



FLORIDA FIRE CHIEFS ASSOCIATION

**INCIDENT LOG FOR THE POSITION OF
INCIDENT DISPATCHER II**

INCIDENT LOG ASSIGNED TO:

(INDIVIDUAL'S NAME, LOCATION, PHONE NUMBER, AND DATE)

INCIDENT LOG INITIATED BY:

(SPONSORING AGENCY, LOCATION, PHONE NUMBER)

Bonnie B. Maney, IDT Coordinator

(TRAINING OFFICER'S NAME AND DATE)

The material contained in this book accurately defines the performance expected of the position for which it was developed. This task book is approved for use by the Florida Fire Chief's Association to qualify personnel for the intended position.

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FLORIDA FIRE CHIEFS ASSOCIATION

INCIDENT LOG

This incident log has been developed for the designated position of Incident Dispatcher II. Each Log lists performance tasks for the specific position and provides written guidelines for duties and responsibilities. Routinely documentation in this log will assist emergency management agencies in typing and assigning resources. Individual's should document performance involved on incidents, in classroom simulation, training exercises and in other work situations.

The individual is responsible for:

- * Reviewing and understanding the Incident Log.**
- * Identifying desired objectives/goals.**
- * Providing background information to emergency coordinators.**
- * Assuring the Incident Log is current.**
- * Providing a copy of the Incident Log when requested.**
- * Keeping the original Incident Log with personal records.**

QUALIFICATION RECORD

POSITION: INCIDENT DISPATCHER II

TASK	EVALUATOR: Initial & date upon completion of task
TRAINING MATERIAL	
<ul style="list-style-type: none"> * NWCG Incident Command System Modules 1-6 * Basic Incident Dispatcher II Position Description * FFCA Statewide Emergency Response Plan * Florida APCO Public Safety Communications Mutual Aid Plan * Florida Incident Field Operations Guide * S248 Status/Check-In Recorder * Multi-Agency Communications Unit (Level 1000)/ EDICS Package 	
CLASSROOM COMPONENTS and INCIDENT LOG	
1. <u>Successfully complete ICS I-100 prior to the Basic ID II Training class.</u>	(Instructor's Signature) Certificate Y N
2. <u>Successfully complete ICS I-200 prior to or during the Basic ID II Training class.</u>	(Instructor's Signature) Certificate Y N
3. <u>Successfully complete Basic Incident Dispatcher Team II Training Course.</u>	(Instructor's Signature) Certificate Y N Incident Log Y N
4. <u>Successfully complete S248 Check-In Status Recorder Course.</u>	(Instructor's Signature)

	Certificate Y N
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**DUTIES AND RESPONSIBILITIES
GUIDELINES**

POSITION: INCIDENT DISPATCHER II

COMMON RESPONSIBILITIES

- A. Upon arrival, check in and seek out supervisor or agency dispatcher for initial briefing. Gather available information necessary to immediately assess situation, determine priorities, and take action as appropriate. When completing these tasks consider the following:
 - < Situational Awareness; current situation, status of orders, current resource order request to expedite, current resource commitments.
 - < Priority Setting; priorities for current operational period, incident priorities in multiple incident situations, critical resources.
 - < Local Office Considerations; ordering channels, local protocol for special situations, emergencies procedures, authority limits, not-to-exceed order times, how to display resource tracking information, internal/external key contacts, procedures for media and/or private contractor calls, desk log procedures, operational period schedules, time sheets, housing and transportation availability.

- B. Establish and maintain positive interpersonal and interagency working relationships.
 - < Create a work environment that provides diversity and equal opportunity for all personnel assigned to the incident.
 - < Address individual agency values and policies throughout the tenure of the incident.

- C. Mobilize, reassign, and demobilize resources from one or more of the functional dispatch areas to support an incident.
 - < Use pertinent reference guides to validate resource capabilities, limitations, or regulations governing use.
 - < Summarize resource information to summarize intelligence support.

- < Use existing sources and contract agreements to obtain resources.
- < Use established methods and channels for completing resource requests.
- < Communicate with internal/external entities.
- < Identify resources being released that are re-assignable.
- < Ensure resource order/request closure.
- < Ensure that demobilization procedures are followed.
- < Recover equipment from relieved or released units.

DUTIES AND RESPONSIBILITIES GUIDELINES

POSITION: INCIDENT DISPATCHER II

D. Use reference materials appropriately.

- < Mobilization guides.
- < Contracts and Mutual Aid Agreements.
- < Dispatch Operations Guides and Standard Operating Guidelines.

E. Effectively utilize resource tracking and status systems to ensure that all resources assigned to an incident are accounted for.

