

**BILLINGS INTERAGENCY DISPATCH
CENTER
ORIENTATION GUIDE**



2009

BILLINGS INTERAGENCY DISPATCH CENTER

**1299 RIMTOP DRIVE
BILLINGS, MT. 59105
406-896-2900**

ORIENTATION FOR DETAILERS

Welcome to the Billings Interagency Dispatch Center. We are very glad that you could come and help. This should be a very good experience for everyone. There are just a few things to get you familiar with where everything is located. Let's start with the important things like the break room, rest rooms, etc.

The rest rooms and break room are located across the hall from each other. Just go out the main door of dispatch and take a left and follow the hallway around by taking two more rights and you'll arrive at the break room on your left and the rest rooms on your right. The drinking fountains are also located here in the hallway. As you'll notice, the hallway goes all the way around back to the dispatch center.

There are candy / snack and soda machines; table and chairs, daily paper and a coffee maker. The coffee fund is \$.25 a cup, \$1 a week, \$5 a month. There is also picnic tables located just outside the break room door. Please feel free to use the stove or microwave ovens, refrigerator / freezers, but make sure you label what's yours. **One of the most important things to remember is to clean up after yourself. Don't just leave dirty items in the sink; please put them in the dishwasher.**

You will be given a brief orientation and shown around the compound. The dispatch floor supervisor will set up your work schedule; inform you of the procedures and policies within the office and give you the access code to get inside the buildings. This code is not to be shared with non dispatch personnel. Please arrive at BDC ½ hour prior to the start of your shift so that you can transition with the dispatcher you are relieving. This will ensure a more efficient transition from one shift to the next. Please feel free to ask any question that you may have or that may come up. Communication is the key to a successful dispatch center.

SAFETY & SECURITY POLICY

BDC policy is that there is never only one person on shift by themselves. **There will be at least 2 personnel on shift at all times.** If at all possible, one of those two people will be one of the BDC staff or our local militia personnel. If there is an occurrence where you would happen to be at BDC by yourself after everyone else has gone (or even if only 2 people are left), BDC staff will make sure that the outside door is locked and do a quick check on the rest of the doors in the building. There will be a contact list of phone numbers in case something should happen and you'll know who to call if needed.

MISSION OF BILLINGS INTERAGENCY DISPATCH CENTER

The mission of BDC is to provide fire and aviation resources in a safe and expedient manner when requested for Initial Attack or extended support by BLM or any of our interagency cooperators. Those cooperators include:

BLM: Lewistown and Miles City Districts

USFS: Custer, Gallatin and Lewis & Clark National Forests

BIA: Crow, Fort Peck and Northern Cheyenne Agencies

MT-DNRC: Southern Land Office

NRCC: Requests for regional or national incidents

To improve cost and fiscal responsibility through joint interagency use of specialized fire control equipment, supplies, procurement of services, personnel and aircraft. This will be accomplished through planning, communication, situational awareness, needs projection and expediting resource ordering between federal land management agencies, state and cooperating agencies in Montana and our neighboring states and regions.

BILLINGS AIR TANKER BASE

The Billings Air Tanker Base is located just to the west of BDC. It is a Single Engine Air Tanker (SEAT) base with the ability to load and support heavy air tankers. The base facilitates air operations for incident and agency needs such as retardant / water drops or transport and equipment. There are two loading pits and an area for Air Attack, Reconnaissance type aircraft and helicopters to park. The tanker base will have 1-2 SEAT aircraft stationed here during fire season.

BILLINGS FIRE CACHE

The Billings Fire Cache is located just down the road to the west from BDC. It is a regional area interagency support cache operating in association with the Northern Rockies Cache System. The cache stores enough supplies and equipment for a force of 750 firefighters at one time with out restocking from outside resources within the National Cache System. Over the last 10 years the average support level has been for a force of 2,700+ firefighters. BDC has copies of the Billings Fire Cache catalog.

LOGISTICS / GROUND SUPPORT

The Logistics / Ground Support unit is located just across the hall from the dispatch office. They coordinate and perform equipment inspections on best value and emergency equipment rental agreement (EERA) resources dispatched to incidents (local, regional & national) and initiate and process payment packets for equipment resources. They are the primary contact and payment processor for hiring AD personnel. Coordinates ground support functions in support of the Billings Fire Cache and local incidents.

MITEL PHONE SYSTEM

Answering the phone:

We answer the phone: “Billings Dispatch, This is (Your Name)” You can pick up / answer the main line 2900 from just about any phone in the dispatch office. Please try to answer within no more than two rings. As you will see when you pick up the receiver, in the message window on the phone, you will see the word “pick up” in the lower left hand corner. Just press the button under that and it will pick up what ever line is ringing. If some one else is transferring a call to you and your phone rings, all you’ll have to do is pick up the receiver to answer, no button to push. To make a phone call, just dial 8, then the number; or if it’s a long distance call, 8 – 1 – number.

