

# **ATTACHMENT**

QUESTION #33



**Government of the District of Columbia  
Fire and Emergency Medical Services Department  
Washington, D.C. 20001**



**MEMORANDUM**

**TO:** Eugene Jones  
Interim Fire and EMS Chief

**FROM:** Timothy L. Campbell  
EMS Training Coordinator **Co/Plt: T/A**

**DATE:** February 9, 2015

**SUBJECT:** Committee on the Judiciary Performance Oversight Response to Question 33.

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**Has the agency established a Paramedic Certification Program with the University of the District of Columbia? Does it meet Middle States Commission on Higher Education standards?**

Regarding the first part of the question; the University of the District of Columbia and the DC Fire and EMS Department has established a Paramedic Certification Program. However, before we can commence the program we need to become accredited with CoAEMSP, the accrediting body. Since we have established a consortium partnership, this is a two-step process. It is the DC Fire and EMS Department's responsibility to complete the Consortium Agreement, and it is UDC's responsibility to complete the Letter of Self Study Review (LSSR). The DC Fire and EMS Department completed its responsibility on December 19, 2014 and mailed and faxed the consortium agreement to CoAEMSP. On January 5, 2015 UDC mailed the LSSR. On January 12, 2015 CoAEMSP approved our Consortium Agreement and we were notified on January 13, 2015. Currently, we are awaiting a response from CoAEMSP and receive a favorable Letter of Review (LOR) regarding the review of the LSSR.

In reference to the second question, the program has been vetted by the DC Department of Health and we have received a favorable curriculum approval. The Accreditation and Academic Review Committee at UDC has reviewed all aspects of program approved it. Since UDC is an accredited University by the Middle States Commission on Higher Education and the program has been approved by their Accreditation and Academic Review Committee, by default our program becomes accredited after their review.

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Signature.....  
The above statement was prepared by me. I certify that it is true to the best of my knowledge and belief. I understand that making a false statement is criminal and punishable under D.C. law. I also understand that the Department may initiate adverse action against me making a false statement.



# **ATTACHMENT**

QUESTION #34

# DCFEMS Term and Temporary Employees

A		B		C		D		E	
1	Name	Job Title	NTE Date	Start Date	Appointment				
2	Agers, Julius	Program Analyst	11/22/2015	9/24/2012	Term				
3	Ajayi, Nichelle S	FIRE CADET	1/11/2016	1/12/2015	Temporary				
4	Badgett, Isaiah C	FIRE CADET	1/11/2016	1/12/2015	Temporary				
5	Braxton, Carl	FIRE CADET	4/21/2015	10/31/2011	Temporary				
6	Braxton, Carl	FIRE CADET	4/21/2015	10/31/2011	Temporary				
7	Bray, Travone A	FIRE CADET	4/21/2015	4/21/2014	Temporary				
8	Campbell, Timothy L	Instructional Systems Spec.	7/1/2015	1/4/1999	Term				
9	Dugger, Garee	FIRE CADET	4/21/2015	4/21/2014	Temporary				
10	Ferrell, Deja R	FIRE CADET	1/11/2016	1/12/2015	Temporary				
11	Fletcher, Raekwon M	FIRE CADET	1/11/2016	1/12/2015	Temporary				
12	Freeman, Rose C	Program Support Assistant	8/31/2015	7/1/2013	Term				
13	Fulwood, Gary M	Program Support Assistant	9/18/2015	7/15/2013	Term				
14	Garrett, Arrion A	FIRE CADET	12/2/2015	12/2/2013	Temporary				
15	Gill, Robert	FIRE CADET	4/21/2015	4/21/2014	Temporary				
16	Griffin, Sequan L	FIRE CADET	4/21/2015	4/21/2014	Temporary				
17	Gunter, DaShawn A	FIRE CADET	1/11/2016	1/12/2015	Temporary				
18	Hardy, Michael D	FIRE CADET	4/21/2015	4/21/2014	Temporary				
19	Harris, Jazmin K S	FIRE CADET	12/2/2015	12/2/2013	Temporary				
20	Hendrickson, Jonal	PROGRAM ANALYST	9/29/2014	6/17/2013	Term				
21	Henry, Trulon Marcus	Program Support Assistant	3/9/2015	2/10/2014	Term				
22	Henson, Devon N	FIRE CADET	1/11/2016	1/12/2015	Temporary				
23	Hernandez, Jason E	FIRE CADET	1/11/2016	1/12/2015	Temporary				
24	Humphries, Nyika	Program Support Assistant	6/4/2015	5/5/2014	Term				
25	Jacobs, Terrence T	Heavy Mobile Equipment Repaire	8/28/2015	7/28/2014	Term				
26	Johnson, Javelle	FIRE CADET	4/21/2015	4/21/2014	Temporary				
27	Jones, Domonique A	FIRE CADET	1/11/2016	1/12/2015	Temporary				
28	Jordan Jr., Paul E	FIRE CADET	1/11/2016	1/12/2015	Temporary				
29	Key, Michael K	Program Support Assistant	8/31/2015	7/1/2013	Term				
30	Kinard, Eriq A	FIRE CADET	1/11/2016	1/12/2015	Temporary				
31	Latta, Rashaad M	Heavy Mobile Equipment Repaire	9/18/2015	7/15/2013	Term				
32	Leistikow, Alexandra	PROGRAM ANALYST (BILINGUAL)	1/2/2016	1/3/2012	Term				
33	McCord, Daquon M	FIRE CADET	4/21/2015	4/21/2014	Temporary				



# DCFEMS Term and Temporary Employees

	A	B	C	D	E
34	Millner, Alfred R	Program Support Assistant	3/9/2015	10/31/2005	Term
35	Mills, Jamal G	FIRE CADET	4/21/2015	4/21/2014	Temporary
36	Morris, Tonnisha M	FIRE CADET	1/11/2016	1/12/2015	Temporary
37	Mount Varner, Geoffrey G	Assistant Medical Director	4/14/2015	10/14/2014	Term
38	Naji-Allah, Khalid	PROGRAM ANALYST	5/20/2015	9/14/2009	Term
39	Ogunfeditimi, Oluweseji K	FIRE CADET	1/11/2016	1/12/2015	Temporary
40	Ransom, Jr, Joseph H	FIRE CADET	4/21/2015	4/21/2014	Temporary
41	Rowel, Danard T	FIRE CADET	1/11/2016	1/12/2015	Temporary
42	Royster, Elon J	FIRE CADET	4/21/2015	4/21/2014	Temporary
43	Scott, Jasminlee R	FIRE CADET	4/21/2015	4/21/2014	Temporary
44	Shattock, Rohan	HEAVY MOBILE EQUIP MECHANIC	8/28/2015	7/28/2014	Term
45	Smith, Dominique N	FIRE CADET	1/11/2016	1/12/2015	Temporary
46	Terry, Naeem	FIRE CADET	4/21/2015	4/21/2014	Temporary
47	Thompson, Kevin W	HEAVY MOBILE EQUIP MECH HELP	9/24/2015	8/25/2014	Term
48	Washington, Dashauna T	Program Analyst	12/23/2015	11/24/2014	Term
49	Webster, Erlesha B	FIRE CADET	4/21/2015	4/21/2014	Temporary
50	Wedlock, Aaron H	FIRE CADET	4/21/2015	4/21/2014	Temporary
51	White, Carlton A	FIRE CADET	4/21/2015	4/21/2014	Temporary
52	Willoby, Franzeel E	FIRE CADET	4/21/2015	4/21/2014	Temporary
53	Yates, James H	FIRE CADET	1/11/2016	1/12/2015	Temporary

# **ATTACHMENT**

QUESTION #35



## FY 2014 PERFORMANCE PLAN Fire and Emergency Medical Services Department

### MISSION

The mission of the Fire and Emergency Medical Services Department (F&EMS) is to promote safety and health through excellent pre-hospital medical care, fire suppression, hazardous materials response, technical rescue, homeland security preparedness and fire prevention and education in the District of Columbia.

### SUMMARY OF SERVICES

F&EMS provides emergency medical services (EMS), fire suppression, homeland security and special operations response for the District of Columbia, including planned events and activities unique to the nation's capital. The Department is responsible for fire and life safety code enforcement, along with community based education and prevention programs. F&EMS is the lead first-response agency for managing consequences resulting from natural disasters or other catastrophic events impacting the national capital region.

### PERFORMANCE PLAN DIVISIONS

- Operations Bureau
- Emergency Medical Services Bureau
- Services Bureau
- Fire Prevention and Investigations Division
- Office of Communications
- Office of the Fire and EMS Chief

### AGENCY WORKLOAD MEASURES

Measures	FY 2011 Actual	FY 2012 Actual	FY 2013 YTD <sup>1</sup>
Number of emergency incident responses	161,795	167,939	123,966
Number of EMS incident responses	130,268	137,643	101,758
Number of EMS patient transports	98,036	103,381	76,655
Number of EMS quality case reviews	10,961	9,169	12,274
Number of Street Calls patient contacts	184	349	122
EMS patient transport revenue (in millions)	\$25.0 million	\$17.9 million	\$21.4 million
Number of fire and other incident responses	31,527	30,296	22,208
Number of structural fires <sup>(see footnote 22)</sup>	463	801	627
Number of other fires <sup>(see footnote 22)</sup>	441	376	195
Number of fires classified as arson <sup>2</sup>	23	249	208

<sup>1</sup> Data is current as of June 30, 2013.

<sup>2</sup> This measure is tabulated from Fire Investigator Uniform Crime Reporting (UCR) data. According to the 2004 FBI UCR Handbook, "arson" is a property crime defined as "any willful or malicious burning or attempting to burn, with or without intent to defraud, a dwelling house, public building, motor vehicle or aircraft, personal property of



<b>Measures</b>	<b>FY 2011 Actual</b>	<b>FY 2012 Actual</b>	<b>FY 2013 YTD<sup>1</sup></b>
Number of arson arrests <sup>3</sup>	13	18	21
Number of fire code violations observed	16,590	12,933	9,287
Number of fire code complaints investigated	1,026	694	373
Fire Marshal fee and permit revenue	\$533,394	\$496,275	\$390,406

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another, etc.” “Arson” includes “structural,” “mobile” and “other” property classifications. This measure differs from previous fiscal years and now encompasses all fires classified as “arson” by the UCR. Reported FY 2012 and FY 2013 workload data uses the UCR definition. FY 2011 workload data uses the previous definition.

<sup>3</sup> Arson arrests may not be associated with arson offenses that occur during the same fiscal year. For example, a subject may be arrested in FY 2013 for an arson offense that occurred in FY 2012. As such, this workload measure may not match the arson fire clearance rate reported for a fiscal year. Instead, it represents the number of arson arrests reported during the current fiscal year.



## *Operations Bureau*

### **SUMMARY OF SERVICES**

The Operations Bureau is responsible for providing emergency medical services (EMS), fire suppression, hazardous materials response, technical rescue and homeland security preparedness services to protect lives and property in the District of Columbia.<sup>4</sup>

#### **OBJECTIVE 1: Help sick and injured patients by providing pre-hospital emergency medical care and ambulance transport.**

##### **INITIATIVE 1.1: Implement enhanced task management protocol for patients in cardiac arrest.**

During FY 2014, the Department will implement a new treatment protocol for patients in Cardiac Arrest that will include a new medical device, the ResQPod (Impedance Threshold Device). The protocol will use a “pit crew” concept of task management, where crew members are pre-assigned treatment tasks to allow for better organized and faster patient care. Improved task management by crew members enhances medical care for cardiac arrest patients and contributes to patient survivability. **Completion Date: September, 2014.**

#### **OBJECTIVE 2: Safeguard lives and property by controlling and extinguishing fires.**

##### **INITIATIVE 2.1: Establish a building inspection program for the Operations Bureau.**

During FY 2014, the Department will implement a neighborhood fire company building inspection program to better identify, prepare for and report fire safety hazards. Building inspections by neighborhood fire companies improve fire safety awareness for building occupants while assisting firefighters with extinguishment pre-planning. Better fire code compliance enforcement and preparedness reduces fire risk, improves life safety and protects property. **Completion Date: September, 2014.**

#### **OBJECTIVE 3: Safeguard lives and property by preparing for and responding to natural disasters or other catastrophic events.**

##### **INITIATIVE 3.1: Develop a comprehensive tunnel rescue plan.**

During FY 2014, the Department will partner with DC Water and on site contractors to develop a comprehensive tunnel rescue plan. Approximately one hundred Fire and EMS Department members will be trained on the Mine Safety and Health Administration’s (MSHA) tunnel rescue standards. Detailed rescue plans and industry-standard training will strengthen emergency management effectiveness and increase the availability of properly trained personnel during catastrophic events.

**Completion Date: September, 2014.**

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<sup>4</sup> The EMS Bureau is responsible for continuous quality improvement (CQI) of EMS patient care delivered by the Operations Bureau.



## KEY PERFORMANCE INDICATORS – Operations Bureau

Measures	FY 2012 Actual	FY 2013 Target	FY 2013 YTD <sup>5</sup>	FY 2014 Projection	FY 2015 Projection	FY 2016 Projection
Percent of critical medical calls with first EMT arriving within 6 minutes 30 seconds dispatch to scene <sup>6</sup>	84.18%	90%	86.25%	90%	90%	90%
Average response time of first arriving EMT to critical medical calls	4.68	< 5m	4.56	< 5m	< 5m	< 5m
Percent of critical medical calls with first paramedic arriving within 8 minutes, dispatch to scene <sup>6</sup>	79.89%	90%	80.03%	90%	90%	90%
Average response time of first arriving paramedic to critical medical calls <sup>7</sup>	6.11	< 6m	6.07	< 6m	< 6m	< 6m
Percent of critical medical calls with first transport unit arriving within 12 minutes, dispatch to scene	88.13%	90%	88.97%	90%	90%	90%
Average response time of first arriving transport unit to critical medical calls	7.46	< 9m	7.26	< 9m	< 9m	< 9m
Percent of hospital drop times 30 minutes or less	28.17%	50%	24.5%	50%	50%	50%
Average hospital drop time	39.49	< 30m	42.06	< 30m	< 30m	< 30m
Percent of structure fire calls with first fire truck arriving within 6 minutes, 30 seconds dispatch to scene <sup>6</sup>	98.15%	90%	97.28%	90%	90%	90%
Average response time of first arriving fire truck to structure fire calls	2.39	< 4m	2.63	< 4m	< 4m	< 4m

<sup>5</sup> Data is current as of June 30, 2013.

<sup>6</sup> National Fire Protection Association (NFPA) measure. “Response time” sums the measures of call “turnout time” (NFPA 1710, section 3.3.53.8) and “travel time” (NFPA 1710, section 3.3.53.7) as defined by NFPA 1710, section 4.1.2.1.

<sup>7</sup> International City/County Management Association (ICMA) comparative measure (October, 2008).



## *Emergency Medical Services Bureau*

### **SUMMARY OF SERVICES**

The Emergency Medical Services (EMS) Bureau is responsible for management of out-of-hospital emergency medical care and preventive healthcare services to improve the quality of life in the District of Columbia.

**OBJECTIVE 1: Help sick and injured patients by providing pre-hospital and out-of-hospital healthcare services.**

**INITIATIVE 1.1: Improve documentation and protocol compliance for stroke victims.**

During FY 2014, the Department will initiate additional training, documentation management control and focused Continuous Quality Improvement (CQI) surveillance on records of patients suffering from stroke, altered mental status and seizure. Additional emphasis on data recording at the incident scene, including patient information and transportation status, improves compliance with medical treatment protocols, enhances medical care for stroke patients and contributes to patient survivability.

**Completion Date: September, 2014.**

**OBJECTIVE 2: Continuously improve the quality of out-of-hospital medical care provided by Department personnel.**

**INITIATIVE 2.1: Incorporate evidence-based monitoring practices into CQI programs.**

During FY 2014, the Department will implement “Whole System Measures,” defined by the Institute for Healthcare Improvement, to improve evaluation of patient care quality in the EMS system. “Whole System Measures” are aligned with the Institute of Medicine’s six dimensions of quality, are not disease or condition specific, and provide a balanced set of system level measures to enhance CQI feedback to healthcare providers. Innovative CQI techniques improve the quality of patient care and contribute to patient survivability.

**Completion Date: September, 2014.**



## KEY PERFORMANCE INDICATORS – EMS Bureau

Measures	FY 2012 Actual	FY 2013 Target	FY 2013 YTD <sup>8</sup>	FY 2014 Projection	FY 2015 Projection	FY 2016 Projection
Percent decrease in 911 usage by Street Calls patients in a cohort <sup>9</sup>	74.22%	50%	24.74% <sup>10</sup>	50%	50%	50%
Percent of patients in full cardiac arrest who have specified rhythms upon delivery to a medical facility. <sup>7,11</sup>	24.30% <sup>12</sup>	25%	22.0%	25%	25%	25%
Percent of patients surveyed indicating they were “satisfied” or “very satisfied” with Fire and EMS services during an EMS call. <sup>7</sup>	91.33%	90%	92.49%	90%	90%	90%

<sup>8</sup> Data is current as of June 30, 2013.

<sup>9</sup> A “cohort” is a group of patients tracked over the period of one year by the Street Calls Program.

<sup>10</sup> The number of patients in the original cohort declined after individuals were removed from the program. Beginning in FY 2014, this measure will begin to track a new patient cohort with the most number of ambulance transports and ambulance crew contacts identified by the Street Calls Program at the end of FY 2013.

<sup>11</sup> Cardiac arrest patients (with cardiac etiologies) who sustained return of spontaneous circulation (ROSC) in out-of-hospital settings and maintained heartbeat until transferred to hospital care. This measure is tabulated from electronic patient care report (ePCR) data.

<sup>12</sup> The FY 2012 measure was revised to correct a data query error identified by the EMS Bureau CQI Division after the FY 2012 reporting period closed.





## *Services Bureau*

### **SUMMARY OF SERVICES**

The Services Bureau is responsible for administering employee training, human resources, employee safety and wellness, information technology/emergency communications, purchasing, property, logistics and fleet management services to support the Department's operational capacity for all-hazards protection.<sup>13</sup>

#### **OBJECTIVE 1: Train and develop the Department's workforce.**

##### **INITIATIVE 1.1: Obtain paramedic certification and instruction accreditation at the training academy.**

During FY 2014, the Department will partner with the Committee on Accreditation of Educational Programs for the Emergency Medical Services Professions (CoAEMSP) to obtain credentialing for conducting EMT-Paramedic certification training in the District of Columbia. CoAEMSP accreditation is the first step to internalize paramedic training of Department employees and increase the number of paramedics available for EMS service delivery. **Completion Date: September, 2014.**

#### **OBJECTIVE 2: Administer human resources for the Department's workforce.**

##### **INITIATIVE 2.1: Establish a human resource internal workflow database (HRWD).**

During FY 2014, the Department will work closely with IT/OCTO to establish an electronic database that will ensure timely processing of promotions, retirements, resignations, longevity pay and other related functions. The database will be instrumental in ensuring timely entry-on-dates (EOD) and retirement processing, thereby resolving outstanding pay issues. Effective database utilization will increase the accuracy, speed and efficiency of the human resource processing functions.

**Completion Date: September, 2014.**

#### **OBJECTIVE 3: Monitor and improve employee safety and wellness.**

##### **INITIATIVE 3.1: Evaluate and improve first responder personal protective equipment.**

During FY 2014, the Department will evaluate all types of personal protective equipment and improve and upgrade respiratory protection equipment, communications equipment and patient movement equipment. Augmenting first responder personal protective equipment will minimize the risk of occupational injury and enhance the mitigation of emergency incidents. **Completion Date: September, 2014.**

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<sup>13</sup> The Services Bureau is responsible for the management of essential functions that support Department operations and cross multiple budget programs and activities on Table FB0-4.



**OBJECTIVE 4: Manage buildings and other properties owned by the Department.**

**INITIATIVE 4.1: Install sustainable hydration systems at Engine Companies 7, 12, 17 and 30. (Sustainable DC Plan Water Action 2.1)**

During FY 2014, the Department roof greening enhancements will be made at several Engine Company's. Engine Companies 7, 17 and 30 will receive tray water collection systems and Engine Company 30 will receive vegetation matting for green roof installations to grow healthy plants using less water and fertilizer. This initiative supports Mayor Gray's Sustainable DC Plan by using innovative design and technology in buildings and neighborhoods to create vibrant, resilient urban environments, and attractive places to live, work, and play. **Completion Date: September, 2014.**

**OBJECTIVE 5: Manage emergency apparatus and other vehicles owned by the Department.**

**INITIATIVE 5.1: Implement a fleet management quality assurance program.**

During FY 2014, the Department will assign a Quality Assurance Inspector to confirm policy compliance with regard to the manner of work and the documentation of fleet repair and preventative maintenance. Compliance review shall include inspection, maintenance, testing and retirement of in-service automotive fire apparatus. Quality assurance efforts allow for vigorous error prevention which increases operational efficiency. **Completion Date: September, 2014.**

**OBJECTIVE 6: Support decision making, communication and resource management by using information technology.**

**INITIATIVE 6.1: Improve mobile user access in operational apparatus.**

During FY 2014, the Department will upgrade the software and hardware used in operational apparatus by replacing 450 mobile laptops and upgrading reporting software. Mobile wireless routers will be added to vehicles for improving fleet tracking and data transmission bandwidth. Continually improving information technology applications enhances communications and increases the information available to first responders. **Completion Date: September, 2014.**



## KEY PERFORMANCE INDICATORS – Services Bureau

Measures	FY 2012 Actual	FY 2013 Target	FY 2013 YTD <sup>14</sup>	FY 2014 Projection	FY 2015 Projection	FY 2016 Projection
Number of department vehicles involved in accidents during emergency incident responses <sup>15</sup>	86 <sup>16</sup>	< 100	61	< 100	< 100	< 100
Number of department personnel injured during emergency incident operations <sup>17</sup>	329 <sup>18</sup>	< 175	298	< 175	< 175	< 175
Number of fire stations completing planned major repairs or complete renovation	1	1	0	1	1	1
Percent of heavy duty emergency vehicle fleet (fire trucks and other vehicles) available for daily operation <sup>19</sup>	72.92%	85%	72.41%	85%	85%	85%
Percent of medium duty emergency vehicle fleet (ambulances and other vehicles) available for daily operation <sup>19</sup>	71.55%	85%	65.72%	85%	85%	85%
Percent of light duty emergency vehicle fleet (command and support vehicles) available for daily operation <sup>19</sup>	94.53%	90%	93.56%	90%	90%	90%

<sup>14</sup> Data is current as of June 30, 2013

<sup>15</sup> Accidents include vehicle “collisions” (an emergency vehicle striking another vehicle) or “incidents” (an emergency vehicle striking a stationary object) that occurred while an emergency vehicle was responding to a call or transporting a patient. This measure is tabulated from vehicle accident investigation form data completed by safety officers.

<sup>16</sup> The FY 2012 measure was revised to correct a data tabulation error identified by the Risk Management Division after the FY 2012 reporting period closed.

<sup>17</sup> Employee injuries that occurred during a fire or EMS call. This measure is tabulated from employee injury investigation form data completed by safety officers.

<sup>18</sup> The FY 2012 measure was revised to correct a data tabulation error identified by the Risk Management Division after the FY 2012 reporting period closed.

<sup>19</sup> Usable vehicle hours, divided by total vehicle hours, for all vehicles within a classification. This measure is tabulated from FASTER Fleet Management System data. Usable vehicle hours are the number of hours a vehicle was reported to be available for use. Total vehicle hours are all hours within the reporting time period, multiplied by the number of vehicles within a classification. The number of vehicles and total vehicle hours for a classification may change on a quarterly basis as vehicles are removed or added to the vehicle fleet inventory.



## *Fire Prevention and Investigations Division*

### **SUMMARY OF SERVICES**

The Fire Prevention and Investigations Division is responsible for community risk reduction through public education, code enforcement, fire safety engineering and investigating the origin, cause and circumstances of all fires and explosions.<sup>20</sup>

#### **OBJECTIVE 1: Reduce threats to lives and property by preventing fires before they happen.**

##### **INITIATIVE 1.1: Implement smoke alarm installation canvassing events on weekends targeting single family and residential homes.**

During FY 2014, the Department will utilize "Smoke Alarm Friday Events" (SAFE) with fire inspectors performing home visits each Friday to install smoke alarms in targeted neighborhoods. Door Hangars will be left for residents who are not at home, followed by neighborhood fire companies conducting follow-up visits on Saturdays. Disseminating smoke alarms to residents significantly decreases the risk of fire death and property loss in occupied buildings. **Completion Date: September, 2014.**

#### **OBJECTIVE 2: Investigate to determine the cause and origin of fires.**

##### **INITIATIVE 2.1: Pursue legislation to update District of Columbia arson laws.**

During FY 2014, the Department will collaborate with the Deputy Mayor of Public Safety, the United States Attorney's Office and the DC Office of the Attorney General to review and revise existing arson crime laws in the District of Columbia. A modern, relevant and justifiable arson law will support the prosecution of subjects responsible for the criminal use of fire. **Completion Date: September, 2014.**

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<sup>20</sup> The Fire Prevention and Investigations Division is responsible for activities associated with Table FB0-4, "Fire Prevention and Education" (2000).



## KEY PERFORMANCE INDICATORS – Fire Prevention and Investigations Division

Measures	FY 2012 Actual	FY 2013 Target	FY 2013 YTD <sup>21</sup>	FY 2014 Projection	FY 2015 Projection	FY 2016 Projection
Number of residential structure fires per 1,000 residential structures <sup>7,22</sup>	4.23	< 4	3.36	< 4	< 4	< 4
Number of residential structure fires per 1,000 population <sup>7,22</sup>	1.10	< 1	0.85	< 1	< 1	< 1
Percent of residential structure fires contained to the room of origin. <sup>7,22,23</sup>	80.7%	> 80%	82.6%	> 80%	> 80%	> 80%
Percent of residential structure fires contained to the structure of origin. <sup>7,22,23</sup>	16.2%	< 20%	15.4%	< 20%	< 20%	< 20%
Total combined commercial and industrial structure fire incidents per 1,000 commercial and industrial structures <sup>7,22</sup>	3.47	< 15	2.47	< 15	< 15	< 15
End-of-fiscal year percent change in number of structural fires <sup>22</sup>	-10.58%	-5%	N/R	-5%	-5%	-5%
End-of-fiscal year number of civilian fire fatalities <sup>24</sup>	5	≤ 5	8	≤ 5	≤ 5	≤ 5
End-of-fiscal year number of civilian fire injuries <sup>24</sup>	60	≤ 50	50	≤ 50	≤ 50	≤ 50
End-of-fiscal year percent of arson fires cleared by arrest or exceptional means <sup>25</sup>	7.23%	> 25%	10.10%	> 25%	> 25%	> 25%
Total arson fires per 10,000 population <sup>25</sup>	4.03	< 2	3.29	< 2	< 2	< 2

<sup>21</sup> Data is current as of June 30, 2013.

<sup>22</sup> This measure is tabulated from National Fire Incident Reporting System (NFIRS) data, required by the United States Fire Administration (USFA). Previously, fire incident statistics presented in this table were reported using Fire Investigator written reports. Not all fire incidents were investigated, meaning fire incident statistics were under reported (by the NFIRS standard) in previous fiscal years. For example, a Fire Investigator may not have completed a written report for a cooking fire involving a pan of food that was quickly extinguished. NFIRS may classify such fires as “structural fires,” meaning they should be reported as part of NFIRS based fire incident statistics. FY 2012 represents the first full fiscal year of NFIRS based fire incident data. Because of this, the FY 2012 “end-of-fiscal-year percent change in number of structural fires” reported by the Department’s FY 2012 Performance Accountability Report (PAR) and this table still needed to be calculated by Fire Investigator written reports for comparing FY 2012 to FY 2011 data. However, the FY 2013 end-of-fiscal year measure will be reported by comparing FY 2013 to FY 2012 NFIRS data. Additionally, the FY 2012 and FY 2013 workload measures for “number of structural fires” and “number of other fires” were updated using the FY 2012 and FY 2013 NFIRS data, while the FY 2011 workload measures were still calculated by Fire Investigator written reports. Finally, all measures in this table with ICMA references combine NFIRS “property use” codes according to ICMA “service descriptors.” Each measure (including the FY 2012 and FY 2013 workload measures) is tabulated from an ICMA report available in the Department’s fire records management system (FRMS) indicating that “extinguishment” took place during a “structure fire,” combined with other FRMS reports indicating that “extinguishment” occurred during a reported fire incident. Measures comparing counts of structures use 2011 “property type” information obtained from the District’s data warehouse. Measures comparing population counts use 2011 and 2012 information obtained from the United States Census Bureau.

<sup>23</sup> “Room of origin” reflects the first level of fire containment. “Structure of origin,” reflects the second level of containment. Combining both measures equates to the effectiveness of controlling fire extension to other structures. For example, during FY 2013 (year to date), 98% of residential structure fires have been contained to the room or structure of origin.

<sup>24</sup> USFA measure.

<sup>25</sup> This measure is tabulated from Fire Investigator UCR data. According to the 2004 FBI UCR Handbook, an “arson” offense is cleared by arrest “when at least one person is (1) arrested, (2) charged with the commission of the offense, and (3) turned over to the court for prosecution (whether following arrest, court summons, or police notice).” An “arson” offense cleared by exceptional means (1) the “identity of the offender” can be “definitely established” during the investigation, (2) enough information exists to “support an arrest, charge, and turning over to the court for prosecution,” (3) “the exact location of the offender (is) known so the subject (can) be taken into custody now,” and (4) “some reason, outside law enforcement control,” exists “that precludes arresting, charging, and prosecuting the offender.” Arson fire cases may not be cleared in the same fiscal year they occur. For example, an arson fire that occurred in FY 2012 might not be cleared by an arrest until FY 2013. As such, arson fire clearance rates for previous fiscal years may be updated by new Performance Management Plans published during subsequent fiscal years. Population counts use 2011 and 2012 information obtained from the United States Census Bureau.



*Office of Communications*

**SUMMARY OF SERVICES**

The Office of Communications is responsible for transmission of public information along with coordination of public education and intervention programs to improve fire and life safety for District of Columbia residents.

**OBJECTIVE 1: Communicate information to the public and media.**

**INITIATIVE 1.1: Improve the acquisition and distribution of information.**

During FY 2014, the Department will rely on a variety of methods to acquire, produce and distribute information that promotes key safety initiatives, fosters community engagement and provides an accurate account for emergency response inquiries. Internally, the use of intranet/internet services (i.e. iNetViewer and 311 CSR) will become a key resource for information gathering. Externally, the use of the National Cinema Network will be considered as an additional distribution outlet for department information. **Completion Date: September, 2014.**

**OBJECTIVE 2: Reduce threats to lives and property through public education and intervention programs.**

**INITIATIVE 2.1: Implement a community education, intervention and outreach program to focus on the health and safety of residents that live near fire stations. (Sustainable DC Plan Food Action 1.4)**

During FY 2014, the Department will establish a community garden program on available green space at pre-selected fire stations. Members of the Department will engage residents who live near the station to promote and demonstrate a commitment to healthy living by growing vegetables at the garden. This initiative supports Mayor Gray's Sustainable DC Plan by assisting District residents with access to affordable, local, and self-sustaining food production. **Completion Date: September, 2014.**



### KEY PERFORMANCE INDICATORS – Office of Communications

Measures	FY 2012 Actual	FY 2013 Target	FY 2013 YTD <sup>26</sup>	FY 2014 Projection	FY 2015 Projection	FY 2016 Projection
Number of neighborhood level fire safety presentations completed	890	500	631	500	500	500
Number of at school fire safety presentations completed	61	50	175	50	50	50
Number of neighborhood level health screenings completed	71	> 50	88	> 50	> 50	> 50
Number of smoke alarm installations	3,475	> 1,000	942	> 1,000	> 1,000	> 1,000
Number of car seat installations	1,438	1,500	909	1,500	1,500	1,500
Number of CPR program participants	1,003	> 1,000	1,206	> 1,000	> 1,000	> 1,000
Number of District wide automatic external defibrillator (AED) registrations <sup>27</sup>	91	> 100	62	> 100	> 100	> 100

<sup>26</sup> Data is current as of June 30, 2013

<sup>27</sup> Beginning in FY 2014, this measure will begin to track AED devices registered during the reporting period, instead of all previously registered devices. One AED registration may include more than one device. The count reflects new and re-registered devices after a four (4) year registration period expired. The FY 2012 Actual, FY 2013 Target and FY 2013 YTD values were revised to reflect the change in measurement definition.



*Office of the Fire and EMS Chief*

**SUMMARY OF SERVICES**

Department management, through the Office of the Fire and EMS Chief, is responsible for Department leadership and the administration of resources to improve services and promote policies focused on public safety.

**OBJECTIVE 1: Work closely with the Executive Office of the Mayor, Deputy Mayor of Public Safety and City Administrator to meet the needs of District residents while efficiently administrating Department services.**

**INITIATIVE 1.1: Partner with the Department of Public Works to explore the installation of 85% ethanol fueling stations. (Sustainable DC Transportation Action 4.2)**

During FY 2014, the Department will partner with the Department of Public Works to assess and evaluate the feasibility of installing 85% ethanol fueling stations to service existing flex fuel light duty vehicles operated by the Department. This initiative supports Mayor Gray's Sustainable DC Plan by exploring energy efficiency options and reducing hydrocarbon emissions. **Completion Date: September, 2014.**

**OBJECTIVE 2: Continue to improve labor/management partnerships.**

**INITIATIVE 2.1: Establish a joint labor/management quality assurance committee.**

During FY 2014, the Department will create a joint labor/management committee to evaluate policy alternatives covering medical CQI programs with the goals of reducing misunderstanding, improving communications, assuring compliance, all while recognizing that high quality patient care must remain a central focus of Department management efforts. **Completion Date: September, 2014.**

**OBJECTIVE 3: Use strategic level planning tools to improve services and better prepare for the future.**

**INITIATIVE 3.1: Based on the recommendations of the 2013 EMS Task Force, assess and evaluate EMS service delivery options.**

During FY 2014, the Department, working collaboratively with the Deputy Mayor of Public Safety, Local 36, Local 3721 and stakeholder groups, will assess and evaluate deployment and system management options to improve EMS service delivery. Options for consideration include repositioning emergency vehicles by time of day and location, changing patient transfer procedures at District hospitals and improving performance monitoring information available to Chief Officers and supervisors.

**Completion Date: September, 2014.**





### KEY PERFORMANCE INDICATORS – Office of the Fire and EMS Chief

Measures	FY 2012 Actual	FY 2013 Target	FY 2013 YTD <sup>28</sup>	FY 2014 Projection	FY 2015 Projection	FY 2016 Projection
Average time in days to close Mayoral customer service work flows	7	7	6	7	7	7
Number of community group meetings scheduled and attended by executive managers	146	> 100	85	> 100	> 100	> 100
Number of labor/management planning activity meetings scheduled and attended by executive managers	41	12	17	12	12	12

<sup>28</sup> Data is current as of June 30, 2013.



## Fire and Emergency Medical Services FEMS (FBO)

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### MISSION

The mission of the Fire and Emergency Medical Services Department (F&EMS) is to promote safety and health through excellent pre-hospital medical care, fire suppression, hazardous materials response, technical rescue, homeland security preparedness and fire prevention and education in the District of Columbia.

### SUMMARY OF SERVICES

F&EMS provides emergency medical services (EMS), fire suppression, homeland security and special operations response for the District of Columbia, including planned events and activities unique to the nation's capital. The Department is responsible for fire and life safety code enforcement, along with community based education and prevention programs. F&EMS is the lead first-response agency for managing consequences resulting from natural disasters or other catastrophic events impacting the national capital region.

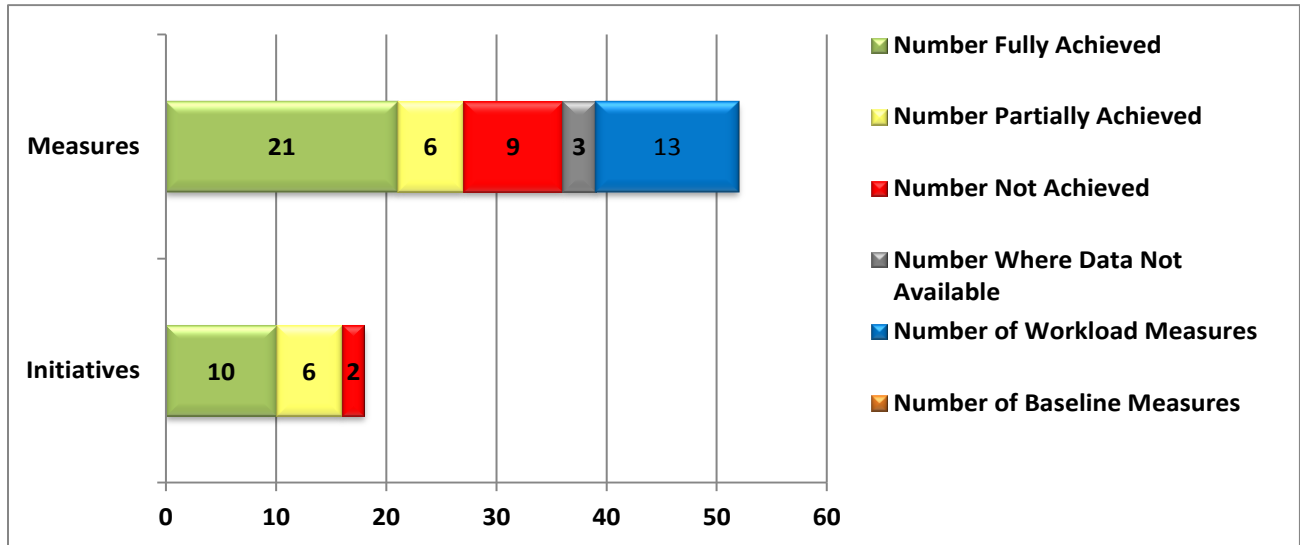
### ACCOMPLISHMENTS

- ✓ **During FY 2014, the Department refocused on improving the relationship between labor organizations and management.** This included re-establishing employee recognition and award programs. Strengthening the labor/management relationship improves employee morale, while reducing absenteeism and attrition.
- ✓ **During FY 2014, the Department hired twelve (12) Firefighter/Paramedic recruits to complete an accelerated recruit class (ARC) training program.** Additionally, the Department began cross-training nine (9) single-role Paramedics to become Firefighter/Paramedics. More Firefighter/Paramedics available for staffing ambulances and fire trucks improves EMS response capacity while reducing overtime pressure.
- ✓ **During FY 2014, the Department continued to purchase and take delivery of new emergency apparatus, including ambulances and fire trucks, along with testing, repairing and certifying existing aerial ladder trucks.** Improved emergency vehicle fleet reliability enhances employee safety, while reducing vehicle fleet out-of-service time for maintenance and repairs.

