



**NWCG Task Book for the Position of:**  
**EXPANDED DISPATCH SUPPORT  
DISPATCHER (EDSD)**

**PMS 311-58**

**JUNE 2009**

**Task Book Assigned To:**

Trainee's Name: \_\_\_\_\_

Home Unit/Agency: \_\_\_\_\_

Home Unit Phone Number: \_\_\_\_\_

**Task Book Initiated By:**

Official's Name: \_\_\_\_\_

Home Unit Title: \_\_\_\_\_

Home Unit/Agency: \_\_\_\_\_

Home Unit Phone Number: \_\_\_\_\_

Home Unit Address: \_\_\_\_\_

Date Initiated: \_\_\_\_\_

*The material contained in this book accurately defines the performance expected of the position for which it was developed. This task book is approved for use as a position qualification document in accordance with the instructions contained herein.*

**Verification/Certification of Completed Task Book  
for the Position of:**

**EXPANDED DISPATCH SUPPORT DISPATCHER**

**Final Evaluator's Verification**

*To be completed **ONLY** when you are recommending the trainee for certification.*

I verify that (trainee name) \_\_\_\_\_ has successfully performed as a trainee by demonstrating all tasks for the position listed above and should be considered for certification in this position. All tasks are documented with appropriate initials.

Final Evaluator's Signature: \_\_\_\_\_

Final Evaluator's Printed Name: \_\_\_\_\_

Home Unit Title: \_\_\_\_\_

Home Unit/Agency: \_\_\_\_\_

Home Unit Phone Number: \_\_\_\_\_ Date: \_\_\_\_\_

**Agency Certification**

I certify that (trainee name) \_\_\_\_\_ has met all requirements for qualification in the above position and that such qualification has been issued.

Certifying Official's Signature: \_\_\_\_\_

Certifying Official's Printed Name: \_\_\_\_\_

Title: \_\_\_\_\_

Home Unit/Agency: \_\_\_\_\_

Home Unit Phone Number: \_\_\_\_\_ Date: \_\_\_\_\_

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NWCG, Publications Management System at <http://www.nwcg.gov/publications/position-taskbooks>

## **NATIONAL WILDFIRE COORDINATING GROUP (NWCG) POSITION TASK BOOK**

NWCG Position Task Books (PTBs) have been developed for designated National Interagency Incident Management System (NIIMS) positions. Each PTB lists the competencies, behaviors and tasks required for successful performance in specific positions. Trainees must be observed completing all tasks and show knowledge and competency in their performance during the completion of this PTB.

Trainees are evaluated during this process by qualified evaluators, and the trainee's performance is documented in the PTB for each task by the evaluator's initials and date of completion. An Evaluation Record will be completed by all evaluators documenting the trainee's progress after each evaluation opportunity.

Successful performance of all tasks, as observed and recorded by an evaluator, will result in a recommendation to the agency that the trainee be certified in that position. Evaluation and confirmation of the trainee's performance while completing all tasks may occur on one or more training assignments and may involve more than one evaluator during any opportunity.

### **INCIDENT/EVENT CODING**

Each task has a code associated with the type of training assignment where the task may be completed. The codes are: O = other, I = incident, W = wildfire, RX = prescribed fire, W/RX = wildfire OR prescribed fire and R = rare event. The codes are defined as:

- O = Task can be completed in any situation (classroom, simulation, daily job, incident, prescribed fire, etc.).
- I = Task must be performed on an incident managed under the Incident Command System (ICS). Examples include wildland fire, structural fire, oil spill, search and rescue, hazardous material, and an emergency or non-emergency (planned or unplanned) event.
- W = Task must be performed on a wildfire incident.
- RX = Task must be performed on a prescribed fire incident.
- W/RX = Task must be performed on a wildfire OR prescribed fire incident.
- R = Rare events such as accidents, injuries, vehicle or aircraft crashes occur infrequently and opportunities to evaluate performance in a real setting are limited. The evaluator should determine, through interview, if the trainee would be able to perform the task in a real situation.

