

NATIONAL INTERAGENCY COORDINATION CENTER



DETAILER GUIDE 2004

The National Interagency Coordination Center – Is located in Boise, Idaho on the National Interagency Fire Center Compound, second floor of the Jack Wilson Building.

**Our Physical Address is:
NIFC/NICC
3833 South Development Ave.
Boise ID 83705
Main Phone Number: 208-387-5400
Fax Number: 208-387-5414 or 208-387-5663
Website: www.nifc.gov/news/nicc.html**

**NATIONAL INTERAGENCY COORDINATION CENTER
(NICC)
ORIENTATION FOR DETAILERS
2004**

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National Interagency Coordination Center Mission Statement –

The principal mission of the National Interagency Coordination Center (NICC) at the National Fire Center (NIFC) is the cost effective and timely coordination of land management agency emergency response for wildland fire. This is accomplished through planning, situation monitoring and expediting resource orders between the Bureau of Indian Affairs (BIA) Areas, Bureau of Land Management (BLM) States, National Association of State Foresters (NASF), Fish and Wildlife Service (FWS) Regions, Forest Service (FS) Regions, National Park Service (NPS) Regions, National Weather Service (NWS) Regions, Federal Emergency Management Agency (FEMA) Regions through the United States Fire Administration (USFA) and other cooperating agencies.

A Brief Profile of the National Interagency Coordination Center -

NICC was established in 1975 to provide logistical support and intelligence for wildfires across the nation. However, because the NICC is an “all-risk” coordination center, we also provide support in response to other emergencies such as Homeland Security, floods, hurricanes and earthquakes. NICC coordinates resource allocation across the U.S., as well as providing support to incidents in foreign countries.

How does it all fit together? When local dispatch offices have exceeded their internal capability to fill requests locally, requests are placed with their Geographic Area Coordination Center (GACC). For wildland fire management, the USA has 11 Geographic Area Coordination Centers. See Appendix B pgs 19-22.

The 11 Geographic Area Coordination Centers and Cities they are Located In:

Eastern Area, Fort Snelling, MN	Northwest Area, Portland, OR
Southern Area, Atlanta, GA	Western Great Basin Area, Reno, NV
Alaska Area, Fairbanks, AK	Northern Rockies Area, Missoula, MT
Southwest Area, Albuquerque, NM	Rocky Mountain Area, Lakewood, CO
Eastern Great Basin Area, Salt Lake City, UT	
California Southern Operations Area, Riverside, CA	
California Northern Operations Area, Redding, CA	

When GACCs have exceeded their internal capability to fill requests as a result of supporting multiple incidents, or when GACCs are competing for resources, the requests for personnel, aircraft, equipment and supplies are routed to the NICC.

Based on the “closest forces” and “total mobility” concepts, NICC will request the closest available qualified resource, regardless of agency affiliation. In addition to coordinating resources among the GACCs, NICC is the sole source dispatch center for Type 1 and Type 2 helicopters, military resources (excluding National Guard assets), airtankers and crews, infrared imagery aircraft, large transport aircraft, National Contract caterers, showers, commissary’s and telecommunications equipment.

Working Atmosphere –

The NICC is a harassment free workplace and we practice a zero tolerance policy for harassment of any kind. All employee's, cooperators, contractors, and volunteers who participate in wildland fire operations have the responsibility to treat one another with respect and to maintain a work environment free of harassment. Every employee at the NICC takes personal responsibility for creating and ensuring a healthy and safe work environment.

Every individual assigned to the NICC has a responsibility to report harassment, inappropriate behavior, and take positive action to mitigate the effects. Promptly notify the Coordinator on Duty (COD) or Assistant Center Managers should any situation develop.

The NICC takes pride in maintaining a professional and service oriented working atmosphere while still allowing for some informality. We want you to have fun working here, but we also expect you to use common sense and do your assigned job to the best of your ability. If you have questions about your assigned duty, please don't hesitate to ask for help.

Appropriate Attire –

In order to maintain a professional atmosphere at the NICC, we request that visitors and detailers wear casual office-style apparel. With a large group working in a relatively small working space, it is difficult to keep the temperatures comfortable for everyone. We recommend that you bring a sweater or jacket to ensure your comfort.

During your stay –

If you have any questions or concerns; please direct them to your Coordinator on Duty (COD) or ask the Staff Logistics Dispatcher assigned to your working desk. If your questions or concerns can not be met at this level, please contact one of the Assistant Center Managers.

After your stay -

After your stay, please complete the NICC Detailers Survey Form. You can find this survey located on page 28 of this guide in Appendix D. We welcome your comments or ideas on how we can improve our Center. Please feel free to give us your recommendations and constructive criticism.

NICC Staff –

NICC is staffed with sixteen year-round personnel, five 9 month WAE employees and eight seasonal employees. The NICC is staffed jointly by Bureau of Land Management and USDA Forest Service employees. An organization chart is located in Appendix A. pg 17 of this guide.

Your 2004 NICC Team,

Kim Christensen – Center Manager
Doug Shinn – FS Assistant Center Manager
Chuck Wamack – BLM Assistant Center Manager
Pat Sechler – Staff Assistant
Rick Ochoa – Meteorologist
Heath Hockenberry – Meteorologist
Vacant – Fire Behavioral Analyst
Linda Roose – Computer Specialist
Rick Squires - Operations Coordinator
Bill Fletcher – Operations Coordinator
Dave Hendren – Operations Coordinator
Emil Magallanes – Operations Coordinator
Charlie Leonard – Intelligence Operations Coordinator
James Silverstone – Intelligence Officer
Don Sutliff – Logistics Dispatcher
Matt DeLong – Logistics Dispatcher
Nicole Hallisey – Logistics Dispatcher
Catfish Bates – Logistics Dispatcher
Paul Walker – Logistics Dispatcher
Elliott Coulter – Logistics Dispatcher
Ted Spencer – Logistics Dispatcher
Laura McNinch – Logistics Dispatcher
Robyn Broyles – Logistics Dispatcher
Rebecca West – Logistics Dispatcher
Mark Hadzor – Logistics Dispatcher
Gretchen Thompson – Logistics Dispatcher
Brett Hayes – Logistics Dispatcher
Justin Boeck – Logistics Dispatcher
Josh Weishaup – Logistics Dispatcher

Lodging, Meals and Transportation –

Room reservations are your responsibility or are to be made by the sending unit. A list of area motels is located in Appendix C. pgs 23-26. If you are not self-sufficient, please call NICC immediately and notify the Coordinator on Duty (COD) and they will advise the Staff Assistant of the needed accommodations. In order for us to plan ahead, please notify us as soon as possible as well as any special accommodations needed. If lodging is being paid by NICC, **you are responsible for personal telephone calls, movies and/or other miscellaneous expenses.** Also, if you are assigned to night shift, it's highly recommended that you let the hotel staff/management know that you are a "day sleeper" so you get uninterrupted rest between shifts.