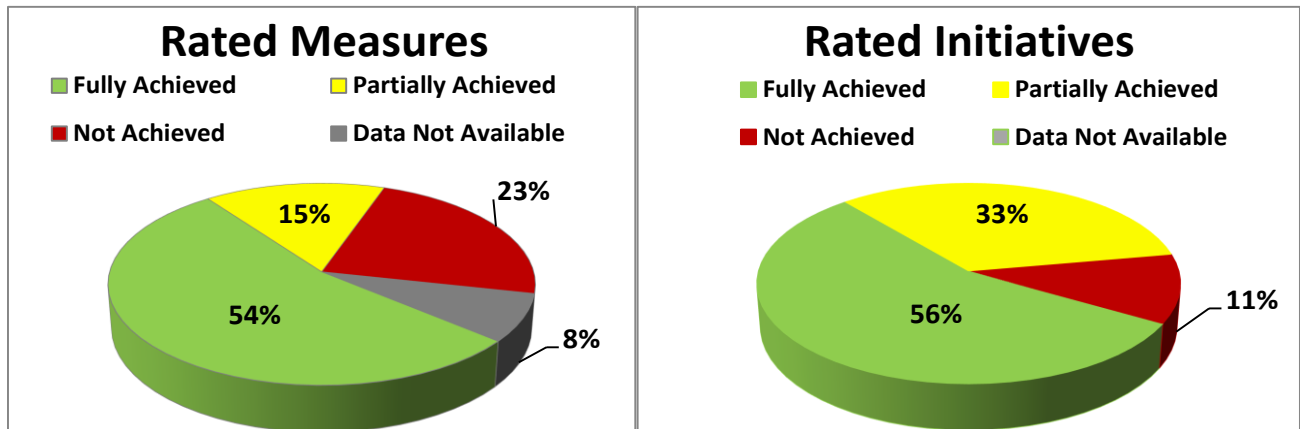


**OVERVIEW AGENCY PERFORMANCE**

**TOTAL MEASURES AND INITIATIVES**



**RATED MEASURES AND INITIATIVES**



**Note:** Workload and Baseline Measurements are not included

Default KPI Rating:	
$\geq 100\%$	Fully Achieved
75 - 99.99%	Partially Achieved
$< 75\%$	Not Achieved



## Performance Initiatives – Assessment Details

### Performance Assessment Key:

-  Fully achieved       Partially achieved       Not achieved       Data not reported

### Agency Management

**OBJECTIVE 1: Work closely with the Executive Office of the Mayor, Deputy Mayor of Public Safety and City Administrator to meet the needs of District residents while efficiently administrating Department services.**

**INITIATIVE 1.1: Partner with the Department of Public Works to explore the installation of 85% ethanol fueling stations. (Sustainable DC Transportation Action 4.2)**

- Not Achieved.** During FY 2014, the Department considered partnering with the Department of Public Works to assess and evaluate the feasibility of installing 85% ethanol fueling stations to service existing flex fuel light duty vehicles operated by the Department. However, after researching E-85 availability and costs, including 15% to 30% fewer miles per gallon, switching to E-85 may have resulted in an operating cost per vehicle mile increase compared to gasoline. Accordingly, this initiative was not considered for implementation during FY 2014 and was not pushed forward to FY 2015.

**OBJECTIVE 2: Continue to improve labor/management partnerships.**

**INITIATIVE 2.1: Establish a joint labor/management quality assurance committee.**

- Fully Achieved.** During FY 2014, the Department created a joint labor/management Quality Assurance Committee that included employee representatives of IAFF Local 36 and AFGE Local 3721. Beginning in December, 2013, the committee met quarterly to discuss a wide variety of topics related to improving the quality of patient care. Joint labor/management initiatives help reduce misunderstanding, improve communications and increase employee compliance with Department orders, procedures and medical treatment protocol.

**OBJECTIVE 3: Use strategic level planning tools to improve services and better prepare for the future.**

**INITIATIVE 3.1: Based on the recommendations of the 2013 EMS Task Force, assess and evaluate EMS service delivery options.**

- Fully Achieved.** During FY 2014, the Department, working collaboratively with the Deputy Mayor of Public Safety, Local 36, Local 3721 and stakeholder groups, assessed and evaluated the time spent by ambulances at hospitals after transporting a patient (“drop time”). Changes in patient transfer and processing procedures by ambulance crews and hospital emergency department staff were included as recommendations to reduce patient “drop times” and improve EMS system capacity. Identifying, evaluating and understanding factors contributing to lengthy patient “drop times” assists with management decision making for reducing such times, leading to improved EMS system capacity.



## Emergency Medical Services Bureau

**OBJECTIVE 1: Help sick and injured patients by providing pre-hospital and out-of-hospital healthcare services.**

**INITIATIVE 1.1: Improve documentation and protocol compliance for stroke victims.**

**Partially Achieved.** During FY 2014, the Department completed additional training and implemented improved documentation management controls for stroke patients. This included EMS continuing education provided by personnel with the District of Columbia Stroke Coalition, and changes to required data entry for stroke patients in the Department's electronic patient care reporting (ePCR) application. Focused CQI surveillance of ePCRs for stroke patients was not initiated, because the Department's CQI Program Manager separated from employment prior to implementation. Accordingly, this initiative was pushed forward to FY 2015 for completion. Emphasis on data recording at the incident scene, including patient information and transportation status, improves compliance with medical treatment protocols, enhances medical care for stroke patients and contributes to patient survivability.

**OBJECTIVE 2: Continuously improve the quality of out-of-hospital medical care provided by Department personnel.**

**INITIATIVE 2.1: Incorporate evidence-based monitoring practices into CQI programs.**

**Partially Achieved.** During FY 2014, the Department had planned to implement EMS CQI "Whole System Measures" to improve evaluation of patient care quality in the EMS system. Although planning and implementation work was started, the Department's CQI Program Manager separated from employment prior to completion. Accordingly, this initiative was pushed forward to FY 2015 for implementation and completion. Innovative CQI techniques improve the quality of patient care and contribute to patient survivability.

## Fire Prevention and Investigations Division

**OBJECTIVE 1: Reduce threats to lives and property by preventing fires before they happen.**

**INITIATIVE 1.1: Implement smoke alarm installation canvassing events on weekends targeting single family and residential homes.**

**Fully Achieved.** During FY 2014, the Department implemented a "Smoke Alarm Friday Event" (SAFE) with fire inspectors performing home visits to install smoke alarms in targeted neighborhoods. Fire Inspectors visited foster care homes, performed fire inspections and assisted occupants by referring them to the 3-1-1 system for installation of smoke alarms on each level of the home and inside sleeping areas. Neighborhood fire companies completed follow-up smoke alarm installations at 276 homes. A notice of "missed fire inspection" was left on the door of each foster home if occupants were not present when visited. Increasing the number of smoke alarms installed in residential structures reduces the risk of death, injury or property damage caused by fires.

**OBJECTIVE 2: Investigate to determine the cause and origin of fires.**

**INITIATIVE 2.1: Pursue legislation to update District of Columbia arson laws.**

**Fully Achieved.** During FY 2014, the Department collaborated with the Deputy Mayor of Public Safety, the United States Attorney's Office and the DC Office of the Attorney General to review and revise existing arson crime laws in the District of Columbia. A bill entitled the "Arson Amendment Act of 2014" (B20-0899) was introduced to District Council on July 14, 2014 and referred to the Committee on Judiciary and Public Safety. A modern, relevant and justifiable arson law supports the prosecution of subjects responsible for the criminal use of fire.



## Office of Communications

### **OBJECTIVE 1: Communicate information to the public and media.**

#### **INITIATIVE 1.1: Improve the acquisition and distribution of information.**

- **Partially Achieved.** During FY 2014, the Department acquired, produced and distributed information that fostered community engagement during outreach programs at numerous fire stations in the District. This included information obtained from the 3-1-1 CSR database. Wider distribution of public safety information better informs District residents of Department services, improves preparedness and promotes community wellness.

### **OBJECTIVE 2: Reduce threats to lives and property through public education and intervention programs.**

#### **INITIATIVE 2.1: Implement a community education, intervention and outreach program to focus on the health and safety of residents that live near fire stations. (Sustainable DC Plan Food Action 1.4)**

- **Fully Achieved.** During FY 2014, the Department, working with “Everybody Grows” (a non-profit organization) planted community gardens on available green space at Fire Stations 14, 15, 26, 30 and 32. Members of the Department engaged neighborhood residents living near the stations by distributing flyers and explaining the project. Tomatoes, peppers, basil, sage and oregano were grown in the gardens. Growing community gardens assists District residents by improving access to affordable, local and self-sustaining food production.

## Operations Bureau

### **OBJECTIVE 1: Help sick and injured patients by providing pre-hospital emergency medical care and ambulance transport.**

#### **INITIATIVE 1.1: Implement enhanced task management protocol for patients in cardiac arrest.**

- **Fully Achieved.** During FY 2014, the Department implemented a new treatment protocol for patients in cardiac arrest that included the use of ResQPod Impedance Threshold Devices and a “pit crew” concept of task management for better organized and faster patient care. The use of innovative medical equipment and improved task management by crew members enhances medical care for cardiac arrest patients and contributes to patient survivability.

### **OBJECTIVE 2: Safeguard lives and property by controlling and extinguishing fires.**

#### **INITIATIVE 2.1: Establish a building inspection program for the Operations Bureau.**

- **Not Achieved.** During FY 2014, the Department considered implementing a neighborhood fire company building inspection program to better identify, prepare for and report fire safety hazards. However, after experiencing a sudden and unexpected call load volume increase that was sustained during Q2 through Q4 of FY 2014, implementation of this initiative may have resulted in delayed responses to emergency calls. Accordingly, this initiative was not implemented during FY 2014, but was incorporated into a new comprehensive high rise building fire safety inspection program described by the Department’s FY 2015 Performance Plan.

### **OBJECTIVE 3: Safeguard lives and property by preparing for and managing natural disasters or other catastrophic events.**

#### **INITIATIVE 3.1: Develop a comprehensive tunnel rescue plan.**

- **Partially Achieved.** During FY 2014, the Department developed a draft tunnel rescue plan and began training members on Mine Safety and Health Administration (MSHA) tunnel rescue standards. Training began during September, 2014 and is scheduled to conclude during October. The draft plan will be finalized after completion of training and incorporation of updated incident response guidelines. Accordingly, this initiative was pushed forward to FY 2015 for completion. Detailed rescue plans and industry-standard training help strengthen emergency management effectiveness and increase the availability of properly trained personnel during catastrophic events.



## Services Bureau

### **OBJECTIVE 1: Train and develop the Department's workforce.**

#### **INITIATIVE 1.1: Obtain paramedic certification and instruction accreditation at the training academy.**

- **Partially Achieved.** During FY 2014, the Department partnered with the Committee on Accreditation of Educational Programs for the Emergency Medical Services Professions (CoAEMSP) to obtain credentialing for establishing an EMT-Paramedic (EMT-P) training program with the University of the District of Columbia (UDC). A Memorandum of Understanding (MOU) and a Letter of Review are pending final approval. Accordingly, this initiative was pushed forward to FY 2015 for completion. CoAEMSP accreditation is the first step to internalize paramedic training of Department employees and increase the number of paramedics available for EMS service delivery.

### **OBJECTIVE 2: Administer human resources for the Department's workforce.**

#### **INITIATIVE 2.1: Establish a human resource internal workflow database (HRWD).**

- **Fully Achieved.** During FY 2014, the Department worked closely with the Office of the Chief Technology Officer (IT/OCTO) and established a database application to ensure the timely processing of promotions, retirements, resignations, longevity pay and other personnel status changes. The application assigns cases to appropriate Human Resources personnel for processing, along with tracking progress on each case. Effective utilization of the database application increases the accuracy, speed and efficiency of human resource processing functions.

### **OBJECTIVE 3: Monitor and improve employee safety and wellness.**

#### **INITIATIVE 3.1: Evaluate and improve first responder personal protective equipment.**

- **Fully Achieved.** During FY 2014, the Department evaluated first responder personal protective equipment, along with improving and upgrading respiratory protection equipment, communications equipment and patient movement equipment. This included the cleaning, repair and replacement of Personal Protective Equipment (PTE), the purchase of new face pieces for firefighters, the purchase of new portable radio equipment and the purchase of new bariatric cots for ambulances. Augmenting first responder personal protective equipment minimizes the risk of occupational injury and enhances the mitigation of emergency incidents.

### **OBJECTIVE 4: Manage buildings and other properties owned by the Department.**

#### **INITIATIVE 4.1: Install sustainable hydration systems at Engine Companies 7, 12, 17 and 30. (Sustainable DC Plan Water Action 2.1)**

- **Partially Achieved.** During FY 2014, the Department completed roof greening enhancements to Engine Company 7. Tray water collection systems were installed for growing healthier plants using less water and fertilizer. Planned greening enhancements to Engine Company 17 and Engine Company 30 were unable to be completed because of load bearing structural issues and litigation. Buildings with features that include innovative design and technology create vibrant, resilient urban environments, helping the District become a more attractive place to live, work, and play.

### **OBJECTIVE 5: Manage emergency apparatus and other vehicles owned by the Department.**

#### **INITIATIVE 5.1: Implement a fleet management quality assurance program.**

- **Fully Achieved.** During FY 2014, the Department retained BDA Global to perform quality assurance assessment of emergency apparatus fleet management and maintenance functions. Policy compliance reviews regarding the manner and documentation of work were completed, including inspection, maintenance, testing and retirement of fire apparatus. Quality assurance efforts allow for vigorous error prevention which increases operational efficiency.



**OBJECTIVE 6: Support decision making, communication and resource management by using information technology.**

**INITIATIVE 6.1: Improve mobile user access in operational apparatus.**

- Partially Achieved.** During FY 2014, the Department ordered 450 mobile tablet computers to upgrade the hardware and software used on operational apparatus for communications and reporting. Additionally, the Department installed mobile wireless routers on most emergency vehicles to improve fleet tracking functions and data transmission bandwidth. Installation of computers is scheduled for completion by December, 2014. Accordingly, this initiative was pushed forward to FY 2015 for completion. Continually improving information technology applications enhances communications and increases the information available to first responders.





## Performance Initiatives – Assessment Details

### Performance Assessment Key:

● Fully achieved   
 ● Partially achieved   
 ● Not achieved   
 ● Data not reported   
 ● Workload measure

	KPI	Measure Name	FY 2013 YE Actual	FY 2014 YE Target	FY 2014 YE Revised Target	FY 2014 YE Actual	FY2014 YE Rating	Budget Program
<b>Emergency Medical Service Bureau</b>								
●	1.1	% decrease in 911 usage by Street Calls patients in a cohort. <sup>1</sup>	24.04%	50%		13.87%	27.74%	Field Operations
●	2.1	% of patients in full cardiac arrest who have specified rhythms upon delivery to a medical facility.	22%	25%		19.93%	79.73%	Field Operations
●	2.2	% of patients surveyed indicating they were “satisfied” or “very satisfied” with Fire and EMS services during a Fire or EMS call.	91.76%	90%		92.74%	103.04%	Field Operations
<b>Operations Bureau</b>								
●	1.1	% of critical medical calls with first EMT arriving within 6 minutes 30 seconds dispatch to scene.	87.91%	90%		93.70%	104.11%	Field Operations
●	1.2	Average response time of first arriving EMT to critical medical calls.	4.43	5		3.95	126.70%	Field Operations
●	1.3	% of critical medical calls with first paramedic arriving within 8 minutes, dispatch to scene.	81.51%	90%		88.43%	98.26%	Field Operations
●	1.4	Average response time of first arriving paramedic to critical medical calls.	5.9	6		5.18	115.82%	Field Operations

<sup>1</sup> The number of patients in the original cohort declined after individuals were removed from the program. Beginning in FY 2014, this measure tracked a new patient cohort with the most number of ambulance transports and ambulance crew contacts identified by the Street Calls Program at the end of FY 2013.



	KPI	Measure Name	FY 2013 YE Actual	FY 2014 YE Target	FY 2014 YE Revised Target	FY 2014 YE Actual	FY2014 YE Rating	Budget Program
●	1.5	% of critical medical calls with first transport unit arriving within 12 minutes, dispatch to scene.	89.92%	90%		92.86%	103.18%	Field Operations
●	1.6	Average response time of first arriving transport unit to critical medical calls.	7.05	9		6.43	139.92%	Field Operations
●	1.7	% of hospital drop times of 30 minutes or less.	23.52%	50%		16.78%	33.56%	Field Operations
●	1.8	Average hospital drop time.	42.48	30		46.13	65.03%	Field Operations
●	2.1	% of structure fire calls with first fire truck arriving within 6 minutes, 30 seconds dispatch to scene.	97.48%	90%		98.58%	109.53%	Field Operations
●	2.2	Average response time of first arriving fire truck to structure fire calls.	2.6	4		2.46	162.60%	Field Operations
<b>Fire Prevention and Investigation Division</b>								
●	1.1	Number of residential structure fires per 1,000 residential structures. <sup>2</sup>	4.83	4		4.85	82.47%	Field Operations
●	1.2	Number of residential structure fires per 1,000 population. <sup>2</sup>	1.23	1		1.21	82.64%	Field Operations
●	1.3	Percent of residential structure fires contained to the room of origin. <sup>2</sup>	80.65%	80%		82.41%	103.02%	Field Operations

<sup>2</sup> All measures reported in this table combine NFIRS “property use” codes according to International City and County Managers Association (ICMA) “service descriptors.” Each measure is tabulated from an ICMA report available in the Department’s fire records management system (FRMS) indicating that “extinguishment” took place during a “structure fire,” combined with other FRMS reports indicating that “extinguishment” occurred during a reported fire incident. Measures comparing counts of structures use 2011 “property type” information obtained from the District’s data warehouse. Measures comparing population counts use 2012 and 2013 information obtained from the United States Census Bureau. The Department is working to develop revised target measures reflective of the change in definitions.



	KPI	Measure Name	FY 2013 YE Actual	FY 2014 YE Target	FY 2014 YE Revised Target	FY 2014 YE Actual	FY2014 YE Rating	Budget Program
●	1.4	Percent of residential structure fires contained to the structure of origin. <sup>2</sup>	15.61%	20%		14.63%	136.67%	Field Operations
●	1.5	Total combined commercial and industrial structure fire incidents per 1,000 commercial and industrial structures. <sup>2</sup>	3.75	15		5.03	298.21%	Field Operations
●	1.6	End-of-fiscal year % change in number of structural fires. <sup>2</sup>	12.11	-5		5.40%	-108.05%	Field Operations
●	1.7	End-of-fiscal year number of civilian fire fatalities.	8	5		9	55.56%	Field Operations
●	1.8	End-of-fiscal year number of civilian fire injuries.	71	50		82	60.98%	Field Operations
●	2.1	End-of-fiscal year percent of arson fires cleared by arrest or exceptional means. <sup>3,4</sup>	10.62	25		12.21%	48.83%	Field Operations
●	2.2	Total arson fires per 10,000 population. <sup>3,4</sup>	4.33	2		3.29	60.79%	Field Operations
<b>Office of Communications</b>								
●	2.1	Number of neighborhood level fire safety presentations	763	500		623	124.60%	Fire Prevention and Education

<sup>3</sup> This measure is now tabulated from Fire Investigator Uniform Crime Reporting (UCR) data. According to the 2004 FBI UCR Handbook, “arson” is a property crime defined as “any willful or malicious burning or attempting to burn, with or without intent to defraud, a dwelling house, public building, motor vehicle or aircraft, personal property of another, etc.” “Arson” includes “structural,” “mobile” and “other” property classifications. This measure differs from previous fiscal years and now encompasses all fires classified as “arson” by the UCR. The Department is working to develop revised target measures reflective of the change in definitions.

<sup>4</sup> This measure is tabulated from Fire Investigator UCR data. According to the 2004 FBI UCR Handbook, an “arson” offense is cleared by arrest “when at least one person is (1) arrested, (2) charged with the commission of the offense, and (3) turned over to the court for prosecution (whether following arrest, court summons, or police notice).” An “arson” offense cleared by exceptional means is when (1) the “identity of the offender” can be “definitely established” during the investigation, (2) enough information exists to “support an arrest, charge, and turning over to the court for prosecution,” (3) “the exact location of the offender (is) known so the subject (can) be taken into custody now,” and (4) “some reason, outside law enforcement control,” exists “that precludes arresting, charging, and prosecuting the offender.” Arson fire cases may not be cleared in the same fiscal year they occur. For example, an arson fire that occurred in FY 2013 might not be cleared by an arrest until FY 2014. As such, arson fire clearance rates for previous fiscal years may be updated in subsequent fiscal year PARs. Population counts use 2012 and 2013 information obtained from the United States Census Bureau.



	KPI	Measure Name	FY 2013 YE Actual	FY 2014 YE Target	FY 2014 YE Revised Target	FY 2014 YE Actual	FY2014 YE Rating	Budget Program
		completed.						
●	2.2	Number of at school fire safety presentations completed.	198	50		153	306%	Fire Prevention and Education
●	2.3	Number of neighborhood level health screenings completed.	144	50		176	352%	Fire Prevention and Education
●	2.4	Number of smoke alarm installations.	942	1,000		902	90.20%	Fire Prevention and Education
●	2.5	Number of car seat installations.	1,059	1,500		1,257	83.80%	Fire Prevention and Education
●	2.6	Number of CPR program participants.	1,634	1,000		1,037	103.70%	Fire Prevention and Education
●	2.7	Number of District wide AED registrations. <sup>5</sup>	62	100		580	580%	Fire Prevention and Education
<b>Service Bureau</b>								
●	3.1	Number of department vehicles involved in accidents during emergency incident responses.	85	100		136	73.53%	Operations Support
●	3.2	Number of department personnel injured during emergency incident operations.	307	175		297	58.98%	Operations Support
●	4.1	Number of fire stations completing planned major repairs or complete renovation.	NA	1		2	200%	Operations Support
●	5.1	% of heavy duty emergency vehicle fleet	72.92%	85%		No data reported	Not Rated	Operations Support

<sup>5</sup> Beginning in FY 2014, this measure tracked AED devices registered during the reporting period, instead of all previously registered devices. One AED registration may include more than one device. The revised measure counts new and re-registered devices after the four (4) year registration period has expired.



	KPI	Measure Name	FY 2013 YE Actual	FY 2014 YE Target	FY 2014 YE Revised Target	FY 2014 YE Actual	FY2014 YE Rating	Budget Program
		(fire trucks and other vehicles) available for daily operation. <sup>6</sup>						
●	5.2	% of medium duty emergency vehicle fleet (ambulances and other vehicles) available for daily operation. <sup>6</sup>	71.55%	85%		No data reported	Not Rated	Operations Support
●	5.3	% of light duty emergency vehicle fleet (command and support vehicles) available for daily operation. <sup>6</sup>	94.53%	90%		No data reported	Not Rated	Operations Support
<b>Agency Management</b>								
●	1.1	Average time in days to close Mayoral customer service work flows.	6	7		1	700%	Administrative Support
●	1.2	Number of community group meetings scheduled and attended by executive managers.	112	100		137	137%	Administrative Support
●	1.3	Number of emergency incident responses (Workload).	167,335	Target Not Required		179,319	Workload Measure Not Rated	Agency Management

<sup>6</sup> According to “An Audit and Assessment of the DC Fire and Emergency Medical Services Department’s Fleet Inventory and Fleet Maintenance Operations to Further Improve Fleet Management.” published by Business Development Associates, LLC (BDA Global) on 11/25/2013:

“...the downtime being used for the annual management report and performance plan is understated because the availability assignments and the work order lifecycle processes are not being accurately identified, managed, or recorded. Furthermore, downtime is not always an accurate measure of availability” (page 30). “FEMS generally reports fleet availability instead of downtime. The methodology of assuming that the inverse of downtime is availability is, however, flawed because of the conditions discussed earlier in this section that can affect downtime calculations” (page 30). “The standard downtime calculations can provide an accurate availability measurement. FEMS should, however, analyze the benefit of reporting this measurement of downtime/availability versus simply measuring and reporting the true time that a work order is classified as “active” (not available to the customer). The method of availability/downtime reporting provided to customers should be based on providing the detail that meets their interpretation or expectation of downtime reporting as well as give a true indication of mission readiness of the fleet” (page 30).

As such, the Department has removed these measures from KPI reporting and will report revised measures during FY 2015 that are more reflective of the consultant’s recommendation.



	KPI	Measure Name	FY 2013 YE Actual	FY 2014 YE Target	FY 2014 YE Revised Target	FY 2014 YE Actual	FY2014 YE Rating	Budget Program
●	1.4	Number of EMS incident responses (Workload).	137,512	Target Not Required		147,006	Workload Measure Not Rated	Agency Management
●	1.5	Number of EMS patient transports (Workload).	100,605	Target Not Required		109,044	Workload Measure Not Rated	Agency Management
●	1.6	Number of EMS quality case reviews (Workload).	NA	Target Not Required		NA	Workload Measure Not Rated	Agency Management
●	1.7	Number of Street Calls patient contacts (Workload).	845	Target Not Required		1,463	Workload Measure Not Rated	Agency Management
●	1.8	EMS patient transport revenue (Workload).	\$25,322,661.35	Target Not Required		\$25,359,164.35	Workload Measure Not Rated	Agency Management
●	1.9	Number of fire and other incident responses (Workload).	29,823	Target Not Required		32,313	Workload Measure Not Rated	Agency Management
●	1.10	Number of structural fires (Workload).	907	Target Not Required		956	Workload Measure Not Rated	Agency Management
●	1.11	Number of other fires (Workload).	463	Target Not Required		507	Workload Measure Not Rated	Agency Management
●	1.12	Number of fires classified as arson (Workload).	273	Target Not Required		213	Workload Measure Not Rated	Agency Management
●	1.13	Number of arson arrests (Workload).	29	Target Not Required		29	Workload Measure Not Rated	Agency Management
●	1.14	Number of fire code violations observed (Workload).	12,445	Target Not Required		16,740	Workload Measure Not Rated	Agency Management
●	1.15	Number of fire code complaints investigated (Workload).	505	Target Not Required		636	Workload Measure Not Rated	Agency Management
●	2.1	Number of labor/management planning activity meetings scheduled and attended by executive managers.	21	12		24	200%	Agency Management

# **ATTACHMENT**

QUESTION #38

EMD Protocol	EMD Event Type	Nature Code Description	v12 Dispatch Response
<b>1 - Abdominal Pain</b>	<b>1-D-1</b>	Not Alert	ALS1
	<b>1-C-1</b>	Suspected aortic aneurysm (tear/ripping pain) >50	ALS1
	<b>1-C-2</b>	Known aortic aneurysm	ALS1
	<b>1-C-3</b>	Fainting or near fainting >50	ALS1
	<b>1-C-4</b>	Females with fainting or near fainting 12-50	ALS1
	<b>1-C-5</b>	Males w/ pain above navel > 35	BLS
	<b>1-C-6</b>	Females w/ pain above navel > 45	BLS
<b>2 - Allergies(reactions)/ Envenomations (stings,bites)</b>	<b>1-A-1</b>	Abdominal Pain	BLS
	<b>2-E-1</b>	Ineffective Breathing (from CE only)	<b>ALS2</b>
	<b>2-D-1</b>	Not alert	ALS2
	<b>2-D-2</b>	Difficulty speaking between breaths	ALS1
	<b>2-D-4</b>	Swarming Attack (bees/wasps/hornets)	ALS1
	<b>2-D-5</b>	Snakebite	BLS
	<b>2-C-1</b>	Difficulty Breathing or swallowing	ALS1
	<b>2-C-2</b>	History of severe allergic reaction	ALS1
	<b>2-B-1</b>	Unknown Status/other codes not applicable	BLS
	<b>2-A-2</b>	Spider bite	BLS
<b>3 - Animal Bites/Attacks</b>	<b>2-A-1</b>	NO difficulty breathing or swallowing (rash/hives or itching may be present)	BLS
	<b>3-D-1</b>	Unconscious or Arrest	<b>ALS2</b>
	<b>3-D-2</b>	Not alert	ALS1
	<b>3-D-3</b>	Chest or neck injury (with difficulty breathing)	ALS1
	<b>3-D-4</b>	Dangerous body area	ALS1
	<b>3-D-5</b>	Large animal	ALS1
	<b>3-D-6</b>	Exotic animal	ALS1
	<b>3-D-7</b>	Attack or multiple animals	ALS1
	<b>3-B-1</b>	Possibly dangerous body area	BLS
	<b>3-B-2</b>	Serious hemorrhage	BLS
<b>4 - Assault/Sexual Assault</b>	<b>3-B-3</b>	Unknown Status/other codes not applicable	BLS
	<b>3-A-1</b>	Not dangerous body area	BLS
	<b>3-A-2</b>	Non-recent injuries (>6hrs) injuries (w/o priority symptoms)	BLS
	<b>3-A-3</b>	Superficial bites	BLS
	<b>4-D-1</b>	Unconscious or Arrest	<b>ALS2</b>
	<b>4-D-2</b>	Not alert	ALS1
<b>A = Assault S = Sexual</b>	<b>4-D-3</b>	Chest or neck injury (with difficulty breathing)	ALS1
	<b>4-D-4</b>	Multiple victims	ALS1
	<b>4-B-1</b>	Possibly dangerous body area	BLS
	<b>4-B-2</b>	Serious hemorrhage	BLS
	<b>4-B-3</b>	Unknown Status/other codes not applicable	BLS
	<b>4-A-1</b>	Not dangerous body area	BLS
<b>4 - Assault/Sexual Assault</b>	<b>4-A-2</b>	Non-recent injuries (>6 hrs) injuries (w/o priority symptoms)	BLS



EMD Protocol	EMD Event Type	Nature Code Description	v12 Dispatch Response	
<b>5 - Back Pain (non-traumatic)</b>	<b>5-D-1</b>	Not alert	ALS1	
	<b>5-C-1</b>	Suspected aortic aneurysm > 50	ALS1	
	<b>5-C-2</b>	Known aortic aneurysm	ALS1	
	<b>5-C-3</b>	Fainting or near fainting > 50	ALS1	
	<b>5-A-1</b>	Non-traumatic back pain	BLS	
	<b>5-A-2</b>	Non-recent traumatic back pain (>6hrs) injuries (w/o priority symptoms)	BLS	
<b>6 - Breathing Problems</b>	<b>6-E-1</b>	Ineffective breathing (from CE only)	<b>ALS2</b>	
	<b>6-D-1</b>	Not alert	<b>ALS2</b>	
	<b>6-D-2</b>	Difficulty speaking between breaths	ALS1	
	<b>6-D-3</b>	Changing color	ALS1	
	<b>6-D-4</b>	Clammy	ALS1	
	<b>6-C-1</b>	Abnormal breathing	ALS1	
	<b>7-D-1</b>	Multiple victims	<b>ALS2</b>	
	<b>7-D-2</b>	Unconscious or arrest	<b>ALS2</b>	
	<b>7-D-3</b>	Not alert	<b>ALS2</b>	
	<b>7-D-4</b>	Difficulty speaking between breaths	ALS1	
	<b>7-C-1</b>	Building fire w/ persons reported inside	BOX	
	<b>7-C-2</b>	Difficulty breathing	ALS1	
<b>7 - Burns/Explosion</b>  <b>E=Explosion</b> <b>F=Fire Present</b>	<b>7-C-3</b>	Burns > 18% body area	ALS1	
	<b>7-C-4</b>	Significant Facial burns	ALS1	
	<b>7-B-1</b>	Blast injuries (w/o priority symptoms)	ALS1	
	<b>7-B-2</b>	Unknown Status/other codes not applicable	BLS	
	<b>7-A-1</b>	Burns < 18% body area	BLS	
	<b>7-A-2</b>	Fire Alarm (unknown situation)	AFA	
	<b>7-A-3</b>	Sunburn or minor burns (< hand size)	BLS	
	<b>8 - CO/Inhalation/HazMat</b> <b>C=Chemical</b> <b>B=Biological</b> <b>R=Radiological</b> <b>N=Nuclear</b> <b>G=Smell of gas/fumes</b> <b>M=Carbon Monoxide</b> <b>S=Suicide Attempt</b> <b>U=Unknown</b>	<b>8-D-1</b>	Unconscious or arrest	<b>ALS2</b>
		<b>8-D-2</b>	Not alert	ALS1
		<b>8-D-3</b>	Difficulty speaking between breaths	ALS1
		<b>8-D-4</b>	Multiple victims	ALS1
		<b>8-D-5</b>	Unknown Status/other codes not applicable	ALS1
<b>8-C-1</b>		Alert w/ difficulty breathing	ALS1	
<b>8-B-1</b>		Alert w/o difficulty breathing	BLS	
		<i>Intentionally Blank</i>		
		<i>Intentionally Blank</i>		
<b>9 - Cardiac or Respiratory Arrest</b>		<b>9-E-1</b>	Not breathing at all (from CE only)	<b>ALS2</b>
		<b>9-E-2</b>	Breathing uncertain (agonal) (from CE only)	<b>ALS2</b>
		<b>9-E-3</b>	Hanging (from CE only)	<b>ALS2</b>
	<b>9-E-4</b>	Strangulation (from CE only)	<b>ALS2</b>	
	<b>9-E-5</b>	Suffocation (from CE only)	<b>ALS2</b>	
	<b>9-E-6</b>	Underwater (from CE only)	<b>ALS2</b>	

EMD Protocol	EMD Event Type	Nature Code Description	v12 Dispatch Response
9 - Cardiac or Respiratory Arrest	9-D-1	Ineffective breathing (from KQ)/selected when linking from other CC	ALS2
	9-D-2	Obvious Death or Expected Death questionable	ALS2
	9-B-1	Obvious Death	BLS
	9-B-1a	Obvious Death: Cold & Stiff in a Warm Environment	BLS
	9-B-1b	Obvious Death: Decapitation	BLS
	9-B-1c	Obvious Death: Decomposition	BLS
	9-B-1d	Obvious Death: Incineration	BLS
	9-B-1e	Obvious Death: <i>NON-Recent Death</i>	ALS2
	9-B-1f	Obvious Death: <i>Severe Injuries obviously incompatible w/ life</i>	BLS
	9-B-1g	Obvious Death: <i>Submersion (&gt;6ft/hrs)</i>	ALS2
	9-B-1h	Obvious Death: <i>User Defined</i>	N/A
	9-B-1i	Obvious Death: <i>User Defined</i>	N/A
	9-Omega	Expected Death	BLS
	9-Omega-x	Expected Death: Terminal Illness	BLS
	9-Omega-y	Expected Death: DNR (Do Not Resuscitate) Order	BLS
9-Omega-z	Expected Death: In Hospice Care	BLS	
10 - Chest Pain	10-D-1	Not alert	ALS1
	10-D-2	Difficulty speaking between breaths	ALS1
	10-D-3	Changing color	ALS1
	10-D-4	Clammy	ALS1
	10-C-1	Abnormal Breathing	ALS1
	10-C-2	Heart attack or angina history	ALS1
	10-C-3	Cocaine	ALS1
	10-C-4	Breathing normally >35	ALS1
	10-A-1	Breathing normally <35	BLS
	11 - Choking	11-E-1	Choking Verified (from CE only)
	11-D-1	Abnormal breathing (partial obstruction)	ALS1
	11-D-2	Not alert	ALS2
	11-A-1	Not choking now (can talk/cry - is alert & breathing normally)	BLS
12 - Convulsions/Seizures	12-D-1	Not breathing (after KQ)	ALS2
	12-D-2	Continuous or Multiple seizures	ALS1
	12-D-3	Agonal/Ineffective breathing	ALS2
	12-D-4	Effective breathing not verified >35	ALS1
	12-C-1	Focal seizure (not alert)	ALS1
	12-C-2	Pregnancy	ALS1
	12-C-3	Diabetic	ALS1
	12-B-1	Effective breathing not verified <35	BLS
	12-A-1	Not seizing now & breathing effectively (verified)	BLS
	12-A-2	Focal seizure (alert)	BLS
12-A-3	Impending seizure (aura)	BLS	

[1]

E= Epileptic or Previous History of SZ

EMD Protocol	EMD Event Type	Nature Code Description	v12 Dispatch Response
13 - Diabetic Problems	13-D-1	Unconscious	ALS2
	13-C-1	Not alert	ALS1
	13-C-2	Abnormal behavior	ALS1
C=Combative or Aggressive	13-C-3	Abnormal breathing	ALS1
	13-A-1	Alert & behaving normally	BLS
14 - Drowning/Diving/Scuba	14-D-1	Unconscious or arrest	ALS2
	14-D-2	Not alert	ALS1
	14-D-3	Diving or suspected neck injury	ALS1
	14-D-4	SCUBA accident	ALS1
	14-C-1	Alert w/ abnormal breathing	ALS1
	14-B-1	Alert & breathing normally (inj or in h20)	BLS
	14-B-2	Unknown Status/other codes not applicable	BLS
	14-A-1	Alert & breathing normally (no inj & out of h20)	BLS
15 - Electrocution/Lightning  E=Electrocution L=Lightning	15-E-1	NOT breathing/Ineffective (from CE only)	ALS2
	15-D-1	Unconscious	ALS2
	15-D-2	Not disconnected from power	ALS2
	15-D-3	Power not off or hazard present	ALS2
	15-D-4	Extreme Fall (>30ft)	ALS2
	15-D-5	Long Fall	ALS2
	15-D-6	Not alert	ALS2
	15-D-7	Abnormal breathing	ALS1
	15-D-8	Unknown Status/other codes not applicable	ALS1
	15-C-1	Alert & breathing normally	ALS1
	16-D-1	Not alert	ALS1
	16-B-1	Severe eye injuries	BLS
	16-A-1	Moderate eye injuries	BLS
	16-A-2	Minor eye injuries	BLS
	16-A-3	Medical eye problems	BLS
17 - Falls  J=Jumper (Suicide Attempt) G=On the Ground or Floor	17-D-1	Extreme Fall (>30ft)	ALS2
	17-D-2	Unconscious or arrest	ALS2
	17-D-3	Not alert	ALS1
	17-D-4	Chest or neck injury (with difficulty breathing)	ALS1
	17-D-5	Long Fall	ALS1
	17-B-1	Possibly dangerous body area	BLS
	17-B-2	Serious hemorrhage	BLS
	17-B-3	Unknown Status/other codes not applicable	BLS
	17-A-1	Not dangerous body area	BLS
	17-A-2	Non-recent inj w/o priority symptoms	BLS
	17-A-3	Public assist (no inj & no priority symptoms)	BLS



EMD Protocol	EMD Event Type	Nature Code Description	v12 Dispatch Response
18 - Headache	18-C-1	Not alert	ALS1
	18-C-2	Abnormal breathing	ALS1
	18-C-3	Speech problems	BLS
	18-C-4	Sudden onset of severe pain	BLS
	18-C-5	Numbness	BLS
	18-C-6	Paralysis	BLS
	18-C-7	Change in behavior (< 3hrs)	BLS
18 - Headache	18-B-1	Unknown Status/other codes not applicable	BLS
	18-A-1	Breathing normally	BLS
19 - Heart Problems/AICD	19-D-1	Not alert	ALS1
	19-D-2	Difficulty speaking between breaths	ALS1
	19-D-3	Changing Color	ALS1
	19-D-4	Clammy	ALS1
	19-D-5	Just resuscitated and/or defibrillated	ALS2
	19-C-1	Firing of AICD	ALS1
	19-C-2	Abnormal breathing	ALS1
	19-C-3	Chest Pain > 35	ALS1
	19-C-4	Cardiac History	ALS1
	19-C-5	Cocaine	ALS1
	19-C-6	Heart rate <50bpm or >130bpm (w/o priority symptoms)	ALS1
	19-C-7	Unknown Status/other codes not applicable	ALS1
	19-A-1	Heart rate >50bpm & <130bpm (w/o priority symptoms)	BLS
	19-A-2	Chest Pain <35 (w/o priority symptoms)	BLS
	20 - Heat/Cold Exposure	20-D-1	Not alert
20-D-2		Multiple victims (w/ priority symptoms)	ALS1
H=Heat Exposure C=Cold Exposure	20-C-1	Heart attack or angina history	BLS
	20-B-1	Change in skin color	BLS
20 - Heat/Cold Exposure	20-B-2	Unknown Status/other codes not applicable	BLS
	20-A-1	Alert	BLS
21 - Hemorrhage/Lacerations	21-D-1	Unconscious or arrest	ALS2
	21-D-2	Not alert	ALS1
	21-D-3	Dangerous Hemorrhage	ALS1
	21-D-4	Abnormal breathing	ALS1
	21-C-1	Hemorrhage thru tubes	BLS
	21-C-2	Hemorrhage of dialysis fistula	BLS
	21-B-1	Possibly dangerous body area	BLS
	21-B-2	Serious hemorrhage	BLS
	21-B-3	Bleeding disorder	BLS
	21-B-4	Blood thinners	BLS
21 - Hemorrhage/Lacerations	21-A-1	Not dangerous hemorrhage	BLS
	21-A-2	Minor hemorrhage	BLS

