

Interagency Dispatch Operations Guide (IDOG)

Chapter ## - Dispatch Center Manager/Assistant Center Manager Delegation of Authority

June 23, 2016

Background

Dispatch Center Managers (CM) manage interagency wildland fire dispatch centers. Regulations and policies for agencies participating in an interagency dispatch center vary. CMs will have a delegation of authority in place that provides “an adequate level of operational authority from all participating agencies” as required in the 2016 Interagency Standards for Fire and Fire Aviation Operations (Red Book) p. 344 and supported by FSM 1237.03(2) and DOI Directive 1203.

The use of this delegation of authority template will ensure agency administrators consider all aspects that are required for a CM to have “adequate supervisory authority” while following agency-specific regulations and policies.

In the absence of the CM, an acting CM will be identified, formally and in writing for short-term (a few hours up to two days) and longer-term (three days or more) as appropriate. The duration of a center manager’s absence will be directly related to the specific authorities that will be delegated to the ACM by the local unit. A template of these duties is included in the following pages.

Resolution and Implementation

- Agency dispatch center governing boards will prepare and ratify a delegation of authority to dispatch center managers using the enclosed template developed by the Interagency Dispatch Implementation Project (IDIP). Customization of this DOA to accommodate local needs is appropriate. This DOA will be in place by May 1, 2017, or earlier if possible.
- Agency Center Managers will prepare a designation of acting center manager delegation for both short and long term absences. This designation to be approved by the dispatch center governing board as appropriate. This delegation will be in place by May 15, 2017 at all wildland fire dispatch centers.

Interagency Dispatch / Coordination Center

Center Manager Delegation of Authority Template

The Agency Administrators within the _____ have delegated the authority and responsibility to manage fire operations to the individual agency representatives on the Governing Body. This Delegation of Authority provides the _____ Center Manager with direction from the Governing Body to manage and operate the _____ Center according to the following authorities (Interagency Standards for Fire and Aviation Operations – Chapter 19 Dispatch and Coordination, FSM 1237.03 and DOI Directive 1203):

1. Provide supervision, leadership direction, priority setting and oversight to manage interagency dispatch center personnel in an effective and safe manner to complete daily operations and functions to include: Initial Attack, Extended Attack, Logistics Support, Aviation Coordination and Expanded Dispatch operations when warranted.
2. In consultation with any Interagency employee's "Supervisor of Record", initiate and complete performance evaluations for center employees. Ensure any minor disciplinary infractions are brought to the attention of the Interagency employee's "Supervisor of Record".
3. Recommend employee development plans and training for personnel employed within the Interagency Dispatch Center.
4. Balance and maintain budget in accordance with the annual operating plan and associated financial plan to ensure all center expenses comply with agency policies.
5. Ensure interagency fire and aviation dispatch policies are understood, followed and coordinated within the center.
6. Maintain a safe and professional workplace environment that follows ethics and conduct standards. Provides a workplace free of discrimination and harassment.
7. Ensure dispatch operations and staffing are managed to support the mission of center as an interagency service organization that:
 - Provides support to incident management for fire and non-fire activities
 - Provides dispatching services for safe, efficient and effective initial attack, extended attack, logistics support, and aviation coordination to the cooperating agencies
 - Exemplifies the highest standards of professionalism and provides excellent customer service
8. Ensure that updated intelligence is provided to local Multi-agency Coordination (LMAC) group when assembled in order to make informed decisions.
9. Implement policies to ensure operations are conducted according to agency specific standards and guidelines based upon established plans such as Fire Danger Operating Plan and associated run cards. Contradictions or incompatibilities in policy will be brought to the attention of the Governing Body.
10. Implement actions and provide direction to ensure effective communication processes, working relationships, and teamwork among all dispatch personnel. Establish positive and objective relationships with all units and agencies served by the interagency dispatch center.
11. Implement actions to effectively communicate incident updates to the media, public or other interested entities: social media, Joint Information Center, etc.
12. Discuss new and unusual issues, problems or activities with the Governing Body for resolution.

13. The Interagency Center Manager shall ensure that in his/her absence that the acting Interagency Center Manager(s) is aware of and follows the specific principles, authorities, and direction in this current, signed DOA.
14. All items (except _____) may be delegated by the Center Manager to the Assistant Center Manager or to the acting CM during both short and long-term absences of the Center Manager.

This delegation shall be reviewed annually by the Governing Body and Interagency Center Manager, amended as necessary, and re-signed annually.

Signatures

Governing Body

Date

Interagency Center Manager

Date

