

Dispatch Policy  
Incident Dispatch Team (Fire)

**SELECTION PROCESS:**

The Incident Dispatch Team is made up of four (4) dispatchers and one (1) supervisor who have attended the Incident Dispatch Training Course. This is considered an Ancillary position which is a duty in addition to a person's regular duties, as opposed to a specialty assignment. The four (4) dispatchers and one (1) supervisor were initially selected by administration to start the team. For additional openings, the selection policy will include interested dispatchers submitting a letter of interest to the Supervisor in charge of the team. From the letters, the names will be chosen by the four (4) Dispatch Supervisors and the Dispatch Manager. The names will be chosen utilizing the guidelines established by the Command Staff of the Napa City Fire Department. The criteria used to select the dispatchers are listed in the attached letter.

**CALLOUT PROCEDURE:**

The Incident Dispatch Team (IDT) could be called out for : Major fires anywhere in the State of California or Napa County, Major fires in the City of Napa, Floods, Civil Disobedience, Earthquakes, or any other major incident that might occur in the City/County of Napa or for the State of California.

IDT is established for rapid deployment and provides an on scene communications support group, while providing a professional communicator to provide communications and resource management assistance to an IC.

The cost to the City of Napa for **each** IDT member would include: pagers/radios, Wildland safety gear, gloves, helmet with "Dispatchers" decal, ICS vest with "Incident Dispatcher" on it, a Firescope Field Operations Guide (FOG) and ICS forms cache.

**IDT USES:**

Called out at the discretion of the IC  
Incident Management Support for the Command Post  
Incident history documentation of IC and Media Release  
Operation of remote communications systems  
On-Scene Communications Unit at ICP  
Ears and Voice of the IC  
Resource Unit  
    - check-in of incoming apparatus  
    - continual status retrieval of all incident resources  
Staging Officer

Documentation Unit  
    - management of local-agency and ICS forms for the IC

## Field Communications

- dedicated communicator for the Divisions/Groups/General Staff

## IDT and MUTUAL AID (Local and State)

Shared Resources to allied agency incidents

Ability for emergency assist to adjacent Comm. Centers

IDT included in local, regional, and state mutual aid plans

The Incident Dispatch Team (IDT) provides an on-scene communications support team, and provides command post assistance to the IC. The IDT can also provide resource accountability and status support. The IDT concept puts the dispatcher's everyday skills of multi-tasking, attention to detail, hearing and repeating accurately, right at the command post.

Certified IDT's within the ICS, the dispatcher becomes a dedicated communicator for the ICP, becoming the ears and voice of the IC on the radio. The program frees up line personnel from working support tasks and puts them back on the fireline. Using dispatchers puts a professional communicator who specializes in communicating and managing resources every day in the Comm Center. Having an IDT at the command post frees the IC from the responsibility of the radio, allowing him/her to concentrate on the incident and the objectives and tactics. The IDT handles the radio, cell-phone, and MDT communications in and out of the CP and maintain status accountability of all resources assigned to the incident.

IDT would respond at a given alarm level based on the BC recommendation. Two (2) IDT's will respond to the incident. IDT's will be on call for given months throughout the year. Those IDT's who are on call will be the first responders to an incident. In the case the either of the on-call IDT's are unable to respond, the next IDT will be called to respond in their place. IDT's will respond from off duty in response to an IDT page, or if staffing allows, may be released from duty at the Comm Center to respond. The IDT will establish a Communications Unit at the CP, either utilizing the IC's vehicle or a specialized communication/command vehicle. The IDT will assume radio duties for the IC, and operate his/her cell-phone, faxes, MDT and other voice and data communications devices at the CP.

The IC maintains his/her own radio identity, but the IDT becomes the initial go-between for communication in and out of the scene. The IDT will assist in incident management support for the CP by completing ICS paperwork for the IC, maintaining status and accountability of the units on the scene, and relaying pertinent information back to the Comm Center. All IDT operations at the CP are in strict accordance with the ICS.

WHAT IS INCIDENT DISPATCHERS?

- A specially trained dispatcher qualified to operate in a command post or base camp communications unit within the ICS organization.
- Certified through a state mutual aid system for deployment as an Overhead resource through regular mutual aid protocols.
- Capable of staffing ICS positions with the Communications Unit
- Utilizes the dispatcher's everyday skills of multi-tasking, conveying information accurately, and managing resources at the ICP.