Most detailers pay for their own meals via per diem. If you do not have any method of paying for you own meals, let NICC know as soon as possible. If you arrive and have not informed NICC prior to your arrival of your situation, it adds unneeded stress to an already hectic period. Again we strive to make everyone welcome and want you to succeed in your new position, so plan ahead and call ahead.

Authorization for rental cars will be stated in your resource order; if it is not authorized, we do have some fleet vehicles available to use during you stay. If you are going to use one of the fleet vehicles, please make every effort to keep the vehicle clean and the gas tank adequately filled. We try to minimize the additional cost of renting vehicles – if you can car pool with someone else to and from your hotel who is assigned to the same shift as you, it is strongly advised. Below are the 2004 Boise area per diem rates.

<u>County/City</u>	<u>Lodging</u>	<u>M&IE</u>	<u>Maximum Per Diem</u>
Ada/Boise	\$61	\$43	\$104 per day

NIFC Security –

Access to the NIFC compound will be allowed only through the northwest (Vista) gate. This entrance will be staffed with NIFC security personnel 24 hours a day. All other gates to the compound will remain closed at all times.

You will need to show a valid ID (government ID or a state issued drivers license) and explain your need for access. NIFC security will be aware of incoming detailers to NICC, but you will need to state your purpose to gain entry to the facility. If necessary, please have security call the Coordinator on Duty (COD) at NICC.

A NIFC parking permit and combination gate/building key card will be issued to each detailer at the beginning of their assignment. When your assignment is completed, you must return those items to the Staff Assistant prior to traveling home. Building access before 0600 and after 1800, Monday through Friday and at all hours on weekends and holidays, requires a key card. Without it, access is only possible by calling NIFC security.

NIFC Security 24 hour telephone number – (208) 866-6666

Timekeeping –

You are responsible for keeping track of your own time. You should use the pink **OF-288 form (Emergency Firefighter Time Report)**. Copies are available from the NICC Staff Assistant. **It is recommended that you complete the form daily and have the form signed off by the Coordinator on Duty (COD) at the end of each column (Block 12).** When your assignment is over, the COD will sign Block 26 after Block 25 is signed by you. The white copy (file copy) of the form is to remain here at NICC for our records. This must be turned into the Staff Assistant when returning your NIFC parking permit and card key. Generally, the charge code on the resource order that you were ordered on is used for your time sheet. If you have any questions about the charge codes used for your time sheet, double check it with the COD.

Lunch and Breaks –

You may take 30 minutes for lunch and are allowed a 15 minute break for every two hours of work on your shift. Lunch breaks will be staggered to allow for continual floor and desk coverage. Please advise the COD of your daily plans, should you leave to purchase lunch. All foods must be eaten in the break room, not on the floor. Drinks are allowed on the floor as long as they are in a covered container to prevent spillage.

The NICC break room is small but has two refrigerators, a microwave and toaster available for use. Please be courteous and remember to clean up after use. Label food items to be stored in the refrigerator with your name and the current date. Do not keep perishable items in the refrigerator on a long-term basis nor exposed food left on the table/cupboards or it will be disposed of. If you use a dish or cup, please wash it when you are finished using it. At the end of your assignment, please remove any left over food from the refrigerator and dispose of it.

Coffee is available in the break room for a fee of \$3 per two week assignment payable to the NICC Staff Assistant. In addition, the Jack Wilson Building where NICC is located has vending machines on both the first and second levels offering snack type foods and soda.

Smoking Policy –

The Jack Wilson Building and all buildings located on the NIFC compound are smoke free. There are designated smoking areas outside of each building. Please limit groups off the floor for smoking breaks from 1 to 2 people at a time to maintain adequate floor/desk coverage levels.

Restrooms –

Restrooms are located on the West side of the building and can be accessed from both the North and South entrances to the office by following the hallway around the building. The building and offices are arranged in a semi-circular shape. There are several restrooms located on all floors of the Jack Wilson Building along with drinking fountains. All restrooms are handicapped accessible. If you have any questions or need directions, please ask.

Handicapped Accessible –

The Jack Wilson building is a fully handicapped accessible building. The NICC office is located on the second floor of this building and with an elevator located near the East Ground Level entrance to the building. Parking spaces are provided for employees and visitors with disabilities; see Maps in Appendix B pgs 19-22. These spaces are clearly marked in accordance to Idaho law. Unauthorized persons will be asked to move their vehicles if parked in these spaces.

Sick Leave/On-the Job Injuries –

If you become ill while on duty, please notify the Coordinator on Duty (COD) immediately. If you cannot come in for your scheduled shift, please call the COD before your shift starts so that we can make arrangements to cover for you. If you feel that your illness or injury will prevent you from staying on your assignment, let the COD know so that your demob arrangements can be made.

If you are injured while on duty, please see the COD as soon as possible to have a CA-1 Notification of Injury form filled out. If further medical attention is needed, a CA-16 Medical Authorization Form must be filled out prior to your visiting the doctor or hospital. If the injury is life threatening, 911 will be called and all paperwork will be taken care of by the COD or Assistant Center Manager.

Performance Evaluations/Task Books –

Performance evaluations will be completed for every detailer assigned to the NICC. If you are working on completing a task book, please let the Coordinator on Duty (COD) know upon your arrival. Qualified NICC employees (either a COD or a Supervisory Dispatcher) are happy to sign off any items in your task book that we have observed you complete successfully (your task book must be a *properly initiated* task book from your home unit). If you did not bring your task book with you, call your home unit and have them mail it to you.

NIFC/NICC Emergency Procedures -

Fire Evacuation Procedures –

The Jack Wilson building is equipped with automatic fire alarms. Building exits are clearly posted; make yourself aware of these exits when you first arrive. When an alarm sounds in this building, all people will follow the procedures below.

- ✚ Evacuate the building by walking to the nearest exit. Only use stairwells. **DO NOT** use elevators. Close office and stairwell doors behind you. Employees and visitors with disabilities should be assisted by any available personnel.
- ✚ Proceed to designated assembly area (closest parking lot to the work area)
- ✚ Supervisors (Coordinator on Duty) should ensure that all floor personnel are accounted for.
- ✚ Return to building only after “all clear” has been give by the Fire Department.