While tasks can be performed in any situation, they must be evaluated on the specific type of incident/event for which they are coded. For example, tasks coded W must be evaluated on a wildfire; tasks coded RX must be evaluated on prescribed fire and so on. Performance of any task on other than the designated assignment is not valid for qualification.

Tasks within the PTB are numbered sequentially; however, the numbering does NOT indicate the order in which the tasks need to be performed or evaluated.

The bullets under each numbered task are examples or indicators of items or actions related to the task. The purpose of the bullets is to assist the evaluator in evaluating the trainee; the bullets are not all-inclusive. Evaluate and initial ONLY the numbered tasks. DO NOT evaluate and initial each individual bullet.

A more detailed description of this process and definitions of terms are included in the *Wildland Fire Qualification System Guide*, PMS 310-1. This document can be found at <http://www.nwccg.gov/publications/310-1> .

## **RESPONSIBILITIES**

The responsibilities of the Home Unit/Agency, Trainee, Coach, Training Specialist, Evaluator, Final Evaluator and Certifying Official are identified in the *Wildland Fire Qualification System Guide*, PMS 310-1. It is incumbent upon each of these individuals to ensure their responsibilities are met.

## **INSTRUCTIONS FOR THE POSITION TASK BOOK EVALUATION RECORD**

### **Evaluation Record #**

Each evaluator will need to complete an evaluation record. Each evaluation record should be numbered sequentially. Place this number at the top of the evaluation record page and also use it in the column labeled “Evaluation Record #” for each numbered task the trainee has satisfactorily performed.

### **Trainee Information**

Print the trainee’s name, position on the incident/event, home unit/agency, and the home unit/agency address and phone number.

### **Evaluator Information**

Print the Evaluator’s name, position on the incident/event, home unit/agency, and the home unit/agency address and phone number.

### **Incident/Event Information**

**Incident/Event Name:** Print the incident/event name.

**Reference:** Enter the incident code and/or fire code.

**Duration:** Enter inclusive dates during which the trainee was evaluated.

**Incident Kind:** Enter the kind of incident (wildfire, prescribed fire, search and rescue, flood, hurricane, etc.).

**Location:** Enter the geographic area, agency, and state.

**Management Type or Prescribed Fire Complexity Level:** Circle the ICS organization level (Type 5, Type 4, Type 3, Type 2, Type 1, Area Command) or the prescribed fire complexity level (Low, Moderate, High).

**Fire Behavior Prediction System (FBPS) Fuel Model Group:** Circle the Fuel Model Group letter that corresponds to the predominant fuel type in which the incident/event occurred.

**G = Grass Group** (includes FBPS Fuel Models 1 – 3):

1 = short grass (1 foot); 2 = timber with grass understory; 3 = tall grass (1½ - 2 feet)

**B = Brush Group** (includes FBPS Fuel Models 4 – 6):

4 = Chaparral (6 feet); 5 = Brush (2 feet); 6 = dormant brush/hardwood slash;

7 = Southern rough

**T = Timber Group** (includes FBPS Fuel Models 8 – 10)

8 = closed timber litter; 9 = hardwood litter; 10 = timber (with litter understory)

**S = Slash Group** (includes FBPS Fuel Models 11 – 13)

11 = light logging slash; 12 = medium logging slash; 13 = heavy logging slash

**Evaluator’s Recommendation**

For 1 – 4, initial only one line as appropriate; this will allow for comparison with your initials in the Qualifications Record.

Record additional remarks/recommendations on an Individual Performance Evaluation, or by attaching an additional sheet to the evaluation record.

**Evaluator’s Signature**

Sign here to authenticate your recommendations.

**Date**

Document the date the Evaluation Record is being completed.

**Evaluator’s Relevant Qualification (or agency certification)**

List your qualification or certification relevant to the trainee position you supervised.

**Note:** Evaluators must be either qualified in the position being evaluated or supervise the trainee; Final Evaluators must be qualified in the trainee position they are evaluating.

