



OCT 30 2014



To: Regional Fire Directors
Assistant Directors
DOI Bureau Fire Directors

From: Thomas A. Harbour, Director – National Fire & Aviation Management, US Forest Service
Jim Douglas, Director – Office of Wildland Fire, Department of the Interior

Subject: Interagency Dispatch Implementation Project Update

Forest Service (FS) and Department of the Interior (DOI) collaborated with stakeholders on the *Interagency Dispatch Optimization Pilot Project* (IDOPP). The IDOPP presented alternatives intended to improve program delivery of dispatch services for fire, law enforcement, and resource management personnel while meeting the mission needs of the FS, DOI, and state, local, and tribal stakeholders. Once implemented, this interagency effort will result in operational efficiencies, cost savings, and safety enhancements.

Under the auspices of the Wildland Fire Information Technology (WFIT) Executive Board, Kolleen Beesley (FS), the Project Lead for the Interagency Dispatch Implementation Project (IDIP), will be recruiting subject matter experts (SMEs) separately over the next few months for three core IDIP working groups. This letter is not a recruitment letter. Kolleen will be reaching out as the project dictates for the SMEs. The working groups will assess the current business and organizational models, identify issues and user requirements, and develop implementable alternatives to improve customer satisfaction and mission delivery while improving program efficiency and cost effectiveness. The working groups will include representation from the various agencies and states involved in dispatch and field operations. The enclosed project plan provides details of the IDIP and discusses the three initial areas for improvement:

- 1. Computer Aided Dispatch Standardization:** An interdisciplinary work group will develop a standardized, interagency enterprise approach to Computer Aided Dispatch (CAD). This effort includes the complete Office of Management and Budget (OMB) required capital planning process in accordance with OMB Circular A-11 and Exhibit 300 (E300) guidance. The business case and investment proposals for CAD will be reviewed and approved using the criteria and approval submission process established by the Wildland Fire Information and Technology (WFIT) Executive Board. The E300 and its associated procurement activities are the only leadership-sanctioned CAD related procurement activities in either DOI or the Forest Service. We ask the field to immediately suspend any CAD procurement activities.
- 2. Interagency Dispatch Operational Guidance Guide (IDOG):** The IDOG, an operations guide to support the intent of the Interagency Strategy for the Implementation of Federal

Wildland Fire Management Policy, is the work group's ultimate deliverable and will incorporate the recommendations of the Governance and Staffing work group. The IDOG work group will develop consistent interagency policy and management through common terms, procedures, and operational standards for dispatch centers, and will incorporate the recommendations of the governance and staffing work groups into the standard operating procedures.

- 3. Dispatch Governance and Staffing:** The staffing work group will identify appropriate workload-based staffing for dispatch centers, geographic and national coordination centers to allow for future implementation of the logical consolidations of areas and offices. Upon completion of a staffing model, the work group will identify or develop a staffing tool that automates the process.

Project update briefings will be provided to WFIT Executive, Program Management and Information Technology Advisory Boards and other stakeholder groups as needed. Additionally, the IDIP team will post project information; milestones, plans and briefings to <http://www.forestsandrangelands.gov/WFIT>. Employees and stakeholders interested in providing feedback to the individual teams throughout the process may email idip@fs.fed.us.

Please direct questions on this effort to Kolleen Beesley at 208-906-0326, kkbeesley@fs.fed.us.

cc:

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Attachment: IDIP Project Plan