Procedures in the Event of a Bomb Threat by Telephone to NICC –

- ✚ Behave in a calm and courteous manner.
- ✚ Do not make an attempt to transfer the call or put the caller on hold.
- ✚ Keep caller on the line as long as possible and notify a supervisor or other personnel by motion, signal or note.
- ✚ Have the call monitored, if possible.
- ✚ Use Bomb Threat Checklist as a guide for gaining information about the caller. This form is posted near each telephone throughout the Center. It is important to fill out the form while the voice and message are still fresh in your mind. This data is crucial for getting information to the right people at the right time and determining safe evacuation of the premises.
- ✚ In the event of a bomb threat, total evacuation must commence immediately with direction from the Coordinator on Duty (COD). Evacuation will be to the designated area, usually the closest parking lot to the office first and from there it will be determined by a COD.
- ✚ Prior to evacuation, the area employees will make a quick check of their areas for anything out of place or additional packages in the area, extra brief cases, boxes, etc. The quick check will be requested because the employees know their work area and surroundings better than anyone else.

Physical Attacks and Assaults –

- ✚ Physical attacks and assaults on the NIFC compound – BLM Law Enforcement, NIFC Security or local law enforcement should be contacted without delay upon a physical attack or assault of an individual while at NIFC. For an immediate response to protect an individual(s) from further injury, 911 services should be called. No matter what other actions may have been taken by law enforcement or the legal processes to correct the violent individual(s), management should make a written record of the attack and the response.

Desk and Position Orientation -

The NICC floor is broken up into four functional desk assignment areas:

Equipment/Supplies; coordinates mobilization of telecommunications equipment, caterers, shower units and commissaries, engines, ground or air transportation for equipment and supplies, portable weather stations, RAWs and miscellaneous supplies.

Crew/Overhead; coordinates mobilization of specialty teams including; Area Command Teams, Type 1 and 2 Incident Management Teams, Fire Use Teams, Burned Area Rehabilitation Teams, 20 person fire crews, smokejumpers and single resource overhead positions.

Aircraft Section; coordinates the transport of crews, personnel, supplies and equipment; airtankers, lead planes, aerial supervision modules, retardant aircraft, medium and heavy helicopters, FAA portable control towers and the military Modular Airborne Fire Fighting System (MAFFs).

Intelligence; collects, consolidates and disseminates information to cooperating agencies, fire managers and the public, responds to special requests for information, prepares daily, weekly, monthly and annual reports/assessments and assists with briefings during periods of high activity.

Logistics Dispatchers; Coordination Center staff members are typically assigned to specific desks during the season. Each staff member is capable of functioning on most desks, but has a specific area of expertise in which they are most knowledgeable. There typically will be at least one regular staff member assigned to each of the following desks; aircraft, intelligence, overhead/crews and equipment/supplies. Regular NICC staff can assist you with your daily tasks and answer many of the questions you may have. Please feel free to approach any NICC staff member at any time.

The Coordinator on Duty (COD); is responsible for operations of the Coordination Center in providing efficient, cost-effective service to the field. The COD makes shift assignments, sets shift schedules, reviews desk dispatcher's work for accuracy and timeliness, provides input on where to place orders for resources, completes performance evaluations, is responsible for the welfare of the assigned personnel and resolves problems that are beyond resolution at the desk dispatcher level. The COD is typically extremely busy troubleshooting problems, talking to Coordinators in other GACCs, participating in conference calls and meetings, etc. A critical part of your job is to bring problems/questions to the attention of the COD in a timely manner.

Desk and Position Orientation Continued -

Assistant Center Managers; there are two Assistant Center Managers assigned to the NICC, one is a Bureau of Land Management employee and the other is a Forest Service employee. Each Assistant Center Manager regardless of agency affiliation are well versed in all wildland fire agencies protocol and procedures. Their primary communication focus is directed to the GACCs, Center Manager, vendors and contractors, as well as property management, task book management, general supervision and training. The Assistant Center manager performs as Acting Center Manager during the Center Manager's Absence and acts as a COD during Preparedness Levels (PL) 4 and 5.

Center Manager; the Center Manager is responsible for the overall management of the Coordination Center and providing Multi-Agency direction to NICC activities. Your contact with the Center Manager will probably be limited, simply due to the fact that everyone will be very busy especially the Center Manager. The Center Manager is often heavily involved in interaction with Multi-Agency Managers and Directors, Military and Political officials, Incident Commanders, Area Commanders, National Multi-Agency Coordinators, external affairs and others outside of the Center, in addition to providing direction and advice to the Assistant Center Managers and COD's.

Desk Top Directory –

You will find 90% of the tools and information with which to do your job effectively and proficiently, located within the desk top directory. Every desk has a desk top directory that contains two separate sections, general information and desk specific information. Within each directory, you will find the NICC Operations Guide, NICC Software Users Guide, the National Mobilization Guide, telephone numbers and speed dial numbers, along with desk specific information. It is highly advisable for you to get to know this directory well.

Telephone Usage and Procedures -

Always answer the phone with: “National Coordination Center, this is (your name).” When answering the phone at NICC, we ask that you be courteous and professional. If someone gives you a hard time, put them on hold and get the Coordinator on Duty (COD) to field the call. You are not expected to have to deal with unruly callers, but do maintain a professional attitude and demeanor.

All phones are to be answered by the second ring. If you cannot answer a question, put the caller on hold and find someone who can help. If you can not find assistance right away, take their name and number and call them back with the information requested. Refer all calls to the appropriate desk or take messages, unless requested to assist that desk. Do not take orders or information for a desk on which you’re not working – just take a name and number and pass it along to the appropriate desk.

Personal home phone numbers and the Weather Service number will not be released to the public under any circumstances. If a caller will not accept this, refer them to the COD. If a caller requests the aircraft hotline number, do not give it out unless they are associated with aircraft and aircraft functions. This is not a phone number to get daily intelligence information or to talk to the overhead desk on, it is strictly used for flight following.

While at the NICC, you will use numerous functions on our phone systems including speed dial, call transferring and speaker/intercom functions. For specifics on how to use these functions and many more, you will find this information available in the NICC Operations Guide, located on your desk in the desk top reference. If you have any questions please ask for help.

Computers –

Upon arrival, each person will be assigned a login account comprised of a User ID and password. The password must be immediately changed to a “strong” password made up of a minimum of 8 characters; lower case, upper case, numbers and special characters. Example: !2Wlkjhg Users are responsible for maintaining and guarding their passwords.