If you are back at the Initial Attack desks and the 2900 number rings, you’ll here the line ringing and the 2900 button should be blinking on the phone. Just lift your receiver and press the button that is blinking and you’ll be able to answer the main line. If you can’t get to it before the 5th ring, it will start ringing at the I.A. desk for about 2 more rings and then goes to voice mail. This is to keep the sound of ringing phones away from the radio. **Emergency or incident radio traffic takes priority over the phone.**

Speed Dial Calls:

There is a list of speed dials at every desk. Just find the number you need, push the speed dial button on your phone and enter the one or two digit number. Some speed dials are a little slower than others, so don’t get impatient, i.e. #10. Some phones have one touch numbers to other dispatch centers, agencies, etc. already programmed in. All you have to do is push the button next to the one you want to call.

Transferring Calls:

When you have to transfer a call to another extension, whether it’s to a phone in dispatch or some one else on the compound, just press the Trans / Conf button and dial in the extension you are sending the call too. If it is to an extension outside of dispatch, please give the extension number to the caller in case they get cut off for what ever reason. This will hopefully in time train the callers to call them direct in the future. If you should happen to dial the wrong extension, just push the cancel button and you’ll have the caller back to you.

Putting a Call on Hold:

You can put a call on hold from your own phone and then get them back on by just pressing the red hold button. The call will ring back to you within a specified amount of time if left on hold. You can’t transfer them with this key nor can anyone else access them from another extension while they are on hold. You’ll have to use the Trans / Conf button after pressing the hold button to get the caller off of hold and then dial the extension you want to send the call too.

Forwarding the phones to the Duty Cell:

When you are ready to close the office at the end of shift, just go to the phone located at the main desk in dispatch. From this phone, push the blue Super Key button and you'll see Call Forwarding in the window. Just push the key under Yes and this will send you to the next screen. You should see Always ##### in the upper part of the window and Change, Del., Next in the lower part. If you need to change the number of who's on call, just push the key under Change. If not, just pick up the receiver and the process will stop, then just push the key marked call forwarding night duty, the button right under the speed dial button. It will light up to show that it is active.

If you had to push the key under Change, then the next screen will appear with Always ##### in the upper part and Program and Turn On in the lower part. Just push the button under Program and the next screen should be TO: Just put in 62 and then whatever speed dial number that is assigned to who's on call. It will be one of the permanent staff on most occasions. Then push the button under the word Save and you'll see the night duty key light up. Just pick up the receiver and set it back down and you're done. To take the call forwarding off, just push the night duty button and it's off.

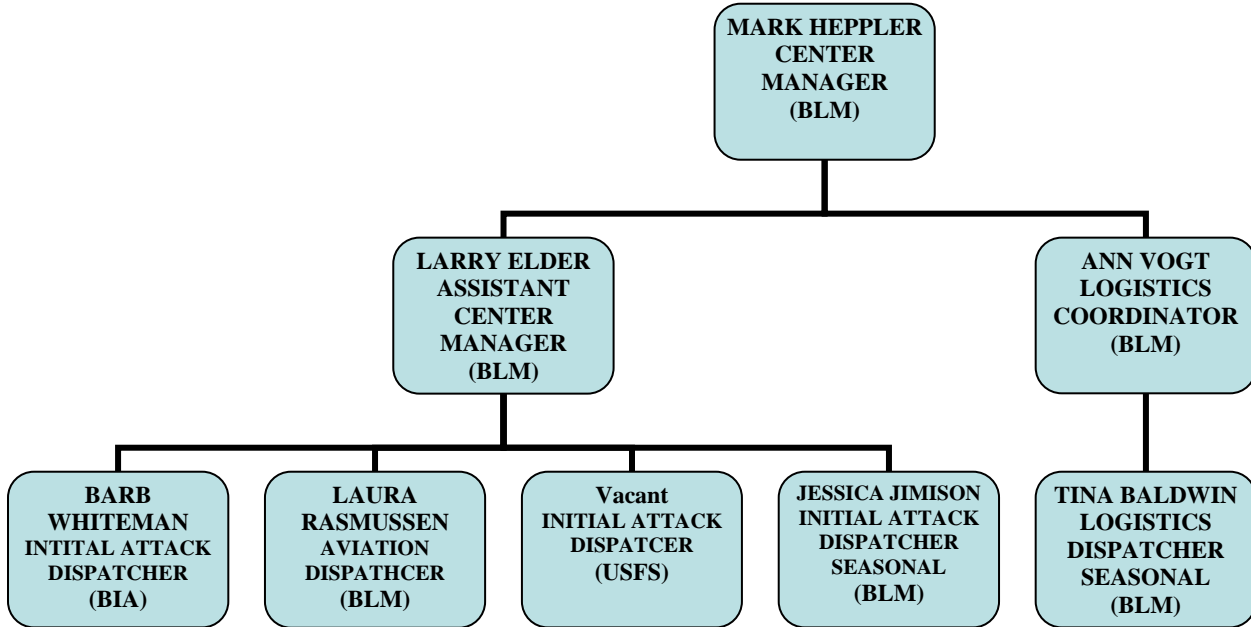
Messages:

If you come in and the message light is blinking on your phone, just push the message key and follow the directions. The pass code is the four digit extension number for that particular phone.

