

Interagency Dispatch Improvement Project Conference Call Notes

Location: Teleconference
Meeting Dates: June 28, 2010

Members Present:

- Jim Douglas, Project Chair: Asst. Director F&AM, BLM, Washington DC
- Tom Wordell, Project Coordinator: BLM, Boise, ID
- Mark Stanford, Fire Operations Chief, Texas Forest Service, College Station, TX
- Kim Christensen, NICC Center Manager: USFS, Boise, ID
- Tim Lynn, Assistant Director of Investigations: USFS, Arlington, VA
- Jim Kenna, Arizona State Director: BLM, Phoenix, AZ
- Vaughn Stokes, Chief Information Officer: USFS, Albuquerque NM

Members Absent:

- Cam Sholly, Natchez Trace Parkway Superintendent: NPS, Tubelo, MS
- Dean Ross, Branch Chief of Emergency Services: NPS, Washington DC
- Corbin Newman, Regional Forester, USFS, Albuquerque, NM
- Dan Smith, NASF Fire Director: NASF, Boise, ID
- Kim Thorsen, Director of Law Enforcement, DOI, Washington DC

Guests

- Eileen Richey, ISO Project Manager, USFS IRM, Portland, OR

Meeting Agenda Topics:

1. Charter & Project Action Item Updates
2. IDIP Project Status Summary and Overview of SME groups
3. Project Timeline
4. Tasks for July
5. Risks and Issues
6. Future Meeting Logistics

Exhibits:

- A. IDIP Conf Call Agenda
- B. IDIP Task Tracks.xls
- C. IDIP SME Task Groups.docx
- D. BP IDIP Solutions Needing Support Draftv3.docx
- E. IDIP Issues & Stakeholder Needs Tracking.xls
- F. Standardized Dispatch CAD Program_Decision_Paper.docx
- G. ECC_Mgrs_SAFENET_5_20_10.docx
- H. RLT Dispatch Brief 06.15.10.docx
- I. IDIP Status Report.ppt
- J. IDIP_Timeline_thru_April_2011.doc

Agenda Item: Charter & Project Action Item Updates

- **Charter – Jim Douglas**
 - The charter is still being routed for signature. Jim said he will follow up to see how things are progressing.
 - Jim also stated the International Association of Fire Chiefs (IAFC) have requested to participate in the IDIP effort. Jim will follow up with this request and provide contact information to the steering group.
 - Mark Stanford (Fire Operations Chief with Texas Forest Service) has replaced Vickie Christiansen on the steering committee as Vickie recently accepted a job with the USFS in Washington, DC.

- **Action Item Tracking (Exhibit B) – Tom Wordell**
 - Tom went through the “open” Action Items from previous meeting notes that have not yet been completed.

Agenda Item: IDIP Project Status Summary and Overview of SME Task Groups

- **Overview of SME Task Groups (Exhibit C) – Tom Wordell**
 - Tom is now working with 27 SMEs (14 Dispatchers & Center Managers, 3 State Dispatch Representatives, 10 Law Enforcement Officers or LE Dispatcher/Center Managers).
 - Willie Thompson is working on finding a CalFire SME representative. Dan Smith is aware of this.
 - Several SME Task Groups have been formed to work on the following issues:
 - LEI/Public Safety Dispatch Training Needs:
 - Mac Heller (Lead), Jeri Hayes, Fred Silvers, Peggy Swenson, David Mullholland, Irene Benais
 - SOPs for Checkin/Checkout, Field Monitoring and Dispatch Office Procedures (including minimum requirements to support LE/Public Safety operations)
 - Renae Crippen (Lead), Fred Silvers, Laney Cutshaw, Heather McDonald, Mac Heller, Kim McLemore, David Mullholland, Irene Benais
 - Standard Public Safety/LE Dispatch PDs
 - Jeri Hayes (Lead) , Fred Silvers, Mac Heller