Most floor computers through out the Center are on the BLM network, but there are Forest Service computers available as well. Notify the Computer Specialist or Coordinator on Duty (COD) if you need to use a Forest Service PC. At the end of each shift, please RESTART the computer. (Click on Start, Shut Down, and Select Restart from the drop down menu and click OK.) This will refresh the system for the next user and leave it operational for automated security software upgrades.

The Computer Specialist will be first point of contact for all computer based issues. Alternately, the Coordinator on Duty (COD) will field problems if the Computer Specialist isn’t available.

Internet –

Internet use should be work related and used sparingly which will minimize electronic traffic and maximize performance for all users. Never download screensavers or other software to the NICC computers. Be cautious in computer usage. All documents and E-mails are stored electronically and become public record that may be reviewed at any time.

Software –

The following applications are most commonly used at the NICC:

AirNav	Lotus Notes
Automated Flight Following	Microsoft Office
Cardfile	Access Data Base
Dispatch Utilities (ADaM)	ROSS
ICBS	Streets and Trips
Internet Explorer	WildCAD

A Software User’s Guide will be located in each desk top reference. It will contain specific instructions for each application and functional area.

NICC General Procedures –

- ✓ Be professional; enjoy your work and co-workers.
- ✓ Receive desk assignments from the Coordinator on Duty (COD).
- ✓ Review the shift brief and verbally debrief the person you are relieving.
- ✓ Review all resource orders, taking note of the status pending requests. Clarify any items not covered in the shift brief.
- ✓ Review all status boards and database reports related to your desk function.
- ✓ Notify the COD of all new orders and requests with their recommendations on where to place the requests and ensure cost coding is correct.
- ✓ Perform assigned work according to standards and time frames established by the National Mob Guide, NICC Operations Guide and by the COD.
- ✓ Refer personnel problems and employee suggestions to the COD.
- ✓ Notify the COD of changes to personnel schedules which may affect staffing/shifts.
- ✓ Have time sheet (OF-288) and leave slips signed by the COD.
- ✓ Keep your desk area clean and orderly for the next shift or day.
- ✓ Immediately notify the COD of any problems relating to improper ordering procedures or problems.
- ✓ Refer agency-specific questions and/or questions concerning policy or interpretation to the COD.
- ✓ Depending on your desk function, you may have routine duties relating to that desks function (i.e. how to order a caterer). Duties for each desk function are outlined in the NICC Operations Guide, located on each desk in the desk top reference guide.
- ✓ As time and workloads allow, please spend your time reviewing the NICC Operations Guide, NICC Computer Users Guide and the National Mobilization Guide. This will help you out immensely when activity picks up and you are expected to know the functions of your assigned desk.
- ✓ At the end of your shift, review resource orders and shift brief notes to ensure complete documentation.
- ✓ Verbally brief the person relieving you and/or the COD on outstanding orders, requests, problems and shift notes.
- ✓ Ensure that all requests have been correctly data based – if you haven't had time to do this, leave good notes for the person relieving you.

Demobilization, Reassignment and R&R –

Fire assignments generally last 14 days (excluding travel), although we sometimes have long-term detailers assigned to the NICC. The duration of the assignment is generally agreed upon at the time of dispatch. You may be released from your assignment for a variety of reasons: end of commitment, lack of fire activity, reassignment, or performance related release. If you were mobilized with a round-trip airline ticket, please inform the Coordinator on Duty (COD) before any demobilization arrangements are made.

Upon checkout of your lodging, you'll need to pay for any personal expenses incurred during your stay (such as phone calls, movie rentals, etc.) When you leave the NICC, you should have the following items with you:

- ✓ Completed and signed time sheet (OF-288) with the appropriate funding codes.
- ✓ Completed and signed performance evaluation.
- ✓ Task book with items completed as appropriate.
- ✓ All personal gear.

Please ensure that you have returned your parking pass/key card to the NICC Staff Assistant. Also, please be sure that you have removed and properly disposed of any perishable food items belonging to you in the NICC break room.

If your first day back home from the 14-day assignment falls during one of your normal work days, you may be eligible for a paid (administrative) day(s) off at your home unit. It is not the policy of NICC to issue a written statement requesting administrative leave for departing detailers, so please do not ask for one. Information regarding administrative leave can be found in the National Interagency Mobilization Guide in Chapter.

Personnel sometimes express desire to deviate from their homeward flight itinerary (e.g. make an enroute stop to visit friends or relatives). NICC policy is to make flight arrangements via the least cost and most direct route to your home base. If you wish to change your ticket, it will be up to you to do so (and pay for any additional costs out of your own pocket); it will also be your responsibility to notify your home unit/supervisor if your estimated time of arrival (ETA) is different than what was relayed through the dispatch system. If you are driving, the above responsibility still applies. If you choose to make travel deviations, you should also understand that per diem will not be covered while you are in nonpay status.

Reassignments may occur if:

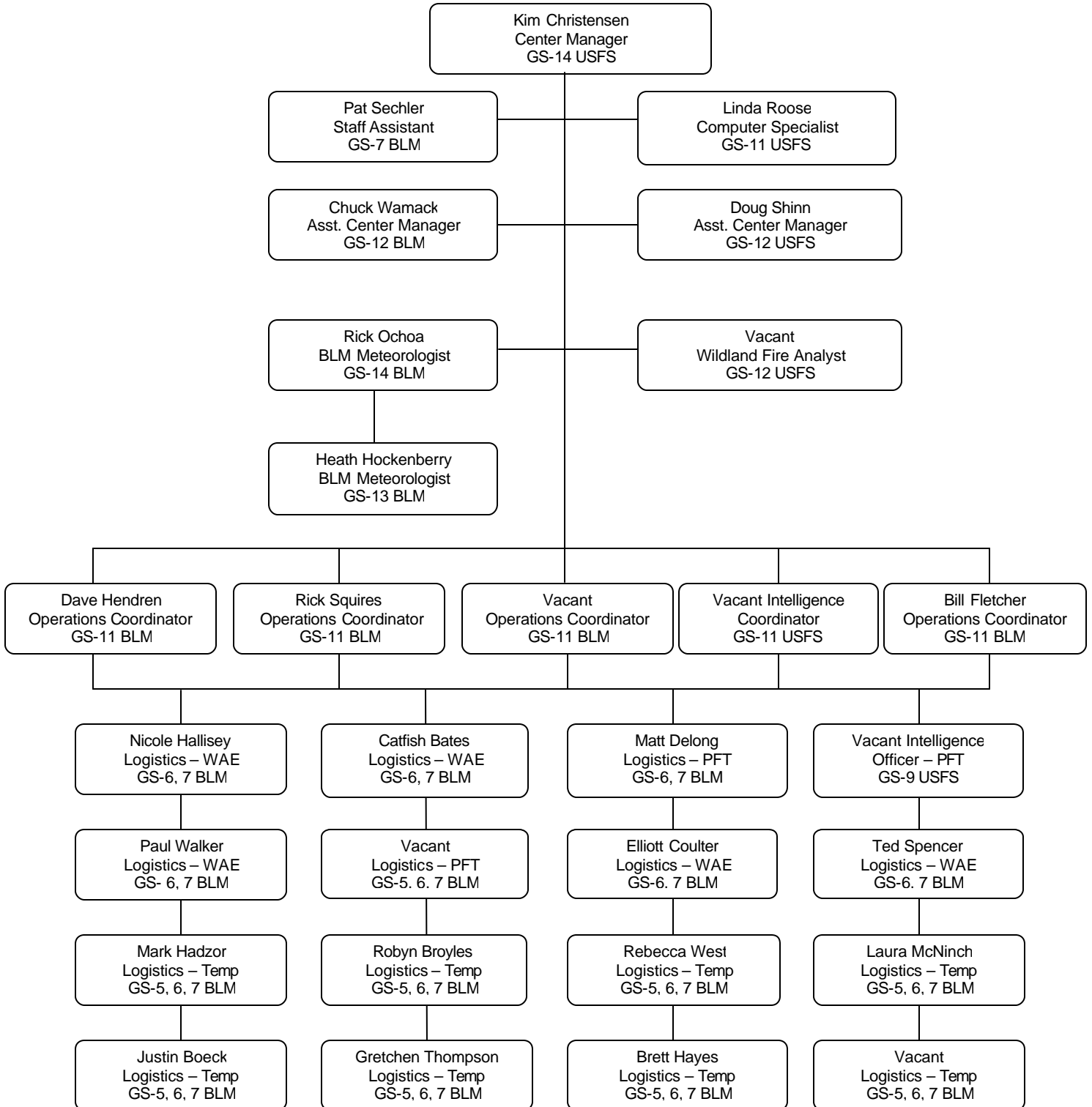
1. You are qualified for the position being ordered
2. You have at least 7 days left out of your total assignment

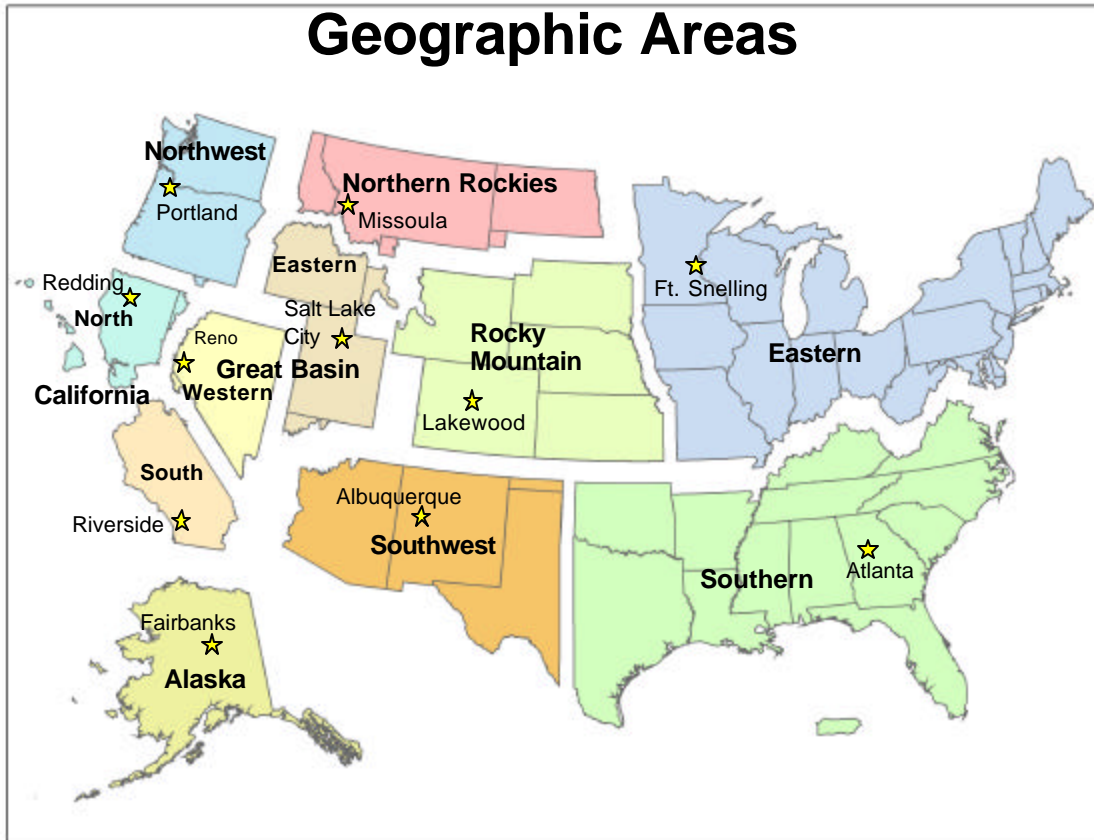
If we are releasing personnel excess to our needs, we will attempt to offer you some options for reassignment, however this is not guaranteed. Please remain flexible.