## Expanded Dispatch Support Dispatcher (EDSD)

### Competency: Assume position responsibilities.

*Description: Successfully assume role of Expanded Dispatch Support Dispatcher and initiate position activities at the appropriate time according to the following behaviors.*

TASK	C O D E	EVAL. RECORD #	EVALUATOR: Initial & date upon completion of task
<b>Behavior: Gather, update, and apply situational information relevant to the assignment.</b>			
1. Obtain initial briefing from supervisor or agency dispatcher.	I		
2. Gather information necessary to assess situation, determine priorities, and take appropriate action. <ul style="list-style-type: none"> <li>• <i>Current situation</i></li> <li>• <i>Expected duration</i></li> <li>• <i>Status of orders</i></li> <li>• <i>Resources committed</i></li> <li>• <i>Ordering procedures</i></li> <li>• <i>Priorities</i></li> <li>• <i>Organizational structure</i></li> <li>• <i>Operational period schedules</i></li> <li>• <i>Housing and transportation availability</i></li> <li>• <i>Authority limits</i></li> <li>• <i>Not-to-exceed order times</i></li> <li>• <i>How to display resource tracking information</i></li> <li>• <i>Internal/external key contacts</i></li> <li>• <i>Procedures for media and/or private contractor calls</i></li> <li>• <i>Desk log procedures</i></li> <li>• <i>Application Login and User ID</i></li> </ul>	O		
<b>Behavior: Establish effective relationships with relevant personnel.</b>			
3. Conduct self in a professional manner. <ul style="list-style-type: none"> <li>• <i>Respectful and courteous.</i></li> <li>• <i>Respectful of public and private property.</i></li> </ul>	I		
4. Establish and maintain positive interpersonal and interagency working relationships.	I		

*Evaluate the numbered tasks ONLY. DO NOT evaluate bullets; they are provided as examples/additional clarification.*

## Expanded Dispatch Support Dispatcher (EDSD)

TASK	C O D E	EVAL. RECORD #	EVALUATOR: Initial & date upon completion of task
<b>Behavior: Understand and comply with ICS concepts and principles.</b>			
5. Apply the ICS. <ul style="list-style-type: none"> <li>• <i>Follow chain of command.</i></li> <li>• <i>Maintain appropriate span of control.</i></li> <li>• <i>Use appropriate ICS forms.</i></li> <li>• <i>Use appropriate ICS terminology.</i></li> </ul>	I		

*Evaluate the numbered tasks ONLY. DO NOT evaluate bullets; they are provided as examples/additional clarification.*

## Expanded Dispatch Support Dispatcher (EDSD)

### Competency: Communicate effectively.

*Description: Use suitable communication techniques to share relevant information with appropriate personnel on a timely basis to accomplish objectives in a rapidly changing, high risk environment*

TASK	C O D E	EVAL. RECORD #	EVALUATOR: Initial & date upon completion of task
<b>Behavior: Ensure relevant information is exchanged during briefings and debriefings.</b>			
6. Conduct or participate in briefings with relief dispatchers, Dispatch Recorders, and Supervisory Dispatchers. <ul style="list-style-type: none"> <li>• <i>Pertinent information regarding operational period activities.</i></li> <li>• <i>Priorities</i></li> <li>• <i>Procedural issues or changes regarding mobilization/demobilization.</i></li> </ul>	I		
7. Participate in After Action Reviews (AAR).	I		
<b>Behavior: Ensure documentation is complete and disposition is appropriate.</b>			
8. Review ICS 260, Resource Order for completeness and accuracy. <ul style="list-style-type: none"> <li>• <i>Follow up to confirm information as appropriate.</i></li> </ul>	O		
9. Use national, area, and local forms supplementing the ICS 260, Resource Order. <ul style="list-style-type: none"> <li>• <i>Recognize when use of supplemental forms is required.</i></li> <li>• <i>Verify accuracy and completeness.</i></li> <li>• <i>Process using appropriate ordering channels.</i></li> </ul>	O		

*Evaluate the numbered tasks ONLY. DO NOT evaluate bullets; they are provided as examples/additional clarification.*