## WHAT IS AN INCIDENT DISPATCH TEAM (IDT)?

- A team of specially trained dispatchers operating locally.
- Established for rapid deployment to local and state major incidents.
- Providing an on-scene communications support team, releasing fireground units to resume tactical operations while dispatchers provide command post assistance to the IC.
- Resource status support for extended-attack and major incidents.

## IDT Supervisor Responsibilities

- Insure the ongoing training, equipment, and deployment of the IDT.
- Insure response of IDT members to callouts.
- Insure response to mutual-aid IDT callouts through the County Mutual Aid Plan and through the State OES Mutual Aid.
- Inform all Napa Central Dispatch IDT personnel of upcoming training opportunities.
- Coordinate IDT training and certification through the State Fire Marshal's office.
- Maintain miscellaneous supplies for the team.

## IDT Dispatcher Responsibilities

- Acknowledge every IDT page, regardless of elapsed time or if you are the on call for the month.
- Be available to respond to a reasonable amount of IDT callouts (approximately 3-5 calls per year). IDT personnel, who are unable to maintain this recommended minimum response and therefore keep their IDT skills up to date, will be dropped from the team.
- Maintain IDT issued-equipment in good working order, have it accessible for response during call-outs.
- Participate in ongoing training opportunities to keep skills updated

## Reserve IDT Personnel

- Some IDT dispatchers will not normally be able to respond first-call to IDT callouts. They will, therefore, be considered reserve members most likely useful for relief during long term incidents.

- Reserve members will not be subject to the minimum response guidelines.
- Reserve members will be required to attend 2 local training's per year.

## Equipment

- IDT members certified by the Napa Fire Department for this program will be issued and will maintain safety clothing (consisting of wildland jacket and pants, helmet, goggles, gloves, fire shelter, and an ICS vest), a good pair of hiking boots, and a city pager.

## Call Out Procedure

### Authorization

- The IDT will be called out by the IC when the IC determines that the IDT's involvement would be beneficial. The Dispatch Supervisor on duty may also activate the team when an incident reaches a stage where their response to the dispatch center would be valuable in assisting on-duty dispatchers or in anticipation of an IDT call-out.
- If there is a major callout, and all IDT members are needed to respond to an incident, voluntary overtime will attempted to be hired to back-fill the IDT's on duty using the current dispatch policy for hiring emergency overtime.. If no voluntary overtime can be found to relieve the on duty IDT's, the Tactical Dispatch Team will be paged to come into the dispatch center to relieve any IDT members currently working in the center.
- Response time after a callout to the scene of the incident will be no longer than 30 minutes for calls within the City limits of Napa.

## IDT Response

- Initial response will be from the IDT members on call for the month. IF that team member is on duty at the Dispatch Center, they will respond as long as adequate staffing will remain in their absence. Off duty IDT members will

respond to the scene as needed to fill the IDT position.

- Two IDT's will be teamed up for each month throughout the year, rotating months with the other two IDT's.

January - Fuqua/Stowers

March - Fuqua/Stowers

May - Fuqua/Stowers

July - Fuqua/Stowers

September - Fuqua/Stowers

November - Fuqua/Stowers

February - Dizmang/Tafel

April - Dizmang/Tafel

June - Dizmang/Tafel

August - Dizmang/Tafel

October - Dizmang/Tafel

December - Dizmang/Tafel

- The IDT supervisor may show up at any and all callouts to insure the quality of the IDT's at the scene.
- Off-duty IDT dispatchers will acknowledge all call-outs via telephone to the dispatch Center.
- The IDT dispatcher "unit ID" (38D\_\_\_) will then be attached to the event when the dispatcher acknowledges the callout. The IDT dispatcher will advise via telephone when they are en route to the call, at which time they should be placed en route in CAD. The IDT dispatcher will advise via radio when they arrive, at which time they will be logged on scene in CAD.

#### Use of Personal Vehicles

- IDT personnel responding to a call-out will respond to the scene in their own vehicle.

#### IDT Responsibilities

- Initial Command Post will be established by the IC. Upon arrival of the IDT dispatchers, they will relieve any fire personnel at the CP to assume the following positions:
  - a. First Arriving IDT Dispatcher
    - Establish IC's needs for the specific incident.
    - Transition into CP operations, relieve fire personnel.
    - Establish Communications Units.
    - Monitor Command Net Radio for IC.
    - Establish (or maintain existing) ReStat system (T-cards, magnet board or ICS forms).
    - Set up Cell-phone and fax at CP as needed.
    - Complete ICS forms.
    - Assist 2nd IDT Dispatcher in monitoring any secondary TAC channel in use.
  - b. Second Arriving IDT Dispatcher
    - MDT position in BC Van (if applicable)

Note event times for IC and PIO.  
Make sketch of the fire scene.  
Manage Communications between the CP and the Dispatch Center.  
Monitor TAC Channel as needed.  
If/When there is no TAC channel is being used monitor Command Channel (Napa 4), note any significant dispatches that may impact/be impacted by the resources committed to this incident.  
Assist ReStat IDT dispatcher with t-cards, magnet board etc., as needed.  
Assist IC with ICS forms as needed.  
Make all phone call requests for the IC.

