about appropriate use of the internet ask your supervisor.

There are three printers in dispatch one FS, one BLM, and one BLM color printer. The printers are located in the southeast corner of the room by the FS map. There is also a FS color printer located in the common area of the building.

Directions for adding BLM network printers:

Option One

1. Click on the start button
2. Click on devices and printers on the right side
3. At the top of the new screen click on Add a printer
4. Click on Add a network, wireless or Bluetooth printer
5. Wait for the list of printers to load
6. Scroll down to the printer you wish to add and double click on it
 - a) The BLM printers in dispatch use this website <http://ilmidbd3fp1/printers/>
 - b) If you are in expanded dispatch, please select the following printers
 - a. [ilmidbd2_exp_dispatch_black_lexmarkt640](#)
 - c) If you are in IA Dispatch please select the following:
 - a. [ilmidbd2_dispatch_color_hp_cp4525](#)
 - b. [ilmidbd2_dispatch_black_lexmarkt640](#)

You should now be connected to the printer.

If you are an FS employee wishing to connect to the FS printers ask one of the BDC FS dispatcher for directions.

Copy Machines

There is one copy machine located by the printers in dispatch and there is a copier/scanner located in the common area of the building. Use the copier in the common area for any large documents that need to be copied.

Boise Dispatch Orientation

The main dispatch center is set up to handle initial attack fires and extended attack on larger fires until an expanded dispatch is opened. When you walk into the dispatch center you will be greeted by the receptionist. Just behind the receptionist are two Coordinator Pods or COD desks. The first desk is the Assistant Center Manager Cathy Baird's desk. Cathy is the main Logistics Coordinator. The second COD desk is used by one of the PFT Forest Dispatcher. The Center Managers Office is located next to the main entrance. The initial attack desks are in a semi-circle. Starting closest to the entrance the pods go in the following order: 2 FS pods, 2 Aircraft pods, and 2 BLM pods.

WildCAD Procedures

WildCAD is the primary tool used by BDC for documentation. All IA documentation will be in WildCAD in that incidents log or in the daily log. Expanded dispatch will not use WildCAD to the same extent, however the EDSP will direct you in what needs to be documented in WildCAD. See the BDC standard operating procedures (SOP's) Binder for more information on how to use WildCAD. Please take the time to read the SOP's that will be used while working at BDC.

ROSS Procedures

Resource orders are processed and completed through the Resource Order and Status System (ROSS). BDC's SOP for ROSS can be found in the BDC SOP Binder. Things to remember when using ROSS:

- Document, document, document
- Ask questions if you are unsure
- All orders need to have a financial code
- Follow all orders up with a phone call, do not assume that other dispatch centers are checking ROSS or their fax machines on a regular basis
- Get familiar with the information in the desktop guides

Media/Public Information Requests

Request for information from the media or the public need to be passed to the Information Officer for the agency responsible for the fire they are calling about. Dave Olson is the primary Information Officer for the Forest Service and there is primary PIO cell for the BLM (871.1815). For large fires a fire information phone number will be posted in dispatch. If the Information Officer is not available and they insist on talking to someone pass them on to the Floor Supervisor or EDSP.

Shift Briefs

A shift brief will be completed by each dispatcher at the end of their shift and left in the binder on the center table. Shift briefs should include the following information:

- Significant events that occurred
- Significant events that are planned
- Any problems or issues that may need to be followed up on

Emergency Procedures

See the Emergency and Evacuation SOP in the Boise Dispatch SOP Binder.

Reference Guides

Reference guides are available at each station (some are shared between adjacent stations).

These guides include:

- Telephone Lists
- Resource Lists
- Frequency Information
- Aircraft Information
- Medical Emergency Information
- Mobilization Guides (GACC and National)

More reference guides are located in the main dispatch office on the big white shelving unit by the center manager's office. These include:

- BDC SOP Binder
- Travel binders
- Various Agreements
- Various Plans

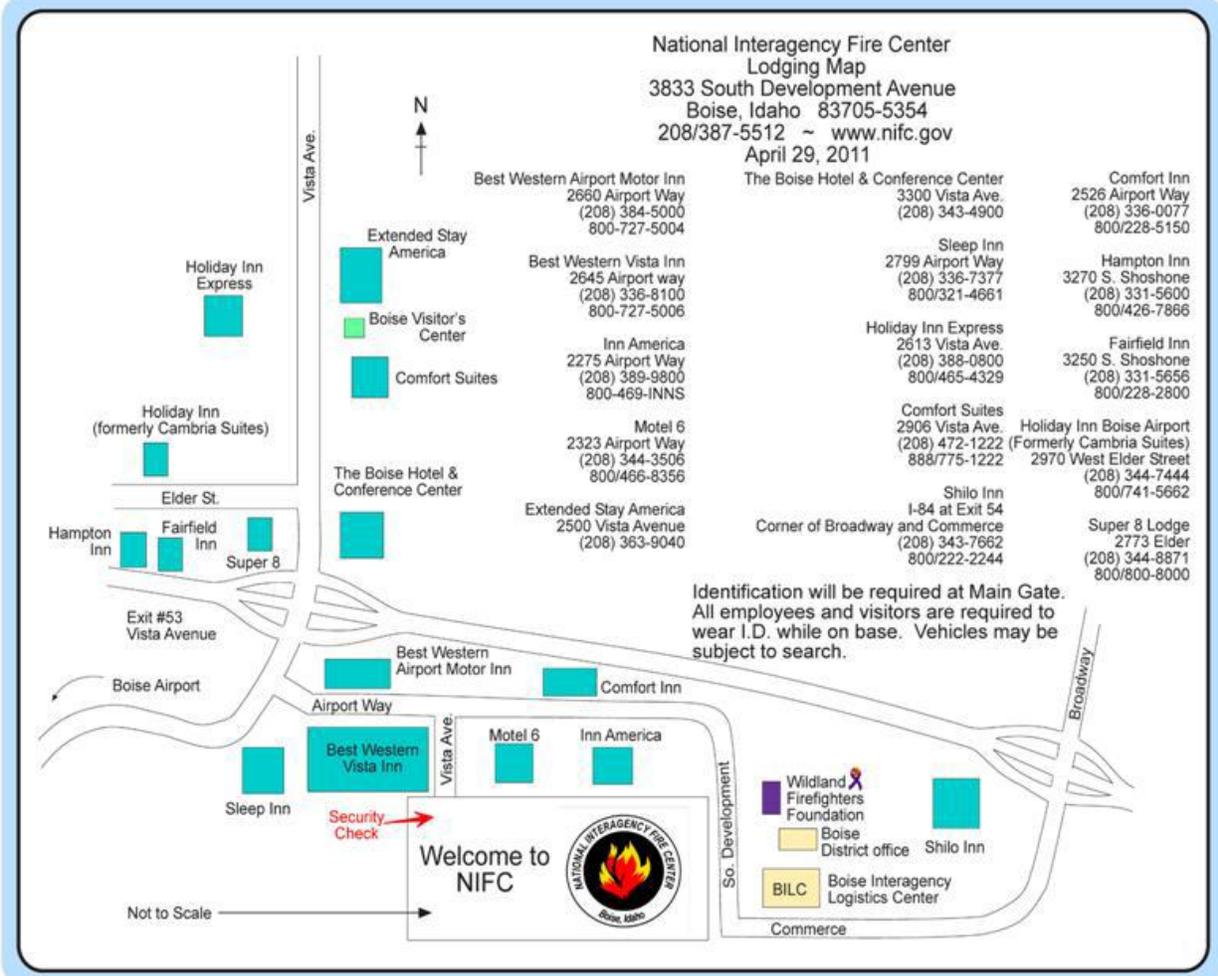
Helpful Websites:

Domestic Per Diem Rates

<http://www.gsa.gov/portal/content/104877>

Hotels located near Boise Interagency Dispatch Center (listed as BILC on the map below not BDC) and the National Interagency Dispatch Center

**National Interagency Fire Center
Lodging Map**
3833 South Development Avenue
Boise, Idaho 83705-5354
208/387-5512 ~ www.nifc.gov
April 29, 2011



Vista Ave.



- Best Western Airport Motor Inn
2660 Airport Way
(208) 384-5000
800-727-5004
- Best Western Vista Inn
2645 Airport way
(208) 336-8100
800-727-5006
- Inn America
2275 Airport Way
(208) 389-9800
800-469-INNS
- Motel 6
2323 Airport Way
(208) 344-3506
800/466-8356
- Extended Stay America
2500 Vista Avenue
(208) 363-9040

- The Boise Hotel & Conference Center
3300 Vista Ave.
(208) 343-4900
- Sleep Inn
2799 Airport Way
(208) 336-7377
800/321-4661
- Holiday Inn Express
2613 Vista Ave.
(208) 388-0800
800/465-4329
- Comfort Suites
2906 Vista Ave.
(208) 472-1222
888/775-1222
- Shilo Inn
I-84 at Exit 54
Corner of Broadway and Commerce
(208) 343-7662
800/222-2244

- Comfort Inn
2526 Airport Way
(208) 336-0077
800/228-5150
- Hampton Inn
3270 S. Shoshone
(208) 331-5600
800/426-7866
- Fairfield Inn
3250 S. Shoshone
(208) 331-5656
800/228-2800
- Holiday Inn Boise Airport
(Formerly Cambria Suites)
2970 West Elder Street
(208) 344-7444
800/741-5662
- Super 8 Lodge
2773 Elder
(208) 344-8871
800/800-8000

- Extended Stay America
- Boise Visitor's Center
- Comfort Suites

- Holiday Inn Express
- Holiday Inn (formerly Cambria Suites)
- Hampton Inn
- Fairfield Inn
- Super 8

The Boise Hotel & Conference Center

Identification will be required at Main Gate.
All employees and visitors are required to wear I.D. while on base. Vehicles may be subject to search.

Exit #53
Vista Avenue

Boise Airport

Airport Way

Vista Ave.

So. Development

Broadway

- Wildland Firefighters Foundation
- Boise District office
- BILC
- Boise Interagency Logistics Center
- Shilo Inn

Welcome to NIFC

Not to Scale

Security Check