EMD Protocol	EMD Event Type	Nature Code Description	v12 Dispatch Response	
22 - Inaccessible Incident/ Other Entrapments (non-vehicle)	22-D-1	Mechanical/Machinery Entrapment	US&R	
	22-D-2	Trench collapse	US&R	
	22-D-3	Structure collapse	US&R	
	22-D-4	Confined space entrapment	US&R	
	22-D-5	Inaccessible terrain situation	US&R	
	22-D-6	Mudslide/Avalanche	US&R	
	22-B-1	No longer trapped (unk inj)	BLS	
	22-B-2	Peripheral entrapment only	BLS	
	22-B-3	Unknown status (investigation)/Other codes not applicable	BLS	
	22-A-1	No longer trapped (no injuries)	BLS	
	23 - Overdose/Poisoning  A=Accidental I=Intentional V=Violent or Combative	23-D-1	Unconscious	ALS2
		23-D-2	Changing Color	ALS1
		23-C-1	Not alert	ALS1
		23-C-2	Abnormal breathing	ALS1
		23-C-3	Antidepressants (tricyclics)	ALS1
		23-C-4	Cocaine, methamphetamine (or derivative)	ALS1
		23-C-5	Narcotics (heroin)	ALS1
23-C-6		Acid or alkali (lye)	ALS1	
23-C-7		Unknown Status/other codes not applicable	BLS	
23-C-8		Poison control request for response	BLS	
23-B-1		Overdose without priority symptoms	BLS	
23-Omega		Poisoning - without priority symptoms	N/A	
24 - Pregnancy/Childbirth/ Miscarriage		24-D-1	Breech or cord	ALS2
		24-D-2	Head visible/out	ALS1
		24-D-3	Imminent delivery (>5 months/20 wks)	BLS
		24-D-4	3rd trimester hemorrhage	BLS
		24-D-5	High risk complications	ALS1
	24-D-6	Baby born (complications with baby)	ALS1	
	24-D-7	Baby born (complications with mother)	ALS1	
	24-C-1	2nd trimester hemorrhage or miscarriage	BLS	
	24-C-2	1st trimester serious hemorrhage	BLS	
	24-C-3	Baby born (no complications)	BLS	
	24-B-1	Labor ( Delivery not imminent > 5 months/20 wks)	BLS	
	24-B-2	Unknown Status/other codes not applicable	BLS	
	24-A-1	1st trimester hemorrhage or miscarriage	BLS	
24-Omega	Waters broken (no contractions)	BLS		

EMD Protocol	EMD Event Type	Nature Code Description	v12 Dispatch Response
25 - Psychiatric/Abnormal Behavior/Suicide Attempt  V=Violent W=Weapons B=Both Violent and Weapons	25-D-1	Not alert	ALS1
	25-D-2	Dangerous Hemorrhage	ALS1
	25-B-1	Serious hemorrhage	BLS
	25-B-2	Non-serious or minor hemorrhage	BLS
	25-B-3	Threatening suicide	BLS
	25-B-4	Jumper (threatening)	BLS
	25-B-5	Near hanging, strangulation, or suffocation (alert)	BLS
	25-B-6	Unknown Status/other codes not applicable	BLS
	25-A-1	Non-suicidal and alert	BLS
	25-A-2	Suicidal (not threatening) and alert	BLS
	26-D-1	Not alert	ALS1
	26-C-1	Altered Level of Consciousness	ALS1
	26-C-2	Abnormal breathing	ALS1
26-C-3	Sickle Cell Crisis/Thalassemia	BLS	
26-B-1	Unknown Status/other codes not applicable	BLS	
26-A-1	No priority symptoms (complaint conditions 2-11 not identified)	BLS	
26-A(2-11)	<b>Non priority Complaints:</b>	BLS	
26-A-2	Blood pressure abnormality (asymptomatic)	BLS	
26-A-3	Dizziness/vertigo	BLS	
26-A-4	Fever/chills	BLS	
26-A-5	General weakness	BLS	
26-A-6	Nausea	BLS	
26-A-7	New onset of immobility	BLS	
26-A-8	Other pain	BLS	
26-A-9	Transportation only	BLS	
26-A-10	Unwell/ill	BLS	
26-A-11	Vomiting	BLS	
26-Omega-1	This code not in use	BLS	
26-O(2-11)	<b>Non-priority complaints:</b>	BLS	
26-O-2	Boils	BLS	
26-O-3	Bumps (non-traumatic)	BLS	
26-O-4	Can't sleep	BLS	
26-O-5	Can't urinate (w/o abdominal pain)	BLS	
26-O-6	Catheter (in/out w/o hemorrhage)	BLS	
26-O-7	Constipation	BLS	
26-O-8	Cramps/spasm/joint pain (in extremities & non-traumatic)	BLS	
26-O-9	Cut-off ring request	BLS	
26-O-10	Deafness	BLS	
26-O-11	Defecation/diarrhea	BLS	
26-O-12	Earache	BLS	
26-O-13	Enema	BLS	



EMD Protocol	EMD Event Type	Nature Code Description	v12 Dispatch Response	
26 - Sick Person (specific diagnosis)	26-O-14	Gout	BLS	
	26-O-15	Hemorrhoids/piles	BLS	
	26-O-16	Hepatitis	BLS	
	26-O-17	Hiccups	BLS	
	26-O-18	Itching	BLS	
	26-O-19	Nervous	BLS	
	26-O-20	Object stuck (nose,ear,vagina,rectum,penis)	BLS	
	26-O-21	Object swallowed (w/o choking or difficult breathing or swallowing)	BLS	
	26-O-22	Painful Urination	BLS	
	26-O-23	Penis problems/pain	BLS	
	26-O-24	Rash/skin disorder (w/o difficulty breathing or swallowing)	BLS	
	26-O-25	Sexually transmitted disease (STD)	BLS	
	26-O-26	Sore throat (w/o difficulty breathing or swallowing)	BLS	
	26-O-27	Toothache (without jaw pain)	BLS	
	26-O-28	Wound infected (local or surface)	BLS	
	27 - Stab/Gunshot/ Penetrating Trauma  S=Stab G=Gunshot P=Penetrating Trauma X=Self-Inflicted GSW	27-D-1	Unconscious or arrest	ALS2
		27-D-2	Not alert	ALS2
		27-D-3	Central wounds	ALS1
		27-D-4	Multiple wounds	ALS1
27-D-5		Multiple victims	ALS2	
27-B-1		Non-recent (>6hrs) single central wound	BLS	
27-B-2		Known single peripheral wound	BLS	
27-B-3		Serious hemorrhage	BLS	
27-B-4		Unknown Status/other codes not applicable	BLS	
27-B-5		Obvious Death (explosive GSW to head)	BLS	
28 - Stroke/CVA  L=Less than "X" hours (since onset sx) G=Greater than "X" hours (since onset sx) U=Unknown (onset of sx)	27-A-1	Non-recent (> 6hrs) peripheral wounds	BLS	
	28-C-1	Not alert	ALS1	
	28-C-2	Abnormal breathing	ALS1	
	28-C-3	Speech problems	BLS	
	28-C-4	Numbness, paralysis, or movement problems	BLS	
	28-C-5	Vision problems	BLS	
	28-C-6	Sudden onset of severe headache	BLS	
	28-C-7	Stroke history	BLS	
	28-C-8	Breathing normally >35	BLS	
	28-B-1	Unknown Status/other codes not applicable	BLS	
28-A-1	Breathing normally <35	BLS		

EMD Protocol	EMD Event Type	Nature Code Description	v12 Dispatch Response
<b>29 - Traffic/Transportation Accidents</b>  <b>M=Multiple Patients</b> <b>U=Unknown number of Patients</b> <b>A=Multiple Patients and Addtl Response</b> <b>X=Unk # of Patients and Addtl Response</b>	29-D-1	Major Incident	ALS2
	29-D-1a	Major Incident: Aircraft	MCI / ALS2
	29-D-1b	Major Incident: Bus	ALS2
	29-D-1c	Major Incident: Subway/Metro	METRO
	29-D-1d	Major Incident: Train	MCI / ALS2
	29-D-1e	Major Incident: Watercraft	ALS2
	29-D-1f	Major Incident: Multi-vehicle (> 10) pile-up	MCI / ALS2
	29-D-2	High Mechanism	ALS1
	29-D-2k	High Mechanism: All-Terrain	ALS1
	29-D-2l	High Mechanism: Auto-Bicycle/Motorcycle	ALS2
	29-D-2m	High Mechanism: Auto-Pedestrian	ALS2
	29-D-2n	High Mechanism: Ejection	ALS2
	29-D-2o	High Mechanism: Personal Watercraft	ALS1
	29-D-2p	High Mechanism: Rollovers	ALS1
	29-D-2q	High Mechanism: Vehicle off Bridge/Height	ALS2
	29-D-2r	High Mechanism: Possible Death at Scene	ALS2
	29-D-2s	High Mechanism: Sinking Vehicle	ALS1
29-D-3	Hazmat	ALS1	
29-D-4	Pinned (trapped) victim	ALS1	
29-D-5	Not alert	ALS1	
29-B-1	Injuries	BLS	
29-B-2	Serious hemorrhage	BLS	
29-B-3	Other hazards	BLS	
29-B-4	Unknown Status/other codes not applicable	BLS	
29-A-1	1st party caller with injury to not dangerous body area	BLS	
<b>29-Omega</b>	<b>No injuries (confirmed)</b>	<b>PDC</b>	
<b>30 - Traumatic Injuries (specific)</b>	30-D-1	Unconscious or arrest	ALS2
	30-D-2	NOT alert	ALS1
	30-D-3	Chest or neck injury (w/ difficulty breathing)	ALS1
	30-B-1	Possibly dangerous body area	BLS
	30-B-2	Serious hemorrhage	BLS
	30-A-1	Not dangerous body area	BLS
	30-A-2	Non-recent injuries (> 6 hrs)	BLS



EMD Protocol	EMD Event Type	Nature Code Description	v12 Dispatch Response
<b>31 - Unconscious/Fainting (near)</b>	<b>31-E-1</b>	Ineffective breathing (from CE only)	ALS2
	<b>31-D-1</b>	Unconscious Agonal/Ineffective breathing	ALS2
	<b>31-D-2</b>	Unconscious Effective breathing	ALS2
	<b>31-D-3</b>	Not alert	ALS1
	<b>31-D-4</b>	Changing color	ALS1
	<b>31-C-1</b>	Alert w/ abnormal breathing	ALS1
	<b>31-C-2</b>	Fainting episode(s) and alert >35 (w/cardiac history)	ALS1
	<b>31-C-3</b>	Females 12-50 with abdominal pain	ALS1
	<b>31-A-1</b>	Fainting episode(s) and alert >35 (w/o cardiac history)	BLS
	<b>31-A-2</b>	Fainting episode(s) and alert <35 (with cardiac history)	BLS
<b>31-A-3</b>	Fainting episode(s) and alert <35 (w/o cardiac history)	BLS	
<b>32 - Unknown Problem (man down)</b>	<b>32-D-1</b>	LIFE STATUS QUESTIONABLE	ALS1 OR BLS
	<b>32-B-1</b>	Standing, sitting, moving or talking	BLS
	<b>32-B-2</b>	Medical alert notifications	BLS
	<b>32-B-3</b>	Unknown Status/other codes not applicable	BLS
	<b>32-B-4</b>	Caller's language not understood (no interpreter in center)	BLS
<b>33 - Transfer/Interfacility/Palliative Care</b> <b>T=Transfer/Interfacility</b> <b>P=Palliative Care</b>	<b>33-D-1</b>	Suspected cardiac or respiratory arrest	ALS2
	<b>33-D-2</b>	Just resuscitated and/or defibrillated (external)	ALS2
	<b>33-C-1</b>	Not alert (acute change)	ALS1
	<b>33-C-2</b>	Abnormal breathing (acute onset)	ALS1
	<b>33-C-3</b>	Significant hemorrhage or shock	ALS1
	<b>33-C-4</b>	Possible acute heart problems or MI (heart attack)	ALS1
<b>33 - Transfer/Interfacility/Palliative Care</b>	<b>33-C-5</b>	Acute severe pain	BLS
	<b>33-C-6</b>	Emergency response requested-ALS asymptomatic patient	ALS1
	<b>33-A-1</b>	Acuity I (no priority symptoms)	BLS
	<b>33-A-2</b>	Acuity II (no priority symptoms)	BLS (DNR-B)
	<b>33-A-3</b>	Acuity III (no priority symptoms)	SC/EMS



# Medical Dispatch Case Evaluation Record

Case #: \_\_\_\_\_ Date: \_\_\_\_\_ Time: \_\_\_\_\_ How obtained: 999 / Other

Dispatcher(s): \_\_\_\_\_ Dispatcher ID: \_\_\_\_\_

Complaint description: \_\_\_\_\_ Shift: \_\_\_\_\_

Caller is:  The patient (1st party)  With patient (2nd party)  Remote from patient (3rd party)  Referring agency (4th party)

## CASE ENTRY (Primary Survey)

	Yes	Obvious	No		Yes	Obvious	No	Insig
1. Address asked?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Address verified?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2. Callback number asked?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Callback number verified?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3. "What's the problem..." asked?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Asked correctly?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3a. "Are you with the patient now?" asked?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Asked correctly?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3b. "How many people are hurt?" asked?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Asked correctly?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3c. "Is s/he still choking now?" asked?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Asked correctly?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. "How old is s/he?" asked?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Asked correctly?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4a. "Tell me approximately..." stated?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>					
5. "Is s/he conscious?" asked?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Asked correctly?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. "Is s/he breathing?" asked?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Asked correctly?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6a. "Go and check..." stated?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>					
Gender of patient asked?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Number of freelance questions asked: _____				
<input type="checkbox"/> Check if any questions asked were asked out of order				** ECC Score: Beginning _____ End _____				

Chief Complaint Protocol selected: \_\_\_\_\_  Correct  Incorrect Should have selected: \_\_\_\_\_

## KEY QUESTIONS (Secondary Survey)

KQ asked?	Yes	Obvious	No	N/A	Insig	Asked incorrectly?	KQ asked?	Yes	Obvious	No	N/A	Insig	Asked incorrectly?
KQ _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	KQ _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
KQ _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	KQ _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
KQ _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	KQ _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
KQ _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	KQ _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
KQ _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	KQ _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
KQ _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	KQ _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
KQ _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	KQ _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
KQ _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	KQ _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Check if any questions asked were asked out of order							Number of freelance questions asked: _____						
							** ECC Score: Beginning _____ End _____						

## DISPATCH LIFE SUPPORT INSTRUCTIONS (Pre-Arrival & Post-Dispatch Instructions)

	Yes	No	N/A		Yes	No	N/A
Appropriate to give Pre-Arrival Instructions?	<input type="checkbox"/>	<input type="checkbox"/>		Appropriate to give Post-Dispatch Instructions?	<input type="checkbox"/>	<input type="checkbox"/>	
Possible to give Pre-Arrival Instructions?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Possible to give Post-Dispatch Instructions?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(If yes) Were PAIs/PDIs given?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	(If yes) Were PDIs given?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(If yes) Were they given correctly? (C, M, D, J, A)	_____			(If yes) Were they given correctly? (C, M, D, J, A)	_____		
[C]orrect [M]inor Mo[D]erate Ma[J]or [A]bsolute				** ECC Score: Beginning _____ End _____			

## FINAL CODING

Determinant Code selected: \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_ Determinant Code as reviewed: \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_

## TOTAL COMPLIANCE SCORE

Case Entry \_\_\_\_\_

Chief Complaint Selection \_\_\_\_\_

Key Questions \_\_\_\_\_

Dispatch Life Support Instructions \_\_\_\_\_

Final Coding \_\_\_\_\_

Subtotal \_\_\_\_\_

÷ 5 = TOTAL COMPLIANCE SCORE =

**\*\*CUSTOMER SERVICE SCORE**

**COMMENTS**

	N/A	Minor	Incorrect	Score
1. Displayed service attitude	-0	-3	-10	_____
2. Used correct volume/tone	-0	-3	-10	_____
3. Displayed compassion	-0	-3	-10	_____
4. Avoided gaps	-0	-3	-10	_____
5. Explained actions	-0	-3	-10	_____
6. Provided reassurance	-0	-3	-10	_____
7. Created expectations	-0		-10	_____
8. Used prohibited behaviour	-0		-100	_____
9. Used calming techniques	N/A	No		
Case Entry		-0	-20	_____
Key Questions		-0	-20	_____
DLS Instructions		-0	-20	_____

If additional space is needed, attach a second sheet of paper.

Review date: \_\_\_\_\_ Reviewer: \_\_\_\_\_

Manager/Supervisor: \_\_\_\_\_

Calltaker: \_\_\_\_\_

**TOTAL CUSTOMER SERVICE SCORE =**  

**SCORING CALCULATIONS**

**CASE ENTRY**

100 points possible

- 25 points off if the address was not asked (Case Entry Question 1)
- 25 points off if the address was not verified (Case Entry Question 1)
- 25 points off if the callback number was not asked (Case Entry Question 2)
- 25 points off if the callback number was not verified (Case Entry Question 2)
- 33 points off if age was not asked (Case Entry Question 4)
- 33 points off if conscious was not asked (Case Entry Question 5)
- 33 points off if breathing was not asked (Case Entry Question 6)
- 20 points off if Case Entry Statement 4a or Case Entry Statement 6a was not stated when appropriate
- 20 points off if a question was asked incorrectly
- 20 points off for each freelance question asked
- 10 points off if any question asked was asked out of order
- 10 points off if gender was not asked (if not obvious)

**CHIEF COMPLAINT**

100 points possible

- 33 points off if Case Entry Question 3 was not asked
- 20 points off if Case Entry Question 3 was asked incorrectly
- 10 points off for each appropriate conditional question that was not asked (Case Entry Questions 3a, 3b, and 3c)
- 5 points off for each appropriate conditional question that was asked incorrectly (3a, 3b, and 3c)
- 67 points off if the calltaker chose an incorrect Chief Complaint Protocol

**KEY QUESTIONS**

100 points possible

- Note: The weight of each Key Question is based on 100 points divided by the total number of applicable (appropriate) questions.**
- Full value of the Key Question off when the question was not asked (not attempted)
- 1/2 value of the question off when the question was asked incorrectly
- 10 points off if the Key Questions were not asked in order (of questions that were asked)
- 20 points off for each freelance question asked

**DLS INSTRUCTIONS**

100 points possible

- Note: If PAIs are possible and appropriate, score PAIs and PDIs as a single DLS score and use the PAI section to score compliance. If PAIs are not possible, score only PDIs in the PDI section.**
- 100 points off for **ABSOLUTE** deviation
- 50 points off for **MAJOR** deviation
- 25 points off for **MODERATE** deviation
- 10 points off for **MINOR** deviation
- (See IAEMD EMD-Q Scoring Standards for a complete description of DLS scoring calculations.)

**FINAL CODING**

100 points possible

- 100 points off if the calltaker did not shunt to the correct Chief Complaint Protocol (when a shunt was required)
- 60 points off if the Level was incorrect (the Determinant Descriptor is always incorrect if the Level is incorrect)
- 20 points off if the Determinant Descriptor was incorrect (the Level is correct)
- 20 points off if the calltaker assigned an incorrect suffix or failed to assign a suffix when appropriate

**TOTAL COMPLIANCE SCORE**

**Total possible compliance score is 100%.**  
Add the scores of each of the five scoring categories. Divide the sum by 5 to determine the final compliance percentage score.

**CUSTOMER SERVICE**

100 points possible

- |  |   |
|--|---|
| <b>For Customer Service Standards 1-7</b>          | <b>For Customer Service Standard 9 (Calming Techniques)</b>   |
| 10 points off if not provided correctly            | Case Entry      20 points off if not used and ECC Score >1    |
| <b>For Customer Service Standards 1-6</b>          | Key Questions    20 points off if not used and ECC Score >1   |
| 3 points off if provided with minor discrepancy    | DLS Instructions   20 points off if not used and ECC Score >1 |
| <b>For Customer Service Standard 8</b>             |   |
| 100 points off for use of any prohibited behaviour |   |

## FIRE PRIORITY DISPATCH ASSIGNMENTS

Structure Fires	
Triple Local Alarm	3E, 1T, BC
Initial Box Alarm	5E, 2T, 2BC, 1RS, 1BLS
Working Fire Dispatch	1E, 1T, Operations DFC, Air Unit, 1ALS, EMSS, SAFO, FIU
2 <sup>nd</sup> Alarm	4E, 2T, 1BC, 1RS, HM, TW-3, Canteen/Rehab Unit, EMS8, WSTF (3WSE, 1BFC)
3 <sup>rd</sup> Alarm	4E, 2T, 1BC
4 <sup>th</sup> Alarm & 5 <sup>th</sup> Alarm	4E
Greater Than A 5 <sup>th</sup> Alarm	Incident Commander Requests Specific Units
Explosion	
Explosion	5E, 2T, BCSO, 1BC, 1RS, HM, FTF, A15, 1ALS, EMS7, SAFO
Metro Incidents (Fire / Smoke)	
Station Box	5E, 2T, 1BC, BCSO, 1BC (OCC), 1RS, 1BLS, 1ALS, EMSS, SAFO
Surface Box	5E, 2T, 1BC, BCSO, 1BC (OCC), 1RS, 1BLS, 1ALS, EMSS, SAFO
Aerial Station or Right of Way	5E, 2T, 1BC, BCSO, 1BC (OCC), 1RS, 1BLS, 1ALS, EMSS, SAFO, Aerial Tower
Tunnel Box (Primary Station)	4E, 2T, 1BC, BCSO, 1BC (OCC), 1RS, 1BLS, 1ALS, EMSS, SAFO
Tunnel Box (Secondary Station)	2E, 1T
Rescue Alarm	1E, 1T, BCSO, 1BC (OCC), 2RS, A15, 1ALS, EMS7, SAFO
HazMat / CB-EMIS	3E, 1T, BCSO, 1BC (OCC), 1RS, HM, A15, 1ALS, EMS7, SAFO
Foam Unit Task Force	
Foam Unit Task Force	FU-1, FU-2, TAU-1, TAU-2, E-13
Motor Vehicle Accidents	
MVA w/ Entrapment	1E, 1T, 1BC, 1RS, 1BLS, 1ALS, EMSS
Interstate / High-Speed Hwy.	2E, 1T, 1BC, 1BLS
Technical Rescue	
Structural Collapse	1E, 1T, BCSO, 1BC, 1RS, E15, RS3, CIU, CISU, A15, 1ALS, HM, EMS7, SAFO
Cave-In – Trench /Excavation	1E, 1T, BCSO, 1BC, 1RS, E15, RS3, CIU, CISU, A15, 1ALS, HM, EMS7, SAFO
Confined Space Rescue	1E, 1T, BCSO, 1BC, RS2, 1RS, HM, Air Unit, A15, 1ALS, EMS7, SAFO
High-Angle / Rope Rescue	1E, 1T, BCSO, 1BC, RS1, 1RS, HM, A15, 1ALS, EMS7, SAFO
Water Rescue	1E, 1T, BCSO, 1BC, 2RS, FB, HM, A15, 1ALS, EMS7, SAFO, HELO
HazMat Incidents	
HazMat Box Alarm	5E, 2T, BCSO, 1BC, 1RS, HM, A15, 1ALS, EMS7, SAFO
HazMat Local Alarm	3E, 1T, BCSO, 1BC, 1RS, HM, A15, 1ALS, EMS7, SAFO
Suspicious Package	1E, 1T, BCSO, 1RS, HM, A15, 1ALS, EMS7, SAFO
White Powder	1E, 1T, BCSO, 1RS, HM, A15, 1ALS, EMS7, SAFO
Mercury Spill	1E, 1T, BCSO, 1RS, HM, A15, 1ALS, EMS7, SAFO
Technical Decon Task Force	1E, 1T (TDTF # 1 = E-6 / T-4 & TDTF # 2 = E-26 / T-15)
Mass Decon Task Force	Mass Decon TF Units : ( # 1 = E4 & T9 ; # 2 = E8 & T-7 ; # 3 = E25 & T-16)
Tanker Fire	5E, 2T, BCSO, 1BC, 1RS, HM, FTF, A15, 1ALS, EMSS, SAFO
Vehicle Fire w/ Large Amt. of Fuel	2E, 1T, 1BC, 1FU
2 <sup>nd</sup> Simultaneous HazMat Resp	E-12 Responds w/ HazMat Unit #2 and / or request a Mutual Aid HMU
Inside Natural Gas Leak	3E, 1T, 1BC
Outside Natural Gas Leak	1E, 1T, 1BC
CO Detector – No Symptoms	1T
CO Detector – Have Symptoms	1E, 1T, BCSO, 1BC, 1RS, HM, A15, 1ALS, EMS7, SAFO
Metro Incidents	
Metro Station Derail / Crash	4E, 2T, 1BC, BCSO, 1BC (OCC), 2RS, 2BLS, 2ALS, A15, MCTF, EMS7, SAFO
Metro Tunnel Derail (Primary Sta.)	5E, 2T, 1BC, BCSO, 1BC (OCC), 2RS, 2BLS, 2ALS, A15, MCTF, EMSS, SAFO
Metro Tunnel Derail (Secondary)	2E, 1T
Railroad Incidents	
Railroad - Fire, Crash, Derail	5E, 2T, 1BC, BCSO, 2RS, 2BLS, 2ALS, A15, HM, FTF, MCTF, EMS7, SAFO
Railroad Tunnel – Primary Ent.	5E, 2T, 1BC, BCSO, 2RS, 2BLS, 2ALS, A15, HM, FTF, MCTF, EMS7, SAFO
Railroad Tunnel – Secondary	2E, 1T
Railroad Rescue Alarm	1E, 1T, BCSO, 1BC, 2RS, EMS7, 1ALS, A15, SAFO
Boat Fires	
Boat on Fire – Docked / Marina	5E, 2T, 1BC, BCSO, 1RS, 1BLS, HM, FTF, FB, SAFO
Boat on Fire – Underway <50'	1E, 1T, BCSO, 1BC, 2RS, FB, HM, EMS7, 1ALS, A15, SAFO, HELO
Boat on Fire – Underway >50'	5E, 2T, BCSO, 1BC, 2RS, FB, HM, EMS7, 1ALS, A15, SAFO, HELO

Plane Crash	
Plane Crash	5E, 2T, 1BC, BCSO, 2RS, 2BLS, 2ALS, A15, HM, FTF, MCTF, EMS7, SAFO
Mass Casualty Task Force	
Mass Casualty Task Force	North (E24 & T11) MAB #1 & #2, MCSU #1 & #2 South (E33 & T8) MAB #3, MCSU #3
Other Response Assignments	
Automatic Fire Alarm	1E, 1T
Barricade	1E, 1T, BCSO, 1RS, 1ALS, A15, EMS7, SAFO
Bus Fire	1E, 1T, 1BC, 1FU
Local Alarm - Trash, Brush, Auto	1E
Residential Fire Alarm	1E
Water Supply Task Force	
Water Supply Task Force	3WSE, 1BC

# **ATTACHMENT**

QUESTION #43(b)

SERIAL #	Description	YEAR	MAKE	PRIORITY	OPS STATUS
001	OFFICE OF THE FC	2004	FORD	CROWN VICTORIA	FRONTLINE
003	Fleet	2003	FORD	CROWN VICTORIA	RESERVE
004	CAPT OMD	2003	FORD	CROWN VICTORIA	FRONTLINE
005	BFC OMD	2004	FORD	CROWN VICTORIA	FRONTLINE
006	STREET CALL OMD	2004	FORD	CROWN VICTORIA	FRONTLINE
007	OFC EMS CAPT	2005	FORD	CROWN VICTORIA	FRONTLINE
011	Risk Mgmt - DFC	2008	FORD	CROWN VICTORIA	FRONTLINE
012	RailRoad Comm	2008	FORD	CROWN VICTORIA	FRONTLINE
018	FLEET	2001	FORD	CROWN VICTORIA	RESERVED
023	FLEET	2008	FORD	CROWN VICTORIA	Reserve
024	SO/HomSec -K9	2001	FORD	CROWN VICTORIA	RESERVE
032	PSO	2008	FORD	CROWN VICTORIA	FRONTLINE
033	FLEET	2008	FORD	CROWN VICTORIA	FRONTLINE
034	BFC OUC LIAISON	2008	FORD	CROWN VICTORIA	FRONTLINE
035	DFC FFD	2008	FORD	CROWN VICTORIA	FRONTLINE
036	TA DFC	2008	FORD	CROWN VICTORIA	RESERVE
037	OIA CPT BURTON	2008	FORD	CROWN VICTORIA	FRONTLINE
038	ADMIN DIV/TA	2008	FORD	CROWN VICTORIA	FRONTLINE
126	RE35	2000	E-One	PUMPER/CYC II	RESERVE
128	RE62	2000	E-One	PUMPER/CYC II	RESERVE
130	E53WS	2000	SEAGRAVE	PUMPER/TB40DD	FRONTLINE
131	E54WS	2000	SEAGRAVE	PUMPER/TB40DD	FRONTLINE
132	E52WS	2000	SEAGRAVE	PUMPER/TB40DD	FRONTLINE
133	RE66/EC-02	2000	SEAGRAVE	PUMPER/TB40DD	RESERVE
134	RE64/ EC-24	2000	SEAGRAVE	PUMPER/TB40DD	RESERVE
135	RE34	2000	SEAGRAVE	PUMPER/TB40DD	RESERVE
136	E80	2000	SEAGRAVE	PUMPER/TB40DD	RESERVE
137	RE61	2000	SEAGRAVE	PUMPER/TB40DD	RESERVE
138	E5WS	2002	SEAGRAVE	PUMPER/TB40DD	RESERVE
139	RE74	2002	SEAGRAVE	PUMPER/TB40DD	RESERVE
140	RE73	2002	SEAGRAVE	PUMPER/TB40DD	RESERVE
141	RE72	2002	SEAGRAVE	PUMPER/TB40DD	RESERVE
142	RE76	2002	SEAGRAVE	PUMPER/TB40DD	RESERVE
143	E89	2003	SEAGRAVE	PUMPER/TB40DD	RESERVE
144	RE65	2003	SEAGRAVE	PUMPER/TB40DD	RESERVE
146	RE75	2003	PIERCE	PUMPER/DASH	RESERVE
147	E51WS	2003	PIERCE	PUMPER/DASH	RESERVE
148	E56WS	2003	PIERCE	PUMPER/DASH	RESERVE
149	E29	2003	PIERCE	PUMPER/DASH	FRONTLINE
150	E5	2003	PIERCE	PUMPER/DASH	FRONTLINE
151	E88	2003	PIERCE	PUMPER/DASH	FRONTLINE
152	E85	2003	SEAGRAVE	PUMPER/TB40DD	RESERVE
153	RE71	2003	SEAGRAVE	PUMPER/TB40DD	RESERVE
155	E86	2003	SEAGRAVE	PUMPER/TB40DD	RESERVE
156	E-6	2003	SEAGRAVE	PUMPER/TB40DD	FRONTLINE
157	E83	2003	SEAGRAVE	PUMPER/TB40DD	RESERVE
158	E-9	2003	SEAGRAVE	PUMPER/TB40DD	FRONTLINE



159	E87	2005	SEAGRAVE	PUMPER/TB40DD	FRONTLINE
160	E81	2005	SEAGRAVE	PUMPER/TB40DD	RESERVE
161	E17	2005	SEAGRAVE	PUMPER/TB40DD	FRONTLINE
162	E14	2003	SEAGRAVE	PUMPER/TB40DD	FRONTLINE
163	E28	2006	SEAGRAVE	PUMPER/TB40DD	FRONTLINE
165	E23	2006	SEAGRAVE	PUMPER/TB40DD	FRONTLINE
166	E24	2006	SEAGRAVE	PUMPER/TB40DD	FRONTLINE
167	E84	2006	SEAGRAVE	PUMPER/TB40DD	RESERVE
168	E7	2003	SEAGRAVE	PUMPER/TB40DD	FRONTLINE
169	E-4	2006	SEAGRAVE	PUMPER/TB40DD	FRONTLINE
170	E-8	2003	SEAGRAVE	PUMPER/TB40DD	FRONTLINE
171	E-27	2006	SEAGRAVE	PUMPER/TB40DD	FRONTLINE
172	E-32	2006	SEAGRAVE	PUMPER/TB40DD	FRONTLINE
173	E82	2006	SEAGRAVE	PUMPER/TB40DD	RESERVE
174	E-30	2008	SEAGRAVE	PUMPER	FRONTLINE
175	E-18	2008	SEAGRAVE	PUMPER	FRONTLINE
176	E-26	2008	SEAGRAVE	PUMPER	FRONTLINE
177	E-3	2011	PIERCE	PUMPER ARROW XT	FRONTLINE
178	E-11	2011	PIERCE	PUMPER ARROW XT	FRONTLINE
179	E-12	2011	PIERCE	PUMPER ARROW XT	FRONTLINE
180	E-16	2011	PIERCE	PUMPER ARROW XT	FRONTLINE
181	E-19	2011	PIERCE	PUMPER ARROW XT	FRONTLINE
182	E-21	2011	PIERCE	PUMPER ARROW XT	FRONTLINE
183	E-1	2011	PIERCE	PUMPER ARROW XT	FRONTLINE
184	E-2	2011	PIERCE	PUMPER ARROW XT	FRONTLINE
185	E-10	2014	PIERCE	PUMPER ARROW XT	FRONTLINE
186	E-13	2014	PIERCE	PUMPER ARROW XT	FRONTLINE
187	E-20	2014	PIERCE	PUMPER ARROW XT	FRONTLINE
188	E-22	2014	PIERCE	PUMPER ARROW XT	FRONTLINE
189	E-15	2015	PIERCE	PUMPER ARROW XT	FRONTLINE
190	E-25	2014	PIERCE	PUMPER ARROW XT	FRONTLINE
191	E-31	2014	PIERCE	PUMPER ARROW XT	FRONTLINE
192	E-33	2015	PIERCE	PUMPER	FRONTLINE
216	SHOP	2006	CHEVROLET	COMMAND	RESERVE
218	Ambulance Bureau	2006	CHEVROLET	COMMAND	RESERVE
221	EMS-4	2007	CHEVROLET	COMMAND	FRONTLINE
222	EMS-5	2007	CHEVROLET	COMMAND	FRONTLINE
225	OFFICE OF THE FC	2007	CHEVROLET	COMMAND	FRONTLINE
227	Ambulance Bureau	2007	CHEVROLET	COMMAND	FRONTLINE
228	Ambulance Bureau	2007	CHEVROLET	COMMAND	FRONTLINE
229	Ambulance Bureau	2007	CHEVROLET	COMMAND	FRONTLINE
230	BC SO-1	2009	CHEVROLET	COMMAND	FRONTLINE
231	BFC-1	2010	CHEVROLET	COMMAND	FRONTLINE



232	BFC-2	2009	CHEVROLET	COMMAND	FRONTLINE
233	BFC-3	2009	CHEVROLET	COMMAND	FRONTLINE
234	BFC-4	2010	CHEVROLET	COMMAND	FRONTLINE
235	BFC-5	2011	CHEVROLET	COMMAND	FRONTLINE
236	BFC-6	2010	CHEVROLET	COMMAND	FRONTLINE
241	Fire Fighters Div	2009	CHEVROLET	COMMAND	RESERVE
245	DFC OPS CMD	2009	CHEVROLET	COMMAND	FRONTLINE
246	DC RADIO CACHE	2005	CHEVROLET	COMMAND	FRONTLINE
247	OFFICE OF THE FC	2010	CHEVROLET	COMMAND	FRONTLINE
248	IAD	2010	CHEVROLET	COMMAND	FRONTLINE
249	ADMIN DIV	2011	CHEVROLET	COMMAND	FRONTLINE
250	Fire Fighters Div	2010	CHEVROLET	COMMAND	RESERVE
251	DFC SO/HS	2010	CHEVROLET	COMMAND	FRONTLINE
253	OFFICE OF THE FC	2010	CHEVROLET	COMMAND	FRONTLINE
254	EMS-8	2010	CHEVROLET	COMMAND	FRONTLINE
255	EMS-7	2010	CHEVROLET	COMMAND	FRONTLINE
256	DFC-RMD	2011	CHEVROLET	COMMAND	FRONTLINE
257	DFC-IAD	2011	CHEVROLET	COMMAND	FRONTLINE
258	PIO Director	2011	CHEVROLET	COMMAND	FRONTLINE
259	DFC FPD	2011	CHEVROLET	COMMAND	FRONTLINE
260	OFFICE OF THE FC	2011	CHEVROLET	COMMAND	FRONTLINE
301	TW3	2003	SEAGRAVE	LADDER TRK	FRONTLINE
302	TW302	2003	SEAGRAVE	LADDER TRK	RESERVE
303	T4	2005	SEAGRAVE	LADDER TRK	FRONTLINE
304	T7	2006	SEAGRAVE	LADDER TRK	FRONTLINE
305	T15	2006	SEAGRAVE	LADDER TRK	FRONTLINE
306	T13	2007	SEAGRAVE	LADDER TRK	FRONTLINE
307	T16	2008	SEAGRAVE	LADDER TRK	FRONTLINE
308	T2	2009	SEAGRAVE	LADDER TRK	FRONTLINE
309	T8	2009	SEAGRAVE	LADDER TRK	FRONTLINE
310	T11	2010	SEAGRAVE	LADDER TRK	FRONTLINE
311	T12	2010	SEAGRAVE	LADDER TRK	FRONTLINE
312	T10	2011	SEAGRAVE	LADDER TRK	FRONTLINE
313	T17	2010	SEAGRAVE	LADDER TRK	FRONTLINE
371	T371	2001	PIERCE	LADDER TRK	RESERVED
381	T381	2001	E-One	LADDER TRK	RESERVE
385	T385	1995	SEAGRAVE	LADDER TRK	RESERVE
389	T389	1998	SEAGRAVE	LADDER TRK	RESERVE
391	RT3	1998	SEAGRAVE	LADDER TRK	RESERVE
392	T5	1999	SEAGRAVE	LADDER TRK	FRONTLINE
393	RT8	1999	SEAGRAVE	LADDER TRK	RESERVE
394	T14	2000	SEAGRAVE	LADDER TRK	FRONTLINE
395	T395	2000	SEAGRAVE	LADDER TRK	RESERVE
396	T396	2000	SEAGRAVE	LADDER TRK	RESERVE
397	T63	2000	SEAGRAVE	LADDER TRK	RESERVE
398	T6	2003	SEAGRAVE	LADDER TRK	FRONTLINE
399	T9	2003	SEAGRAVE	LADDER TRK	FRONTLINE

404	FPD / FIU	2006	CHEVROLET	FIRE INVESTIGATION	FRONTLINE
405	FPD / FIU	2006	CHEVROLET	FIRE INVESTIGATION	FRONTLINE
406	FPD / FIU	2006	CHEVROLET	FIRE INVESTIGATION	FRONTLINE
407	FPD / FIU	2006	CHEVROLET	FIRE INVESTIGATION	FRONTLINE
501	A27	2015	INTERNATIONAL	AMBULANCE	FRONTLINE
502	A32	2015	INTERNATIONAL	AMBULANCE	FRONTLINE
503	M07	2015	INTERNATIONAL	AMBULANCE	FRONTLINE
506	AMBU-EC-10	2008	FORD	AMBULANCE	FRONTLINE
507	Ambu -MED. DUTY	2008	FORD	AMBULANCE	RESERVE
508	Ambu -MED. DUTY	2008	FORD	AMBULANCE	RESERVE
509	Fire Fighters Div	2008	FORD	AMBULANCE	RESERVE
510	APPARATUS	2008	FORD	AMBULANCE	RESERVE
511	Ambu -MED. DUTY	2008	FORD	AMBULANCE	RESERVE
512	Ambu -MED. DUTY	2008	FORD	AMBULANCE	FRONTLINE
513	Ambu -MED. DUTY	2008	FORD	AMBULANCE	FRONTLINE
514	Fire Fighters Div	2008	FORD	AMBULANCE	RESERVE
519	Ambu -MED. DUTY	2008	FORD	AMBULANCE	RESERVE
520	Ambu -MED. DUTY	2009	FORD	AMBULANCE	RESERVE
521	Ambu -EMOP	2009	FORD	AMBULANCE	RESERVE
522	Ambu -EMOP	2009	FORD	AMBULANCE	RESERVE
523	Ambu -EMOP	2009	FORD	AMBULANCE	RESERVE
524	Ambu -MED. DUTY	2009	FORD	AMBULANCE	RESERVE
525	Ambu -MED. DUTY	2010	FORD	AMBULANCE	RESERVE
526	Ambu -MED. DUTY	2010	FORD	AMBULANCE	RESERVE
527	Ambu -EC-17	2010	FORD	AMBULANCE	RESERVE
529	Ambu -MED. DUTY	2010	FORD	AMBULANCE	RESERVE
530	Ambu -MED. DUTY	2010	FORD	AMBULANCE	RESERVE
531	Ambu -MED. DUTY	2010	FORD	AMBULANCE	RESERVE
532	Ambu -MED. DUTY	2010	FORD	AMBULANCE	RESERVE
533	Ambu -MED. DUTY	2010	FORD	AMBULANCE	RESERVE
534	Ambu -MED. DUTY	2010	FORD	AMBULANCE	RESERVE
535	Ambu -MED. DUTY	2010	FORD	AMBULANCE	RESERVE
536	Ambu -MED. DUTY	2010	FORD	AMBULANCE	RESERVE
537	Ambu -MED. DUTY	2010	FORD	AMBULANCE	RESERVE
538	Ambu -MED. DUTY	2010	FORD	AMBULANCE	RESERVE
539	Ambu -MED. DUTY	2010	FORD	AMBULANCE	RESERVE
540	Ambu -MED. DUTY	2011	INTERNATIONAL	AMBULANCE	RESERVE
541	M06	2010	INTERNATIONAL	AMBULANCE	FRONTLINE
542	M06B	2012	INTERNATIONAL	AMBULANCE	FRONTLINE
543	M30B	2012	INTERNATIONAL	AMBULANCE	FRONTLINE
544	Ambu -MED. DUTY	2012	INTERNATIONAL	AMBULANCE	RESERVE
545	Ambu -MED. DUTY	2012	INTERNATIONAL	AMBULANCE	RESERVE
546	Ambu -MED. DUTY	2012	INTERNATIONAL	AMBULANCE	RESERVE
547	M05	2012	INTERNATIONAL	AMBULANCE	FRONTLINE
548	M31	2012	INTERNATIONAL	AMBULANCE	FRONTLINE
549	Ambu -MED. DUTY	2012	INTERNATIONAL	AMBULANCE	RESERVE
550	Ambu -MED. DUTY	2012	INTERNATIONAL	AMBULANCE	RESERVE