- Local Governance and Funding Issues
 - Jason Steinmetz (Lead), Kara Stringer, Heather McDonald, Molly Campbell
- Standardized Staffing Determination Methodology (FireOrg)
 - Sheri Fox (Lead), Kara Stringer, Laney Cutshaw, Peggy Swenson, Kim Christensen, David Mullholland
- SOPs for Sponsoring and Mobilizing Casual Hires
 - Molly Campbell (Lead), Jason Steinmetz, Kristi Sullivan
- **IDIP Solutions Needing Support (Exhibit D) – Tom Wordell**
 - Tom reminded the steering group to review this document to ensure it covers the issues we wanted to support.
 - ➔ **Action Item#11 (follow-up from May call):** Steering committee to review this document and associated proposed actions to determine if there are any they don't support following up on. Provide Tom with suggestions on how to formulate a more accurate way of expressing what actions should be taken.
 - **Responsible:** All
 - **Due Date:** July 15, 2010
- **Dispatch Workload Optimization BPR Statement of Work – Tom Wordell**
 - Tom will meet with Bob Kuhn and Betsy Walaka on Tuesday, June 29 to discuss the statement of work for the Dispatch BPR
 - He confirmed with the steering group that the main outcome of the BPR was to develop a clear, concise template that outlines the methodology and protocols to define a “standard process for geographic or local areas to utilize when conducting optimization/consolidation assessments.
 - Tom also informed the group of a related effort that is planned for California under the leadership of Willie Thompson to respond to a recent dispatch safenet. He said it seemed to make sense to consolidate efforts and would talk to Bob and Betsy about it.
- **Major Governance Issues Framework – Kim Christensen**
 - Kim provided an update on the work the GACC Center Managers are doing to frame up the governance issues.
 - She felt they would have a draft ready for the steering committee to review by the July 26th meeting
- **COOP Plan Template – Kim Christensen**

- Kim said a COOP plan template is being developed and should be done mid-summer 2010.
- She said the template would be distributed to dispatch centers.
- The protocols for using the COOP template would be included in the next update of the RedBook,
- The Dispatch Readiness review checklist would be updated to include the use of the COOP template.
- **IDIP Issues & Stakeholder Needs (Exhibit E) – Tom Wordell**
 - Tom reminded everyone to review the list of issues identified by the Management Efficiency Study, other dispatch studies, SME conference calls and other sources to ensure we've captured the full list of issues.

➔ **Action Item#8 (follow-up from May call):** Steering Committee to review spreadsheet (**Issue Status Tab**) and provide Tom with feedback
Responsible: All
Due Date: July 15, 2010

- **Computer Aided Dispatch Decision Paper Update (Exhibit F) – Tom Wordell**
 - Tom updated the Briefing Paper on CAD to make it a “decision” document and sent it to Jim Douglas earlier this month.
 - Jim stated he has not had the time to review the document and the steering committee still needs to have a discussion about its own governance and how it will effectively take recommendations and get them implemented.
 - This topic will be revisited during the July meeting in Phoenix.
- **Standard PDs for LE/Public Safety Dispatchers – Tom Wordell**
 - Tom stated that ECC managers in California have been interested in developing a PD to account for the additional knowledge, experience and training required by their dispatchers who support LE/Public Safety. They have developed a draft PD and one of the SME task groups will work on finalizing it.
 - Tom stated that Fred Silvers (Phoenix Interagency Dispatch Center) is also on the task group because he has the same need.
 - Tom has been trying to connect with Dean Ross about this issue since he understands NPS is planning to develop new public safety dispatcher PDs.
 - Tom also stated that since California will be undertaking an assessment of their dispatch centers to consider consolidation opportunities, they are not supportive of adopting a new PD until this effort is completed and they know what their new dispatch structure and complexity will be.
- **Region 5 Safenet and RLT reponse (Exhibits G and H) – Tom Wordell**

