

NLOT Conference Call Agenda

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May 28, 2015, 1000 Pacific

WELCOME & ROLL CALL

Attendance: Tawnya Brummett, Paul Crespino, Scott Russell, Dale Deiter, Cecilia Seesholtz, Ed Hunter, Allen Nicholas, Becki Heath, Frank Guzman, Lisa Northrop, Mark Van Every, Dana Reid

Guests: Tami Parkinson, Kolleen Beesley

Note Taker: Jill Henderson

AGENDA TOPICS

NLOT Changes (Dana Reid)

- Tawnya Brummett is now the R10 NLOT Rep; no replacement for her in R1 at this time.
- Deana Wall will be the new NLOT note taker.

Welcome (Becki Heath)

- Reminder: There will be a Fall NLOT face-to-face meeting in conjunction with the RFD meeting, the week of October 26. Focus at this meeting will be POW.
- Congrats to winners of NLOT awards.

Interagency Dispatch Implementation Project (Kolleen Beesley)

- Overview of the Project:
 - A study of dispatch centers to improve efficiency. Reviewing data to generate recommendations. The goal is to optimize dispatch centers; opportunities to combine or improve functionality.
- The Team is looking at how dispatch centers function and ways to enhance the toolbox and provide tools for standardization.
- Meetings have been held to validate past information and studies. Focused on what needs to be addressed and formed high level possibilities of change.
- Additional meetings are being held to gather business requirements.
- Currently a meeting scheduled for July 6th with Jim Douglas and Dan Olsen to discuss progress. This will be a mid-target review and initial spot check to ensure we're doing what management wants us to do. Results of the study will not be shared until after the meeting on the 6th.
- To date there has been no Line Officer review; however, RFDs and Fire Staff are providing input. Kolleen is requesting input from NLOT and/or other Line.
- The question for Leadership/Line is, "What does success look like?"
- See website for additional information: http://www.wfmrda.nwcg.gov/line_officer_resources.php
- To provide input or to communicate with Kolleen, email at: kkbeesley@fs.fed.us

FOLLOW-UP FROM APRIL MEETING

Website/SharePoint/Wildland Fire Mgt. Site Options (Ed Hunter)

- NLOT is looking at multiple information sharing options to identify the most efficient and effective way of sharing NLOT information internally and externally. BP drafted and sent to NLOT members.
- A webpage currently hosted by FAM lists Line Officer resources; however, information is out of date and has not been updated since 2009.
- Alternatives (BP lists pros and cons of each):
 1. Update and manage current WO FAM website.
 2. Work with WFM RD&A to add a link to current Line Officer Resources webpage.
 3. Develop a Sharepoint site.
- Members on the call voted and Alternative #2 was selected.

Line Officer Awards Update (Ed Hunter)

- Line Officer Award selections made at the meeting in April was submitted to the WO for processing.
- RFDs were notified of award winners and awards were sent to Regional Foresters.
- NLOT members with recipients, please follow-up with your RF to ensure they received the awards.

AACT Update (Becki Heath &Tami Parkinson)

- The website has been completed; the intent is to have a site that will be a primary resource for Line Officers (standby for sharing the website for a few days to ensure all information and products are up-to-date): http://www.wfmrda.nwcg.gov/line_officer_resources.php
- The purpose is to improve Agency Administrator's certification training program which is now a national program rather than Regional.
- The website includes: Line Officer Desk Guide (updated each year, provide feedback to Tami), Learning Action Plan (to document experiences), Coach-Shadow Programs, WFDSS Refresher Training Recommendations, Hubbard memo (emphasizes the Coach-Shadow Program) etc.
- We are currently working on an email feedback option so that questions can be submitted and responded to by people familiar with the corresponding topic as well as discussion names of individuals who would provide good insight into the Coach-Shadow Program.