551	Ambu -MED. DUTY	2012	INTERNATIONAL	AMBULANCE	RESERVE
552	Ambu -MED. DUTY	2012	INTERNATIONAL	AMBULANCE	RESERVE
553	M12	2012	INTERNATIONAL	AMBULANCE	FRONTLINE
555	Ambu -MED. DUTY	2012	INTERNATIONAL	AMBULANCE	RESERVE
556	M33	2012	INTERNATIONAL	AMBULANCE	FRONTLINE
557	Ambu -MED. DUTY	2012	INTERNATIONAL	AMBULANCE	RESERVE
558	Ambu -MED. DUTY	2012	INTERNATIONAL	AMBULANCE	RESERVE
559	M25	2012	INTERNATIONAL	AMBULANCE	FRONTLINE
560	Ambu -MED. DUTY	2012	INTERNATIONAL	AMBULANCE	RESERVE
561	Ambu -MED. DUTY	2012	INTERNATIONAL	AMBULANCE	RESERVE
562	Ambu -MED. DUTY	2012	INTERNATIONAL	AMBULANCE	RESERVE
563	Ambu -MED. DUTY	2012	INTERNATIONAL	AMBULANCE	RESERVE
564	Ambu -MED. DUTY	2013	INTERNATIONAL	AMBULANCE	RESERVE
565	Ambu -MED. DUTY	2013	INTERNATIONAL	AMBULANCE	RESERVE
566	Ambu -MED. DUTY	2013	INTERNATIONAL	AMBULANCE	RESERVE
567	M21	2012	INTERNATIONAL	AMBULANCE	FRONTLINE
568	M24	2012	INTERNATIONAL	AMBULANCE	FRONTLINE
569	Ambu -MED. DUTY	2012	INTERNATIONAL	AMBULANCE	RESERVE
570	A33	2012	INTERNATIONAL	AMBULANCE	FRONTLINE
571	A29	2012	INTERNATIONAL	AMBULANCE	FRONTLINE
572	A04	2013	INTERNATIONAL	AMBULANCE	FRONTLINE
573	A19	2013	INTERNATIONAL	AMBULANCE	FRONTLINE
574	A14	2013	INTERNATIONAL	AMBULANCE	FRONTLINE
575	A18	2013	INTERNATIONAL	AMBULANCE	FRONTLINE
576	A20	2013	INTERNATIONAL	AMBULANCE	FRONTLINE
577	A03	2013	INTERNATIONAL	AMBULANCE	FRONTLINE
578	A09	2013	INTERNATIONAL	AMBULANCE	FRONTLINE
579	A25	2013	INTERNATIONAL	AMBULANCE	FRONTLINE
580	A11	2013	INTERNATIONAL	AMBULANCE	FRONTLINE
581	M01	2013	INTERNATIONAL	AMBULANCE	FRONTLINE
582	M27	2013	INTERNATIONAL	AMBULANCE	FRONTLINE
583	M30	2013	INTERNATIONAL	AMBULANCE	FRONTLINE
584	M08	2013	INTERNATIONAL	AMBULANCE	FRONTLINE
585	A30	2013	INTERNATIONAL	AMBULANCE	FRONTLINE
586	A16	2013	INTERNATIONAL	AMBULANCE	FRONTLINE
587	A26	2013	INTERNATIONAL	AMBULANCE	FRONTLINE
588	M19	2013	INTERNATIONAL	AMBULANCE	FRONTLINE
589	A15	2013	INTERNATIONAL	AMBULANCE	FRONTLINE
590	A06	2013	INTERNATIONAL	AMBULANCE	FRONTLINE
591	A13	2013	INTERNATIONAL	AMBULANCE	FRONTLINE
592	A12	2013	INTERNATIONAL	AMBULANCE	FRONTLINE
593	A10	2013	INTERNATIONAL	AMBULANCE	FRONTLINE
594	A22	2013	INTERNATIONAL	AMBULANCE	FRONTLINE
595	M02	2013	INTERNATIONAL	AMBULANCE	FRONTLINE
596	Ambu -MED. DUTY	2013	INTERNATIONAL	AMBULANCE	RESERVE
597	A28	2013	INTERNATIONAL	AMBULANCE	FRONTLINE
598	M14	2013	INTERNATIONAL	AMBULANCE	FRONTLINE

599	M17	2013	INTERNATIONAL	AMBULANCE	FRONTLINE
601	Fire Fighters Div	2000	E-One	RESCUE CYC II	RESERVE
602	Fire Fighters Div	2003	PIERCE	RESCUE CYC II	RESERVE
604	Fire Fighters Div	2002	E-One	RESCUE CYC II	RESERVE
607	Fire Fighters Div	2000	E-One	RESCUE CYC II	RESERVE
609	Fire Fighters Div	2003	FORD	RESCUE FIREBOAT	FRONTLINE
610	Fire Fighters Div	2005	SEAGRAVE	RESCUE HAZMAT	FRONTLINE
611	A01	2013	INTERNATIONAL	AMBULANCE	FRONTLINE
612	A23	2013	INTERNATIONAL	AMBULANCE	FRONTLINE
702	Fire Fighters Div	2011	OSHKOSK	FOAM UNIT	FRONTLINE
710	Fire Fighters Div	2002	BLUE BIRD	MCU COMMAND BUS	FRONTLINE
720	Fire Fighters Div	2000	STERLING	HAZMAT HMSU	FRONTLINE
721	Fire Fighters Div	2000	STERLING	HAZMAT CISU	FRONTLINE
722	Fire Fighters Div	2013	INTERNATIONAL	WRECKER 7600SFA	FRONTLINE
723	Comm Div	2003	CHEVROLET	ASTRO VAN	FRONTLINE
725	APPARATUS	2007	PETERBILT	WRECKER/357	FRONTLINE
726	Fire Fighters Div	2004	BLUE BIRD	MCU COMMAND BUS	FRONTLINE
740	Fire Fighters Div	2003	FORD	BFC RESERVE BUGGY	RESERVE
742	Fire Fighters Div	2003	FORD	BFC RESERVE BUGGY	RESERVE
744	Fire Fighters Div	2003	FORD	BFC RESERVE BUGGY	RESERVE
756	Fire Fighters Div	2006	FREIGHTLINER	AIR CMPSR	RESERVE
775	STREET CALL	2008	CHEVROLET	UPLANDER VAN	FRONTLINE
776	STREET CALL	2008	CHEVROLET	UPLANDER VAN	FRONTLINE
780	RADIOSHOP	1999	FORD	CLUB WAGON	FRONTLINE
790	Fire Fighters Div	2001	FORD	DFC RESERVE BUGGY	RESERVE
795	APPARATUS	2000	FORD	EXPEDITION	RESERVE
803	FU BOAT	2015	METALCRAFT	FIREBOAT	FRONTLINE
805	SPOPS	2003	BOSTON WHALER	FIREBOAT TRAILER	FRONTLINE
806	SPOPS	2006	METALCRAFT	FIREBOAT	FRONTLINE
807	FB-Water St SW	1995	BOSTON	FIREBOAT	FRONTLINE
810	SPOPS	2005	CARGO MATE	SPOPS HOUSING	FRONTLINE
811	SPOPS	2005	CARGO MATE	SPOPS HOUSING	FRONTLINE
812	SPOPS	2005	CARGO MATE	SPOPS HOUSING	FRONTLINE
813	SPOPS	2005	CARGO MATE	SPOPS HOUSING	FRONTLINE
816	SPOPS	2007	CARGO MATE	SPOPS HOUSING	FRONTLINE
822	Fire Fighters Div	2008	E-One	RESCUE CYCLONE	FRONTLINE
823	Fire Fighters Div	2011	PIERCE	RESCUE	FRONTLINE
824	Facilities	2009	GLOBAL	SPECIAL EVENT /CART	FRONTLINE
825	Fire Fighters Div	2011	PIERCE	RESCUE	FRONTLINE
830	Training Academy	2012	IHC	MCU CMD BUS / CADET	FRONTLINE

# **ATTACHMENT**

**QUESTION 48**

EXECUTIVE OFFICER MONTHLY REPORT

July 2014

1	A	C	D	E	F	G	H	I	J	K	L	M	N	O
2	Issue/Project	Employee Name	Employee Emplid	Date Received	Requestor	Due Date	Current Status			Status Date	Status Notes	Additional Information	Completion Date	Action Resolved
3							Open	Pending	Closed					
3	Incorrect LEI date showing in PeopleSoft of 07/17/2011 which resulted in employee's not receiving correct WGI due on 05/06/2012 . Step adjustment was entered on employee on 09/17/2013 by K.Sullivan to correct next WGI due on 05/06/2012 (per arbitration decision). Incorrect step adjustment entered on 01/14/2013 for 07/15/2012 which shouldn't have taken place and LEI date was not updated from that.	Imbach, Matthew	5363	7/1/2014	AFCS/L. Jackson				X		Correction to employee's LEI date to 05/06/2012			Not able to process employee entire record, due to no HR Super User Rights. SIG status 07/08/2014. Although employee's LEI date has been corrected by K. Sullivan on 07/01/2014 only. Request for retro has been submitted by Ms. Hill on 07/21/2014.
4	Paramedic Pay - Grade 9	Clark, Latisha	14969	7/2/2014	Employee			X			Waiting decision from A. Taylor regarding OCA process as of 07/02/2014	Employee has been added to SO#89, Series 2014 with an effective date of 10/05/2014. However action hasn't been entered as of 10/02/2014.		
5	Back payment for serving in the capacity of EMS-8 BFC	St. Laurent, Roger	8915	7/7/2014				X			Back Pay as EMS-8 BFC	Package sent back to Ms. Taylor on 08/22/2014 @ 9:50 am. Per Ms. Taylor she had not received any information regarding St. Laurent		
6	Step adjustment and correction to LEI date. Employee was due WGI on 01/12/2014 not 01/13/2013.	McGuire, Eric	18040	7/7/14	AFCS/L. Jackson				X				7/10/14	Correction of WGI adjustment from 7/3 back to 7/2 and correction made to LEI date from 01/13/2013 to 01/12/2014.
7	Compensation for Acting Captain Pay	Washington, Robert A.	27081	7/10/14	Acting-AFCS/ M. Willis			X			Request to submit for OCA Approval to Ms. Taylor on 07/11/2014	Approval granted to submitted in quickbase on 07/23/2014		Received OCA approval on 08/7/2014 at 10:05 pm. Notified Budget on 08/08/2014 at 8:00am, Per Mason FEMS/HR is suppose to process the action and not me.
8	Incorrect step and LEI date	Donnelly, John	23266	7/11/14	Acting-AFCS/M. Wynn				X			Form 50 sent to employee and Ms. Hill on 08/20/2014	8/21/14	Employee LEI and WGI date corrected to reflect 04/27/2008 promotion
9	Promoted to incorrect step/SO#54, Series 2014	Jaworski, Stanley	3097	7/11/14	F/F Union Local 36				X		Employee placed in incorrect step	Form 50 sent to employee and Ms. Hill on 07/14/2014	7/14/14	Employee should have been placed at a 5/3 and not 5/1
10	Promoted to incorrect step/SO#54, Series 2014	Auth, Jason		7/11/14	F/F Union Local 36				X		Employee placed in incorrect step	Form 50 sent to employee and Ms. Hill on 07/14/2014	7/14/14	Employee should have been at a 7/2 and not 7/3 Completed by Ms. Hill on 07/21/2014
11	Promoted to incorrect step/SO#54, Series 2014	Spriggs, Andre	22698	7/15/14	Employee				X		Employee placed in incorrect step	Form 50 sent to employee and Ms. Hill on 07/15/2014		Employee was place in correct step on 07/15/2014
12	Compensation for Technician Pay	Grimes, Seth	37653	7/15/14	Acting-AFCS/M. Wynn			X			Action sitting in 2nd Auth as from 09/22/2014 to 10/2/2014	Approval granted to submit in quickbase on 07/22/2014		Received OCA approval on 08/7/2014 at 10:04 pm. Notified Budget on 08/08/2014 at 7:57am
13	Step adjustment and correction to LEI date	Ryan , Gene	63738	7/29/14	A/AFCS, M. Wynn				X		Employee placed in incorrect step and correct LEI dates 12/30/2012	Form 50 sent to employee and Ms. Hill on 07/29/2014		Employee was placed in correct step on 07/29/2014 along with correction to LEI dates

**EXECUTIVE OFFICER MONTHLY REPORT**

July 2014

	A	C	D	E	F	G	H	I	J	K	L	M	N	O
1	Issue/Project	Employee Name	Employee Emplid	Date Received	Requestor	Due Date	Current Status			Status Date	Status Notes	Additional Information	Completion Date	Action Resolved
2							Open	Pending	Closed					
14	Leave adjustment for 42/hours of sick leave	Oliff, Christopher	1527	7/15/14	Acting-AFCS/M. Wynn				X					Leave adjustment completed by D. Hill on 07/15/2014 sent to OPRS on 07/16/2014
15	Back payment of 14/hours of OT	Posey, Anita	14614	7/15/14	Acting-AFCS/M. Wynn				X		Sent to K. Bailey on 07/11/2014			Completed on 07/18/2014
16	Promoted to incorrect step/SO#54, Series 2014	Cramer, Michael	3248	7/16/14	F/F Union Local 36				X		Employee placed in incorrect step	Form 50 sent to employee and Ms. Hill on 07/16/2014	7/16/14	Employee was placed in correct step on 07/16/2014
17	Promoted to incorrect step/Vacancy Announcement #25354	Wayns, Shelly	17004	7/17/14	Employee				X		Employee place in incorrect step	Form 50 sent to employee and Ms. Hill on 07/17/2014	7/16/14	Employee was placed in correct step on 07/17/2014 along with correction to LEI date
18	Employee placed at incorrect step . Adjustment and correction to LEI date. Employee was due WGI on 06/18/2015 not 07/13/2014.	Wayns, Shelly	17004	7/17/14	Employee				X		Employee received step increase to early	Form 50 sent to employee and Ms. Hill on 07/17/2014	7/16/14	Employee LEI and WGI date corrected to reflect 06/29/2014 competitive promotion
19	Incorrect LEI date	Rudy, Brian	4384	7/22/14	F/F Union Local 36				X		LEI date was changed from arbitration 12/04/2011 promotion	Employee and Local 36 has been notified	7/22/14	LEI date was corrected back to reflect 12/04/2011 promotion, per arbitration
20	Incorrect step and LEI date	Dugan, Daniel	4796	7/22/14	F/F Union Local 36				X		Step adjustment and LEI date corrected on 07/22/2014	Form 50 sent to employee and Ms. Hill for back payment on 07/22/2014	7/22/14	Step adjustment and correction to LEI date has been corrected to reflect 07/29/2012 promotion.
21	Incorrect step and LEI date	Hudson, Dabney	8789	7/22/14	F/F Union Local 36				X		Step adjustment and LEI date corrected on 07/22/2014	Form 50 sent to employee and Ms. Hill for back payment on 07/22/2014	7/22/14	Step adjustment and correction to LEI date has been corrected to reflect 12/16/2012 promotion.
22	Incorrect step and LEI date	Dziubla, Peter	2583	7/22/14	F/F Union Local 36				X		Step adjustment and LEI date corrected on 07/22/2014	Form 50 sent to employee and Ms. Hill for back payment on 07/22/2014	7/22/14	Step adjustment and correction to LEI date has been corrected to reflect 04/08/2012 promotion.
23	Incorrect step and LEI date	Quigley, William P.	4328	7/22/14	F/F Union Local 36				X		Step adjustment and LEI date corrected on 07/22/2014	Form 50 sent to employee and Ms. Hill for back payment on 07/22/2014	7/22/14	Step adjustment and correction to LEI date has been corrected to reflect 04/08/2012 promotion.
24	Incorrect step and LEI date	Shyab, Charles O.	11154	7/22/14	F/F Union Local 36				X		Step adjustment and LEI date corrected on 07/22/2014	Form 50 sent to employee and Ms. Hill for back payment on 07/22/2014	7/22/14	Step adjustment and correction to LEI date has been corrected to reflect 04/08/2012 promotion.
25	Incorrect step and LEI date	Mcneece, Daniel R.	7497	7/22/14	F/F Union Local 36				X		Step adjustment and LEI date corrected on 07/22/2014	Form 50 sent to employee and Ms. Hill for back payment on 07/22/2014	7/22/14	Step adjustment and correction to LEI date has been corrected to reflect 04/08/2012 promotion.
26	Incorrect step and LEI date	Smith, Russell IV	5390	7/22/14	F/F Union Local 36				X		Step adjustment and LEI date corrected on 07/22/2014	Form 50 sent to employee and Ms. Hill for back payment on 07/22/2014	7/22/14	Step adjustment and correction to LEI date has been corrected to reflect 12/04/2011 promotion.
27	Incorrect step and LEI date	Martin, Scott A.	3701	7/22/14	F/F Union Local 36				X		Step adjustment and LEI date corrected on 07/22/2014	Form 50 sent to employee and Ms. Hill for back payment on 07/22/2014	7/22/14	Step adjustment and correction to LEI date has been corrected to reflect 01/15/2012 promotion.
28	Incorrect step and LEI date	Pullen, Rych N.	1803	7/22/14	F/F Union Local 36				X		Step adjustment and LEI date corrected on 07/22/2014	Form 50 sent to employee and Ms. Hill for back payment on 07/22/2014	7/22/14	Step adjustment and correction to LEI date has been corrected to reflect 03/13/2011 promotion.

**EXECUTIVE OFFICER MONTHLY REPORT**

July 2014

	A	C	D	E	F	G	H	I	J	K	L	M	N	O
1	Issue/Project	Employee Name	Employee Emplid	Date Received	Requestor	Due Date	Current Status			Status Date	Status Notes	Additional Information	Completion Date	Action Resolved
2							Open	Pending	Closed					
29	Incorrect step and LEI date	Brachetti, Derek	1786	7/22/14	F/F Union Local 36				X		Step adjustment and LEI date corrected on 07/22/2014	Form 50 sent to employee and Ms. Hill for back payment on 07/22/2014	7/22/14	Step adjustment and correction to LEI date has been corrected to reflect 01/03/2010 promotion.
30	Incorrect LEI date	Rudy, Brian	4384	7/22/14	F/F Union Local 36				X		Employee and Local 36 has been notified		7/22/14	LEI date corrected to reflect 12/04/2011 promotion
31	Incorrect LEI date	Speilman, Michael D.	2905	7/22/14	F/F Union Local 36				X		Employee and Local 36 has been notified		7/22/14	LEI date corrected to reflect 12/04/2011 promotion
32	Incorrect LEI date	McGann, Timothy S.	8222	7/22/14	F/F Union Local 36				X		Employee and Local 36 has been notified		7/22/14	LEI date corrected to reflect 12/04/2011 promotion
33	Incorrect LEI date	Puglisi, Michael	7584	7/22/14	F/F Union Local 36				X		Employee and Local 36 has been notified		7/22/14	LEI date corrected to reflect 12/04/2011 promotion
34	Incorrect LEI date	Palmer, Jason	4057	7/22/14	F/F Union Local 36				X		Employee and Local 36 has been notified		7/22/14	LEI date corrected to reflect 12/04/2011 promotion
35	Incorrect LEI date	Spriggs, Gregory A.	17180	7/22/14	F/F Union Local 36				X		Employee and Local 36 has been notified		7/22/14	LEI date corrected to reflect 01/15/2012 promotion
36	Incorrect LEI date	Mcallister, Brian	606	7/22/14	F/F Union Local 36				X		Employee and Local 36 has been notified		7/22/14	LEI date corrected to reflect 03/13/2011 promotion
37	Incorrect promotion date and LEI date	Foust, David	3100	7/21/14	A/AFCS, M. Douglas				X		Form 50 sent to employee and Ms. Hill for back payment on 07/23/2014		7/23/14	Action has been corrected to reflect 04/08/2012 promotion per, SO#13, series 2012 and step adjustment with correct LEI date
38	Incorrect LEI date	Sipes, Jan	2162	7/23/14	F/F Union Local 36				X				7/23/14	LEI date was corrected
39	Step adjustment and correction to LEI date	Brooks, Paul	4580	7/23/14	F/F Union Local 36				X		Form 50 sent to employee and Ms. Hill for back payment on 07/23/2014		7/23/14	LEI date corrected to reflect 09/23/2012 promotion
40	Promotion without paramedic compensation	Gavagan, Sharon P.	30849	7/23/14	F/F Union Local 36				X		Form 50 sent to employee and Ms. Hill for back payment on 07/23/2014		7/23/14	Paramedic compensation corrected to reflect 06/29/2014 EMS Captain promotion
41	Incorrect promotion date	Sellers, Paul	14957	7/23/14	Payroll				X		Form 50 sent to employee and Ms. Hill for back payment on 07/23/2014		7/23/14	Promotion date corrected from 06/29/2019 to 06/29/2014, per SO#54R
42	Back payment for 312 hours at current rate/step	Hurley, James M.	60043	7/23/14	F/F Union Local 36				X		Form 50 sent to employee and Ms. Hill for back payment on 07/24/2014		7/24/14	Employee was due step on 12/16/2012. However the action was not processed by DCHR until 02/05/2013.
43	Back payment for 156 days at current rate/step	Baker, Jake W.	26227	7/23/14	F/F Union Local 36				X		Form 50 sent to employee and Ms. Hill for back payment on 07/24/2014		7/24/14	Employee was due step on 08/04/2013. However the action was not processed by DCHR until 05/09/2014.
44	Back payment for late promotion	Adams, Christopher	4798	7/23/14	F/F Union Local 36				X		Form 50 sent to employee and Ms. Hill for back payment on 07/24/2014		7/24/14	Per SO#100, series 2013 employee was promoted. However the action was not processed by DCHR until 02/03/2014.
45	Back payment for Technician pay	Artz, Randy	36578	7/23/14	F/F Union Local 36				X		Form 50 sent to employee and Ms. Hill for back payment on 07/24/2014		7/24/14	Per SO#50, series 2014 employee was promoted to technician. However the action was not processed by DCHR until 07/10/2014.





**EXECUTIVE OFFICER MONTHLY REPORT**

August 2014

1	A	B	C	D	E	F	G	H	I	J	K	L	M
2	Issue/Project	Employee Name	Employee Emplid	Date Received	Requestor	Due Date	Current Status			Status Date	Status Notes	Completion Date	Additional Information
3							Open	Pending	Closed				
3	Per SO# 54, series 2014 employee promoted on 06/29/2014 and not 06/29/2011.	Kelleher, Anthony	9145	8/4/14	Employee				X			8/4/14	Employee placed back in correct grade 1B and step 6. Action processed on 08/04/2014.
4	Per SO# 54, series 2014 employee should have been promoted to 4 step 3 and not 4/1. Also employee next WGI due date should be 06/28/2015 and not 06/26/2016.	Kelleher, Anthony	9145	8/4/14	Employee				X			8/4/14	Employee placed at the grade 4 step 3. Action processed on 08/04/2014. Next WGI changed from 06/26/2016 to 06/28/2015.
5	Employee was not due step increase until 11/29/2015 and not 02/09/2014.	Puglisi, Michael	7584	8/4/14	Employee				X		From 50 sent to employee and Ms. Hill on 08/04/2014 for repayment from employee.	8/4/14	Employee was not due step increase until 11/29/2015. Step adjustment processed on 08/04/2014
6	Employee paramedic pay was taken away. Per SO#24, 2013 employee was only transferred no change in pay.	Papariello, Joseph	2603	8/6/14	F/F Union Local 36				X		From 50 sent to employee and Ms. Hill on 08/07/2014 for back payment from employee.	8/7/14	Per SO#24, series 2013 the employee was to be trasferred only no change in pay. Paramedic pay restored and correction to transfer effective date.
7	Employee received paramedic pay and was not eligible. Per SO#24, 2013 employee was transferred only no change in pay.	Richardson, Robert	7694	8/6/14	F/F Union Local 36				X		From 50 sent to employee and Ms. Hill on 08/07/2014 for repayment from employee.	8/7/14	Per SO#24, series 2013 the employee was to be trasferred only no change in pay. Paramedic pay taken and correction to transfer effective date.
8	Paramedic Pay	Salmon, Thrifine	36129	8/7/14	F/F Union Local 36				X		From 50 sent to employee and Ms. Hill on 08/07/2014 for repayment from employee.	4/21/14	Paramedic pay was processed on 04/21/2014. However paramedic pay was effective for 11/17/2013.
9	Step Increase	Pelekhaty, Oleg	34329	8/20/14	A/AFCS- D. Foust				X		From 50 sent to employee and Ms. Hill on 08/20/2014 for back payment.	8/20/14	Action processed on 08/20/2014.
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**EXECUTIVE OFFICER MONTHLY REPORT**

August 2014

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	Issue/Project	Employee Name	Employee Emplid	Date Received	Requestor	Due Date	Current Status			Status Date	Status Notes	Completion Date	Additional Information
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58							<b>Total in Each Status:</b>						
59							0	0	7				
							<i>Open</i>	<i>Pending</i>	<i>Closed</i>				

**EXECUTIVE OFFICER MONTHLY REPORT**

September 2014

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	Issue/Project	Employee Name	Employee Emplid	Date Received	Requestor	Due Date	Current Status			Status Date	Status Notes	Completion Date	Additional Information
2													
3	Step Increase and LEI date	Davis, Marshall	4431	9/4/14	Local 36				X	9/4/14	Step adjustment and LEI date corrected on 09/04/2014	9/4/14	Step Adjustment and LEI date corrected on 09/04/2014. Form 50 sent to employee and Ms. Hill on 09/04/2014 for back payment.
4	Step Increase and LEI date	Parrott, Corey	63733	9/5/14	Local 36				X	9/5/14	Step adjustment and LEI date corrected on 09/04/2014	9/5/14	Step Adjustment and LEI date corrected on 09/05/2014. Form 50 sent to employee and Ms. Hill on 09/05/2014 for back payment.
5	Technican Pay and Incorrect Step for promotion	Acton, Stephen	33709	9/11/14	Acting/AFCS. D. Foust					9/11/14			
6	Incorrect Pay and Effective Date of Action SO#69, Series 2014	Fraley, Gerald	27273	9/12/14	Acting/AFCS. D. Foust				X	9/12/14	Effective date was entered as 07/21/2014 and not 07/27/2014	9/12/14	Action corrected on 09/12/2014. Form 50 sent to employee and Ms. Hill on 09/12/2014
7	Incorrect Pay , LEI Date and Effective Date of Action SO#69, Series 2014	Morris, Fred	21448	9/12/14	Acting/AFCS. D. Foust				X		Effective date was entered as 07/21/2014 and not 07/27/2014 also employee should have been placed at the step 1 and not 2	9/14/14	Action corrected on 09/12/2014. Form 50 sent to employee and Ms. Hill on 09/12/2014
8	Incorrect Pay, LEI Date and Effective Date of Action SO#69, Series 2014	Polish, Richard	7608	9/12/14	Acting/AFCS. D. Foust				X		Effective date was entered as 07/21/2014 and not 06/29/20142014 also employee should have been placed at the step 2 and not step 3	9/12/14	Action corrected on 09/12/2014. Form 50 sent to employee and Ms. Hill on 09/12/2014
9	Incorrect Pay and Effective Date of Action SO#69, Series 2014	Troxell, Daniel	2774	9/12/14	Acting/AFCS. D. Foust				X	9/12/14	Effective date was entered as 07/21/2014 and not 07/27/2014	9/12/14	Action corrected on 09/12/2014. Form 50 sent to employee and Ms. Hill on 09/12/2014
10	Incorrect Pay and Effective Date of Action SO#69, Series 2014	Brown, Lavern	27417	9/12/14	Acting/AFCS. D. Foust				X	9/12/14	Effective date was entered as 07/21/2014 and not 07/27/2014	9/12/14	Action corrected on 09/12/2014. Form 50 sent to employee and Ms. Hill on 09/12/2014
11	Incorrect Pay and Effective Date of Action SO#69, Series 2014	Wilhelm, Jerry	7814	9/12/14	Acting/AFCS. D. Foust				X	9/12/14	Effective date was entered as 07/21/2014 and not 07/27/2014	9/12/14	Action corrected on 09/12/2014. Form 50 sent to employee and Ms. Hill on 09/12/2014
12	Incorrect Pay and Effective Date of Action SO#69, Series 2014	Taylor, Jeffery	984	9/12/14	Acting/AFCS. D. Foust				X	9/12/14	Effective date was entered as 07/21/2014 and not 07/27/2014	9/12/14	Action corrected on 09/12/2014. Form 50 sent to employee and Ms. Hill on 09/12/2014
13	Incorrect Pay and Effective Date of Action SO#69, Series 2014	Hottinger, Charles	5262	9/12/14	Acting/AFCS. D. Foust				X	9/12/14	Effective date was entered as 07/21/2014 and not 07/27/2014	9/12/14	Action corrected on 09/12/2014. Form 50 sent to employee and Ms. Hill on 09/12/2014
14	Incorrect Pay and Effective Date of Action SO#69, Series 2014	Lorentz, Michael	4422	9/12/14	Acting/AFCS. D. Foust				X	9/12/14	Effective date was entered as 07/21/2014 and not 07/27/2014	9/12/14	Action corrected on 09/12/2014. Form 50 sent to employee and Ms. Hill on 09/12/2014
15	Incorrect Pay and Effective Date of Action SO#69, Series 2014	Perry, Brian	60025	9/12/14	Acting/AFCS. D. Foust				X	9/12/14	Effective date was entered as 07/21/2014 and not 07/27/2014	9/12/14	Action corrected on 09/12/2014. Form 50 sent to employee and Ms. Hill on 09/12/2014

**EXECUTIVE OFFICER MONTHLY REPORT**

September 2014

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	Issue/Project	Employee Name	Employee Emplid	Date Received	Requestor	Due Date	Current Status			Status Date	Status Notes	Completion Date	Additional Information
2													
16	Incorrect Pay and Effective Date of Action SO#69, Series 2014	Dean, David	33815	9/12/14	Acting/AFCS. D. Foust				X	9/12/14	Effective date was entered as 07/21/2014 and not 07/27/2014	9/12/14	Action corrected on 09/12/2014. Form 50 sent to employee and Ms. Hill on 09/12/2014
17	Incorrect Pay and Effective Date of Action SO#69, Series 2014	Heinrich, David	37669	9/12/14	Acting/AFCS. D. Foust				X	9/12/14	Effective date was entered as 07/21/2014 and not 07/27/2014	9/12/14	Action corrected on 09/12/2014. Form 50 sent to employee and Ms. Hill on 09/12/2014
18	Incorrect Pay and Effective Date of Action SO#69, Series 2014	Schickler, Marcus	63756	9/12/14	Acting/AFCS. D. Foust				X	9/12/14	Effective date was entered as 07/21/2014 and not 07/27/2014	9/12/14	Action corrected on 09/12/2014. Form 50 sent to employee and Ms. Hill on 09/12/2014
19	Incorrect Pay and Effective Date of Action SO#69, Series 2014	Slonaker, Andrew	36336	9/12/14	Acting/AFCS. D. Foust				X	9/12/14	Effective date was entered as 07/21/2014 and not 07/27/2014	9/12/14	Action corrected on 09/12/2014. Form 50 sent to employee and Ms. Hill on 09/12/2014
20	Incorrect Effective Date of Action SO#69, Series 2014	Pearson, Edward	17167	9/12/14	Acting/AFCS. D. Foust				X	9/12/14	Effective date was entered as 07/21/2014 and not 07/27/2014	9/12/14	Action corrected on 09/12/2014. Form 50 sent to employee on 09/12/2014
21	Incorrect Effective Date of Action SO#69, Series 2014	Greene, Sean	26608	9/12/14	Acting/AFCS. D. Foust				X	9/12/14	Effective date was entered as 07/21/2014 and not 07/27/2014	9/12/14	Action corrected on 09/12/2014. Form 50 sent to employee on 09/12/2014
22	Incorrect Pay and Effective Date of Action SO#69, Series 2014	Setzer, Troy	55422	9/12/14	Local 36				X	9/12/14	Effective date was entered as 08/18/2014 and not 07/27/2014	9/16/14	Action corrected on 09/16/2014. Form 50 sent to employee and Ms. Hill for back payment 09/16/2014
23	Incorrect Pay, Effective Date of Action and Incorrect Pay Group SO#69, Series 2014	Hooks, Terrika	79421	9/12/14	Acting/AFCS. D. Foust				X	9/12/14	Effective date was entered as 07/21/2014 and not 07/27/2014 pay group was corrected from group 2 to group 1	9/16/14	Action corrected on 09/16/2014. Form 50 sent to employee and Ms. Hill for back payment 09/16/2014
24	Incorrect LEI Date	Gray, Brian	1947	9/17/14	Local 36				X	9/17/14		9/17/14	LEI Date Corrected to reflect 12/04/2011 promotion
25	Decrease in pay	Seltzer, Troy	55422	9/17/14	Employee				X	9/17/14	Effective date of action was incorrect and employee record was not refreshed to reflect current salary schedule	9/18/14	Employee record was refreshed to reflect current salary schedule and effective date was corrected. Form 50 sent to employee and Ms. Hill for back payment on 09/19/2014.
26	Step Increase and LEI date	Engles, Michael	25993	9/29/14	Local 36				X	9/29/14	LEI date defaulted back to incorrect date.	9/29/14	Step Adjustment was processed and LEI date was corrected to reflect 09/11/2011 promotion.

**EXECUTIVE OFFICER MONTHLY REPORT**

September 2014

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	Issue/Project	Employee Name	Employee Emplid	Date Received	Requestor	Due Date	Current Status			Status Date	Status Notes	Completion Date	Additional Information
2													
27	Decrease in pay	Ajose, Bolatito	24043	9/29/14	Acting/AFCO. C. Crosswhite				X	9/29/14	Effective date of action was incorrect and employee record was not refreshed to reflect current salary schedule	9/29/14	Employee record was refreshed to reflect current salary schedule and effective date was corrected. Form 50 sent to employee and Ms. Hill for back payment on 09/29/2014. Also employee transfer/reassignment effective date was corrected to reflect 07/27/2014 and not 08/19/2014, per SO#69, series 2014.
28	Incorrect Step	Knight, Michael	4440	9/29/14	Acting/AFCS. D. Foust				X	9/30/14	Employee step was based on 2013 salary schedule	09/30/214	Employee was promoted on 10/06/2013 based on 2013 salary schedule that was reflected in the system processed on 10/10/2013. However 04/07/2013 new salary schedule was processed in the system on 08/30/2014 by DCHR reflecting new salary. Therefore due to the lateness of the salary loading employee step was adjusted to reflect 08/30/2014 processing. Form 50 sent to employee and Ms. Hill on 09/30/2014 for back payment.
29	Incorrect Pay Rate	Taylor, Rodney	14773	9/29/14	Acting/AFCS. D. Foust				X	9/30/14	Employee 04/06/2014 pay rate change was not entered	9/30/14	Form 50 sent to employee and Ms. Hill for back payment on 09/3/2014
30	Incorrect Pay Rate	Wilson, Lawrence	11700	9/29/14	Acting/AFCS. D. Foust				X	9/30/14	Employee 04/06/2014 pay rate change was not entered	9/30/14	Form 50 sent to employee and Ms. Hill for back payment on 09/3/2014
31	Incorrect Pay Rate	Baka, Joseph	6996	9/29/14	Acting/AFCS. D. Foust				X	9/29/14	Employee 04/06/2014 pay rate change was not entered	9/29/14	Form 50 sent to employee and Ms. Hill for back payment on 09/29/2014
32	Incorrect Step	Knight, Michael	4440	9/29/14	Acting/AFCS. D. Foust				X	9/29/14	Employee placed at the incorrect step based off of pay scale from Captain to BFC	9/29/14	Employee placed at the correct step based of the 2013 captain scale to BFC. Form 50 sent to employee and Ms. Hill for back payment on 09/29/2014

EXECUTIVE OFFICER MONTHLY REPORT

September 2014

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	Issue/Project	Employee Name	Employee Emplid	Date Received	Requestor	Due Date	Current Status			Status Date	Status Notes	Completion Date	Additional Information
2													
33	Incorrect Pay Rate	Schickler, Karl	33702	9/30/14	Acting/AFCS. D. Foust				X	09/30/214	Employee 04/06/2014 pay rate change was not entered	10/1/14	Form 50 sent to employee and Ms. Hill for back payment on 10/01/2014
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54							Total in Each Status:						
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							Open	Pending	Closed				

EXECUTIVE OFFICER MONTHLY PAYROLL REPRORT  
OCTOBER 2014

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	Issue/Project	Employee Name	Employee Emplid	Date Received	Requestor	Due Date	Current Status			Status Date	Status Notes	Completion Date	Additional Information
2							Open	Pending	Closed				
3	Incorrect LEI Date	Grover, Jon II	7539	10/1/14	Acting/AFCS. D. Foust				X	10/1/14		10/1/14	LEI date was corrected to reflect 05/08/2011 promotion.
4	Incorrect SD	Williams, Paris	9121	10/1/14	Acting/AFCS. D. Foust				X	10/1/14	Creditable service time was not given	10/1/14	SCD was corrected to reflect prior militay service. Form 50 sent to employee on 10/01/2014
5	Incorrect Step	Holt, Bernard	16954	10/1/14	Acting/AFCS. D. Foust				X	10/1/14	Incorrect Step	10/1/14	
6	Incorrect Pay Rate	Mizenko, Edward	2864	10/1/14	Acting/AFCS. D. Foust				X	10/1/14	Employee 04/06/2014 pay rate change was not entered	10/1/14	Form 50 sent to employee and Ms. Hill for back payment on 10/01/2014
7	Incorrect Pay Rate	Holmes, Christopher	6653	10/2/14	Acting/AFCS. D. Foust				X	10/2/14	Employee 04/07/2013 and 04/06/2014 pay rate change was not entered	10/2/14	Form 50 sent to employee and Ms. Hill for back payment on 10/02/2014
8	Incorrect Step	Young, Jerome	40408	10/3/14	Local 36				X	10/3/14	Employee was place at the incorrect step. Per SO#80, Series 2014 employee only had a change in class from 1-A to 1-B	10/6/14	Employee step was adjusted from 8 back to 6 on 10/06/2014. Form 50 sent to employee and Ms. Hill for repayment on 10/06/2014
9	Step Increase	Battle, Charles	19016	10/6/14	Employee				X	10/6/14	Employee should have reveived step increase on 07/27/2014 based on last WGI of 07/29/2012.	10/6/14	Step increase was processed on 10/06/2014. Form 50 sent to employee and Ms. Hill for back payment on 10/06/2014
10	Incorrect Salary	Skursky, Alan	2411	10/6/14	Acting/AFCS. D. Foust				X	10/6/14	Employee record was not refreshed to reflect current slary schedule. Therefore employee was promoted to incorrect step.	10/6/14	Employee record was refreshed to reflect current salary placing the employee at the correct step for BFC promotion. Action processed on 10/06/2014. Form 50 sent to employee and Ms. Hill for back payment on 10/06/2014.
11	Incorrect Salary	Thomas, Dean	4408	10/7/14	Acting/AFCS. D. Foust				X	10/7/14	Employee record was not refreshed to reflect current slary schedule. Therefore employee was promoted to incorrect step.		Employee record was refreshed to reflect current salary placing the employee at the correct step for BFC promotion. Action processed on 10/07/2014. Form 50 sent to employee and Ms. Hill for back payment on 10/07/2014.
12	2013 and 2014 Salary Increase	Campbell, Andre	152	10/8/14	Acting/AFCS. D. Foust				X	10/8/14	Both salary increases were not entered until 08/30/2014 by DCHR		Both salary increases were not processed by DCHR until 08/30/2104. Form 50 sent to employee and Ms. Hil for back payment o 10/08/2014
13	2013 and 2014 Salary Increase	Wallace, Marlyn	3610	10/9/14	Acting/AFCS. D. Foust				X	10/9/14	2013 salary increase was not entered until 10/01/2014 by DCHR. 2013 Salary increase was not entered until 10/09/2014		Both salary increases were not processed by DCHR until 10/09/2014. Form 50 sent to employee and Ms. Hil for back payment o 10/09/2014
14	Step Increase and Correct LEI date	Robertson, Dion	26834	10/14/14	Local 36				X	10/14/14	Incorrect LEI date		Step increase processed based off of 09/11/2014 promotion. Employee step was processed and LEI date corrected on 10/14/204. Form 50 sent ot employee and Ms. Hill for back payment.