- < Compile and maintain current status of resources using T-cards, data base and/or local system.
- < Obtain necessary briefings and work materials.
- < Maintain necessary contact with Incident Communications.
- < Ensure proper transmission and posting of check-in and staging areas so arriving resources can easily find check-in locations.
- < Forward completed Check-In Lists to appropriate resource entities.
- < Prepare, post, and maintain Resource Status Cards and/or other approved resource tracking and accountability forms.
- < Remain aware of hazards associated with working in the field.
- < Attend incident debriefing.

F. Conduct briefings for relief dispatchers.

- < Communicate pertinent information regarding operational period activities.
- < Communicate priorities.
- < Communicate procedural issues or changes regarding mobilization.

DUTIES AND RESPONSIBILITIES GUIDELINES

POSITION: INCIDENT DISPATCHER II

G. Maintain knowledge and apply practical use of national, area, and local forms and reports. Review forms for completeness and accuracy. Follow up to confirm information as appropriate. Ensure legible and complete documentation. Recognize when use of supplemental forms is required. For example;

- < ICS 201 (Incident Briefing Form)
- < Incident Action Plan (IAP)
- < ICS 211 (Check-in List)
- < ICS 213 (General Message Form)
- < ICS 214 (Unit Log)
- < ICS 259 (Resource Order Forms)
- < ICS SF-261 (Crew Time Report)
- < OF-288 (Emergency Firefighter Time Report)
- < ICS 219-9A (Accountable Property Transfer/Portable Radio Inventory Form)
- < ICS 219 (Resource Status Cards/T-Cards)
- < Local Accountability System Forms
- < Local Unit specific logs, reports and radio records

INITIAL RESPONSE ACTIONS

A. Report to the Incident Management structure in place within the requesting agency and performing the tasks of: Incident Dispatcher, Check-In Recorder, Resource Statistics (ReStat Recorder) as they may be required.

1. First Arriving Incident Dispatcher:
 - < Establish IC's needs for the specific incident,

- < Transition into CP operations, relieve non dispatch personnel,
- < Establish Communications Unit, Communications Center,
- < Monitor Command Net Radio for IC,
- < Establish or maintain existing ReStat system,
- < Set-up lap-top, printer, scanner, cell phone and fax as available and/or needed,
- < Complete appropriate forms and unit log,
- < Assist 2nd arriving Incident Dispatcher in monitoring any secondary TAC Channel in use.

DUTIES AND RESPONSIBILITIES GUIDELINES

POSITION: INCIDENT DISPATCHER II

2. Second Arriving Incident Dispatcher:

- < Mobile Data Terminal (MDT)/Laptop Position in Communications Center,
- < Note event times for IC and PIO,
- < Manage communications between CP/Local agency Comm. Center as needed
- < Monitor Tactical channels as needed,
- < Provide input in the preparation of the Incident Communications Plan, and assist with the Plan's implementation,
- < Establish communications and message centers as needed,
- < Set up telephone communications as needed,
- < Establish an equipment accountability system as needed,
- < If/when no Tactical channels are being used, monitor local agency frequency - note any significant dispatches that may impact/be impacted by resources committed to this incident Assist ReStat Incident Dispatcher with T-Cards, as needed,
- < Assist IC with ICS 201 as needed,
- < Forward all pertinent data, logs, reports and paperwork to the Communications Unit Leader for proper incident documentation.

B. Use physical and mechanical resources in an ICP.

- < Locate a list of transmit frequencies or talk groups used by the base station.
- < Recover equipment from relieved or released units.
- < The procedure to switch to auxiliary generator (unit specific) in order to maintain radio communications when commercial power has failed. (If applicable)

- < Demonstrate the channel selection positions on a mobile and portable radio.
- < Locate a list of contact information you could use in the field to contact resources commonly requested by your local unit.
- < Describe steps that could be taken to protect ICP communications during inclement weather.
- C. Maintain knowledge of the procedures and operations of an Incident Command Post.
- < Demonstrate to the satisfaction of the trainer how to transfer the current operational status of on scene personnel to the Incident Dispatcher.
- < Correctly describe the procedure for contacting the requested resources from the command post.
- < Given an ICS Chart, correctly interpret the duty status of personnel assigned to an incident.
- < Correctly describe transfer of command procedures for unified command, if applicable.

DUTIES AND RESPONSIBILITIES GUIDELINES

POSITION: INCIDENT DISPATCHER II

MAPPING

- A. Utilize the resources to complete necessary mapping and jurisdictional tasks.
- < Demonstrate the triangulation process on a map to identify the nearest quarter section at the intersect point and the correct Section, Township, and Range in each case.
- < Given highway directions, successfully locate sections, township, range of an incident.
- < Utilize local agency maps and resources to handle jurisdictional requests in a timely manner.