National Interagency Organizational Chart and Geographic Area Map

Appendix A

National Interagency Coordination Center





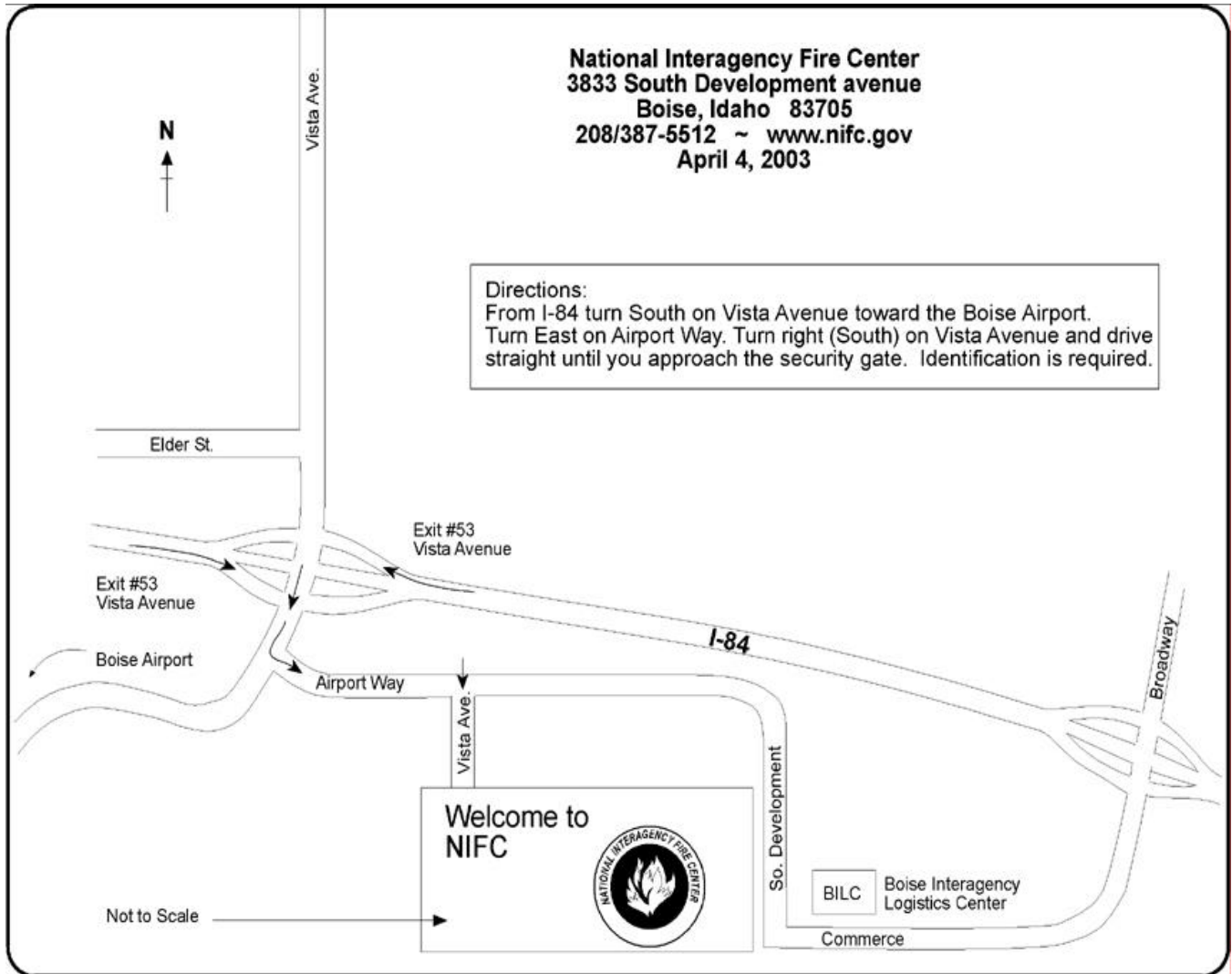
The 11 Geographic Area Coordination Centers and the Cities they are Located In:

- Alaska Geographic Area Coordination Center, Fairbanks, AK
- Northwest Area Coordination Center, Portland, OR
- California Northern Operations Area Coordination Center, Redding, CA
- California Southern Operations Area Coordination Center, Riverside, CA
- Northern Rockies Area Coordination Center, Missoula, MT
- Eastern Great Basin Area Coordination Center, Salt Lake City, UT
- Western Great Basin Area Coordination Center, Reno, NV
- Southwest Area Coordination Center, Albuquerque, NM
- Rocky Mountain Area Coordination Center, Lakewood, CO
- Eastern Area Coordination Center, Fort Snelling, MN
- Southern Area Coordination Center, Atlanta, GA