EXECUTIVE OFFICE MONTHLY PAYROLL REPORT  
FEBRUARY 2015

1	A	B	C	D	E	F	G	H	I	J	K	L	M	N
2	Issue/Project	Employee Name	Employee Emplid	Date Received	Requestor	Due Date	Current Status			Status Date	Status Notes	Completion Date	Additional Information	Date Retro Check Received
3							Open	Pending	Closed					
4	Incorrect overtime exemption	Wilson, Lawrence	11700	2/2/2015	Local 36				X			2/2/2015	employee was coded incorrectly	
5	Incorrect overtime exemption	Taylor, Rodney	14773	2/2/2015	Local 36				X			2/2/2015	employee was coded incorrectly	
6	Step Increase	Brown, David	5564	2/2/2015	Employee				X			2/2/2015	Employee LEI date did not reflect employee's 12/16/2012 promotion. Action was processed on 02/02/2015. Form 50 sent to employee and Ms. Hill for back payment on 02/02/2015	
7	Step Increase	Cormicle, Matthew	8737	2/7/2015	Local 36				X			2/9/2014	Form 50 sent to employee and Ms. Hill on 02/09/2015 for back payment	
8	Promotion to Sergeant SO#125	Van Maenen, Peter	29025	2/9/2015	Chief Foust				X			2/9/2014	Form 50 sent to employee and Ms. Hill on 02/09/2015 for back payment promotion action was not processed until 01/23/2015.	
9	Longevity of 10%	John, Spencer	21730	2/9/2015	Chief Foust				X				Employee SCD was updated 07/05/1994 to reflect employee reinstatement date of 02/01/1999. Longevity of 10% (20/year) was processed on 02/10/2015. Form 50 sent to employee and Ms. Hill for back payment on 02/10/2015 as well.	
10	Retro Check for incorrect step on Promotion effective 08/11/2013	Holt, Bernard	16954	10/1/2014	Employee				X			2/10/2015	Form 50 and pay stubs re-submitted to Ms. Hill for back payment on 02/10/2015. First notification sent to employee and Ms. Hill on 10/01/2014.	
11	Retro check for Tech Pay	Grimes, Seth	37653	2/15/2015	Employee				X			11/25/2014	Employee was promoted to Tech on 02/09/2014. However the action was not processed until 11/25/2014. Form 50 and pay stubs sent to employee and Ms. Hill for back payment on 02/10/2015.	
12	Step adjustment/Correction to LEI	Doyle, Ryan	7197	2/12/2015	BFC/Green				X			2/13/2015	Employee LEI date did not reflect employee's 01/15/2012 promotion. Action was processed on 02/13/2015. Form 50 sent to employee and Ms. Hill for back payment on 02/13/2015. LEI date was corrected as well.	
13							Open	Pending	Closed					
14							0	0	9					

# **ATTACHMENT**

QUESTION #49

**DISTRICT OF COLUMBIA  
FIRE AND EMERGENCY MEDICAL SERVICES DEPARTMENT**

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**EMS Operations Bulletin No. 1**

**MARCH 2007 (Revised)**

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**MASS CASUALTY INCIDENTS**

**Section 1. Definition**

A Mass Casualty Incident (MCI), as defined in this Bulletin, is any incident:

- A. With nine (9) or more patients.
- B. Must be declared as a Mass Casualty Incident.

This number was derived by identifying the Districts Level 1 Trauma Center's capabilities, with an understanding that exceeding two (2) patients per Trauma Center would require the hospitals to request additional support staff. Therefore, identifying and declaring an MCI quickly is imperative.

**Section 2. Implementation**

1. To facilitate the implementation of the Mass Casualty Incident (MCI) plan and ensure that the Department, as well as all responding units are aware that a MCI plan is in effect, the Office of Unified Communications (OUC) will advise all responding units on the appropriate TAC Channel and make a verbal transmission on Channel 0-1, that a Mass Casualty Incident has been declared. In addition the OUC will send out a group page announcing a declared MCI.

*Example: "Attention all units responding on the accident at 295 & Malcolm X Ave. S.E., E-25 is declaring a Mass Casualty Incident" (This announcement is made on the appropriate TAC Channel as well as Channel 0-1)*

2. To ensure that area hospitals are aware of an incident that will impact the delivery of Emergency Medical Services in the District of Columbia and that they are making preparations to receive a surge of patient(s), the Incident Commander or EMS Branch Director, if established, shall notify Children's Hospital (the District of Columbia's "Clearing House Hospital") of the incident on 800 MHz radio system on Channel H-2. The "Clearing House Hospital" will conduct a roll call of the area hospitals (including all DoD facilities and some surrounding hospitals). Once the roll call is complete the "Clearing House Hospital" will notify the Incident Commander or EMS Branch Director of the number of "Major" and "Minor" patients that the hospitals can accept during the first 30 minutes of the incident.

3. Once the last patient is transported the Incident Commander or EMS Branch Director shall ensure that the "Clearing House Hospital" is notified, as this will enable the hospitals to demobilize their response accordingly.

### Section 3. Command and Operational Structure

1. The DC Fire & EMS Department will utilize the National Incident Management System (NIMS) to organize the response to a Mass Casualty Incident.

#### A. First Arriving Unit:

- i. Survey, size up the incident and give a brief concise radio report to the responding Chief. If the incident was not dispatched as an MCI, notify OUC of the exact location and request of additional resources as dictated by incident. If not dispatched, in the request for additional resources, request the nearest Mass Casualty Task Force.
- ii. Establish Command and assign units to specific tasks (Triage, Treatment and Transportation).
- iii. Triage will be conducted utilizing the Simple Triage And Rapid Treatment (START).

B. **The EMS Branch Director** is responsible for implementation of the Incident Action Plan within the Branch when assigned. This includes the direction and execution of planning and assignments within the EMS Branch. The EMS Branch Director reports to the Operations Section Chief and supervises the Medical Group and Transportation Group Supervisors.

C. **The Medical Group Supervisor** is responsible for implementation of command and control activities within the Group in order to ensure the best possible medical care to patients during a multi-casualty incident. The Medical Group Supervisor reports to the EMS Branch Director and supervises the Triage Unit Leader, Treatment Unit Leader and the Medical Supply Coordinator.

D. **Triage Unit Leader (Initially the First Arriving Company Officer)** reports to the Medical Group Supervisor and supervises the Triage Crews/Litter Bearers and the Morgue Manager. The Triage Unit Leader assumes responsibility of appropriate triage and movement of patients from the Triage area to either Treatment Unit or Transportation Group.

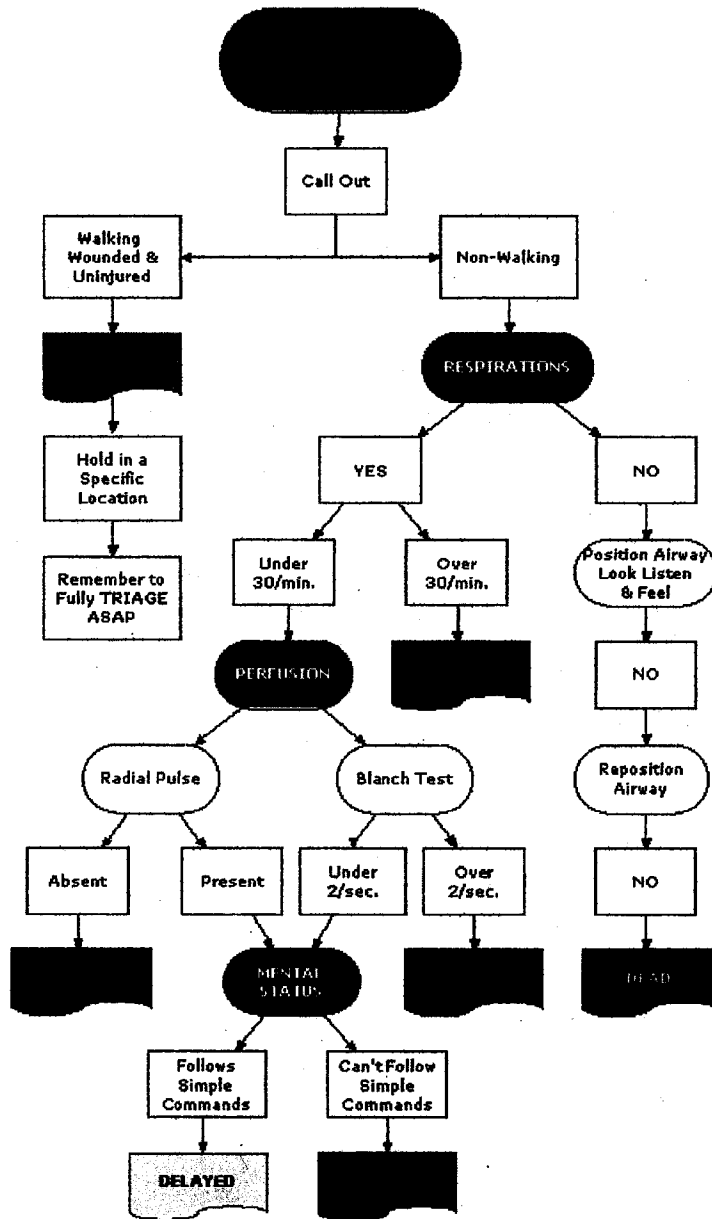
E. **Treatment Unit Leader** reports to the Medical Group Supervisor and supervises the **Red, Yellow and Green Treatment Managers**. The Treatment Group Supervisor assumes the responsibility for patient care and preparation for transportation and movement of patients to the loading locations.

- F. **Wagon Driver from the Engine Company assigned to the Mass Casualty Task Force** reports to the Treatment Unit Leader and is responsible for logistics in the **Immediate (Red) Treatment Area**.
- G. **Line person from the Engine Company assigned to the Mass Casualty Task Force** reports to the Treatment Unit Leader and is responsible for logistics in the **Delayed (Yellow) Treatment Area**.
- H. **Layout person from the Engine Company assigned to the Mass Casualty Task Force** reports to the Treatment Unit Leader and is responsible for logistics in the **Minor (Green) Treatment Area**.
- I. **Officer from the Engine Company assigned to the Mass Casualty Task Force** assumes responsibility as the Medical Supply Coordinator.
- J. **Transportation Group Supervisor** reports to the EMS Branch Director and supervises the Medical Communication Coordinator and the Air and Ground Ambulance Coordinators. The Transportation Group Supervisor is responsible for the coordination of patient transportation and maintenance of records relating to identification, hospital designation and method of transport.
- K. **Truck Company assigned to the Mass Casualty Task Force** is assigned to the Ambulance Bus and is responsible for the loading of patients on the bus, and assisting with patient care during transportation.

#### **Section 4. Triage Plan**

1. The first arriving unit sets the stage for MCI operations by placing a rapid triage plan into effect, utilizing the START system. The following chart indicates the proper procedure to identify the appropriate color ribbon for patients involved in a MCI.

START - Simple Triage And Rapid Treatment



2. Each patient that is triaged will have an 18 inch strip of the appropriate color ribbon for their illness or injury attached in an easily identifiable area (arm or leg). In cold weather it will be permissible to attach a 36 inch strip of ribbon around the neck of a patient that may be completely covered by blanket or other objects to keep the patient warm.
3. Triage tags will be attached to any patient that will receive treatment and transportation to a hospital or other appropriate facility. The tags will be attached to extremities prior to leaving the treatment area with all available appropriate information entered on the tag. Patients that are categorized immediate and are being moved directly from the triage area to transport will have a triage tag placed on them by the Transportation Group Supervisor and these patients will be tracked as either John/Jane Doe with the identification number from the triage tag.

### **Section 5. Treatment Plan**

1. The goal of a MCI is to rapidly triage, treat and transport patients from an incident site to the most appropriate hospital for their injuries. If adequate transportation assets are not readily available, a treatment area will need to be established. This function will be handled by the Mass Casualty Task Force, which consists of one Engine Company, one Truck Company, one Mass Casualty Unit, and one Ambulance Bus.

### **Section 6. Transportation Plan**

1. The normal one patient to one EMS unit is not the norm for an MCI event. Depending on the severity of the patient, up to two non ambulatory patients shall be transported per unit, and for ambulatory patients, up to five (one per set of seat belts for each patient) can be transported per unit.
2. In the event that a MCI requires one unit to make multiple transports to a hospital, the triage tag will be utilized for a temporary patient care report (DC Fire & EMS FD151). The ACIC on that unit will be responsible to obtain all of the information from the triage tag and complete the FD 151 at a later time and submit it as normal procedure. The EMS unit assigned to assist the Ambulance Bus will be responsible for the FD 151's for that transport.



**DISTRICT OF COLUMBIA FIRE & EMS DEPARTMENT  
"MASS CASUALTY INCIDENT WORKSHEET"**

**DEFINITION :            9 + VICTIMS    /    MUST BE DECLARED**

**D.C. FIRE & EMS RESOURCES**

**"North Mass Casualty Task Force" :    E-24 / T-11    (E-24 Reserve Facility)**

- E-24 : Responds to "Triage Area" w / Wagon & Mass Casualty Support Unit No. 1
- T-11 : Responds to "Triage Area" w / Truck and Ambulance Bus No. 1

**"South Mass Casualty Task Force" :                    E-33 / T-8    (Training Academy)**

- E-33 : Responds to "Triage Area" w / Wagon & Mass Casualty Support Unit No. 2
- T-08 : Responds to "Triage Area" w / Truck and Ambulance Bus No. 2

**\*\*\* Mass Casualty Support Units: → Supplies to treat up to 50-victims.  
Ambulance Buses:            →            Can transport 8-stretchers & 12-ambulatory pts.**

**Emergency Mobilization (EMOP) EMS Units**

- 12 total            Units located at : Training Academy ; E-12 ; E-24

**\*\* Hospitals located inside the Beltway can accommodate approximately 125 patients."**

**IMPLEMENTATION**

**1. Determine if # of injuries = a "Mass Casualty Incident" (9 + units.)**

**Total # of injuries : \_\_\_\_\_**

**2. Request needed additional resources & declare a "Mass Casualty Incident."**

**BLS : \_\_\_ ALS : \_\_\_ EMS Super : \_\_\_ PEC : \_\_\_ RS : \_\_\_ Eng : \_\_\_**

**Truck : \_\_\_ Mass Casualty Task Force : \_\_\_ BFC : \_\_\_ Misc. \_\_\_\_\_**



## EMS BRANCH DIRECTOR TASK LIST

First Arriving EMS Officer or Company Officer Coordinates the action of all personnel

Report to Command Post

Establish the need of Divisions and Groups

Notify Command of the following:

1. Apparent number of Casualties and recommended Treatment, Transportation and EMS Staging areas.
2. Forward request to the Incident Commander for appropriate EMS Resources (Adequate Manpower to maintain and staffing needs of incident)

Assignments

Medical Group Supervisor \_\_\_\_\_

Triage \_\_\_\_\_

Treatment (EMT-P or I/P) Red \_\_\_\_\_

Treatment (EMT-P or I/P) Yellow \_\_\_\_\_

Treatment (EMT-B) Green \_\_\_\_\_

Treatment (EMT-B) Morgue/Black \_\_\_\_\_

Transportation (EMT-P or I/P) \_\_\_\_\_

EMS Staging \_\_\_\_\_

Rehab (EMT-P or I/P) \_\_\_\_\_

Hospital Communication EMT-P or I/P \_\_\_\_\_

Senior MD. \_\_\_\_\_

Notify I/C of completion of task

Keep I/C updated of EMS Operations

Notify I/C of Completion of EMS Task

## TRIAGE UNIT LEADER TASK LIST

- ESTABLISH IF THE SCENE IS SAFE FOR UNPROTECTED PERSONNEL**  
 YES  Tagging team established  
 NO  Personnel with proper PPE will evacuate patients to safe area
  
- Sufficient number of personnel for tagging teams.
  
- Ensures that as tagging is complete, that patients are moved to Treatment / Transportation.
  
- Work with Rescue Group in extended extrication
  
- Update EMS Branch Director every 15 minutes as to status of Triage area.
  
- Notify EMS Branch Director of last patient being moved.

<b>TAGGING TEAMS:</b>		
UNIT	MEMBER	MEMBER

## TREATMENT UNIT LEADER TASK LIST

### LOCATE SUITABLE AREA FOR TREATMENT AREA

Medical

(Near incident site, but not close enough to impede extrication/triage operations, Request Mass Casualty Unit(s) through Branch and additional personnel resources as necessary).

### Set up Treatment areas

Area marked off

Entrance/Exit area marked

### SUFFICIENT PERSONNEL (minimum requirements)

1 EMT-P per 3 reds plus 1 EMT-B for each patient

1 EMT-P per 5 yellows plus 1 EMT-B for every 2 patients

2 EMT-B's for every 5 green patients

1 EMT-B to maintain morgue area

### Sufficient Supplies (Notify Medical Supply Coordinator of additional needed supplies)

### Coordinate the movement of patients to the Transportation area.

### Notify EMS Branch of last patient

**TRANSPORTATION GROUP SUPERVISOR TASK LIST**

- Locate Suitable Transportation area  
(Easy entrance and exit from scene)
  
- Contact EMS Staging area, ascertain No. of transport vehicles
  
- Request from EMS Branch Director
  - Ambulance Bus / Public transportation
    - a. 1 field provider for every 2 yellow tagged patients
    - b. 1 field provider for every 10 green tagged patients
  
- Maintain Log of patient transport
  - \* May be assigned to Disposition aide
  
- Track Hospital availability
  - \* May be assigned to Communication aide
  
- Ensure that EMS Protocols are followed in transportation of patients
  
- If air evacuation is needed request through EMS Branch Director
  
- Notify EMS Branch Director of last patient transported

<b>EMS INCIDENT PLAN</b>	<b>MASS CASUALTY INCIDENT MANAGEMENT</b>		<b>EMS BRANCH DIRECTOR</b>
<b>INCIDENT:</b>		<b>DATE:</b>	<b>TIME:</b>
<b>INCIDENT COMMANDERS GOALS:</b>			
<b>SCENE SKETCH:</b>			
<b>TACTICAL PRIORTIES:</b>	1)		BY:
	2)		BY:
	3)		BY:
	4)		BY:
	5)		BY:
<b>HAZARDS:</b>			
<b>NOTES:</b>			
<b>EMS BRANCH DIRECTOR:</b>			

<b>TRIAGE/ EXTRICATION PLAN</b>	<b>MASS CASUALTY INCIDENT MANAGEMENT</b>	<b>TRIAGE UNIT LEADER</b>			
<b>INCIDENT:</b>	<b>DATE:</b>	<b>TIME:</b>			
SCENE SKETCH:					
<b>SITE NO.</b>	<b>PATIENTS</b>	<b>PROBLEMS</b>	<b>UNIT</b>	<b>START TIME</b>	<b>FINISH TIME</b>
<b>TIME</b>	<b>TASK</b>	<b>NOTES</b>		<b>SPECIAL RESOURCES</b>	
	SET UP				
	CASUALTY COUNT				
	TRIAGE COMPLETE				
	ACCOUNTABILTY				
<b>NOTES:</b>					
<b>TRIAGE UNIT LEADER:</b>					



















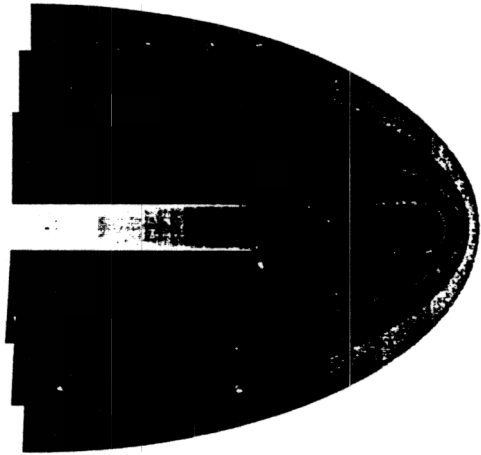


# **Standardized Incident Command System (Council of Governments)**



**DISTRICT OF COLUMBIA  
FIRE AND EMERGENCY MEDICAL SERVICES**

# **Council of Governments**



*Mutual Aid*

**Operations**

**Plan**

*Overview*

# FIELD OPERATIONS GUIDE

ISSUE DATE: 10-2001

REVISION DATE:

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# MUTUAL AID OPERATIONS PLAN

ISSUE DATE: 10-2001

REVISION DATE:

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## PREFACE

It is the intent of the Greater Metropolitan Washington Area Mutual Aid Operation Plan (MAOP) to create an environment where the fullest degree of understanding and cooperation among agencies who assist or require assistance under this plan is exercised.

This plan adopts the Incident Command System (ICS) as promulgated by the National Fire Academy under the Federal Emergency Management Agency's National Emergency Training Center. This provides a proven model that will allow the implementation of an incident management system for the following kinds of operations:

Single-jurisdiction / Single-agency involvement,  
Single-jurisdiction / Multi-agency involvement,  
Multi-jurisdiction / Single-agency involvement, and  
Multi-jurisdiction / Multi-agency involvement.

The ICS is designed to be used in response to emergencies caused by fire, floods, earthquakes, hurricanes, tornadoes, tidal waves, riots, hazardous materials, natural, or human-caused incidents, and is also applicable to incidents of peaceful mass gatherings that overwhelm normal resources.

It is the intent of this document to provide guidance rather than direct the operations of responding agencies. It is therefore the responsibility of all signatory agencies to ensure that their respective local incident management plans used for day-to-day operations encompass all aspects of the ICS in structure and terminology.

This Operational Plan does not prevent any of the parties from entering into cooperative agreements with any other party for mutual cooperation during day-to-day operations; and in fact, all parties are encouraged to enter into such agreements in the interest of providing the most efficient, expedient, and effective public safety service to the general public. The adoption of the ICS ensures cooperative, systematic, congruent growth of incident management when the scope of the emergency grows above the capabilities of such agreements.

It is incumbent upon all signatory agencies to ensure that all personnel affected by this plan receive the training and have the qualifications necessary to perform the functions outlined within.

## **DISTRIBUTION LIST**

- 1) City of Alexandria, Virginia
- 2) Arlington County, Virginia
- 3) City of Fairfax, Virginia
- 4) Fairfax County, Virginia
- 5) Loudoun County, Virginia
- 6) Prince William County, Virginia
- 7) District of Columbia
- 8) Frederick County, Maryland
- 9) Montgomery County, Maryland
- 10) Prince George's County, Maryland
- 11) Metropolitan Washington Airports Authority
- 12) Naval District of Washington
- 13) Fort Belvoir, Virginia

## CRITERIA AND PROCEDURE FOR REQUESTING ASSISTANCE

### A. Criteria

1. An emergency shall exist or appear imminent.
2. The requesting jurisdiction shall have committed or shall have foreseen the need to commit its resources beyond the ability to sustain normal emergency response demand.
3. A jurisdiction lacks the resources needed to mitigate a specific type of incident.

### B. Procedure

1. An official (or designee) of any signatory jurisdiction is authorized to determine the need for additional assistance when an emergency exists or appears imminent.
2. When it is determined by the designated official (or designee) of the affected jurisdiction that emergency assistance is required, they shall communicate this through the respective communications center(s) in accordance with the procedures set forth in Section 2 of the Field Operations Guide, Communication Procedures.
3. Requests for assistance shall include:
  - a. The nature and location of the emergency;
  - b. The number of personnel requested, whether specialized personnel are needed, and/or the type of resource/equipment needed; and
  - c. The location where the assisting units shall report and any special reporting instructions. Units responding shall follow procedures outlined in the Field Operations Guide as appropriate.
  - d. The official receiving the request shall promptly advise the requesting jurisdiction of the extent to which the request has been fulfilled.
  - e. No jurisdiction shall send assistance unless requested.
4. Local mutual aid agreements between jurisdictions shall supersede the procedures outlined within and will be followed accordingly.



## **THE USE AND DEPLOYMENT OF PERSONNEL**

### **A. Use of Personnel**

1. Assisting personnel shall be under the ultimate command of the Incident Commander.
2. Whenever possible, assisting personnel shall be deployed as integral units under their own supervisor. If such deployment is not possible, the assisting personnel shall be deployed as members of a team with officers of the requesting jurisdiction. If neither of these procedures is possible, the deployment shall be determined by the Incident Commander.
3. The nature of the incident should determine how the assisting personnel should be utilized.

### **B. Orders**

1. Responsibility for the justification of refusal to obey any order rests with the refusing individual.
2. When any order conflicts with a previously issued order or directive, or with a departmental rule, regulation, or directive of the assisting personnel's agency, the conflict should be respectfully brought to the attention of the issuing officer. Attempts to resolve conflicts between orders should be made, when possible, between the parties involved, by summoning an individual higher in rank than both parties, to resolve the controversy. If the conflict cannot be resolved and the conflicting order is not rescinded, the order shall stand.
3. The responsibility for the conflicting order will rest with the issuing officer, and the assisting personnel shall not be answerable for disobeying any previously issued order, directive, rule, or regulation of the affected jurisdiction or of their own agency.

### **C. General**

1. Evidence and confiscated/recovered property shall be processed in accordance with the established procedures of the controlling jurisdiction.
2. Responsibility for the investigation of any criminal act(s) related to the emergency shall rest with the affected jurisdiction unless state or federal law dictates otherwise. (This does not prevent the use of assisting personnel in conducting, or assisting in the conduct of, the investigation.)
3. Release of all information related to the incident shall be the responsibility of the Incident Commander by means of the assigned Public Information Officer.
4. Disposition of deceased persons shall be governed by the laws of the affected jurisdiction unless other disposition is dictated by state or federal law.

## COMMAND AND CONTROL

### A. Single-Jurisdictional Incidents

1. Single-jurisdictional incidents are defined as incidents in which the boundary of the operation does not cross legally determined jurisdictional boundaries and in which the determination of command and control is not an issue.
2. The jurisdiction in which the incident occurs shall have command and control authority. If the first responding unit is not from the affected jurisdiction, command and control authority shall be rapidly and expediently transferred to personnel of the affected jurisdiction unless otherwise determined by inter-jurisdictional response agreement. Upon arrival of the appropriate jurisdictional public safety official, the initial public safety individual assuming command and control shall automatically relinquish command of the incident unless otherwise directed by an official of the affected jurisdiction. Relinquishment of command shall be accomplished by:
  - a. Advising his/her communications network of the name, title, and agency of the appropriate relieving jurisdictional public safety official.
  - b. Appraising the jurisdictional public safety official of the nature and current status of the disaster, and of all actions taken prior to his/her arrival.
3. Upon assuming command of a disaster from the initial public safety individual, the relieving jurisdictional public safety official shall:
  - a. Assume the role of the Incident Commander.
  - b. Announce his/her title, agency designation, and command post location.
4. Change of command as a result of the subsequent arrival of a senior jurisdictional public safety official, designated Incident Commander, or geographical change in command post location, shall be accomplished by announcing the name, title, and agency designation of the oncoming Incident Commander. Any subsequent changes of command shall follow the same procedure.

### B. Multi-Jurisdictional Incidents

- 1 Multi-jurisdictional incidents are defined as incidents in which the boundary of the operation crosses legally determined boundaries and in which mitigation of the incident requires the cooperation of affected jurisdictions in order to produce an efficient and favorable outcome.
2. When jurisdictional boundaries are uncertain, two or more jurisdictions are affected, or doubt exists as to the ultimate responsibility for command, the first unit from one of the affected jurisdictions to arrive on the scene shall have command and control authority, with appropriate transfer of command contingent upon the arrival of senior official(s) from that same jurisdiction.

## COMMAND AND CONTROL (CONTINUED)

3. The senior or otherwise designated official whose units were first to arrive on the scene shall assume the role of Incident Commander with the ultimate responsibility of command and control authority until relieved or replaced as a result of the subsequent arrival of senior ranking official(s), determination of authority based on incident geographical location, or the decisions of appropriate higher government authority.
  4. In multi-jurisdictional incidents, the senior official(s) who are on the scene from each affected jurisdiction shall be included in the Incident Management Team as determined by good practice and/or inter-jurisdictional response agreement(s). The Incident Commander shall head the Incident Management Team (IMT) and shall consult with team members in making decisions.
- C. Final Determination of Incident Commander and IMT
1. As soon as practical after the onset of the incident, the appropriate public safety officials of the affected jurisdiction(s) shall confer, using the most accessible means available, and make final determination of the Incident Commander and the IMT.
  2. If issues related to command and control authority cannot be reconciled among chief public safety officials, the principal elected or appointed officials of the affected jurisdictions shall be responsible for their resolution.

## **WITHDRAWAL OF ASSISTANCE**

Whenever possible, the assisting personnel and equipment shall be withdrawn pursuant to the mutual agreement of the requesting and assisting jurisdictions. If agreement is not possible, either the requesting or assisting jurisdiction may unilaterally withdraw the assisting personnel or equipment, after notifying the other(s) of the intended action.

## **CHANGES TO THE OPERATIONAL PLAN**

Changes, including additions and deletions to the Operational Plan or any components, must be proposed in writing at a meeting of either the Fire Chiefs Committee or the Police Chiefs Committee of the Metropolitan Washington Council of Governments.

2. A sixty-day (60) period shall be provided for review by all signatories.
3. Each signatory shall transmit his/her agreement or disagreement with the proposed changes by the end of the sixty-day (60) review period.
4. All signatories must agree with the proposed changes in order to implement them.

# SECTION 1

ISSUE DATE: 10-2001

REVISION DATE:

## DIRECTIONS FOR USE AND COMMON RESPONSIBILITIES

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## **DIRECTIONS FOR USE**

This Field Operations Guide (FOG) is designed for use when the incident exceeds the scope of inter-jurisdictional response plans; when responding agencies/units are not operating under standing mutual aid operational agreements; or when the preceding is not applicable and its use is deemed appropriate by the host agency.

This guide has been adopted for use by emergency response agencies within the Metropolitan Washington Council of Governments (COG). All responding personnel should utilize this guide using the following steps:

- 1) Review Common Responsibilities.
- 2) Review the table of contents to become familiarized with Field Operations Guide layout.
- 3) Review section(s) on specific operations (Haz-Mat, EMS, etc.) where/when applicable.

## **COMMON RESPONSIBILITIES**

The following is a checklist applicable to all ICS personnel:

- a. Receive assignment from your agency, including:
  1. Job assignment, e.g., Strike Team designation, overhead position, etc.
  2. Reporting location.
  3. Reporting time.
  4. Travel instructions.
  5. Any special communications instructions, e.g., frequency, channel.
- b. Review communication procedures
- c. Upon arrival at the incident, check in at designated location, such as:
  1. Incident Command Post.
  2. Base or Camps.
  3. Staging Areas.
  4. Helibases.
  5. If you are instructed to report directly to a line assignment, check in with the Division/Group Supervisor.
- d. Receive briefing from immediate supervisor.
- e. Acquire work materials.
- f. Organize and brief subordinates.
- g. Use clear text and ICS terminology (no codes) in all radio communications. All radio communications to the Incident Communications Center or Command Post will be addressed: "(Incident Name) Communications" or "(Incident Name) Command."

## **UNIT LEADER RESPONSIBILITIES**

In ICS, a number of the Unit Leaders responsibilities are common to all units in all parts of the organization. Common responsibilities of Unit Leaders are listed below. These will not be repeated in Unit Leader Position Checklists in subsequent sections.

- a. Carry out assigned tactical orders.
- b. Participate in incident planning meetings, as required.
- c. Determine current status of unit activities.
- d. Confirm dispatch and estimated time of arrival of staff and supplies.
- e. Assign specific duties to staff; supervise staff.
- f. Develop and implement accountability, safety and security measures for personnel and resources.
- g. Supervise demobilization of unit.
- h. Provide Supply Unit Leader with a list of supplies to be replenished.
- i. Maintain records, including log of unit activities.



## SECTION 2

ISSUE DATE: 10-2001

REVISION DATE:

### COMMUNICATION PROCEDURES

#### Washington Metropolitan Public Safety Mutual Aid Radio Network

Beginning in the Year 2000, the Washington, D.C. area assembled a radio network, based on Motorola radio technology, allowing seamless interoperability as units provide mutual aid in the following participating jurisdictions:

Washington, D.C.:	Fire and EMS
Arlington County, Virginia:	Fire, EMS and Police
City of Alexandria, Virginia:	Fire, EMS and Police
Fairfax County, Virginia:	Fire, EMS, Police and Sheriffs
City of Fairfax, Virginia:	Fire, EMS and Police
Washington Metropolitan Airports Authority (MWAA):	
Dulles International Airport	Fire, EMS, and Police
Reagan National Airport	Fire, EMS, and Police
Prince William County, Virginia:	Fire and EMS
Loudoun County, Virginia:	Fire and EMS
Montgomery County, Maryland:	Fire and EMS
Prince George's County, Maryland:	Fire and EMS

All mobile and portable radios in these jurisdictions will have one zone for each of the participating jurisdictions programmed with 16 operational talk-groups. As units respond into adjacent jurisdictions, the host jurisdictions will identify an operational talk-group for all units to communicate. These talk-groups are uniquely identified by each jurisdiction by a number and alpha character.

Units outside the Washington, D.C. area responding to a catastrophic event may initiate communications either by calling the host jurisdiction dispatch center by cell phone, or attempt contact on one of the following call channels: National Public Safety Access Channel (NPSAC) Base 866.0125 MHz; Mobile 821.0125 MHz; private line tone 156.700 MHz; or Fire Mutual Aid Radio System (FMARS) 154.295 MHz.

Host jurisdictions will provide the following to incoming units: Location of the Incident Commander and Staging Area - At the staging area, a liaison with a portable radio will be assigned to each unit to assist with communications to the Incident Commander/Command Post, and direct units to the appropriate impact area to begin operations. The incoming unit commander will retain responsibility for personnel on his/her unit but will provide emergency service at the direction of the Incident Commander.

**CITY OF ALEXANDRIA, VIRGINIA:**

**Emergency Communications Center:**

Location: 900 Second Street  
Alexandria, Virginia  
Phone: 703-838-4660

**ARLINGTON COUNTY, VIRGINIA:**

**Emergency Communications Center:**

Location: 1400 North Uhle Street  
Arlington, Virginia  
Phone: 703-558-2222

**FAIRFAX COUNTY, VIRGINIA:**

**Emergency Communications Center:**

Location: 3911 Woodburn Road  
Fairfax, Virginia  
Phone: 703-691-FIRE (3473)

**MONTGOMERY COUNTY, MARYLAND:**

**Emergency Communications Center:**

Location: 120 Maryland Avenue  
Rockville, Maryland  
Phone: 240-777-0744

**PRINCE GEORGE'S COUNTY, MARYLAND:**

**Emergency Communications Center:**

Location: 7911 Anchor Street  
Landover, Maryland  
Phone: 301-499-8120

**WASHINGTON, D.C.:**

**Emergency Communications Center:**

Location: 300 McMillan Drive, NW  
Washington, DC

Phone: 202-673-3266/3267

**PRINCE WILLIAM COUNTY, VIRGINIA:**

**Emergency Communications Center:**

Location: Three County Complex Court  
Prince William, Virginia

Phone: 703-792-6500

**METROPOLITAN WASHINGTON AIRPORTS AUTHORITY:**

**National Airport**

**Emergency Communications Center:**

Phone: 703-417-8250

**Dulles Airport**

**Emergency Communications Center:**

703-572-2970

**LOUDOUN COUNTY, VIRGINIA:**

**Emergency Communications Center:**

Location: 16600 Courage Court  
Leesburg, Virginia

Phone: 703-777-0637

## SECTION 3

ISSUE DATE: 10-2001

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### ICS GLOSSARY

This glossary contains definitions of terms frequently used in ICS documentation which are, for the most part, not defined elsewhere in this guide.

**Agency Executive or Administrator.** Chief executive officer (or designee) of the agency or jurisdiction that has responsibility for the incident.

**Agency Representative.** Individual assigned to an incident from an assisting or cooperating agency who has been delegated full authority to make decisions on all matters affecting that agency's participation at the incident. Agency representatives report to the Incident Liaison Officer.

**Allocated Resources.** Resources dispatched to an incident that have not yet checked-in with the Incident Communications Center.

**Area Command.** Area Command is an expansion of the incident command function, primarily designed to manage a very large incident that has multiple incident management teams assigned. However, an Area Command can be established at any time that incidents are close enough that oversight direction is required among incident management teams to ensure conflicts do not arise.

**Assigned Resources.** Resources checked-in and assigned work tasks on an incident.

**Assistant.** Title for subordinates of the Command Staff positions. The title indicates a level of technical capability, qualifications, and responsibility subordinate to the primary positions. Assistants may also be used to supervise unit activities at camps.

**Assisting Agency.** An agency directly contributing suppression, rescue, support, or service resources to another agency.

**Available Resources.** Resources assigned to an incident and available for an assignment.

**Base.** That location at which the primary logistics functions are coordinated and administered. (Incident name or other designator will be added to the term Base.) The Incident Command Post may be collocated with the base. There is only one base per incident.

## ICS GLOSSARY (CONTINUED)

**Branch.** That organizational level having functional or geographic responsibility for major parts of incident operations. The Branch level is organizationally between Section and Division/Group in the Operations Section, and between Section and Units in the Logistics Section.

**Camp.** A geographical site, within the general incident area, separate from the Base, equipped and staffed to provide food, water, and sanitary services to incident personnel.

**Chief.** ICS title for individuals responsible for command of the functional Sections: Operations, Planning, Logistics and Finance/Administration.

**Clear Text.** The use of plain English in radio communications transmissions. No Ten Codes, or agency specific codes are used when using Clear Text.

**Command.** The act of directing, ordering and/or controlling resources by virtue of explicit legal, agency, or delegated authority.

**Command Officer.** An Officer who is not a part of the staffing of a single resource.

**Command Post (CP).** That location at which primary Command functions are executed; usually collocated with the Incident Base. Also referred to as the Incident Command Post (ICP).

**Command Staff.** The Command Staff consists of the Information Officer, Safety Officer, and Liaison Officer, who report directly to the Incident Commander.

**Communications Officer.** Responsible for the handling of voice and data communications for the Incident Commander.

**Communications Unit.** Functional Unit within the Service Branch of the Logistics Section. This unit is responsible for the incident communications plan, the installation and repair of communications equipment, and operation of the Incident Communications Center. Also may refer to a vehicle used to provide the major part of an Incident Communications Center.