## Expanded Dispatch Support Dispatcher (EDSD)

TASK	C O D E	EVAL. RECORD #	EVALUATOR: Initial & date upon completion of task
<b>Behavior: Communicate and ensure understanding of work expectations within the chain of command and across functional areas.</b>			
10. Communicate effectively at various levels. <ul style="list-style-type: none"> <li>• <i>Consult with and provide feedback to work supervisor.</i></li> </ul>	O		
11. Prioritize work and make decisions concerning functional area. <ul style="list-style-type: none"> <li>• <i>Ensure subordinates understand assignment for operational period.</i></li> <li>• <i>Continually evaluate performance of assigned personnel.</i></li> <li>• <i>Provide guidance and/or assistance to Dispatch Recorders.</i></li> <li>• <i>Provide training as necessary.</i></li> </ul>	I		
12. Identify staffing and equipment needs to work supervisor.	I		

*Evaluate the numbered tasks ONLY. DO NOT evaluate bullets; they are provided as examples/additional clarification.*

## Expanded Dispatch Support Dispatcher (EDSD)

### Competency: Ensure completion of assigned actions to meet identified objectives.

*Description: Identify, analyze, and apply relevant situational information and evaluate actions to complete assignments safely and meet identified objectives. Complete actions within established timeframe.*

TASK	C O D E	EVAL. RECORD #	EVALUATOR: Initial & date upon completion of task
<b>Behavior: Administer and/or apply agency policy, contracts and agreements.</b>			
13. Use existing sources and contract agreements to obtain resources.	I		
14. Use pertinent reference guides to validate resource capabilities, limitations, or regulations governing use.	I		
<b>Behavior: Gather, analyze, and validate information pertinent to the incident or event and make recommendations for setting priorities.</b>			
15. Use appropriate reference materials. <ul style="list-style-type: none"> <li>• <i>Mobilization guides</i></li> <li>• <i>Contracts</i></li> <li>• <i>Expanded Dispatch Plan or Dispatch Operations Guide</i></li> <li>• <i>NFES catalog</i></li> <li>• <i>Appropriate user guides</i></li> </ul>	O		
16. Obtain information necessary to process a non-commercial logistical flight for personnel or cargo.	O		
<b>Behavior: Modify approach based on evaluation of incident situation.</b>			
17. Reassign resources from one or more functional dispatch areas to support an incident. <ul style="list-style-type: none"> <li>• <i>Consider safe and cost-effective results for actions.</i></li> <li>• <i>Summarize resource information to provide intelligence support.</i></li> <li>• <i>Use established methods and ordering channels.</i></li> <li>• <i>Communicate with internal/external entities.</i></li> </ul>	I		

*Evaluate the numbered tasks ONLY. DO NOT evaluate bullets; they are provided as examples/additional clarification.*

## Expanded Dispatch Support Dispatcher (EDSD)

TASK	C O D E	EVAL. RECORD #	EVALUATOR: Initial & date upon completion of task
<b>Behavior: Follow established procedures and/or safety procedures relevant to given assignment.</b>			
18. Mobilize resources from one or more of the functional dispatch areas to support an incident. <ul style="list-style-type: none"> <li>• <i>Consider safe and cost-effective results for actions.</i></li> <li>• <i>Summarize resource information to provide intelligence support.</i></li> <li>• <i>Use established methods and ordering channels.</i></li> <li>• <i>Communicate with internal/external entities.</i></li> </ul>	I		
19. Effectively utilize resource tracking and status systems. <ul style="list-style-type: none"> <li>• <i>Compile and maintain current status of resources using established local systems.</i></li> </ul>	O		
<b>Behavior: Plan for demobilization and ensure demobilization procedures are followed.</b>			
20. Demobilize resources from one or more of the functional dispatch areas to support an incident. <ul style="list-style-type: none"> <li>• <i>Consider safe and cost-effective results for actions.</i></li> <li>• <i>Identify resources being released that are reassignable.</i></li> <li>• <i>Ensure Resource Order/Request closure.</i></li> <li>• <i>Use established methods and ordering channels.</i></li> <li>• <i>Ensure demobilization procedures are followed.</i></li> <li>• <i>Communicate with internal/external entities.</i></li> </ul>	I		

*Evaluate the numbered tasks ONLY. DO NOT evaluate bullets; they are provided as examples/additional clarification.*

**Trainee Information**

Printed Name:

Trainee Position on Incident/Event:

Home Unit/Agency:

Home Unit /Agency Address and Phone Number:

**Evaluator Information**

Printed Name:

Evaluator Position on Incident/Event:

Home Unit/Agency:

Home Unit /Agency Address and Phone Number:

**Incident/Event Information**

Incident/Event Name:

Reference (Incident Number/Fire Code):

Duration:

Incident Kind: Wildfire, Prescribed Fire, All Hazard, Other (specify):

Location (include Geographic Area, Agency, and State):

Management Type (circle one): Type 5, Type 4, Type 3, Type 2, Type 1, Area Command  
OR Prescribed Fire Complexity Level (circle one): Low, Moderate, High

FBPS Fuel Model Letter: G = Grass, B = Brush, T = Timber, S = Slash

**Evaluator's Recommendation**

(Initial only one line as appropriate)

- \_\_\_\_\_ 1) The tasks initialed and dated by me on the Qualification Record have been performed under my supervision in a satisfactory manner. The trainee has successfully performed all tasks in the PTB for the position. I have completed the Final Evaluator's Verification section and recommend the trainee be considered for agency certification.
- \_\_\_\_\_ 2) The tasks initialed and dated by me on the Qualification Record have been performed under my supervision in a satisfactory manner. However, opportunities were not available for all tasks (or all uncompleted tasks) to be performed and evaluated on this assignment. An additional assignment is needed to complete the evaluation.
- \_\_\_\_\_ 3) The trainee did not complete certain tasks in the PTB in a satisfactory manner and additional training, guidance, or experience is recommended.
- \_\_\_\_\_ 4) The individual is severely deficient in the performance of tasks in the PTB for the position and additional training, guidance, or experience is recommended prior to another training assignment.

Record additional remarks/recommendations on an Individual Performance Evaluation, or by attaching an additional sheet to the evaluation record.

Evaluator's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Evaluator's Relevant Qualification (or agency certification): \_\_\_\_\_

**Trainee Information**

Printed Name:  
 Trainee Position on Incident/Event:  
 Home Unit/Agency:  
 Home Unit /Agency Address and Phone Number:

**Evaluator Information**

Printed Name:  
 Evaluator Position on Incident/Event:  
 Home Unit/Agency:  
 Home Unit /Agency Address and Phone Number:

**Incident/Event Information**

Incident/Event Name: \_\_\_\_\_ Reference (Incident Number/Fire Code): \_\_\_\_\_  
 Duration: \_\_\_\_\_  
 Incident Kind: Wildfire, Prescribed Fire, All Hazard, Other (specify): \_\_\_\_\_  
 Location (include Geographic Area, Agency, and State): \_\_\_\_\_  
 Management Type (circle one): Type 5, Type 4, Type 3, Type 2, Type 1, Area Command  
OR Prescribed Fire Complexity Level (circle one): Low, Moderate, High  
 FBPS Fuel Model Letter: G = Grass, B = Brush, T = Timber, S = Slash

**Evaluator's Recommendation**  
 (Initial only one line as appropriate)

- \_\_\_\_\_ **1)** The tasks initialed and dated by me on the Qualification Record have been performed under my supervision in a satisfactory manner. The trainee has successfully performed all tasks in the PTB for the position. I have completed the Final Evaluator's Verification section and recommend the trainee be considered for agency certification.
- \_\_\_\_\_ **2)** The tasks initialed and dated by me on the Qualification Record have been performed under my supervision in a satisfactory manner. However, opportunities were not available for all tasks (or all uncompleted tasks) to be performed and evaluated on this assignment. An additional assignment is needed to complete the evaluation.
- \_\_\_\_\_ **3)** The trainee did not complete certain tasks in the PTB in a satisfactory manner and additional training, guidance, or experience is recommended.
- \_\_\_\_\_ **4)** The individual is severely deficient in the performance of tasks in the PTB for the position and additional training, guidance, or experience is recommended prior to another training assignment.

Record additional remarks/recommendations on an Individual Performance Evaluation, or by attaching an additional sheet to the evaluation record.

Evaluator's Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
 Evaluator's Relevant Qualification (or agency certification): \_\_\_\_\_