Risk Discussion (Tawnya Brummet)

- This is a follow-up from the April meeting and session with the RFDs (notes were sent to NLOT from the small group discussions).
- Highlights from each groups; groups were focused on discussing upcoming year and how we are going to keep people safe and show we care, how do we do that?
 - Group 1 discussed getting away from strategies and writing new protocols.
 - Keep doing mentoring and shadow teams and get better at that.
 - Buddy system, unconventional option, no way to order a "buddy" in ROSS.
 - Idea is that when you are exhausted as an AA or LO while managing an incident and having a hard time focusing on what you need to do next then it would be good to have someone to support you and have someone next to you to help.
 - "Buddy" could be off unit or out of area.
 - They would be your support as your tackling this stressful situation.

- There are times when you get wrapped up with an incident on your unit, and you're really stretched. Having that support function even if they're only there to drive you around would be really helpful.
 - Would need to be someone that the AA or LO knows and has a lot of confidence in or knows stakeholders. Very critical, don't want to realize later that you need help.
 - We should all be present, if you see someone struggling on a neighboring unit give them a call, ask them if they need some help.
 - We don't think to stop and ask for help.
- Group 2 focused on risk related to aviation.
 - Are employees comfortable with the decisions being made? Someone else might be comfortable with moving in a direction that you aren't.
 - Trying to focus on aviation oversight, risk vs gain? Is it working? Is it just habit? Putting more people at risk? Effective on the ground?
 - Someone brought up that their Regional FS asked them, "If you have to call me at the end of the day about a fatality where is it going to be? Where's our risk today? What makes you uncomfortable? What could it be?"
 - Having those open conversations would be beneficial. People need to take time to do that.
- Group 3 discussed preparing for bad outcomes before they happen.
 - Do we do a good job of preparing or managing bad outcomes? Providing support, learning?
 - Individuals should be able to have open communication without the fear of bringing something up.
 - Can be turned into something that is useful.
 - Talk about preparing for those incidents before they happen.
- Group 4 focused on self-leadership.
 - We need to be responsible for ourselves and for teaching and leading our folks to do the same and to speak up.
 - What came out of the discussion groups was that we fail to think about worst case scenarios, trying to instill in our folks that operational norm should include stopping and thinking throughout the operation, what is the next step to take and what are the risks associated with it?
 - We do a good job with briefing employees before a shift but do we instill that in each step throughout the day, when they're about to take on a different assignment or change direction?
 - Do they have the thought to stop for a second to think of what are the risks at this point?
 - What is the outcome from taking this risk?
 - Similar to cutting a tree down people should be sizing up the situation, assessing what the hazards are and what will be the possible outcome.
 - We want to instill in our folks to individually think about their next step, what is the risk your taking?
 - Maybe needs to be talked about repetitively.
- Group 5 discussed improving systems for taking care of our own. Not just in fire, in all different incidents. Situations we take into account every day.
 - Stand-alone training talked about embracing this nationally. Instilling in our folks that we're behind them and we support them.
 - How much responsibility there is when something goes wrong and what we need to do to get ready to confront those situations?

- Group 6 focused on communication, internal and external.
 - Discussions reiterated discussions from previous groups.
 - Preseason meetings are important to start the flow of communication.
 - Must have discussion with local communities and agencies to help develop better partnerships.
 - This can help set us up for success in the coming season.
- Group 7 discussed having open honest conversations.
 - Individuals from hotshot crew neglected to talk during a meeting; this shows that we still have a culture or a learned behavior that makes people uncomfortable in certain crowds.
 - Must address this issue so that we can have open, honest communication so that we may learn from each other. This will help to build trust as well.

SUMMARY/CLOSEOUT

Follow-up Items

- NLOT mark your calendars for the fall meeting, week of October 26th.
- Talk to Becki if you need clarification on your roles and responsibilities.
- NLOT provide feedback regarding the Interagency Dispatch Implementation Project to Kolleen.
- Ed to follow-up with WFM RD&A regarding the website.
- NLOT forward the Line Officer link to LO in your respective Regions.

Next Conference Call

- Friday (day change) June 19th at 0900 Pacific