**Company.** Any mobile piece of equipment having a minimum complement of personnel as determined by the assisting jurisdiction.

**Company Officer/Commander.** The individual responsible for command of a Company. This designation is not specific to any particular rank.

## ICS GLOSSARY (CONTINUED)

**Compensation/Claims Unit.** Functional Unit within the Finance/Administrative Section. Responsible for financial concerns resulting from injuries or fatalities at an incident.

**Complex.** A complex is two or more individual incidents located in the same general proximity, which are assigned to a single Incident Commander or Unified Command to facilitate management.

**Cooperating Agency.** An agency supplying assistance other than direct suppression, rescue, support, or service functions to the incident control effort (e.g., Red Cross, law enforcement agency, telephone company, etc.).

**Coordination.** The process of systematically analyzing a situation, developing relevant information, and informing appropriate command authority (for its decision) of viable alternatives for selection of the most effective combination of available resources to meet specific objectives. The coordination process (which can be either intra- or interagency) does not in and of itself involve command dispatch actions. However, personnel responsible for coordination may perform command or dispatch functions within limits as established by specific agency delegations, procedures, legal authority, etc.

**Coordination Center.** Term used to describe any facility that is used for the coordination of agency or jurisdictional resources in support of one or more incidents.

**Cost Sharing Agreements.** Agreements between agencies or jurisdictions to share designated costs related to incidents. Cost sharing agreements are normally written but may also be verbal between authorized agency or jurisdictional representatives at the incident.

**Cost Unit.** Functional Unit within the Finance/Administration Section. Responsible for tracking costs, analyzing cost data, making cost estimates and recommending cost-saving measures.

**Crew.** A specific number of personnel assembled for an assignment such as search, ventilation, or hose line deployment and operations. A crew operates under the direct supervision of a Crew Leader.

**Demobilization Unit.** Functional Unit within the Planning Section. Responsible for assuring orderly, safe, efficient demobilization of resources committed to the incident.

**Deputy.** A fully qualified individual who, in the absence of a superior, could be delegated the authority to manage a functional operation or perform a specific task. In some cases, a Deputy could act as relief for a superior and therefore must be fully qualified in the position. Deputies can be assigned to the Incident Commander, General Staff, and Branch Directors.

## ICS GLOSSARY (CONTINUED)

**Director.** ICS title for individuals responsible for command of a Branch.

**Disaster.** Any event of unusual or severe effect, threatening or causing extensive damage to life and/or property and requiring extraordinary measures to protect lives, meet human needs and achieve recovery. A disaster will demand resources beyond local capabilities and require extensive mutual aid and support needs.

**Dispatch.** The implementation of a command decision to move a resource(s) from one place to another.

**Dispatch Center.** A facility from which resources are directly assigned to an incident.

**Division.** That organization level having responsibility for operations within a defined geographic area or with functional responsibility. The Division level is organizationally between the Strike Team and the Branch. (See also Group.)

**Documentation Unit.** Functional Unit within the Planning Section. Responsible for recording/protecting all documents relevant to the incident.

**Emergency.** A condition of disaster or of extreme peril to the safety of persons and property.

**Facilities Unit.** Functional Unit within the Support Branch of the Logistics Section. Provides fixed facilities for the incident. These facilities may include the Incident Base, feeding areas, sleeping areas, sanitary facilities, and a formal Command Post.

**Finance/Administration Section.** Responsible for all costs and financial actions of the incident. Includes the Time Unit, Procurement Unit, Compensation/Claims Unit, and the Cost Unit.

**Food Unit.** Functional Unit within the Service Branch of the Logistics Section. Responsible for providing meals for personnel involved with the incident.

**General Staff.** The group of incident management personnel composed of:

- The Incident Commander
- The Operations Section Chief
- The Planning Section Chief
- The Logistics Section Chief
- The Finance/Administration Section Chief

**Ground Support Unit.** Functional Unit within the Support Branch of the Logistics Section. Responsible for fueling/maintaining/repairing vehicles and the transportation of personnel and supplies.

## ICS GLOSSARY (CONTINUED)

**Group.** That organizational level having responsibility for a specified functional assignment at an incident (ventilation, salvage, water supply, etc.).

**Helibase.** A location within the general incident area for parking, fueling, maintenance, and loading of helicopters.

**Helispot.** A designated location where a helicopter can safely take off and land. Also referred to as Landing Zone (LZ).

**Incident.** An occurrence or event, either human-caused or caused by natural phenomena, that requires action by emergency response personnel to prevent or minimize loss of life or damage to property and/or natural resources.

**Incident Action Plan.** The Incident Action Plan contains general control objectives reflecting the overall incident strategy, and specific action plans for the given operational period.

**Incident Command Post (ICP).** That location at which the primary command functions are executed and usually collocated with the incident base.

**Incident Command System (ICS).** The combination of facilities, equipment, personnel, procedures, and communications operating within a common organizational structure with responsibility for the management of assigned resources to effectively accomplish stated objectives pertaining to an incident.

**Incident Commander (IC).** The individual responsible for the management of all incident operations.

**Incident Objectives.** Statements of guidance and direction necessary for the selection of appropriate strategy(ies), and the tactical direction of resources. Incident objectives are based on realistic expectations of what can be accomplished when all allocated resources have been effectively deployed. Incident objectives must be achievable and measurable, yet flexible enough to allow for strategic and tactical alternatives.

**Initial Response.** Resources initially committed to an incident.

**Investigation/Intelligence Officer.** Responsible for the investigation and intelligence function concerning the disaster.

**Jurisdiction.** A single geographical area defined by boundaries with its own elected body and public safety agencies with resources to respond to an incident/disaster.



## ICS GLOSSARY (CONTINUED)

**Jurisdictional Agency.** The agency having jurisdiction and responsibility for a specific geographical area.

**Landing Zone.** A designated location where a helicopter can safely take off and land. Also referred to as Helispot.

**Leader.** The individual responsible for command of a Task Force, Strike Team, or Functional Unit.

**Liaison Officer.** The point of contact for assisting or coordinating agencies. Member of the Command Staff.

**Logistics Section.** Responsible for providing facilities, services and materials for the incident.

**Mass Gathering.** An assemblage of people of such magnitude to adversely affect the ability of a jurisdiction to provide normal response to emergency incidents.

**Mayday.** Term used by personnel to signal that they are in immediate danger and in need of assistance.

**Medical Unit.** Functional Unit within the Service Branch of the Logistics Section. Responsible for providing emergency medical treatment of emergency personnel. This unit does not provide treatment for civilians.

**Message Center.** The Message Center is part of the Communications Center and is collocated or placed adjacent to it. It receives, records, and routes information about resources reporting to the incident, resource status, and administration and tactical traffic.

**Mobilization Center.** An off incident location at which emergency service personnel and equipment are temporarily located pending assignment, release, or reassignment.

**Officer.** ICS title for the Command Staff positions of Safety, Liaison, and Information. Also used when a single individual performs a unit function within Planning, Logistics, or Finance.

**Operational Period.** The period of time scheduled for execution of a given set of operational actions as specified in the Incident Action Plan.

**Operations Section.** Responsible for all tactical operations at the incident.

**Out-of-Service Resources.** Resources assigned to an incident but unable to respond for mechanical, rest, or personnel reasons.

## **ICS GLOSSARY (CONTINUED)**

**Overhead Personnel.** Personnel who are assigned to supervisory positions, which include Incident Commander, Command Staff, General Staff, Directors, Supervisors and Unit Leaders.

**Planning Meeting.** A meeting, held as needed throughout the duration of an incident, to select specific strategies and tactics for incident control operations and for service and support planning.

**Planning Section.** Responsible for the collection, evaluation, dissemination and use of information about the development of the incident and the status of resources.

**Procurement Unit.** A functional unit within the Finance/Administration Section. Responsible for financial matters involving vendors.

**Property Control Officer.** Responsible for the receipt, documentation, custody and control of personal property and items having evidential value recovered from the disaster site.

**Public Information Officer.** Responsible for the dissemination of factual and timely reports to the news media and the interface with the media or other appropriate agencies requiring information direct from the incident scene. Member of the Command Staff.

**Public Safety Chaplain.** Person responsible for the establishment and direction of incident religious support. The Public Safety Chaplain is a functional unit within the Logistics Section.

**Public Safety Official.** Any public safety individual of appropriate rank or any civilian designated by proper authority.

**Rapid Intervention Team.** A team consisting of a minimum of one Officer and two firefighters equipped to assist other firefighters in need of rapid rescue.

**Recorder.** Person assigned to record information. May be utilized by any ICS position having need.

**Regional Area.** The geographical area encompassed by, but not limited to, the members of the Metropolitan Washington Council of Governments.

**Reinforced Response.** Those resources requested in addition to the initial response.

**Reporting Locations.** Any facility(ies)/location(s) where incident assigned resources may check in. The locations are: Incident Command Post - Resources Unit, Base, Camp, Staging Area, Helibase or Division/Group Supervisor for direct line assignments. (Check-in at one location only.)

## ICS GLOSSARY (CONTINUED)

**Resources.** All personnel and major items of equipment available, or potentially available, for assignment to incident tasks on which status is maintained.

**Resource Status Unit (RESTAT).** Functional Unit within the Planning Section. Responsible for recording the status and accounting of resources committed to incident. Also responsible for the evaluation of resources currently committed to the incident, the impact that additional responding resources will have on the incident, and anticipated resource needs.

**Rehabilitation.** Also known as Rehab; rest and treatment of incident personnel who are suffering from the effects of strenuous work and/or extreme conditions.

**Safety Officer.** Responsible for monitoring and assessing safety hazards, unsafe situations, and developing measures for ensuring personnel safety. Member of the Command Staff.

**Section.** That organization level having functional responsibility for primary segments of incident operations such as Operations, Planning, Logistics, and Finance/Administration. The Section level is organizationally between Branch and Incident Commander.

**Section Chief.** Title referring to a member of the General Staff.

**Service Branch.** A Branch within the Logistics Section. Responsible for service activities at the incident. Components include the Communications, Medical, and Food Units.

**Single Resource.** An individual, a piece of equipment and its personnel complement, or a crew or team of individuals with an identified work supervisor that can be used on an incident.

**Situation Status Unit (SITSTAT).** Functional Unit within the Planning Section. Responsible for analysis of the situation as it progresses. Reports to the Planning Section Chief.

**Staging Area.** A location near the incident where incident personnel and equipment are assigned on a three-minute available status.

**Strategy.** The general plan or direction selected to accomplish incident objectives.

**Strike Team.** A group (typically five) of the same kind and type of resources, with common communications and a leader.

**Supervisor.** ICS title for individuals responsible for command of a Division or a Group.

## **ICS GLOSSARY (CONTINUED)**

**Supply Unit.** Functional Unit within the Support Branch of the Logistics Section. Responsible for ordering equipment/supplies required for incident operations.

**Support Branch.** A Branch within the Logistics Section. Responsible for providing personnel, equipment, and supplies to support incident operations. Components include Supply, Facilities, and Ground Support Units.

**Tactics.** Deploying and directing resources on an incident to accomplish the objectives designated by strategy.

**Task Force.** A group of any type and kind of resources, with common communications and a leader, temporarily assembled for a specific mission, not to exceed five (5) resources.

**Technical Specialists.** Personnel with special skills who are activated only when needed. Technical Specialists may be needed in areas such as water resources, environmental concerns, resource use, training areas, etc.

**Time Unit.** Functional Unit within the Finance Section. Responsible for record keeping of time for personnel working at an incident.

**Unified Command.** In ICS, Unified Command is a unified team effort, which allows all agencies with responsibility for the incident, either geographical or functional, to manage an incident by establishing a common set of incident objectives and strategies. This is accomplished without losing or abdicating agency authority, responsibility, or accountability.

**Unit.** That organization element having functional responsibility for a specific incident planning, logistic, or finance activity.

**SECTION 4**

**ISSUE DATE: 10-2001**

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**ORGANIZATIONAL CHARTS**

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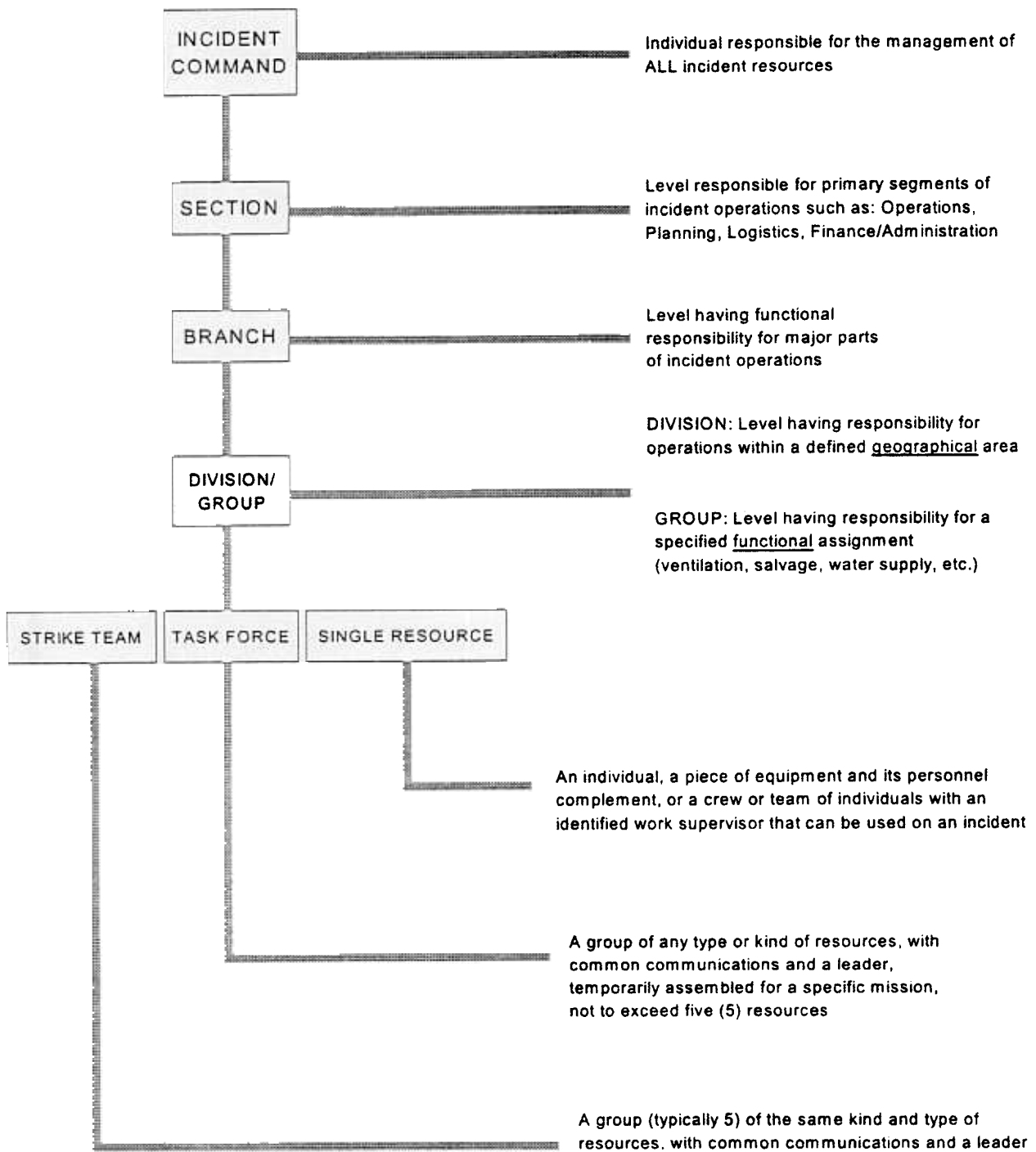
INITIAL RESPONSE ORGANIZATION CHART

REINFORCED RESPONSE ORGANIZATION CHART ..... 4-5

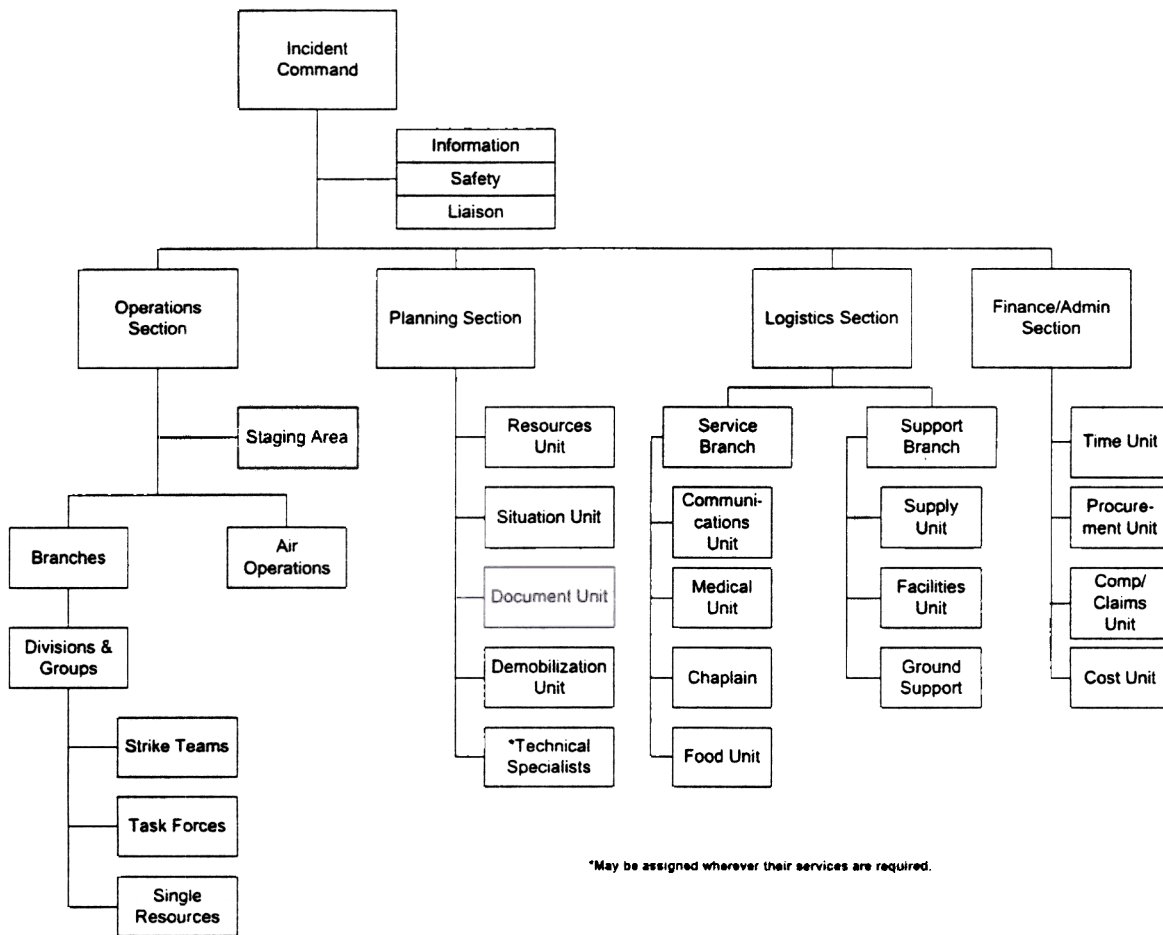
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MULTI-BRANCH ORGANIZATION CHART

# INCIDENT COMMAND SYSTEM ORGANIZATIONAL HIERARCHY



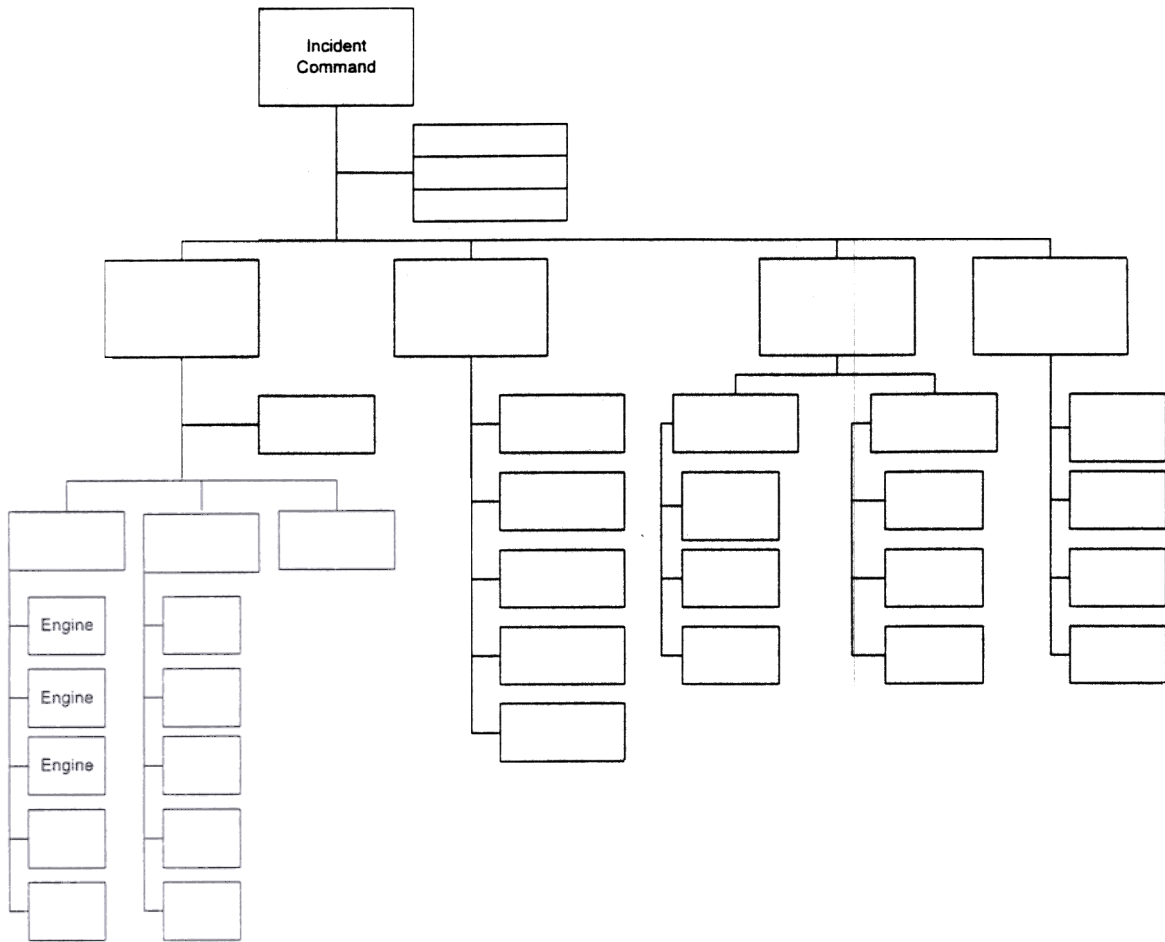
# INCIDENT COMMAND SYSTEM ORGANIZATION CHART



\*May be assigned wherever their services are required.

# INITIAL RESPONSE ORGANIZATION CHART

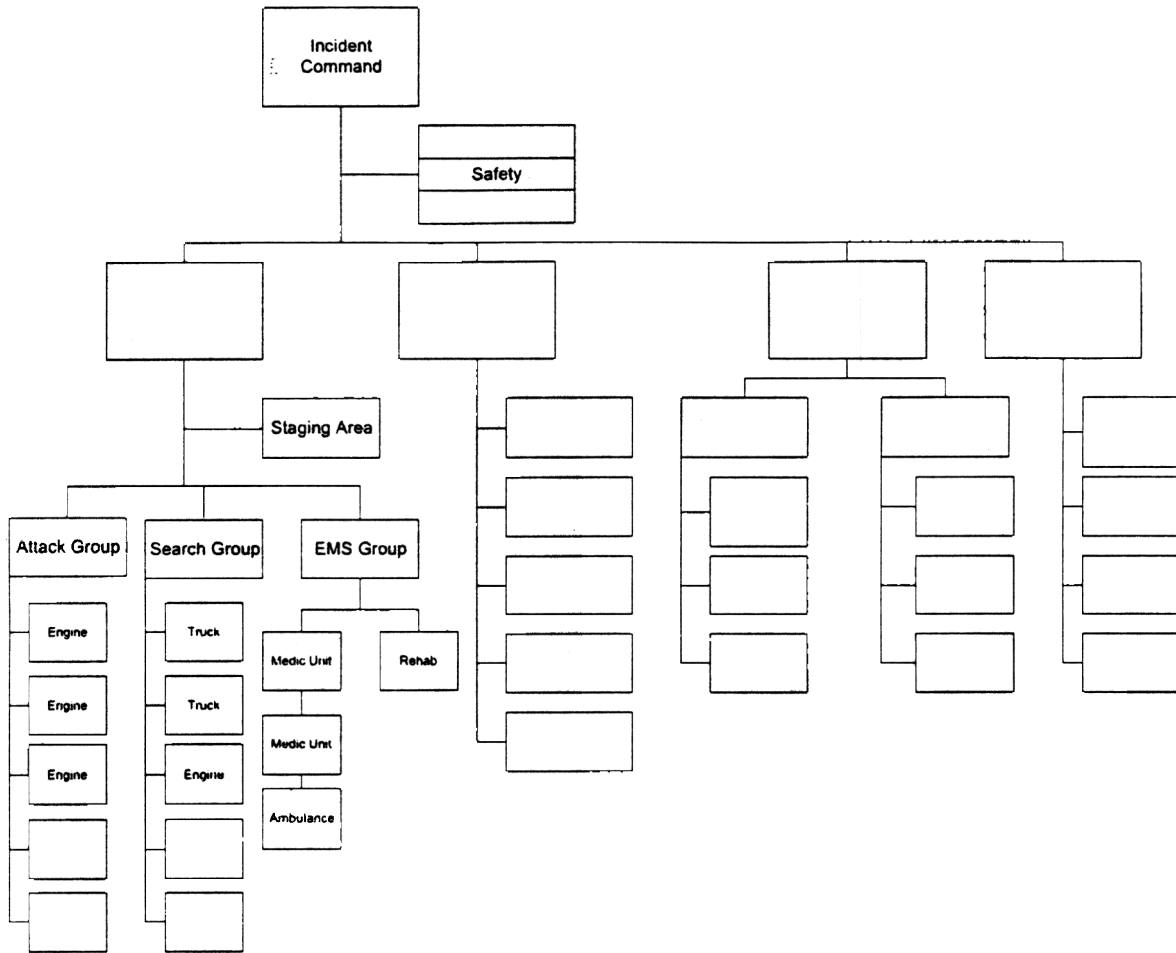
Initial response resources are managed by the initial response Incident Commander, who will perform all Command and General Staff functions.





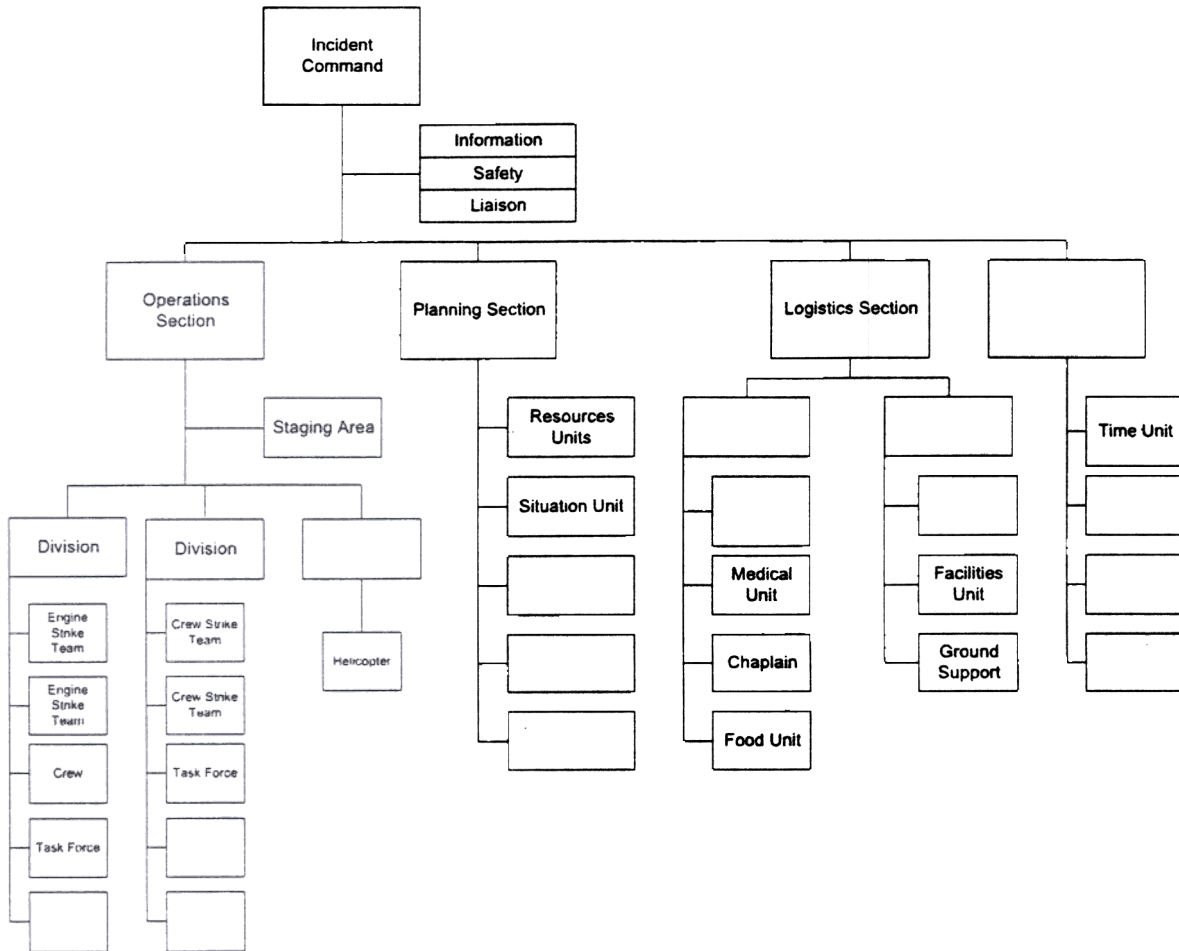
## REINFORCED RESPONSE ORGANIZATION CHART STRUCTURE FIRE EXAMPLE

In the extended/reinforced response situation, the Incident Commander continues to directly manage all resources. The IC has now designated a Safety Officer, Staging Area, an Attack Group, a Search Group, and an EMS Group.



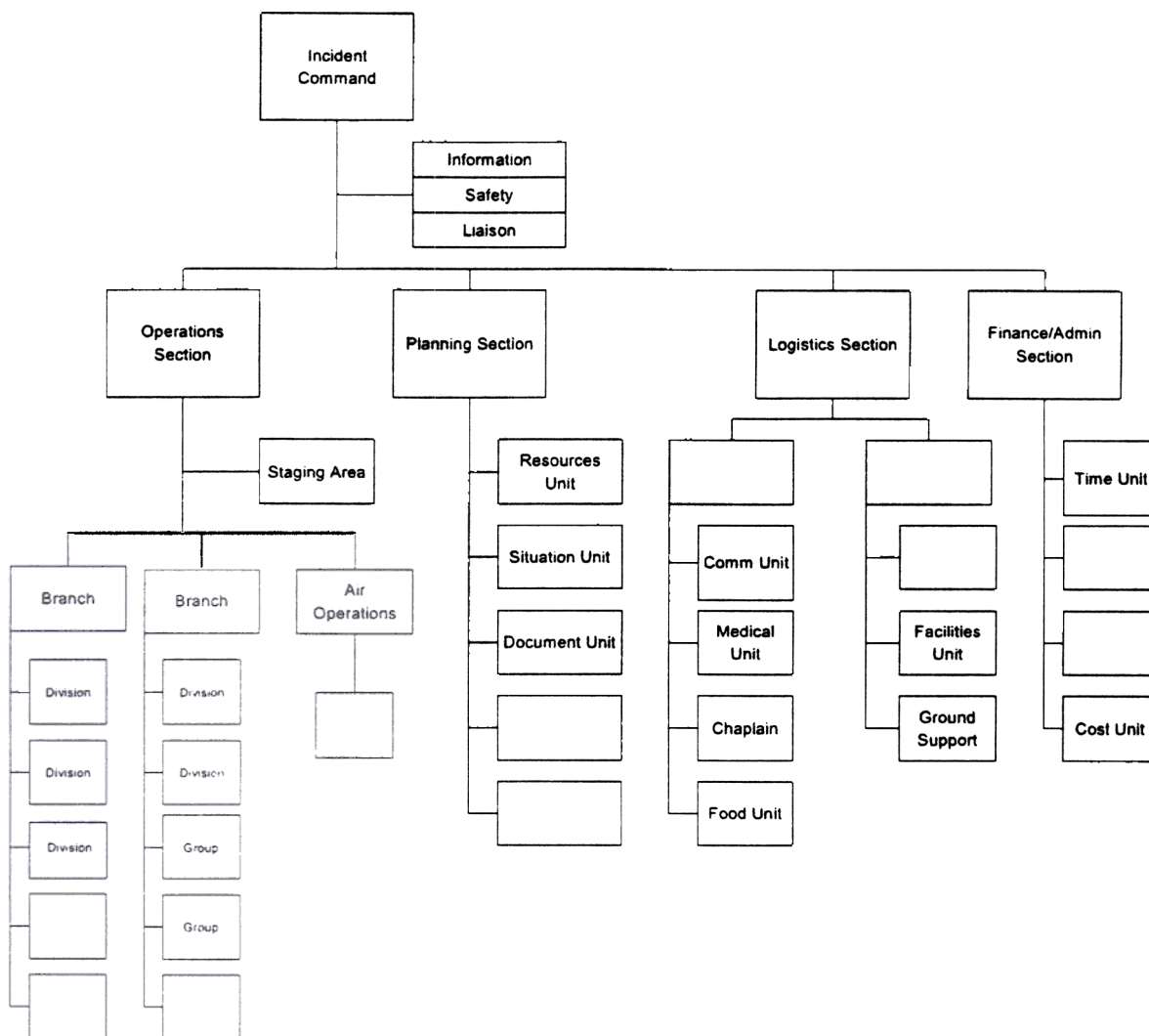
## MULTI-DIVISION ORGANIZATION CHART

The Incident Commander has filled several Command and General Staff positions. Some Units in the Planning and Logistics Sections have been established. The Operations Section has established two divisions and an Air Tactical Group Supervisor position.



## MULTI-BRANCH ORGANIZATION CHART

All Command and General Staff positions have been filled as well as many of the Units.  
 The Operations Section has now established a two-Branch organization and an  
 Air Operations organization.



## SECTION 5

ISSUE DATE: 10-2001

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### UNIFIED COMMAND

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## UNIFIED COMMAND

A key component of effective incident management is the concept of Unified Command. In ICS, Unified Command is a unified, cooperative, team effort that allows all agencies with responsibility for the incident, either geographical or functional, to manage an incident by establishing a common set of incident objectives and strategies. This is accomplished without losing or abdicating agency authority, responsibility, or accountability. The following are examples of when Unified Command is applied:

Incidents that impact more than one political jurisdiction.

Incidents involving multiple agencies (or departments) within the same political jurisdiction.

Incidents that impact (or involve) several political and functional agencies.

In order to facilitate the process of Unified Command during such incidents, top management personnel from responsible agencies/jurisdictions and those heavily supporting the effort and/or significantly impacted by use of local resources will convene to form an Incident Management Team (IMT). The Incident Management Team is supported by personnel, facilities, equipment, procedures, and communications integrated into a common system with responsibility for coordination of assisting agency resources and support to agency emergency operations.

## IMT FUNCTIONS

- a. Evaluate new incidents.
- b. Prioritize incidents.
  - i. Life threatening situation
  - ii. Real property threatened
  - iii. High damage potential
  - iv. Incident complexity
- c. Ensure agency resource situation status is current.
- d. Determine specific agency resource requirements.
- e. Determine agency resources availability (available for out-of-jurisdiction assignment at this time).
- f. Determine need and designate regional mobilization centers.
- g. Allocate resources to incidents based on priorities.
- h. Anticipate future agency/regional resource needs.
- i. Communicate IMT decisions back to agencies/incidents.
- j. Review policies/agreements for regional resource allocations.
- k. Review need for other agency involvement in the IMT.
- l. Provide necessary liaison with out-of-region facilities and agencies as appropriate.

## POSITION CHECKLISTS

### IMT GROUP COORDINATOR

The IMT Group Coordinator serves as a facilitator in organizing and accomplishing the mission, goals and direction of the IMT Group. The Coordinator will:

- a. Facilitate the IMT Group decision process by obtaining, developing and displaying situation information.
- b. Fill and supervise necessary unit and support positions within the IMT.
- c. Acquire and manage facilities and equipment necessary to carry out the IMT Group functions.
- d. Implement the decisions made by the IMT Group.

### IMT GROUP AGENCY REPRESENTATIVES

The IMT Group is made up of top management personnel from responsible agencies/jurisdictions and those heavily supporting the effort and/or significantly impacted by use of local resources. Agency representatives involved in an IMT Group must be fully authorized to represent their agency. Their functions can include the following:

- a. Ensure that current situation and resource status is provided by their agency.
- b. Prioritize incidents by an agreed upon set of criteria.
- c. Determine specific resource requirements by agency.
- d. Determine resource availability for out-of-jurisdiction assignments and the need to provide resources in mobilization centers.
- e. As needed, designate area or regional mobilization and demobilization centers within their jurisdictions.
- f. Collectively allocate scarce, limited resources to incidents based on priorities.
- g. Anticipate and identify future resource needs.
- h. Review and coordinate policies, procedures and agreements as necessary.
- i. Consider legal/fiscal implications.
- j. Review need for participation by other agencies.
- k. Provide liaison with out-of-area facilities and agencies as appropriate.
- l. Critique and recommend improvements to the IMT and IMT Group operations.
- m. Provide personnel cadre and transition to emergency or disaster recovery as necessary.

## **SITUATION ASSESSMENT UNIT**

The Situation Assessment Unit (this is also referred to in some agencies and EOCs as the Intelligence Unit) in an IMT is responsible for the collection and organization of incident status and situation information. The unit evaluates, analyzes and displays information for use by the IMT Group. Functions include the following:

- a. Maintain incident situation status including location, type, size, potential for damage, control problems and any other significant information.
- b. Maintain information on environmental issues, cultural and historic resources or sensitive populations and areas.
- c. Maintain information on meteorological conditions and forecast conditions that may have an effect on incident operations.
- d. Request/obtain resource status information from the Resources Unit or agency dispatch sources.
- e. Combine, summarize and display data for all appropriate incidents according to established criteria.
- f. Collect information on accidents, injuries, deaths and any other significant occurrences.
- g. Develop projections of future incident activity.

## **RESOURCES UNIT**

The Resources Unit, if activated in an IMT, maintains summary information by agency on critical equipment and personnel committed and available within the IMT area of responsibility. Status is kept on the overall numbers of critical resources rather than on individual units. Functions can include the following:

- a. Maintain current information on the numbers of personnel and major items of equipment committed and/or available for assignment.
- b. Identify both essential and excess resources.
- c. Provide resource summary information to the Situation Assessment Unit as requested.

## **PUBLIC INFORMATION UNIT**

The Public Information Unit is designed to satisfy the need for regional information gathering. The unit will operate an information center to serve the print and broadcast media and other governmental agencies. It will provide summary information from agency/incident information officers and identify local agency sources for additional information to the media and other government agencies. Functions are to:

- a. Prepare and release summary information to the news media and participating agencies.
- b. Assist news media visiting the IMT facility and provide information on its function. Stress joint agency involvement.
- c. Assist in scheduling media conferences and briefings. Assist in preparing information materials, etc., when requested by the IMT Group Coordinator.
- d. Coordinate all matters related to public affairs (VIP tours, etc.).
- e. Act as escort for facilitated agency tours of incident areas, as appropriate.