MUTUAL AID

- A. Maintain knowledge base of the primary duties or responsibilities of these offices, individuals and the functions of the sections listed.
- < Division of Forestry
- < Florida Fire Chiefs Association
- < State Fire Marshall's Office
- < State Emergency Management
- < Associated Public Safety Communications Officials
- < Federal Emergency Management Agency
- (Local Unit)
- < Incident Dispatcher

- < Incident Dispatcher Team
- < Incident Dispatcher Team Leader
- < Incident Dispatcher Coordinator
- < County Emergency Operations Center
- < County Warning Point
- < State Warning Point

DUTIES AND RESPONSIBILITIES GUIDELINES

POSITION: INCIDENT DISPATCHER II

B. Utilize proper state and local mutual aid procedures.

- < Cite the mutual aid process and interaction between the primary entities from 1 above.
- < Identify the key mutual aid resources as determine in the Statewide Catastrophic Mutual Aid Agreement and Florida Comprehensive Emergency Management Plan.
- < Correctly define what Kind and Type coding is.
- < Cite how the Mutual Aid Communications Unit can improve mutual aid communications.

(Local Unit)

- < Cite the mutual aid process and interaction between the primary local entities.
- < Define unified command and with local resources provide a scenario or how it would function.

C. While assigned to an incident utilize knowledge of key agencies with whom Incident Dispatchers have emergency/assignment/deployment contact.

- < Locate contact information for incident related law enforcement departments, fire departments, Emergency Management, majors landowners...
- < Locate area of responsibilities of cooperating police, fire departments, landowner cooperators, other state and Federal agencies Owners/managers.

- < Describe the procedures for requesting a MAC unit.

DOF OPERATIONS

A. Utilize knowledge to locate and access fire weather data.

- < Demonstrate knowledge of the KBDI (drought index).
- < Demonstrate how to receive a spot weather forecast.
- < Demonstrate knowledge of dispersion, ignition components , spread components, buildup index, spread index.
- < Explain NWS Red Flag Warning vs. DOF's Red Flag Alert.
- < Explain duties and responsibilities of Division of Forestry Duty Officer (D105).

DUTIES AND RESPONSIBILITIES GUIDELINES

POSITION: INCIDENT DISPATCHER II

AIRCRAFT

A. Maintain knowledge base of aircraft procedures.

- < Describe the procedures for requesting air support.
- < Demonstrate use of the STR Conversion Program.
- < Using the DOF Fire Manual as a resource, correctly explain the procedure to follow when an aircraft is overdue.
- < Explain importance of recording aircraft flight information on incident cards.
- < Describe fire location, using latitude and longitude.
- < Utilize flight following procedures to track resources.

LAW ENFORCEMENT OPERATIONS

A. Utilize abilities to perform tasks specific to a law enforcement ICP.

- < Perform the appropriate actions during a Tactical response during incidents such as Hostage, WMD, Bomb Threats, etc.
- < Demonstrate the ability to document suspect, sniper, crime scene entry, and perimeter in a timely and accurate manner.
- < Demonstrate the ability to contact additional requested resources in a timely manner.

FIRE RESCUE OPERATIONS

- A. Utilize abilities to perform tasks specific to a fire rescue ICP.
 - < Demonstrate the ability to perform appropriate actions during such incidents as a mass casualty or hazmat incident in a timely and accurate manner.
 - < Demonstrate the ability to contact additional requested resources in a timely manner.

DUTIES AND RESPONSIBILITIES GUIDELINES

POSITION: INCIDENT DISPATCHER II

FIRE SUPPRESSION

- A. Maintain knowledge base of fire suppression equipment, terminology and fire techniques.
 - < After a visual demonstration, name types of suppression equipment in your field unit and describe the primary functions of each.
 - < With the evaluator, visit at least two on-going wildfires, prescribed burns, or contract burns and observe the proper handling of radio traffic between crews, supervisor, and communications.
 - < While observing the fires, discuss with the evaluator the actions of the fires as affected by wind speed and direction, relative humidity, herbaceous condition and the time of day.

MEDIA

- A. Knowledge of responsibilities and limitations in reporting information concerning Incident Command Post activities, to the news media and the general public.

- < Refers media requests to the Information Officer in a consistent and timely manner.

**DUTIES AND RESPONSIBILITIES
GUIDELINES**

POSITION: INCIDENT DISPATCHER II

INCIDENT LOG:

Page _____ **Date Page Started:** _____

Date	Location	Type of Incident/ Event	Duties Performed *	Name of IC