- Tom reviewed the recent Safenet issued by the R5 ECC managers pointing to high competition for frequency use and dispatcher time between law enforcement and investigation issues and other dispatch functions (fire, aviation, recreation, engineering, etc). – See Exhibit G
 - The California Regional Leadership Team (RLT) wrote a response paper and are planning to develop contract specifications to provide a range of alternatives and cost comparisons that will consider dispatch center configuration, module configuration, additional needs, training and certification, technology and partnerships – See Exhibit H. Willie Thompson (USFS Deputy Director for F&AM will lead this effort).
 - Tom stated that he has been in contact with Willie Thompson and they both felt there may be opportunities to dovetail the work our steering committee may do under the Workload Optimization BPR.
- **iRWIn Letter of Support to FEC – Tom Wordell**
 - Tom stated that he had drafted and sent Jim Douglas a letter of support for the Integrated Reporting of Wildland-Fire Information (iRWIn) Project. . The intent of the letter was to garner interagency support for the project from FEC.
 - iRWIn is an NWCG sponsored project to develop an “end-to-end” fire reporting capability that provides an integrated and coordinated process for collecting and reporting incident/event data. It was designed to promote a “write once/read often” approach that would dramatically reduce the workload on dispatchers.
 - Jim stated he didn’t want to assume the steering group supported the project until they were briefed on it.
- ➔ **Action Item#19:** Tom to obtain high level briefing paper on iRWIn and send to steering group
Responsible: Tom Wordell
Due Date: July 1, 2010
- ➔ **Action Item#20:** Arrange to have John Noneman or Roshelle Pederson available to join IDIP by conference call on July 26
Responsible: Tom Wordell
Due Date: July 1, 2010
- **Discussion – All**
 - Jim Keena stated that while there appeared to be a lot of moving pieces to our IDIP project, there didn’t appear to be a high level road map explaining how it all fit together. We need a clear definition on what we are planning to accomplish.
 - Jim Keena asked Tom if there was a strategic plan that tied everything he working on together. Tom said he did not have one, but thought the charter outlined much of that.

- Jim agreed and said he would put some thoughts down about and share them with the group in the next week or so.
- Tom said he would be willing to work with Eilleen Richey (USFS /CIO project manager) to see if she could help him put together a “strawman” project plan based on Jim’s input.
- The steering group members agreed that during the July 26-27 face-to-face meeting it would be very important to “*nail down a common vision*” that included:
 - What issues have the biggest impact on dispatch?
 - Identify priority issues that need resolution
 - What are we trying to fix?
 - Major strategies for addressing issues
 - Governance / Decision making process for IDIP Steering Committee
 - How does the IDIP steering committee turn a decision or recommendation into an action for implementation?
 - Don’t need more recommendations... need implementation.
 - Need to talk through multi-functional issues (e.g. NPS dispatch centers that address full range of responses from LEI to 911, structural fire, EMS, SAR, etc.
 - How are we going to deal with these types of issues?
 - Have a clear definition of what we are planning and how everything dovetails into a strategic vision.
 - Identify specific issues and recommendations for moving forward

➔ **Action Item#21:** Tom to work with Jim on developing an agenda for the Phoenix meeting to focus on project vision, governance and strategies

Responsible: Tom Wordell / Jim Douglas

Due Date: July 26, 2010

➔ **Action Item#22:** Tom to work with Eilleen Richey to develop a strawman project plan based on Jim Douglas’ input

Responsible: Tom Wordell

Due Date: July 26, 2010

Agenda Item: Project Status Report and Timeline

- **Project Status Report ((Exhibit I) – Tom Wordell**
 - Tom presented the one-page IDIP Status Report to the steering committee. He reviewed the Phase 1 milestones, updates for June and tasks for July.
- **Project Timeline (Exhibit J) – Tom Wordell**

- Tom briefly reviewed the project timeline with the steering committee.

Agenda Item: Task for July

- Tom went over the projects he will be working on during July. These included:
 - Setting up a meeting agenda for Phoenix to define what success of project looks like
 - Facilitating and working with SME task groups to develop recommendations.
 - Work with Bob Kuhn to determine how to develop a methodology, process, and tool that can be used as a template for conducting dispatch optimization/consolidation assessments.
 - Coordinating with Willie Thompson on the RLT Action Plan to address the R5 ECC Safenet.

Agenda Item: Risks and Issues

- Tom indicated the project had some potential risks. These include:
 - Lack of involvement or follow up from some SMEs
 - Lack of involvement and/or communication by some IDIP steering committee members.
 - Increasing wildland fire and/or hurricane activity will further impact the availability of SMEs to engage and participate
- Other risks that were identified during the conference call discussion were:
 - Lack of clear vision, definition of success, and road map for project
 - Identifying major strategies for addressing issues
 - Lack of a clear understanding of what the governance and/or decision making process is for IDIP Steering Committee

Next Meeting

When: Monday July 26 (8am – 5pm) and Tuesday, July 27 (1pm-5pm)
Where: State Directors Office
One North Central Avenue, Suite 800
Phoenix, Arizona 85004-4427
8th Floor Conference Rooms

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