## SECTION 6

ISSUE DATE: 10-2001

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### AREA COMMAND

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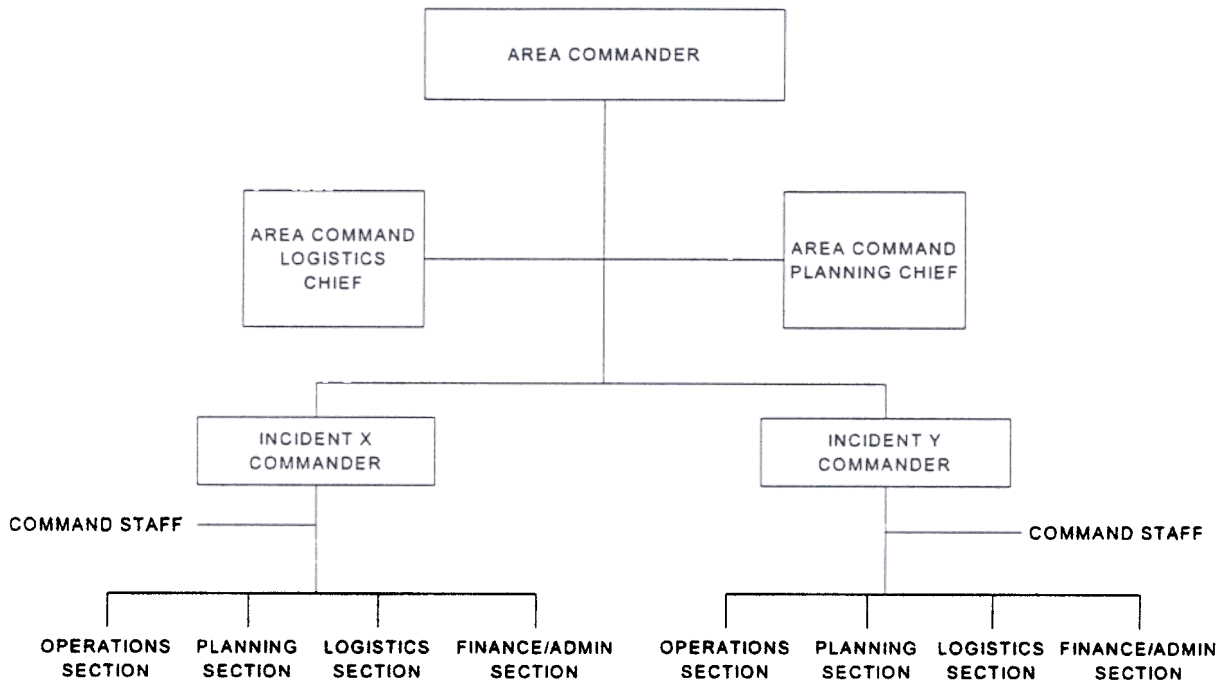
## AREA COMMAND

Area Command is an expansion of the incident command function primarily designed to manage a very large incident that has multiple incident management teams assigned. However, an Area Command can be established at any time that incidents are close enough that oversight direction is required among incident management teams to ensure conflicts do not arise.

The functions of Area Command are to coordinate the determination of:

1. Incident objectives
2. Incident strategies
3. Priorities for the use of critical resources allocated to the incident assigned to the Area Command.

The organization is normally small with personnel assigned to Command, Planning and Logistics. Depending on the complexity of the interface between the incidents, specialists in other areas such as aviation may also be assigned to Area Command.



**AREA COMMAND ORGANIZATION FOR TWO INCIDENT MANAGEMENT TEAMS**

## POSITION CHECKLISTS

### AREA COMMANDER (SINGLE/UNIFIED AREA COMMAND)

The Area Commander is responsible for the overall direction of incident management teams assigned to the same incident or to incidents in close proximity. This responsibility includes ensuring that conflicts are resolved, incident objectives are established and strategies are selected for the use of critical resources.

Area Command also has the responsibility to coordinate with local, state, federal and volunteer assisting and/or cooperating organizations.

These actions will generally be conducted in the order listed.

- a. Obtain briefing from the agency executives(s) on agency expectations, concerns and constraints.
- b. Obtain and carry out delegation of authority from the agency executive for overall management and direction of the incidents within the designated Area Command.
- c. If operating as a Unified Area Command, develop working agreement for how Area Commanders will function together.
- d. Delegate authority to Incident Commanders based on agency expectations, concerns and constraints.
- e. Establish an Area Command schedule and time line.
- f. Resolve conflicts between incident realities and agency executive wants.
- g. Establish appropriate location for the Area Command facilities.
- h. Determine and implement an appropriate Area Command organization. Keep it manageable.
- i. Determine need for technical specialists to support Area Command.
- j. Obtain incident briefing and Incident Action Plans from Incident Commanders (as appropriate).
- k. Assess incident situations prior to strategy meetings.
- l. Conduct a joint meeting with all Incident Commanders.
- m. Review objectives and strategies for each incident.
- n. Periodically review critical resource needs.
- o. Maintain a close coordination with the agency executive.
- p. Establish priority use for critical resources.
- q. Review procedures for interaction within the Area Command.
- r. Approve Incident Commanders requests for and release of critical resources.
- s. Coordinate and approve demobilization plans.
- t. Maintain log of major actions/decisions.

## **AREA COMMAND PLANNING CHIEF**

The Area Command Planning Chief is responsible for collecting information from incident management teams in order to assess and evaluate potential conflicts in establishing incident objectives, strategies and the priority use of critical resources.

- a. Obtain briefing from Area Commander.
- b. Assemble information on individual incident objectives and begin to identify potential conflicts and/or ways for incidents to develop compatible operations.
- c. Recommend the priorities for allocation of critical resources to incidents.
- d. Maintain status on critical resource totals (not detailed status).
- e. Ensure that advance planning beyond the next operational period is being accomplished.
- f. Prepare and distribute Area Commander's decisions or orders.
- g. Prepare recommendations for the reassignment of critical resources as they become available.
- h. Ensure demobilization plans are coordinated between incident management teams and agency dispatchers.
- i. Schedule strategy meeting with Incident Commanders to conform with their planning processes.
- j. Prepare Area Command briefings as requested or needed.
- k. Maintain log of major actions/decisions.

## **AREA COMMAND LOGISTICS CHIEF**

The Area Command Logistics Chief is responsible for providing facilities, services and material at the Area Command level, and for ensuring effective use of critical resources and supplies among the incident management teams.

- a. Obtain briefing from the Area Commander.
- b. Provide facilities, services and materials for the Area Command organization.
- c. Ensure coordinated airspace and temporary flight restrictions are in place and understood.
- d. Ensure coordinated communication links are in place.
- e. Assist in the preparation of Area Command decisions.
- f. Ensure the continued effective and priority use of critical resources among the incident management teams.
- g. Maintain log of major actions/decisions.

# SECTION 7

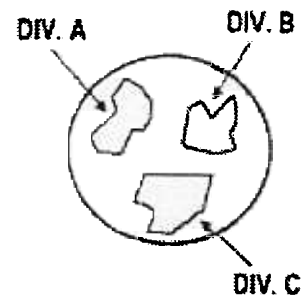
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## COMPLEX

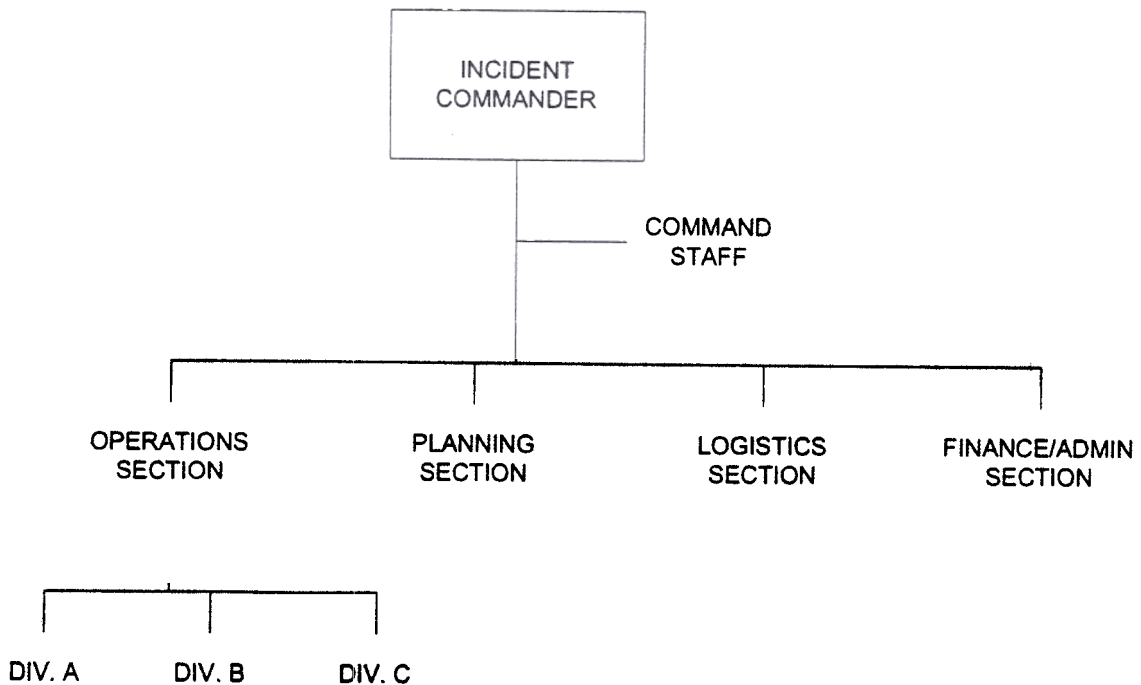
A complex is two or more individual incidents located in the same general geographic proximity that are assigned to a single Incident Commander or Unified Command to facilitate management.

The diagram at the right illustrates a number of incidents in the same general proximity.



Management responsibility for all of these incidents has been assigned to a single incident management team. A single incident may be complex but it is not referred to as a "complex." A complex may be in place with or without the use of Unified and/or Area Command.

A typical organization would be as follows:



**SECTION 8**

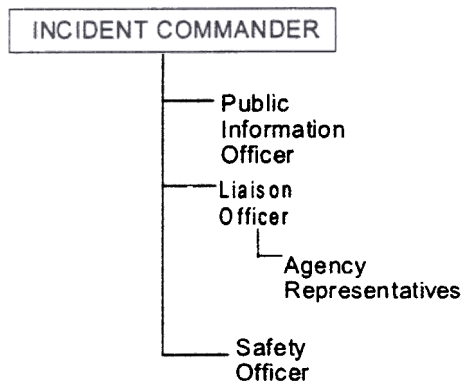
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## ORGANIZATION CHART



## POSITION CHECKLISTS

### INCIDENT COMMANDER

The Incident Commander's responsibility is the overall management of the incident. On most incidents the command activity is carried out by a single Incident Commander. The Incident Commander is selected by qualifications and experience.

The Incident Commander may have a deputy, who may be from the same agency or from an assisting agency. Deputies may also be used at section and branch levels of the ICS organization. Deputies must have the same qualifications as the person for whom they work, as they must be ready to take over that position at any time.

- a. Review Common Responsibilities.
- b. Assess the situation and/or obtain a briefing from the prior Incident Commander.
- c. Determine incident objectives and strategy.
- d. Establish the immediate priorities.
- e. Establish an Incident Command Post.
- f. Establish an appropriate organization.
- g. Ensure planning meetings are scheduled as required.
- h. Approve and authorize the implementation of an Incident Action Plan.
- i. Ensure that adequate safety measures are in place.
- j. Coordinate activity for all Command and General Staff.
- k. Coordinate with key people and officials.
- l. Approve requests for additional resources or for the release of resources.
- m. Keep agency administrator informed of incident status.
- n. Approve the use of trainees, civilian, and auxiliary personnel.
- o. Authorize release of information to the news media.
- p. Order the demobilization of the incident when appropriate.

## **PUBLIC INFORMATION OFFICER**

The Public Information Officer is responsible for developing and releasing information about the incident to the news media, to incident personnel, and to other appropriate agencies and organizations.

Only one Public Information Officer will be assigned for each incident, including incidents operating under Unified Command and multi-jurisdiction incidents. The Public Information Officer may have assistants as necessary, and the assistants may also represent assisting agencies or jurisdictions.

Agencies have different policies and procedures relative to the handling of public information. The following are the major responsibilities of the Public Information Officer that would generally apply on any incident:

- a. Review Common Responsibilities.
- b. Determine from the Incident Commander if there are any limits on information release.
- c. Develop material for use in media briefings.
- d. Obtain Incident Commander's approval of media releases.
- e. Inform media and conduct media briefings.
- f. Arrange for tours and other interviews or briefings that may be required.
- g. Obtain media information that may be useful to incident planning.
- h. Maintain current information summaries and/or displays on the incident and provide information on status of incident to assigned personnel.
- i. Maintain log of unit activity.

## **LIAISON OFFICER**

Incidents that are multi-jurisdictional, or have several agencies involved, may require the establishment of the Liaison Officer position on the Command Staff.

Only one Liaison Officer will be assigned for each incident, including incidents operating under Unified Command and multi-jurisdiction incidents. The Liaison Officer may have assistants as necessary, and the assistants may also represent assisting agencies or jurisdictions.

The Liaison Officer is the contact for the personnel assigned to the incident by assisting or cooperating agencies. These are personnel other than those on direct tactical assignments or those involved in a Unified Command.

## **LIAISON OFFICER (CONTINUED)**

- a. Review Common Responsibilities.
- b. Be a contact point for Agency Representatives.
- c. Maintain a list of assisting and cooperating agencies and Agency Representatives.
- d. Assist in establishing and coordinating interagency contacts.
- e. Keep agencies supporting the incident aware of incident status.
- f. Monitor incident operations to identify current or potential inter-organizational problems.
- g. Participate in planning meetings, providing current resource status including limitations and capability of assisting agency resources.
- h. Maintain log of unit activity.

## **AGENCY REPRESENTATIVES**

In many multi-jurisdiction incidents, an agency or jurisdiction will send a representative to assist in coordination efforts.

An Agency Representative is an individual assigned to an incident from an assisting or cooperating agency who has been delegated authority to make decisions on matters affecting that agency's participation at the incident. Agency Representatives report to the Liaison Officer, or to the Incident Commander in the absence of a Liaison Officer.

- a. Review Common Responsibilities.
- b. Ensure that all agency resources are properly checked-in at the incident.
- c. Obtain briefing from the Liaison Officer or Incident Commander.
- d. Inform assisting or cooperating agency personnel on the incident that the Agency Representative position for that agency has been filled.
- e. Attend briefings and planning meetings as required.
- f. Provide input on the use of agency resources unless resource technical specialists are assigned from the agency.
- g. Cooperate fully with the Incident Commander and the General Staff on agency involvement at the incident.
- h. Ensure the well-being of agency personnel assigned to the incident.
- i. Advise the Liaison Officer of any special agency needs or requirements.
- j. Report to home agency dispatch or headquarters on a prearranged schedule.
- k. Ensure that all agency personnel and equipment are properly accounted for and released prior to departure.
- l. Ensure that all required agency forms, reports and documents are complete prior to departure.
- m. Have a debriefing session with the Liaison Officer or Incident Commander prior to departure.



## **SAFETY OFFICER**

The Safety Officer function is to develop and recommend measures for assuring personnel safety, and to assess and/or anticipate hazardous and unsafe situations.

Only one Safety Officer will be assigned for each incident. The Safety Officer will report to the Incident Commander. The Safety Officer may have assistants as necessary, and the assistants may also represent assisting agencies or jurisdictions. Safety assistants may have specific responsibilities such as air operations, hazardous materials, etc.

- a. Review Common Responsibilities.
- b. Participate in planning meetings.
- c. Identify hazardous situations associated with the incident.
- d. Review the Incident Action Plan for safety implications.
- e. Exercise emergency authority to stop and prevent unsafe acts.
- f. Ensure accountability procedures are in place. (See Section 15.)
- g. Size up need for and effectiveness of:
  - 1.) Accountability plans/procedures;
  - 2.) Rapid Intervention plans/procedures;
  - 3.) Protective clothing needs of personnel and assistants;
  - 4.) Scene security measures;
  - 5.) Safety zones; and
  - 6.) Avenues of access/egress.
- h. Organize, assign and brief assistants as needed.
- i. Review and approve the medical plan and ensure that adequate re-hab for all personnel is established.
- j. Develop hazardous materials site safety plan as required.
- k. Maintain log of unit activity.

**SECTION 9**

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**OPERATIONS**

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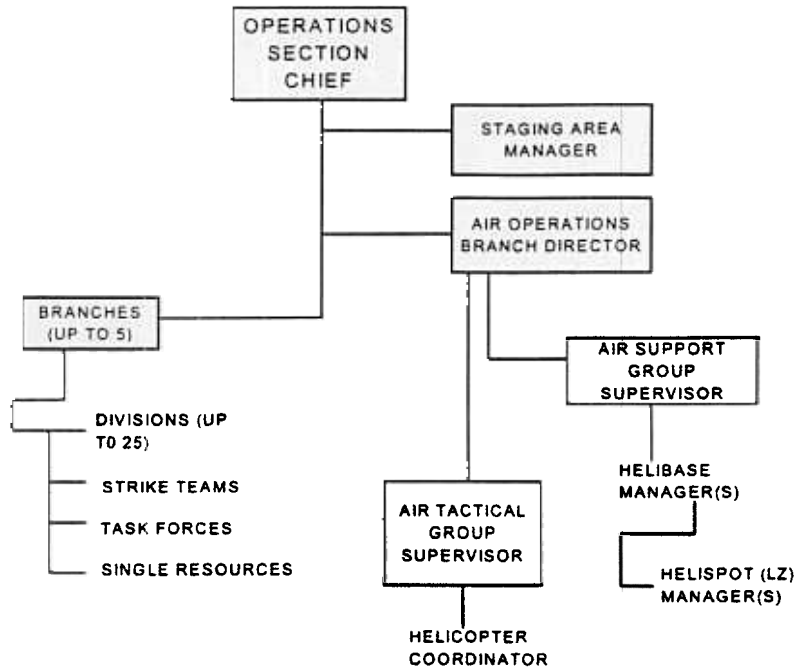
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## ORGANIZATION CHART



## POSITION CHECKLISTS

### OPERATIONS SECTION CHIEF

The Operations Section Chief, a member of the General Staff, is responsible for the management of all operations directly applicable to the primary mission. The Operations Chief activates and supervises organization elements in accordance with the Incident Action Plan and directs its execution. The Operations Chief also directs the preparation of unit operational plans, requests or releases resources, makes expedient changes to the Incident Action Plan as necessary, and reports such changes to the Incident Commander.

- a. Review Common Responsibilities.
- b. Develop operations portion of Incident Action Plan.
- c. Brief and assign operations personnel in accordance with Incident Action Plan.
- d. Supervise operations.
- e. Determine need and request additional resources.
- f. Review suggested list of resources to be released and initiate recommendation for release of resources.
- g. Assemble and disassemble strike teams assigned to Operations Section.
- h. Report information about special activities, events, and occurrences to Incident Commander.
- i. Ensure that adequate safety measures and accountability procedures are in place.
- j. Maintain log of unit activity.

## **BRANCH DIRECTOR**

The Branch Directors when activated, are under the direction of the Operations Section Chief, and are responsible for the implementation of the portion of the Incident Action Plan appropriate to the Branches.

- a. Review Common Responsibilities.
- b. Develop with subordinates alternatives for Branch control operations.
- c. Attend planning meetings at the request of the Operations Chief.
- d. Review Division/Group assignments for Divisions/Groups within Branch. Modify based on effectiveness of current operations.
- e. Assign specific work tasks to Division/Group Supervisors.
- f. Supervise Branch operations.
- g. Ensure that adequate safety measures and accountability procedures are in place.
- h. Resolve logistic problems reported by subordinates.
- i. Report to Operations Chief when Incident Action Plan is to be modified; additional resources are needed; surplus resources are available; or hazardous situations or significant events occur.
- j. Maintain log of unit activity.

## **DIVISION/GROUP SUPERVISOR**

The Division/Group Supervisor reports to the Operations Section Chief (or Branch Director when activated). The Supervisor is responsible for the implementation of the assigned portion of the Incident Action Plan, assignment of resources within the Division/Group, and reporting on the progress of control operations and status of resources within the Division/Group.

- a. Review Common Responsibilities.
- b. Implement Incident Action Plan for Division/Group.
- c. Provide Incident Action Plan to Strike Team Leaders, when available.
- d. Review Division/Group assignments and incident activities with subordinates and assign tasks.
- e. Ensure that Incident Communications and/or Resources Unit is advised of all changes in status of resources assigned to the Division/Group.
- f. Coordinate activities with adjacent Divisions.
- g. Determine need for assistance on assigned tasks.
- h. Ensure that adequate safety measures and accountability procedures are in place.
- i. Submit situation and resources status information to Branch Director or Operations Chief.
- j. Report hazardous situations, special occurrences, or significant events (e.g., accidents, sickness) to immediate supervisor.
- k. Ensure that assigned personnel and equipment get to and from assignments in a timely and orderly manner.
- l. Resolve logistics problems within the Division/Group.
- m. Participate in the development of Branch plans for next operational period.
- n. Maintain log of unit activity.

## **STRIKE TEAM/TASK FORCE LEADER**

The Strike Team/Task Force Leader reports to a Division/Group Supervisor and is responsible for performing tactical assignments assigned to the Strike Team or Task Force. The Leader reports work progress, resources status, and other important information to a Division/Group Supervisor, and maintains work records on assigned personnel.

- a. Review Common Responsibilities.
- b. Review assignments with subordinates and assign tasks.
- c. Monitor work progress and make changes when necessary.
- d. Coordinate activities with adjacent Strike Team, Task Forces, and Single Resources.
- e. Travel to and from active assignment area with assigned resources.
- f. Retain control of assigned resources while in available or out-of-service status.
- g. Ensure that adequate safety measures and accountability procedures are in place.
- h. Submit situation and resource status information to Division/Group Supervisor.
- i. Maintain log of unit activity.

## **SINGLE RESOURCE**

The person in charge of a single tactical resource will carry the unit designation of the resource.

- a. Review Common Responsibilities.
- b. Review assignments.
- c. Obtain necessary equipment/supplies.
- d. Review weather/environmental conditions for assignment area.
- e. Ensure that adequate safety measures and accountability procedures are in place.
- f. Monitor work progress.
- g. Ensure adequate communications with supervisor and subordinates.
- h. Keep supervisor informed of progress and any changes.
- i. Inform supervisor of problems with assigned resources.
- j. Brief relief personnel, and advise them of any change in conditions.
- k. Return equipment and supplies to appropriate unit.

## **STAGING AREA MANAGER**

The Staging Area Manager is responsible for managing all activities within a Staging Area.

- a. Review Common Responsibilities.
- b. Proceed to Staging Area.
- c. Establish Staging Area layout.
- d. Determine any support needs for equipment, feeding, sanitation and security.
- e. Establish check-in function as appropriate.
- f. Post areas for identification and traffic control.
- g. Respond to request for resource assignments. (Note: This may be direct from Operations or via the incident Communications Center).
- h. Determine required resource levels from the Operations Section Chief.
- i. Advise the Operations Section Chief when reserve levels reach minimums.
- j. Maintain and provide status to Resource Unit of all resources in Staging Area.
- k. Maintain Staging Area in orderly condition.
- l. Demobilize Staging Area in accordance with Incident Demobilization Plan.
- m. Maintain log of unit activity.
- n. Ensure that proper coordination is maintained with air/ground ambulance coordinator(s).

## **AIR OPERATIONS BRANCH DIRECTOR**

The Air Operations Branch Director, who is ground based, is primarily responsible for preparing the air operations portion of the Incident Action Plan. The plan will reflect agency restrictions that have an impact on the operational capability or utilization of resources (e.g., night flying, hours per pilot). After the plan is approved, Air Operations is responsible for implementing its strategic aspects—those that relate to the overall incident strategy as opposed to those that pertain to tactical operations (specific target selection).

Additionally, the Air Operations Branch Director is responsible for providing logistical support to helicopters operating at the incident. Specific tactical activities (target selection, suggested modifications to specific tactical actions in the Incident Action Plan) are normally performed by the Air Tactical Group Supervisor working with ground and air resources.

- a. Review Common Responsibilities.
- b. Organize preliminary air operations.
- c. Request declaration (or cancellation) of restricted air space area (FAA Regulation 91.137).
- d. Participate in preparation of the Incident Action Plan through Operation Section Chief. Ensure that the Air Operations portion of the Incident Action Plan takes into consideration the Air Traffic Control requirements of assigned aircraft.

## **AIR OPERATIONS BRANCH DIRECTOR (CONTINUED)**

- e. Perform operational planning for air operations.
- f. Determine coordination procedures for use by air organization with ground Branches, Divisions or Groups.
- g. Coordinate with appropriate Operations Section personnel.
- h. Supervise all Air Operations activities associated with the incident.
- i. Evaluate helibase locations.
- j. Establish procedures for emergency reassignment of aircraft.
- k. Inform the Air Tactical Group Supervisor of the air traffic situation external to the incident.
- l. Consider requests for non-tactical use of incident aircraft.
- m. Resolve conflicts concerning non-incident aircraft.
- n. Coordinate with Federal Aviation Administration (FAA).
- o. Update Air Operations Plans.
- p. Report to the Operations Section Chief on air operations activities.
- q. Report special incidents/accidents.
- r. Arrange for an accident investigation team when warranted.
- s. Maintain log of unit activity.

## **AIR TACTICAL GROUP SUPERVISOR**

The Air Tactical Group Supervisor is primarily responsible for the coordination of aircraft operations when fixed and/or rotary-wing aircraft are operating at an incident. These coordination activities are performed by the Air Tactical Group Supervisor while airborne. The Air Tactical Group Supervisor reports to the Air Operations Branch Director.

- a. Review Common Responsibilities.
- b. Determine what aircraft are operating within area of assignment.
- c. Manage air tactical activities based upon Incident Action Plan
- d. Establish and maintain communications and Air Traffic Control with pilots, Air Operations, Helicopter Coordinator, and Air Support Group (usually Helibase Manager).
- e. Coordinate approved flights of non-incident aircraft or non-tactical flights in restricted air space area.
- f. Receive reports of non-incident aircraft violating restricted air space area.
- g. Make tactical recommendations to approved ground contact (Operations Section Chief, Branch Director, or Division Supervisor).
- h. Inform Air Operations Branch Director of tactical recommendations affecting the air operations portion of the Incident Action Plan.
- i. Report on Air Operations activities to the Air Operations Branch Director. Advise Air Operations immediately if aircraft mission assignments are causing conflicts in the Air Traffic Control System.
- j. Maintain log of unit activity.

## **HELICOPTER COORDINATOR**

The Helicopter Coordinator is primarily responsible for coordinating tactical or logistical helicopter mission(s) at the incident. The Helicopter Coordinator can be airborne or on the ground, operating from a high vantage point. The Helicopter Coordinator reports to the Air Tactical Group Supervisor. Activation of this position is contingent upon the complexity of the incident and the number of helicopters assigned. There may be more than one Helicopter Coordinator assigned to an incident.

- a. Review Common Responsibilities.
- b. Determine what aircraft are operating within incident area of assignment.
- c. Survey assigned incident area to determine situation, aircraft hazards, and other potential problems.
- d. Coordinate Air Traffic Control with pilots, Air Operations Branch Director, Air Tactical Group Supervisor, and the Air Support Group (usually Helibase Manager) as the situation dictates.
- e. Coordinate the use of assigned ground-to-air and air-to-air communications frequencies with the Air Tactical Group Supervisor, Communications Unit, or local agency dispatch center.
- f. Ensure that all assigned helicopters know appropriate operating frequencies.
- g. Coordinate geographical areas for helicopter operations with Air Tactical Group Supervisor and make assignments.
- h. Determine and implement air safety requirements and procedures.
- i. Ensure that approved night flying procedures are in operation.
- j. Receive assignments, brief pilots, assign missions, and supervise helicopter activities.
- k. Coordinate activities with Air Tactical Group Supervisor, Air Support Group, and ground personnel.
- l. Maintain continuous observation of assigned helicopter operating area and inform Air Tactical Group Supervisor of incident conditions including any aircraft malfunction or maintenance difficulties and anything that may affect the incident.
- m. Inform Air Tactical Group Supervisor when mission is completed and reassign helicopter(s) as directed.
- n. Request assistance or equipment as required.
- o. Report incidents or accidents to Air Operations Director and Air Tactical Group Supervisor immediately.
- p. Maintain log of unit activity.

## **AIR SUPPORT GROUP SUPERVISOR**

The Air Support Group Supervisor is primarily responsible for supporting and managing helibase and helispot operations. This includes providing 1) fuel and other supplies; 2) maintenance and repair of helicopters; 3) keeping records of helicopter activity; and 4) providing enforcement of safety regulations. These major functions are performed at helibases and helispots. During landing and take-off and while on the ground, helicopters are under the control of the Air Support Groups, Helibase, or Helispot Managers. The Air Support Group Supervisor reports to the Air Operations Director.



## **AIR SUPPORT GROUP SUPERVISOR (CONTINUED)**

- a. Review Common Responsibilities.
- b. Obtain copy of the Incident Action Plan from the Air Operations Branch Director.
- c. Participate in Air Operations Branch Director planning activities.
- d. Inform Air Operations Branch Director of group activities.
- e. Identify resources/supplies dispatched for Air Support Group.
- f. Request special air support items from appropriate sources through Logistics Section.
- g. Identify helibase and helispot locations (from Incident Action Plan) or from Air Operations Branch Director.
- h. Determine need for assignment of personnel and equipment at each helibase and helispot.
- i. Coordinate special requests for air logistics.
- j. Maintain coordination with airbases supporting the incident.
- k. Coordinate activities with Air Operations Branch Director.
- l. Obtain assigned ground to air frequency for helibase operations.
- m. Inform Air Operations Branch Director of capability to provide night flying service.
- n. Ensure compliance with each agency's operations checklist for day and night operations.
- o. Ensure dust abatement procedures are implemented at helibase and helispots.
- p. Provide crash-rescue service for helibases and helispots.
- q. Ensure that Air Traffic Control procedures are established between helibase, helispots, Air Tactical Group Supervisor, and Helicopter Coordinator.
- r. Maintain log of unit activity.

## **HELIBASE MANAGER**

- a. Review Common Responsibilities.
- b. Obtain Incident Action Plan.
- c. Participate in Air Support Group planning activities.
- d. Inform Air Support Supervisor of helibase activities.
- e. Report to assigned helibase. Brief pilots and assigned personnel.
- f. Manage resources/supplies dispatched to helibase.
- g. Ensure helibase is posted and cordoned.
- h. Coordinate helibase Air Traffic Control with pilots, Air Support Group Supervisor, Air Tactical Group Supervisor, and Helicopter Coordinator.
- i. Ensure helicopter fueling, maintenance, and repair services are provided.
- j. Supervise manifests for and loading of personnel and cargo.
- k. Ensure dust abatement techniques are provided and used at helibases and helispots.
- l. Ensure security is provided at each helibase and helispot.

## **HELIBASE MANAGER (CONTINUED)**

- m. Ensure crash-rescue services are provided for the helibase.
- n. Request special air support items from the Air Support Group Supervisor.
- o. Receive and respond to special requests for air logistics.
- p. Coordinate activities with Air Support Group Supervisor.
- q. Display organization and work schedule at each helibase, including helispot organization and assigned radio frequencies.
- r. Solicit pilot input concerning selection and adequacy of helispots, communications, Air Traffic Control, operational difficulties, and safety problems.
- s. Maintain log of unit activity.

## **HELISPOT (LANDING ZONE) MANAGER**

- a. Review Common Responsibilities.
- b. Obtain Incident Action Plan.
- c. Report to assigned helispot.
- d. Coordinate activities with Helibase Manager.
- e. Inform Helibase Manager of helispot activities.
- f. Manage resources and supplies dispatched to helispot.
- g. Request special air support items from Helibase Manager.
- h. Coordinate Air Traffic Control and communications with pilots, Helibase Manager, Helicopter Coordinator, and Air Tactical Group Supervisor when appropriate.
- i. Ensure crash-rescue services are available.
- j. Ensure that dust control is adequate, that debris cannot blow into the rotor system, that touchdown zone slope is not excessive, and that rotor clearance is sufficient.
- k. Do manifests for and perform loading of personnel and cargo.
- l. Coordinate with pilots for proper loading and unloading and safety problems.
- m. Maintain log of unit activity.

# SECTION 10

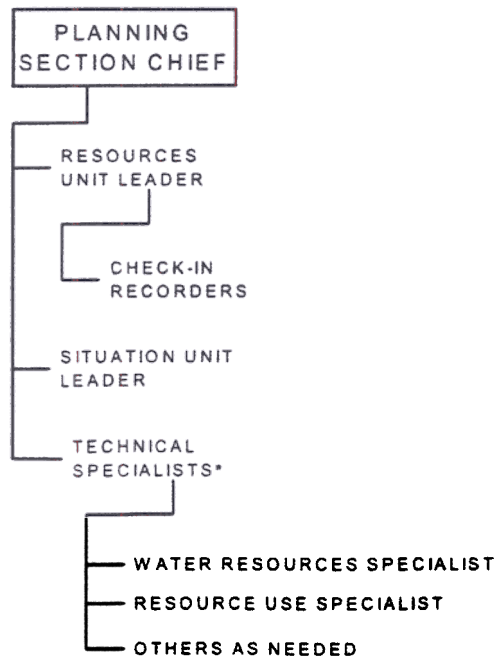
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## PLANNING SECTION

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## ORGANIZATION CHART



\* May be assigned wherever the services are required.

## POSITION CHECKLISTS

### PLANNING SECTION CHIEF

The Planning Section Chief, a member of the Incident Commander's General Staff, is responsible for the collection, evaluation, dissemination and use of information about the development of the incident and status of resources. Information is needed to 1) understand the current situation, 2) predict the probable course of incident events, and 3) prepare alternative strategies and control operations for the incident.

- a. Review Common Responsibilities.
- b. Collect and process situation information about the incident.
- c. Supervise preparation of the Incident Action Plan.
- d. Provide input to the Incident Commander and Operations Section Chief in preparing the Incident Action Plan.
- e. Assign and/or re-assign personnel resources either on-site or reporting for duty to ICS organizational positions as required.
- f. Establish information requirements and reporting schedules for Planning Section units (e.g., Resources, Situation Units).

## **PLANNING SECTION CHIEF (CONTINUED)**

- g. Determine need for any specialized resources in support of the incident.
- h. If requested, assemble and disassemble strike teams and task forces not assigned to operations.
- i. Establish special information collection activities as necessary, e.g., weather, environmental, toxins, etc.
- j. Assemble information on alternative strategies.
- k. Provide periodic predictions on incident potential.
- l. Report any significant changes in incident status.
- m. Compile and display incident status information.
- n. Oversee preparation and implementation of Incident Demobilization Plan.
- o. Incorporate plans, (e.g., Traffic, Medical, Communications) into the Incident Action Plan.
- p. Maintain log of unit activity.

## **RESOURCES UNIT LEADER**

The Resources Unit Leader is responsible for maintaining the status of all assigned resources (primary and support) at an incident. This is achieved by overseeing the check-in of all resources, maintaining a status-keeping system indicating current location and status of all resources, and maintenance of a master list of all resources (e.g., key supervisory personnel, primary and support resources, etc.).

- a. Review Common Responsibilities.
- b. Review Unit Leader Responsibilities.
- c. Establish check-in function at incident locations.
- d. Maintain and post the current status and location of all resources.
- e. Maintain master roster of all resources checked in at the incident.
- f. A Check-in Recorder reports to the Resources Unit Leader and is responsible for accounting for all resources assigned to an incident.

## **CHECK-IN RECORDER**

Check-in recorders are needed at each check-in location to ensure that all resources assigned to an incident are accounted for.

- a. Review Common Responsibilities.
- b. Establish communications with the Communication Center.
- c. Post signs so that arriving resources can easily find the check-in locations.
- d. Transmit check-in information to Resources Unit on a regular pre-arranged schedule.

## **SITUATION UNIT LEADER**

The collection, processing and organizing of all incident information takes place within the Situation Unit. The Situation Unit may prepare future projections of incident growth, maps and intelligence information.

- a. Review Common Responsibilities.
- b. Begin collection and analysis of incident data as soon as possible.
- c. Prepare, post, or disseminate resource and situation status information as required, including special requests.
- d. Prepare periodic predictions or as requested.
- e. Provide photographic services and maps if required.
- f. Prepare appropriate directories (e.g., maps, instructions, etc.) for inclusion in the demobilization plan.
- g. Distribute demobilization plan (on and off-site).
- h. Ensure that all Sections/Units understand their specific demobilization responsibilities.
- i. Supervise execution of the Incident Demobilization Plan.
- j. Brief Planning Section Chief on demobilization progress.

## **TECHNICAL SPECIALISTS**

Certain incidents or events may require the use of Technical Specialists who have specialized knowledge and expertise. Technical Specialists may function within the Planning Section, or be assigned wherever their services are required.

## **WATER RESOURCES SPECIALIST**

- a. Review Common Responsibilities.
- b. Participate in the development of the Incident Action Plan and review general control objectives including alternative strategies presently in effect.
- c. Collect and validate water resource information within the incident area.
- d. Prepare information on available water resources.
- e. Establish water requirements needed to support fire suppression actions.
- f. Compare incident control objectives as stated in the Plan, with available water resources and report inadequacies or problems to Planning Section Chief.
- g. Participate in the preparation of Incident Action Plan when requested.
- h. Respond to requests for water information.
- i. Collect and transmit records and logs to Documentation Unit at the end of each operational period.
- j. Maintain log of unit activity.

## **RESOURCE USE SPECIALIST**

- a. Review Common Responsibilities.
- b. Participate in the development of the Incident Action Plan and review general control objectives including alternative strategies as requested.
- c. Collect information on incident resources as needed.
- d. Respond to requests for information about limitations and capabilities of resources.
- e. Collect and transmit records and logs to Documentation Unit at the end of each operational period.
- f. Maintain log of unit activity.

# SECTION 11

ISSUE DATE: 10-2001

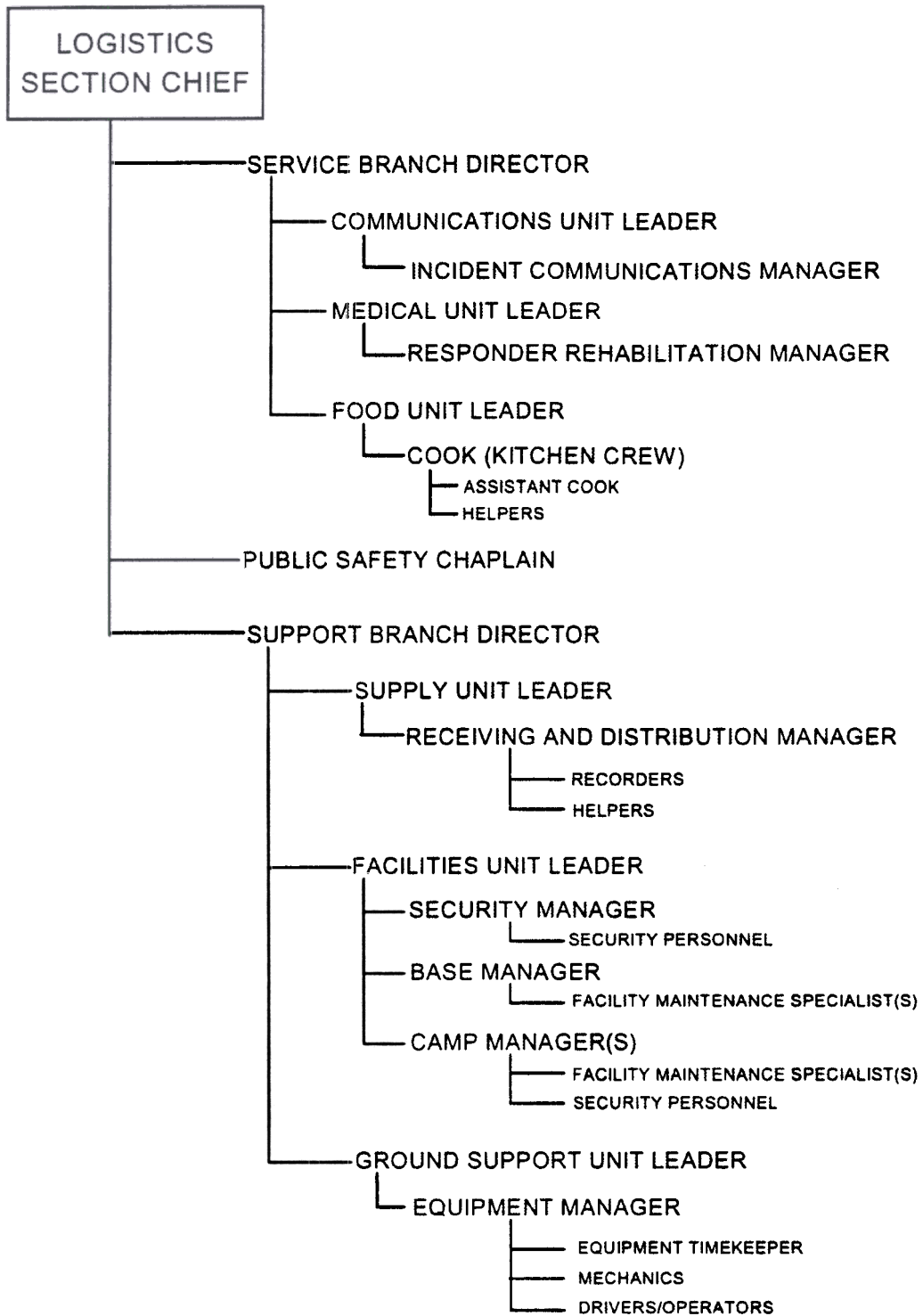
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## LOGISTICS

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# LOGISTICS ORGANIZATION CHART



## POSITION CHECKLISTS

### LOGISTICS SECTION CHIEF

The Logistics Section Chief, a member of the General Staff, is responsible for providing facilities, services, and material in support of the incident. The Section Chief participates in development and implementation of the Incident Action Plan and activates and supervises the Branches and Units within the Logistics Section.