National Interagency Fire Center Maps

Appendix B

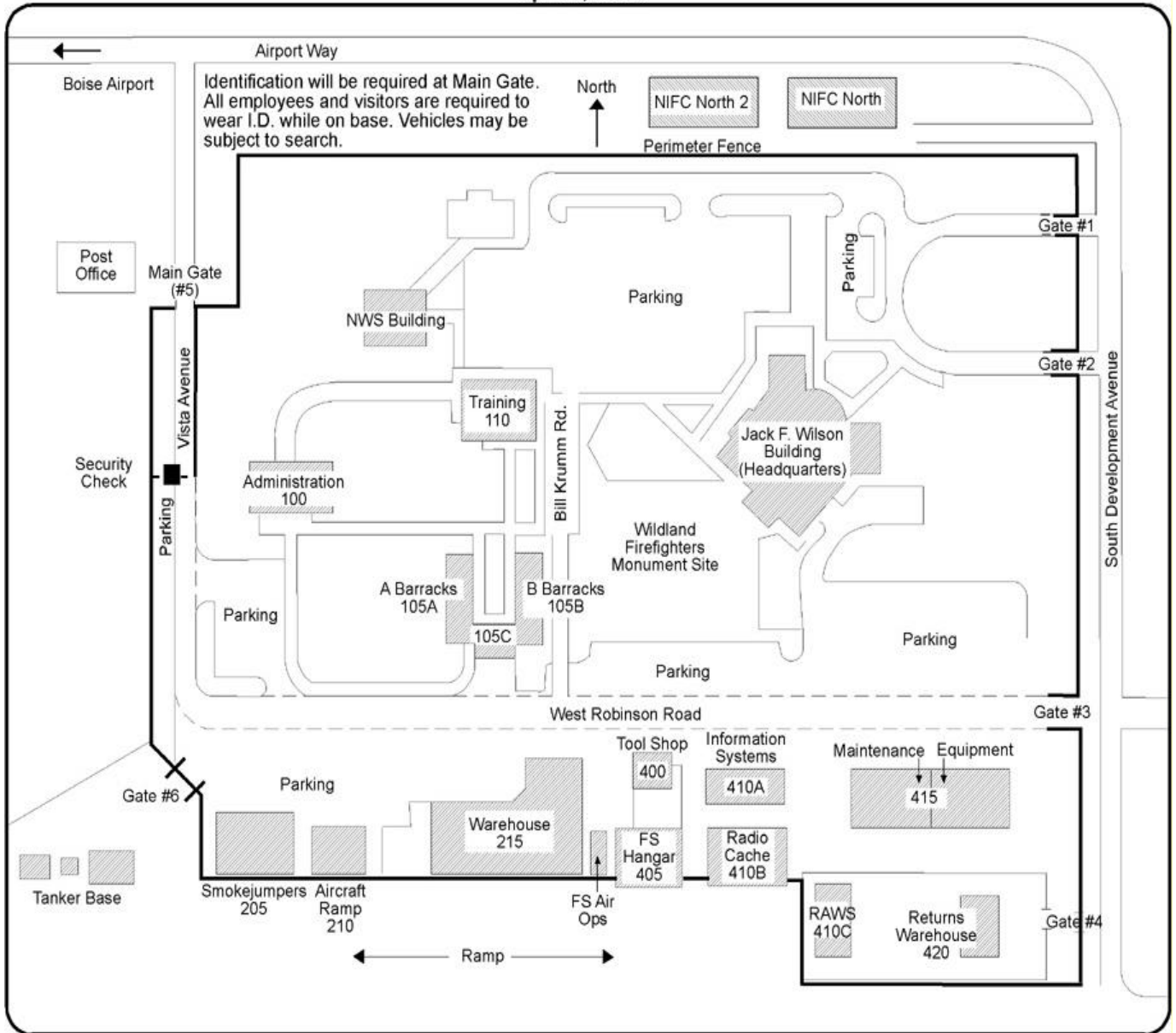
Directions to NIFC/NICC from I-84



National Interagency Fire Center Base Map

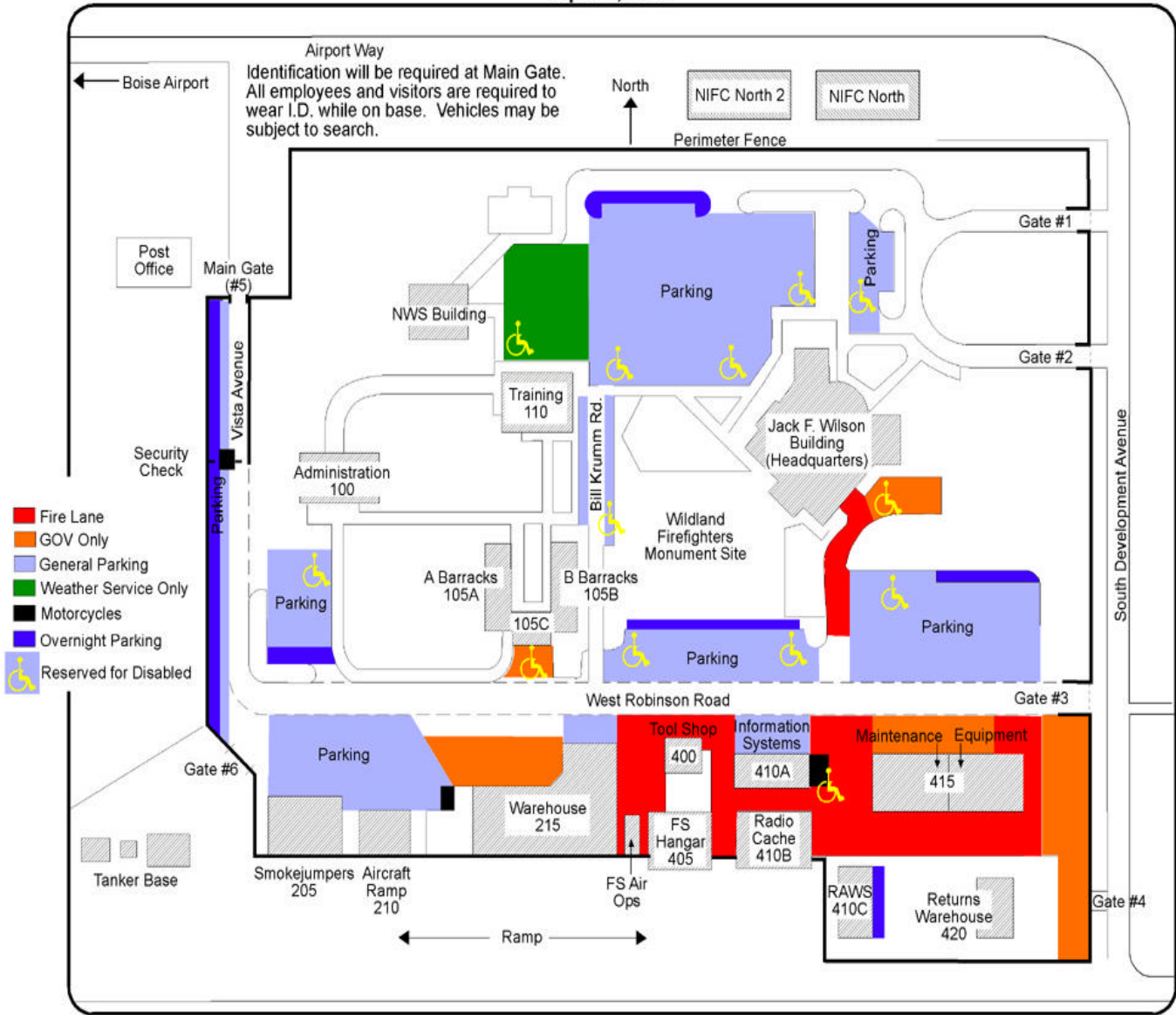
(NICC is located on the Second Floor of the Jack Wilson Building)