#### Incident Communications Unit

- Once IDT is in place and the IC has been notified, set up a Comm Unit using the Incident Name as designator. Traffic between the CP and the Dispatch Center will thereafter go through that communications unit. Comm Unit dispatchers will relay any command decisions to the IC. (This allows the IC to retain his IC designator while maintaining ICS structure and insuring management of on-scene radio traffic by the IDT).

#### IDT Demobilization

- IDT members are released from the incident scene only by order of the IC.
- They will notify Napa Dispatch via radio or telephone that they are cleared from the incident and available on pager, at which time they will be cleared from the CAD Card.

#### Compensation

- IDT members responding to an official callout while on duty will be compensated at straight time. IDT members responding from off-duty will be compensated overtime at time and half with a minimum of 3 hours call back pay as per the MOU.

#### IDT Mutual Aid –

- An IDT component is part of Napa a County's Fire Mutual Aid Plan. Fire agencies within the County can request qualified IDT's from Napa Central Dispatch or from neighboring agencies to respond to an incident scene to

provide IDT support for that incident.

- Request for Napa IDT's to respond into another jurisdiction will be processed the same way an in-city IDT response, via page or phone with the first available IDT's to respond (up to the number requested by the requesting agency, or the limit imposed by the Mutual Aid agreement, whichever is lower). Response, demobilization, and compensation will be the same as an in-city response.
- Request for Napa IDT's to respond to an OES callout will be processed the same way an in-city IDT response. The only difference will be that the calltaker taking the call will get the same information over the phone that they would if they were sending a strike team to a fire. They will need to get the request number and order number, where the IDT is to respond, and who they are to report to.

**NAPA CENTRAL DISPATCH  
FIRE INCIDENT DISPATCH TEAM**  
(ESTABLISHED 2000)

Below are the guideline established by the Napa City Fire Department, the Command Staff, and the current Incident Dispatchers. They will be used to select future members of the Fire Incident Dispatch Team.

Factors to be considered for selecting an Incident Dispatcher:

1. Absenteeism
2. Non-probationary employee
3. Interpersonal relationships
4. Availability
5. Composure under pressure
6. Clear communication skills
7. Recent disciplinary actions
8. Positive attitude
9. Ability to function without direct supervision
10. Self starter, Goal oriented
11. Ability to adapt to unusual situations and/or environments
12. Uses time wisely

**IDT Personal Items/Travel Kit/Tools of the Trade Checklist**

**Items for your duffel bag:**

Sleeping Bag  
Tent

Matches/lighter (waterproof)  
Small compact first aid kit

Towels  
Clean underwear/socks  
Boots  
Cell Phone  
Rain Gear  
Change of clothes  
Jacket  
Uniforms (if appropriate)  
Sleepwear  
Sewing kit  
Dust mask  
Blow Dryer

Transistor radio with ear phones  
Pager - if you use one  
Disposable camera  
Wildland Gear  
Flashlight  
Utility knife  
Alarm Clock  
Extra batteries  
Garbage bags and duct tape  
Maps of the area  
Water bottle  
Prescription Drugs/Vitamins

**Luxury Items to take:**

Chocolate  
Deck of Cards  
Pillow  
Art/Craft Project

Granola Bars  
Books/Magazines  
Ear Plugs (to sleep during the day)

**THINGS YOU NEVER, EVER TAKE:**

Alcohol  
Illegal drugs

Firearms (unless you are law enforcement)  
An Attitude

**NOTE:**

Harassment and discrimination (age, racial, sexual, etc.) are illegal, as is the use of illegal drugs. Alcohol is prohibited while on assignment. Don't practice or use any of them and if you seen an incident involving any of them report it to your supervisor immediately. Not to be a snitch, but because crews need to work together for a common cause (no discrimination or harassment) and because your life could well depend upon it (no drugs/alcohol).

**SAFETY NOTE:**

If you are somewhere that convict crews are being used **DO NOT** interact with them. Some innocent action on your part could provoke a response on their part that could get them sent back to prison or you hurt. So whatever you may think.....don't!