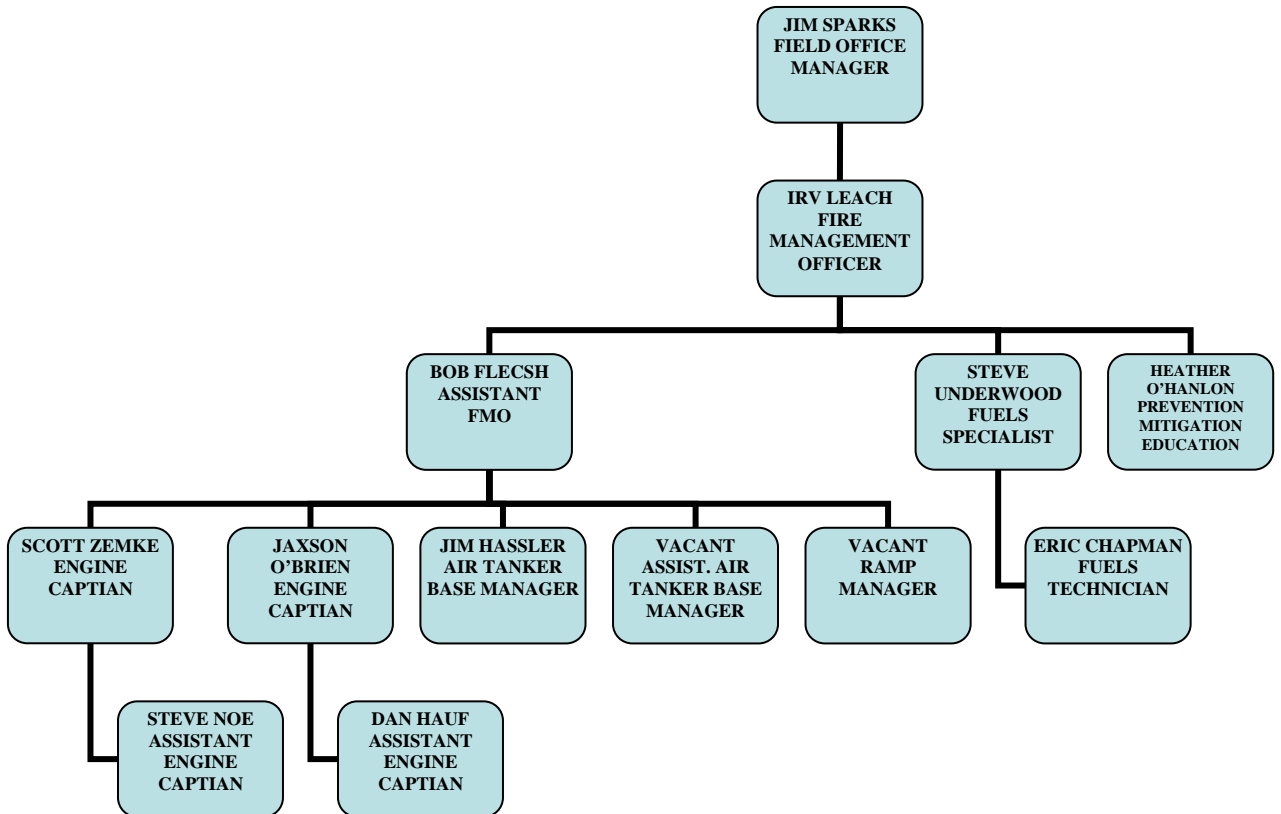
Fax Machine / Printers:

The main dispatch fax machines are located along the east wall. There are two fax machines along this wall. The primary is the one next to the printer. This fax has all the speed and one touch dials programmed into it. Most of the faxes come in on this machine. If this one is busy, the second fax will kick in and receive the incoming fax. This is also a color copy machine. The color printer is located out in the front lobby, just as you exit / enter the hallway. Only the color printer can print two sided copies.

BDC ORGANIZATIONAL CHART



BILLINGS FIRE MANAGEMENT STAFF



BILLINGS DISPATCH CENTER PROCEDURES

Each desk has all the SOP's available to reference. Please refer to the guides for instructions. We are always open to new or easier methods of operation or ways of conducting business. Feel free to offer suggestions or ideas.

We have a daily task checklist and daily check – in / check – out sheet back at the Initial Attack desks. We will need these completed on a daily basis. It's a helpful reminder to make sure we get everything completed.

SATO TRAVEL PROCEDURES

BLM has been directed to use SATO as their travel management center. We have a travel binder that covers step by step the process for arranging travel for emergency incidents. There is a blank travel itinerary form in the binder that simplifies the process. Just have a copy of the person's resource order printed out and you'll be able to set up any travel easily. Full time government employees are required to make their own travel arrangements for non – emergency travel on their travel card.

HOTELS, MEALS, SACK LUNCHES

There is a binder located near the Initial Attack desks that contains the Blanket Purchase Agreement (BPA) information for hotel, meal and sack lunch vendors in the Billings area. It contains everything you need to make arrangements. One of the permanent staff here at BDC will have to sign the voucher. We have a rotation process for these vendors that we must follow per our procurement specialist.