National Interagency Fire Center Base Map
April 4, 2003



National Interagency Fire Center Parking Map

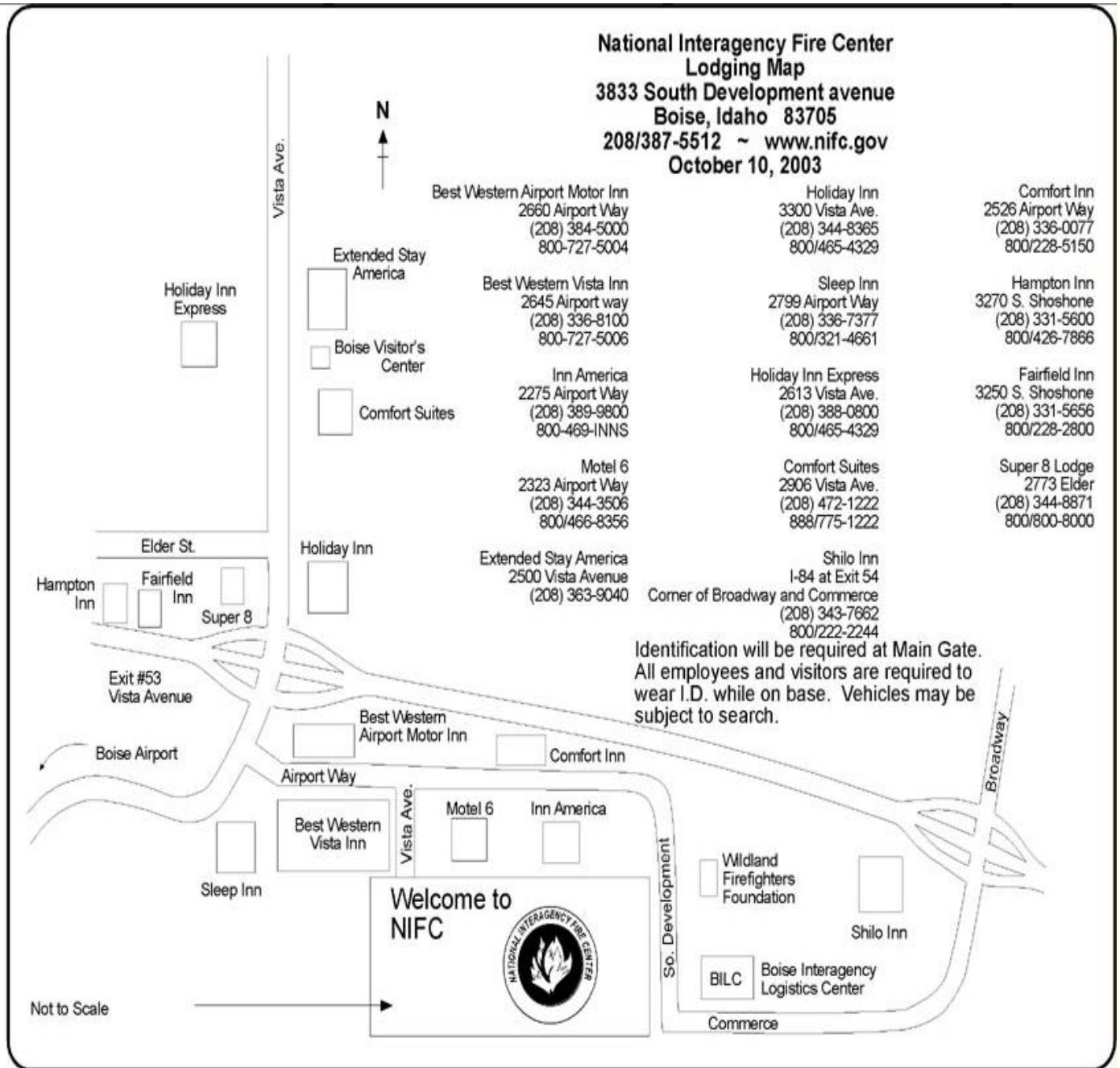
National Interagency Fire Center Parking Plan
April 4, 2003



Boise Area Hotels and Useful Websites

Appendix C

Hotels Located Near NIFC/NICC



Boise Area Hotels

Name	Phone Number	Fax Number	Address
Airport Inn Best Western	(208) 384-5000	384-5566	2660 Airport Way
Amerisuites*	(208) 375-2900	375-2900	925 N. Milwaukee
Ameritel Inn Spectrum*	(208) 323-2500	323-9400	7499 W. Overland Rd.
Ameritel Inn Towne Square*	(208) 378-7000	378-7040	7965 W. Emerald
Comfort Inn	(208) 336-0077	342-6592	2526 Airport Way
Comfort Suites*	(208) 472-1222	472-1210	2906 S. Vista Way
Doubletree-Riverside*	(208) 343-1871	344-1079	2900 Chinden Blvd
Fairfield Inn*	(208) 331-5656	424-3169	3300 S. Shoshone
Hamton Inn	(208) 331-5600	389-1220	3270 S. Shoshone
Holiday Inn	(208) 344-8365	344-8156	3300 S. Vista Avenue
Holiday Inn Express	(208) 388-0800	388-0846	2613 S Vista Avenue
Inn America	(208) 389-9800	338-1303	2275 Airport Way
Motel 6	(208) 344-3506	334-6264	2323 Airport Way
Residence Inn by Marriott*	(208) 344-1200	384-5354	1401 Lusk Ave. 4111 Broadway Avenue
Shilo Inn*	(208) 343-7662	344-0318	4111 Broadway Avenue
Sleep Inn	(208) 336-7377	336-2035	2799 Airport Way
Super 8	(208) 344-8871	344-8871	2773 Elder
Vista Inn (Best Western)	(208) 336-8100	342-3060	2660 Airport Way
Red Lion Park Center Suites*	(208) 342-1044	342-2763	424 E. Park Center Blvd.
Red Lion Hotel Boise Downtown	(208) 344-7691	336-3652	1800 Fairview Ave.
U.S. Suites	(208) 322-3564	377-9310	Various Locations throughout Boise

***Rooms with Small Refrigerators and Microwaves, Upon Request.**

Boise Area Hotels Continued:

If staying over 30 nights -

Bond Street Apartments*	(208) 322-4407	377-8851	1608 N. Phillippi
Carriage Crossing Apartments*	(208) 385-9400	385-0152	2401 S. Apple St.
Comfort Suites*	(208) 472-1222	472-1210	2906 S. Vista Way
Extended Stay America*	(208) 363-9040	363-9039	2500 Vista Avenue
Residence Inn by Marriott*	(208) 344-1200	384-5354	1401 Lusk Ave.

***All rooms fully furnished with kitchens or kitchenettes**

2004 Per Diem Rates

County/City	Lodging	M&IE	Maximum Per Diem
Ada/Boise	\$61	\$43	\$104 per day

Helpful Websites:

Boise Entertainment:

<http://www.boise.org/>

Boise Metro Chamber of Commerce:

<http://www.boisechamber.org/>

Boise Area Weather:

<http://www.wrh.noaa.gov/boise/index.shtml>

Domestic Per Diem Rates:

<http://www.policyworks.gov/org/main/mt/homepage/mtt/perdiem/perd04d.html>

Hotels offering Domestic Per Diem Rates across the Nation:

<http://www.hotelsatperdiem.com>

National Interagency Coordination Center Survey

Appendix D

National Interagency Coordination Center
Fire Season 2004
Detailer Survey

The purpose of this survey is to identify ways to help us improve our operations and customer service needs. Your constructive feedback is very important to help us in our continuous improvement process.

NICC detailers are asked to complete the following survey; all sensitive comments will be kept confidential. Please feel free to use the back of this form if space provided isn't enough to sufficiently answer the questions.

1. What recommendations or changes would you suggest to our office procedures to help us streamline operations?

2. Did NICC provide adequate Center orientation and detailer materials? What information was not provided by NICC to you that would be beneficial to other detailers during their assignments to NICC in the future?

3. Was the NICC staff helpful to you during your detail?

4. Were the facilities adequate? If not, what improvements would you suggest?

5. What did you enjoy most about your detail to the NICC?

Optional – Submitted by:_____ **Unit**_____ **Date**_____

*Please submit completed survey to Pat Sechler (patricia_sechler@nifc.blm.gov) or by mailing to National Interagency Coordination Center, c/o Pat Sechler; 3833 South Development Ave, Boise ID 83705.

Thank you for participating with this survey!