- a. Review Common Responsibilities.
- b. Plan organization of Logistics Section.
- c. Assign work locations and preliminary work tasks to Section personnel.
- d. Notify Resources Unit of Logistics Section units activated including names and locations of assigned personnel.
- e. Assemble and brief Branch Directors and Unit Leaders.
- f. Participate in preparation of Incident Action Plan.
- g. Identify service and support requirements for planned and expected operations.
- h. Provide input to and review Communications Plan, Medical Plan and Traffic Plan.
- i. Coordinate and process requests for additional resources.
- j. Review Incident Action Plan and estimate Section needs for next operational period.
- k. Advise on current service and support capabilities.
- l. Prepare service and support elements of the Incident Action Plan.
- m. Estimate future service and support requirements.
- n. Receive Demobilization Plan from Planning Section.
- o. Recommend release of unit resources in conformity with Demobilization Plan.
- p. Ensure general welfare and safety of Logistics Section personnel.
- q. Maintain log of unit activity.

### SERVICE BRANCH DIRECTOR

The Service Branch Director, when activated, is under the supervision of the Logistics Section Chief, and is responsible for the management of all service activities at the incident. The Branch Director supervises the operations of the Communications, Medical, and Food Units.

- a. Review Common Responsibilities.
- b. Obtain working materials.
- c. Determine level of service required to support operations.
- d. Confirm dispatch of Branch personnel.
- e. Participate in planning meetings of Logistics Section personnel.
- f. Review Incident Action Plan.
- g. Organize and prepare assignments for Service Branch personnel.

## **SERVICE BRANCH DIRECTOR (CONTINUED)**

- h. Coordinate activities of Branch Units.
- i. Inform Logistics Chief of Branch activities.
- j. Resolve Service Branch problems.
- k. Maintain log of unit activity.

## **COMMUNICATIONS UNIT LEADER**

The Communications Unit Leader, under the direction of the Service Branch Director or Logistics Section Chief, is responsible for developing plans for the effective use of incident communications equipment and facilities; installing and testing of communications equipment; supervision of the Incident Communications Center; distribution of communications equipment to incident personnel; and the maintenance and repair of communications equipment.

- a. Review Common Responsibilities.
- b. Review Unit Leader Responsibilities.
- c. Determine unit personnel needs.
- d. Prepare and implement a Communications Plan.
- e. Ensure the Incident Communications Center and Message Center are established.
- f. Ensure communications systems are installed and tested.
- g. Ensure an equipment accountability system is established.
- h. Provide technical information as required on:
  - 1.) Adequacy of communications systems currently in operation;
  - 2.) Geographic limitations on communications systems;
  - 3.) Equipment capabilities/limitations;
  - 4.) Amount and types of equipment available; and
  - 5.) Anticipated problems in the use of communications equipment.
- i. Supervise Communications Unit activities.
- j. Maintain records on all communications equipment as appropriate.
- k. Recover equipment from relieved or released units.

## **MEDICAL UNIT LEADER**

The Medical Unit Leader, under the direction of the Service Branch Director or Logistics Section Chief, is primarily responsible for the development of the Medical Plan, obtaining medical aid and transportation for injured and ill incident personnel, and preparation of reports and records.

- a. Review Common Responsibilities.
- b. Review Unit Leader Responsibilities.
- c. Participate in Logistics Section/Service Branch planning activities.

## **MEDICAL UNIT LEADER (CONTINUED)**

- d. Establish Medical Unit.
- e. Prepare the Medical Plan.
- f. Prepare procedures for major medical emergency.
- g. Declare major medical emergency as appropriate.
- h. Respond to requests for medical aid, medical transportation, and medical supplies.
- i. Prepare and submit necessary documentation.

## **REHABILITATION MANAGER**

The Rehabilitation Manager reports to the Medical Unit Leader and is responsible for the rehabilitation of incident personnel who are suffering from the effects of strenuous work and/or extreme conditions.

- a. Review Common Responsibilities.
- b. Designate responder rehabilitation location(s) and have location(s) announced on radio with radio designation "Rehab."
- c. Request necessary medical personnel to evaluate medical condition of personnel being rehabilitated.
- d. Request necessary resources for rehabilitation of personnel, e.g., water, juice, personnel.
- e. Request through Food Unit or Logistics Section Chief food as necessary for personnel being rehabilitated.
- f. Release rehabilitated personnel to Planning Section for reassignment.
- g. Maintain appropriate records and documentation.

## **FOOD UNIT LEADER**

The Food Unit Leader is responsible for supplying the food needs for the entire incident, including all remote locations (e.g., Camps, Staging Areas), as well as providing food for personnel unable to leave tactical field assignments.

- a. Review Common Responsibilities.
- b. Review Unit Leader Responsibilities.
- c. Determine food and water requirements.
- d. Determine method of feeding to best fit each facility or situation.
- e. Obtain necessary equipment and supplies and establish cooking facilities.
- f. Ensure that well-balanced menus are provided.
- g. Order sufficient food and potable water from the Supply Unit.
- h. Maintain an inventory of food and water.
- i. Maintain food service areas, ensuring that all appropriate health and safety measures are being followed.
- j. Supervise caterers, cooks, and other Food Unit personnel as appropriate.

## **SUPPORT BRANCH DIRECTOR**

The Support Branch Director, when activated, is under the direction of the Logistics Section Chief, and is responsible for development and implementation of logistics plans in support of the Incident Action Plan. The Support Branch Director supervises the operations of the Supply, Facilities and Ground Support Units.

- a. Review Common Responsibilities.
- b. Obtain work materials.
- c. Identify Support Branch personnel dispatched to the incident.
- d. Determine initial support operations in coordination with Logistics Section Chief and Service Branch Director.
- e. Prepare initial organization and assignments for support operations.
- f. Assemble and brief Support Branch personnel.
- g. Determine if assigned Branch resources are sufficient.
- h. Maintain surveillance of assigned units' work progress and inform Section Chief of activities.
- i. Resolve problems associated with requests from Operations Section.
- j. Maintain log of unit activity.

## **SUPPLY UNIT LEADER**

The Supply Unit Leader is primarily responsible for ordering personnel, equipment and supplies; receiving, and storing all supplies for the incident; maintaining an inventory of supplies; and servicing non-expendable supplies and equipment.

- a. Review Common Responsibilities.
- b. Review Unit Leader Responsibilities.
- c. Participate in Logistics Section/Support Branch planning activities.
- d. Determine the type and amount of supplies en route.
- e. Review Incident Action Plan for information on operations of the Supply Unit.
- f. Develop and implement safety and security requirements.
- g. Order, receive, distribute, and store supplies and equipment.
- h. Receive and respond to requests for personnel, supplies and equipment.
- i. Maintain inventory of supplies and equipment.
- j. Service reusable equipment.
- k. Submit reports to the Support Branch Director.

## **RECEIVING AND DISTRIBUTION MANAGER**

The Receiving and Distribution Manager is responsible for receipt and distribution of all supplies and equipment (other than primary resources) and the service and repair of tools and equipment. The Receiving and Distribution Manager reports to the Supply Unit Leader.

- a. Review Common Responsibilities.
- b. Order required personnel to operate supply area.
- c. Organize physical layout of supply area.
- d. Establish procedures for operating supply area.
- e. Set up filing system for receiving and distribution of supplies and equipment.
- f. Maintain inventory of supplies and equipment.
- g. Develop security requirement for supply area.
- h. Establish procedures for receiving supplies and equipment.
- i. Submit necessary reports to Supply Unit Leader.
- j. Notify Ordering Manager of supplies and equipment received.
- k. Provide necessary supply records to Supply Unit Leader.

## **FACILITIES UNIT LEADER**

The Facilities Unit Leader is primarily responsible for the layout and activation of incident facilities, e.g., Base, Camp(s) and Incident Command Post. The Unit provides sleeping and sanitation facilities for incident personnel and manages Base and Camp(s) operations. Each facility (Base, Camp) is assigned a manager who reports to the Facilities Unit Leader and is responsible for managing the operation of the facility. The basic functions or activities of the Base and Camp Managers are to provide security service and general maintenance. The Facility Unit Leader reports to the Support Branch Director.

- a. Review Common Responsibilities.
- b. Review Unit Leader Responsibilities.
- c. Receive a copy of the Incident Action Plan.
- d. Participate in Logistics Section/Support Branch planning activities.
- e. Determine requirements for each facility.
- f. Prepare layouts of incident facilities.
- g. Notify Unit Leaders of facility layout.
- h. Activate incident facilities.
- i. Provide Base and Camp Managers.
- j. Provide sleeping facilities.
- k. Provide security services.
- l. Provide facility maintenance services: sanitation, lighting, clean-up.

## **FACILITY MAINTENANCE SPECIALIST**

The Facility Maintenance Specialist is responsible for ensuring proper sleeping and sanitation facilities are maintained; providing shower facilities; providing and maintaining lights and other electrical equipment; and maintaining the Base, Camp and Incident Command Post facilities in a clean and orderly manner.

- a. Review Common Responsibilities.
- b. Request required maintenance support personnel and assign duties.
- c. Obtain supplies, tools, and equipment.
- d. Supervise/perform assigned work activities.
- e. Ensure that all facilities are maintained in a safe condition.
- f. Disassemble temporary facilities when no longer required.
- g. Restore area to pre-incident condition.

## **SECURITY MANAGER**

The Security Manager is responsible for providing safeguards needed to protect personnel and property from loss or damage.

- a. Review Common Responsibilities.
- b. Establish contacts with local law enforcement agencies as required.
- c. Contact the Resource Use Specialist for crews or Agency Representatives to discuss any special custodial requirements that may affect operations.
- d. Request required personnel support to accomplish work assignments.
- e. Ensure that support personnel are qualified to manage security problems.
- f. Develop Security Plan for incident facilities.
- g. Adjust Security Plan for personnel and equipment changes and releases.
- h. Coordinate security activities with appropriate incident personnel.
- i. Keep the peace, prevent assaults, settle disputes through coordination with Agency Representatives.
- j. Prevent theft of all government and personal property.
- k. Document all complaints and suspicious occurrences.

## **BASE MANAGER**

The Base Manager is responsible for ensuring that appropriate sanitation, security, and facility management services are conducted at the Base. Base Manager duties include:

- a. Review Common Responsibilities.
- b. Determine personnel support requirements.
- c. Obtain necessary equipment and supplies.

## **BASE MANAGER (CONTINUED)**

- d. Ensure that all facilities and equipment are set up and properly functioning. Supervise the establishment of:
  - 1.) Sanitation facilities (including showers).
  - 2.) Sleeping facilities.
- e. Make sleeping area assignments.
- f. Ensure strict compliance with all applicable safety regulations.
- g. Ensure that all facility maintenance services are provided.

## **CAMP MANAGER**

On large incidents, one or more Camps may be established by the General Staff to provide better support to operations. Camps may be in place several days or may be moved depending upon the nature of the incident. Functional unit activities performed at the ICS Base may be performed at the Camp(s). These *could* include: Supply, Medical, Ground Support, Food, Communications and Finance/Administration as well as the Facilities Unit functions of facility maintenance and security. Camp Managers are responsible for providing non-technical coordination for all units operating within the Camp. Units assigned to Camps will be determined by the ICS General Staff. Personnel requirements for units at Camps will be determined by the parent unit, based on kind and size of incident and expected duration of Camp operations.

- a. Review Common Responsibilities.
- b. Determine personnel support requirements.
- c. Obtain necessary equipment and supplies.
- d. Ensure that all sanitation, shower and sleeping facilities are set up and properly functioning.
- e. Make sleeping arrangements.
- f. Provide direct supervision for all facility maintenance and security services at Camp.
- g. Ensure strict compliance with all applicable safety regulations.
- h. Ensure that all Camp to Base communications are centrally coordinated.
- i. Ensure that all Camp to Base transportation scheduling is centrally coordinated.
- j. Provide overall coordination of all Camp activities to ensure that all assigned units operate effectively and cooperatively in meeting incident objectives.
- k. Maintain log of unit activity.

The Camp Manager will provide direct supervision for all facility maintenance and security services at the Camp. Several of the functional unit activities that are performed at the ICS Base may also be performed at the Camp(s). These functional units assigned to the Camp(s) will receive their direct supervision from their Unit Leaders at the ICS Base. During the time that a Camp is established, the Camp Manager will be responsible for providing non-technical coordination for all units operating within the Camp in order to ensure orderly and harmonious operation of the Camp and efficient use of all resources and personnel assigned to the Camp.



## **GROUND SUPPORT UNIT LEADER**

The Ground Support Unit leader is primarily responsible for 1) support of out-of-service resources; 2) transportation of personnel, supplies, food, and equipment; 3) fueling, service, maintenance, and repair of vehicles and other ground support equipment; and 4) implementing the Traffic Plan for the incident.

- a. Review Common Responsibilities.
- b. Review Unit Leader Responsibilities.
- c. Participate in Support Branch Logistics Section planning activities.
- d. Develop and implement Traffic Plan.
- e. Support out-of-service resources.
- f. Notify Resources Unit of all status changes on support and transportation vehicles.
- g. Arrange for and activate fueling, maintenance, and repair of ground resources.
- h. Maintain inventory of support and transportation vehicles.
- i. Provide transportation services.
- j. Collect use information on rented equipment.
- k. Requisition maintenance and repair supplies (e.g., fuel, spare parts).
- l. Submit reports to Support Branch Director as directed.

## **EQUIPMENT MANAGER**

The Equipment Manager provides service, repair and fuel for all apparatus and equipment; provides transportation and support vehicle services; and maintains records of equipment use and service provided.

- a. Review Common Responsibilities.
- b. Obtain Incident Action Plan to determine locations for assigned resources, Staging Area locations, and fueling and service requirements for all resources.
- c. Obtain necessary equipment and supplies.
- d. Provide maintenance and fueling according to schedule.
- e. Prepare schedules to maximize use of available transportation.
- f. Provide transportation and support vehicles for incident use.
- g. Coordinate with Agency Representatives on service and repair policies as required.
- h. Inspect equipment condition and ensure coverage by equipment agreement.
- i. Determine supplies (e.g., gasoline, diesel, oil and parts needed to maintain equipment in efficient operating condition), and place orders with Supply Unit.
- j. Maintain support vehicle inventory.
- k. Maintain equipment service and use records.
- l. Check all service repair areas to ensure that all appropriate safety measures are being taken.

## **PUBLIC SAFETY CHAPLAIN**

The Public Safety Chaplain shall be the Lead Chaplain that reports to the Logistics Section Chief and supports the command staff as required. He/she shall also establish and direct support for the necessary religious support positions needed to assist on the incident and as directed by the Logistics Chief.

Each Chaplain and Clergy member assigned and working in the area of the incident scene will be issued a temporary identification card by the jurisdiction in which the incident occurs. These cards will be issued once the credentials have been verified by the Public Safety Chaplain.

- a. Review Common Responsibilities.
- b. Verify credentials of Chaplains and Clergy.
- c. Deploy Chaplains and Clergy where needed/requested.
- d. Check on well-being of incident personnel.
- e. Provide religious support for emergency workers and victims.

**SECTION 12**

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**FINANCE/ADMINISTRATION**

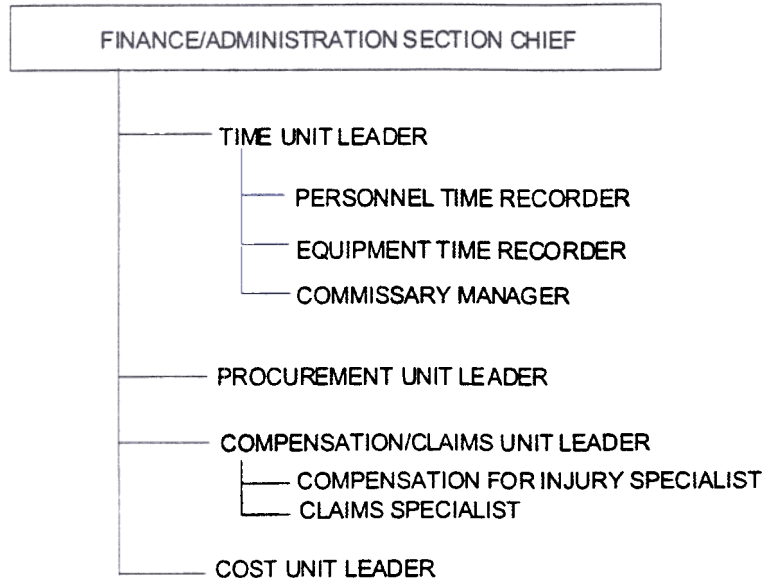
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**FINANCE/ADMINISTRATION SECTION CHIEF**

## ORGANIZATION CHART



## POSITION CHECKLIST

### FINANCE/ADMINISTRATION SECTION CHIEF

The Finance/Administration Section Chief is responsible for all financial, administrative, and cost analysis aspects of the incident and for supervising members of the Finance/Administration Section.

- a. Review Common Responsibilities.
- b. Manage all financial aspects of an incident.
- c. Provide financial and cost analysis information as requested.
- d. Gather pertinent information from briefings with responsible agencies.
- e. Develop an operating plan for the Finance/Administration Section; fill supply and support needs.
- f. Determine need to set up and operate an incident commissary.
- g. Meet with assisting and cooperating Agency Representatives as needed.
- h. Maintain daily contact with agency(s) administrative headquarters on Finance/Administration matters.
- i. Provide financial input to demobilization planning.
- j. Brief agency administrative personnel on all incident-related financial issues needing attention or follow-up prior to leaving incident.
- k. Maintain log of unit activities.

## SECTION 13

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### RESOURCE TYPES AND MINIMUM STANDARDS

The Resource Types and Minimum Standards are designed to provide standard reference terminology for request and allocation of common resources. This list is permitted for use by all COG jurisdictions and responding resources from outside the COG region. Use of these terms is encouraged, but the list is not designed to be all-inclusive or compulsory in nature.

- 1) Unit name                      Air Unit  
Unit acronym                    AU  
Unit description                A unit designed to provide SCBA support at the incident scene, with the capability of refilling and replacing air bottles.
  
- 2) Unit name                      Ambulance  
Unit acronym                    A  
Unit description                A unit equipped for transport with EMS-BLS equipment including one (1) or more personnel meeting the BLS certification standards of the respective jurisdiction.
  
- 3) Unit name                      Attack Engine  
Unit acronym                    AE  
Unit description                A unit with a pump (500 g.p.m. or less), 250 gallon water tank, and hose.
  
- 4) Unit name                      Bicycle Basic  
Unit acronym                    BB  
Unit description                A bicycle equipped with EMS-BLS equipment, which has as the rider a BLS provider meeting the certification standards of the respective jurisdiction.
  
- 5) Unit name                      Brush Unit  
Unit acronym                    BU  
Unit description                A unit equipped to fight brush, grass, or wild land fires, usually with four-wheel drive.
  
- 6) Unit name                      Canteen Unit  
Unit acronym                    CU  
Unit description                A unit used to provide personnel food, snacks, drinks, etc.

- 7) Unit name Cave-in Unit  
Unit acronym CI  
Unit description A unit designed to provide the materials needed to effectively manage cave-ins, building collapses, industrial accidents, etc.
- 8) Unit name Cave-in Support Unit  
Unit acronym CS  
Unit description A unit designed to provide additional equipment needed at a cave-in incident.
- 9) Unit name Mobile Command Post  
Unit acronym CP  
Unit description A unit with internal space to support command post operations and the ability to transmit and receive by radio.
- 10) Unit name Communications Support Unit  
Unit acronym CSU  
Unit description A unit used to support on-scene communications.
- 11) Unit name Compressed Air Foam Engine  
Unit acronym EFC  
Unit description Same as engine, equipped with compressed air foam (CAFs) capability.
- 12) Unit name Crane/Wrecker  
Unit acronym CW  
Unit description A vehicle used for towing fire department vehicles.
- 13) Unit name Engine  
Unit acronym E  
Unit description A unit with a pump (minimum of 750 g.p.m.), 500 gallon water tank, and hose.
- 14) Unit name Foam Engine  
Unit acronym EF  
Unit description Same as Engine, also equipped with a fixed foam tank.
- 15) Unit name Paramedic Engine  
Unit acronym EP  
Unit description Same as Engine, also equipped with EMS-ALS equipment, with staffing including one (1) or more personnel meeting the ALS certification standards of the respective jurisdiction.



- 26) Unit name Helicopter/Medivac  
Unit acronym H  
Unit description A unit used for medical evacuation.
- 27) Unit name Helicopter/Rescue  
Unit acronym HR  
Unit description Same as Helicopter/Medivac, also equipped for search and rescue.
- 28) Unit name Light Unit  
Unit acronym LU  
Unit description A unit designed to provide additional lighting and electrical power.
- 29) Unit name Mass Casualty Unit  
Unit acronym MCU  
Unit description A unit equipped to provide additional EMS supplies at a mass casualty incident.
- 30) Unit name Medic Unit  
Unit acronym M  
Unit description A unit equipped for transport with EMS-ALS equipment including one (1) or more personnel meeting the ALS certification standards of the respective jurisdiction.
- 31) Unit name Hazardous Materials Medic  
Unit acronym MH  
Unit description Same as Medic Unit, but staffed with at least one (1) ALS provider who also meets the hazardous materials technician certification standards of the respective jurisdiction.
- 32) Unit name Bicycle Medic  
Unit acronym MB  
Unit description A bicycle equipped with EMS-ALS equipment, which has as the rider an ALS provider meeting the certification standards of the respective jurisdiction.
- 33) Unit name Medic Car  
Unit acronym MC  
Unit description A rapid response unit equipped with EMS-ALS equipment, with staffing including one (1) or more personnel meeting the ALS certification standards of the respective jurisdiction, but without transport capability.
- 34) Unit name Quint  
Unit acronym Q  
Unit description A unit with a pump (minimum 750 g.p.m.), 500 gallon water tank, hose, and an aerial ladder of at least 50 feet.



- 35) Unit name                   Rehabilitation Unit  
     Unit acronym                RUN  
     Unit description            A unit designed to provide personnel rehabilitative services at an extended incident.
- 36) Unit name                   Rescue Squad  
     Unit acronym                RS  
     Unit description            A unit equipped with power tools and other equipment used for rescue, extrication, and fire ground support.
- 37) Unit name                   Tanker  
     Unit acronym                K  
     Unit description            A unit that carries a minimum of 1000 gallons of water.
- 38) Unit name                   Truck  
     Unit acronym                T  
     Unit description            A unit equipped with an aerial ladder of 50' or greater, capable of utilizing a pre-piped or detachable elevated water stream, and having a full complement of ground ladders, without a large capacity fire pump.
- 39) Unit name                   Tower  
     Unit acronym                TL  
     Unit description            A unit equipped with an aerial platform of 50' or greater, either extension or articulating, capable of utilizing a pre-piped elevated water stream, and having a full complement of ground ladders, without a large capacity fire pump.
- 40) Unit name                   Twinned Agent Unit  
     Unit acronym                TAU  
     Unit description            A unit equipped with AFFF and dry-chemical agents.
- 41) Unit name                   Underwater Dive Unit  
     Unit acronym                DU  
     Unit description            A unit used to conduct underwater rescue and recovery operations.
- 42) Unit name                   Utility  
     Unit acronym                UT  
     Unit description            A unit used for miscellaneous support functions.

**SECTION 14**

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**IDENTIFICATION OF FUNCTIONAL AREAS AND PERSONNEL**

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The following functional areas are the minimal areas requiring identification. Other functional areas may be set up to accomplish management of the incident but they need not be identified by flags or their personnel by arm bands or vests.

**A. FUNCTIONAL AREAS REQUIRING IDENTIFICATION (FLAG or LIGHT)**

1. Command Post
2. Staging Area
3. Treatment Area
4. Public Information Area

**B. PERSONNEL REQUIRING IDENTIFICATION (ARM BAND OR VEST)**

1. Incident Commander
2. Public Information Officer
3. Safety Officer
4. Section Chief(s)
5. Branch Director(s)
6. Staging Officer
7. Senior Physician
8. Treatment Unit Leader

**C. COLOR CODING IDENTIFICATION**

<u>Functional Area</u>	<u>Flag or light</u>	<u>Personnel</u>	<u>Vest Color(s)</u>
Command Post	Green Light	Incident Commander	
		Other Personnel**	Blue with two white stripes
Staging Area	Green Flag	Staging Officer	
Treatment Area	Orange	Treatment Unit Leader	White with one orange stripe
		Senior Physician	Orange with one white stripe
Public Information Area	White	Public Information Officer	
Safety	Red	Safety Officer	Red

Except for the Staging Officer and Public Information Officer, all other personnel requiring identification are identified by a vest or armband of solid blue with two white stripes.  
 In addition, some jurisdictions may use lime green vests, at their discretion, to designate specialty rescue operation teams, such as hazardous materials and cave-in.

#### **D. SIZE REQUIREMENTS**

1. Flags - Shall be at least 3 feet by 2 feet, matching the color scheme above, and be displayed at least 12 feet above ground.
2. Arm bands - Shall be at least 4 inches in width, be manufactured of retro-reflective material matching the color scheme above, and be worn on the right arm.

#### **E. LETTERING**

Vests and flags should be lettered to reflect the appropriate functional assignment.

## **SECTION 15**

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### **ACCOUNTABILITY**

It is imperative that during any operation that ALL personnel can be accounted for at any time. The following procedure will be followed on all incidents within COG jurisdictions.

All personnel shall be accounted for at regular intervals, starting at 20 minutes into the incident (or entry into remote hazard area) AND subsequently at regular intervals in accordance with procedures set forth by the host jurisdiction.

At the interval(s) that personnel are to be accounted for, a "Personnel Accountability Report" will be given to the next level supervisor/officer in the command structure in accordance with the following:

UNIT LEADERS will account for ALL PERSONNEL within their crew.

TASK FORCE, GROUP, and STRIKE TEAM LEADERS will account for the UNITS for which they are responsible.

DIVISION and GROUP LEADERS will account for TASK FORCES, GROUPS, and STRIKE TEAMS for which they are responsible.

BRANCH DIRECTORS will account for DIVISIONS and GROUPS for which they are responsible.

The INCIDENT COMMANDER will be able to account for ALL UNITS operating on the incident.

The organizational level at which Personnel Accountability Reports are initiated will be directed by the Safety Officer assigned to the Command Staff. The Safety Officer may delegate this responsibility to a specific level within the command structure to accommodate the impact of incident geography and the necessity based on the type of activity units are engaged in during operations.

The term "MAYDAY" will be used by personnel that are in immediate danger and in need of assistance. The term "MAYDAY" signals all personnel that attention and efforts should be directed toward the rescue of those in danger.

When personnel are engaged in an operation that could lead to their need for rapid rescue, a "RAPID INTERVENTION TEAM" (RIT) shall be established in accordance with the standing procedures of the authority having jurisdiction.

**SECTION 16**  
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**EMERGENCY MEDICAL SERVICES (EMS)**

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## **EMERGENCY MEDICAL SERVICES (EMS) BRANCH**

### **DEFINITION**

The EMS Branch Structure is designed to provide the Incident Commander with a basic expandable system for handling any number of patients in a multi-casualty incident. One or more additional Medical Group(s) may be established under the EMS Branch Director, if geographical or incident conditions warrant. The degree of implementation will depend upon the complexity of the incident.

### **MODULAR DEVELOPMENT**

A series of examples of modular development are included to illustrate one possible method of expanding the incident organization.

#### **Initial Response Organization**

Initial response resources are managed by the Incident Commander, who will handle all Command and General Staff responsibilities. The first arriving resource with the appropriate communications capability should establish communications with the appropriate hospital or other coordinating facility and become the Medical Communications Coordinator. Other first arriving resources would become Triage Crew.

#### **Reinforced Response Organization**

In addition to the initial response, the Incident Commander designates a Triage Unit Leader, a Treatment Unit Leader, Treatment Teams, and a Ground Transport Coordinator.

#### **Multi-Leader Response Organization**

The Incident Commander has now established an Operations Section Chief, who has in turn established a Medical Supply Coordinator, a Manager for each treatment category, and a Patient Transportation Group Supervisor. The Patient Transportation Group Supervisor was needed in order for the Operations Section Chief to maintain a manageable span of control, based on the assumption that other operations are concurrently happening in the Operations Section.

### **Multi-Group Response**

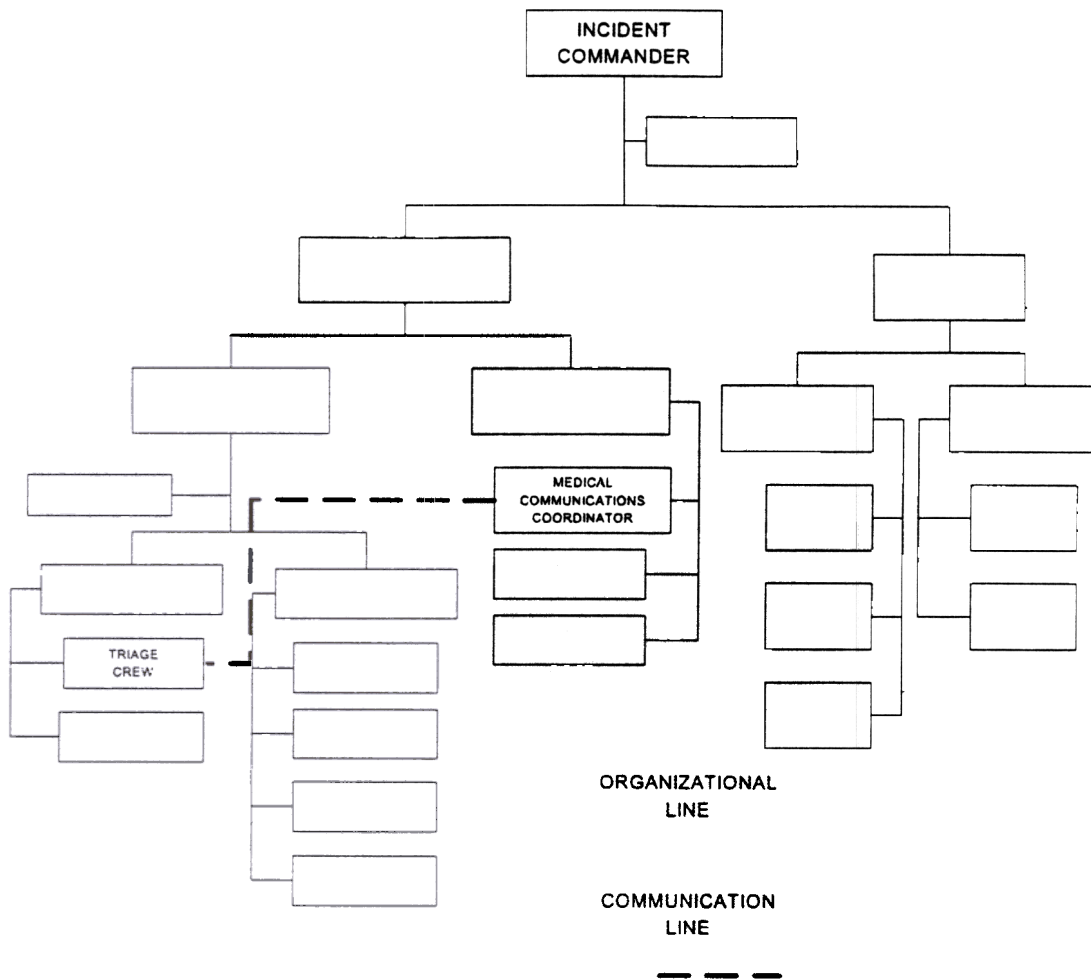
All positions within the Medical Group and Patient Transportation Group are now filled. Air Operations Branch is shown to illustrate the coordination between the Air Transportation Coordinator and the Air Operations Branch. An Extrication Group is freeing trapped victims.

### **Multi-Branch Organization**

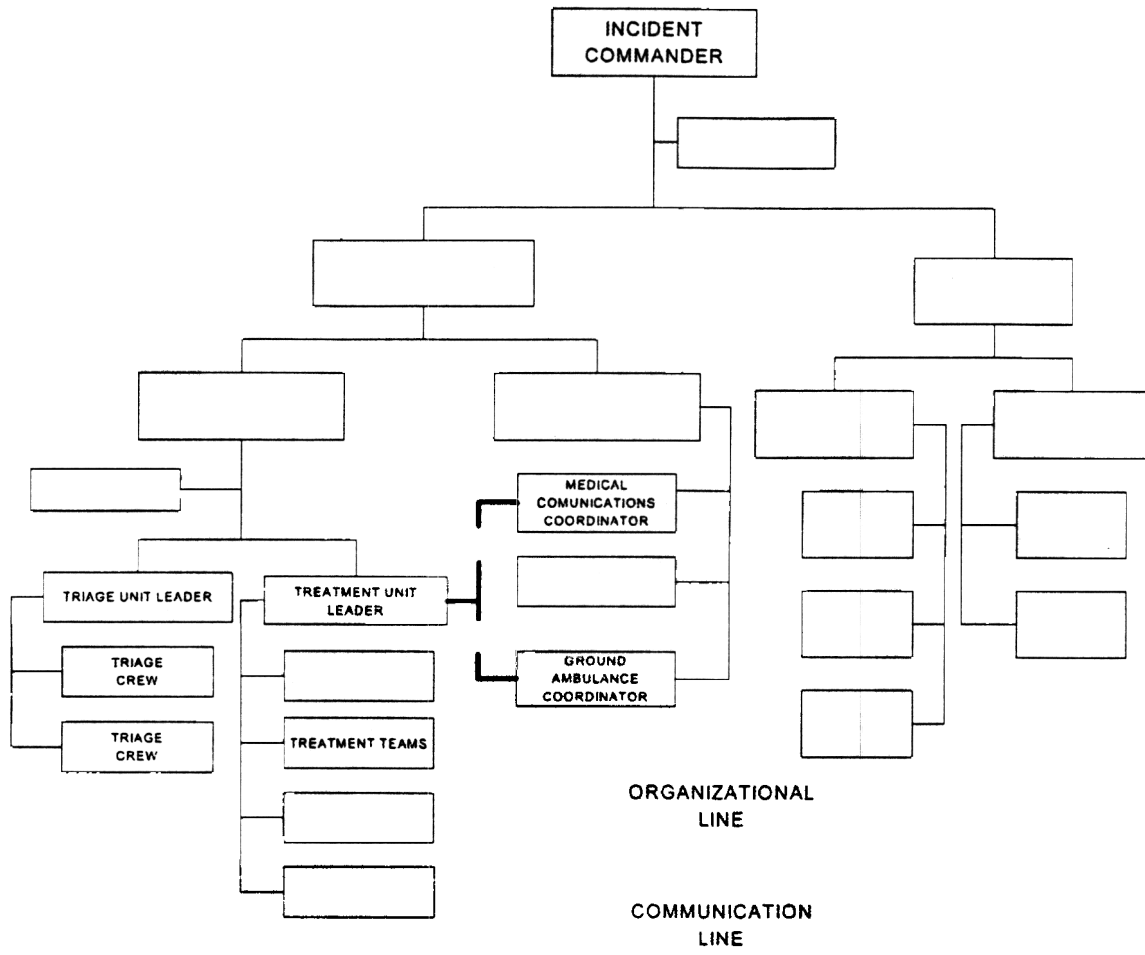
The complete incident organization shows the EMS Branch and other Branches with which there might be interaction. The EMS Branch now has three (3) Medical Groups (geographically separate) but only one Patient Transportation Group. This is because all patient transportation must be coordinated through one point to avoid overloading hospitals or other medical facilities.



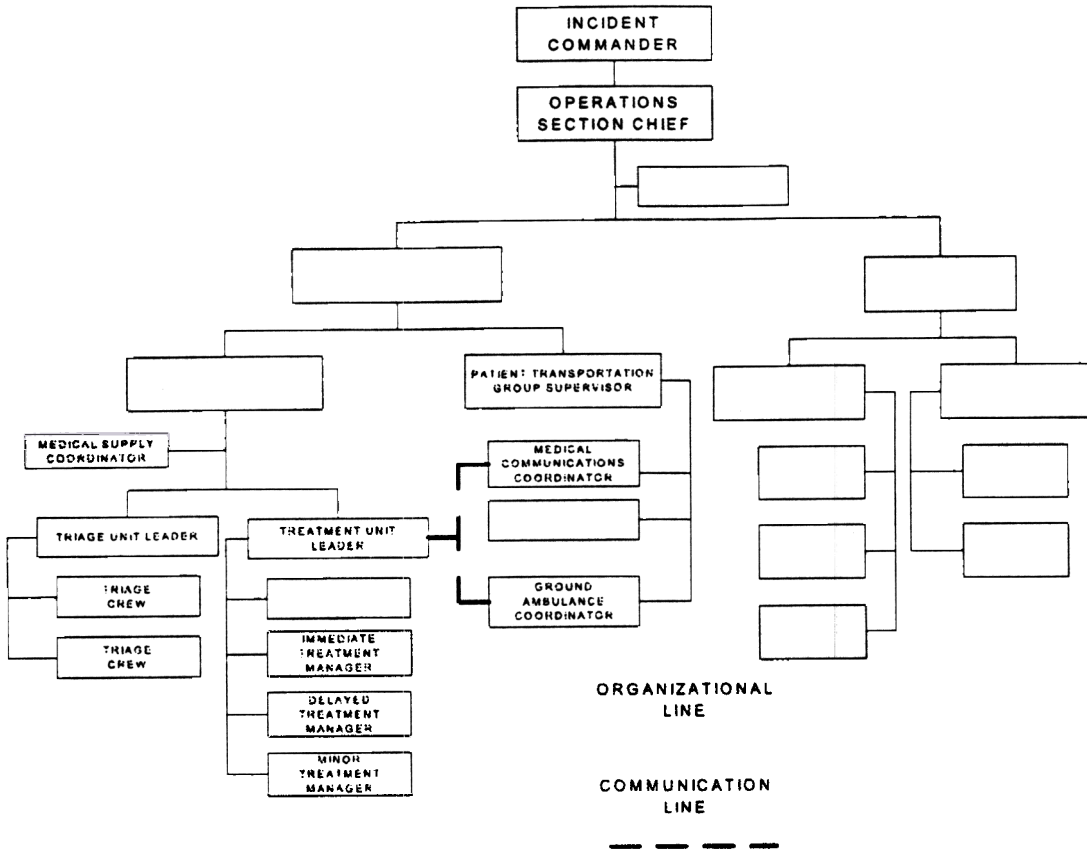
# INITIAL RESPONSE CHART

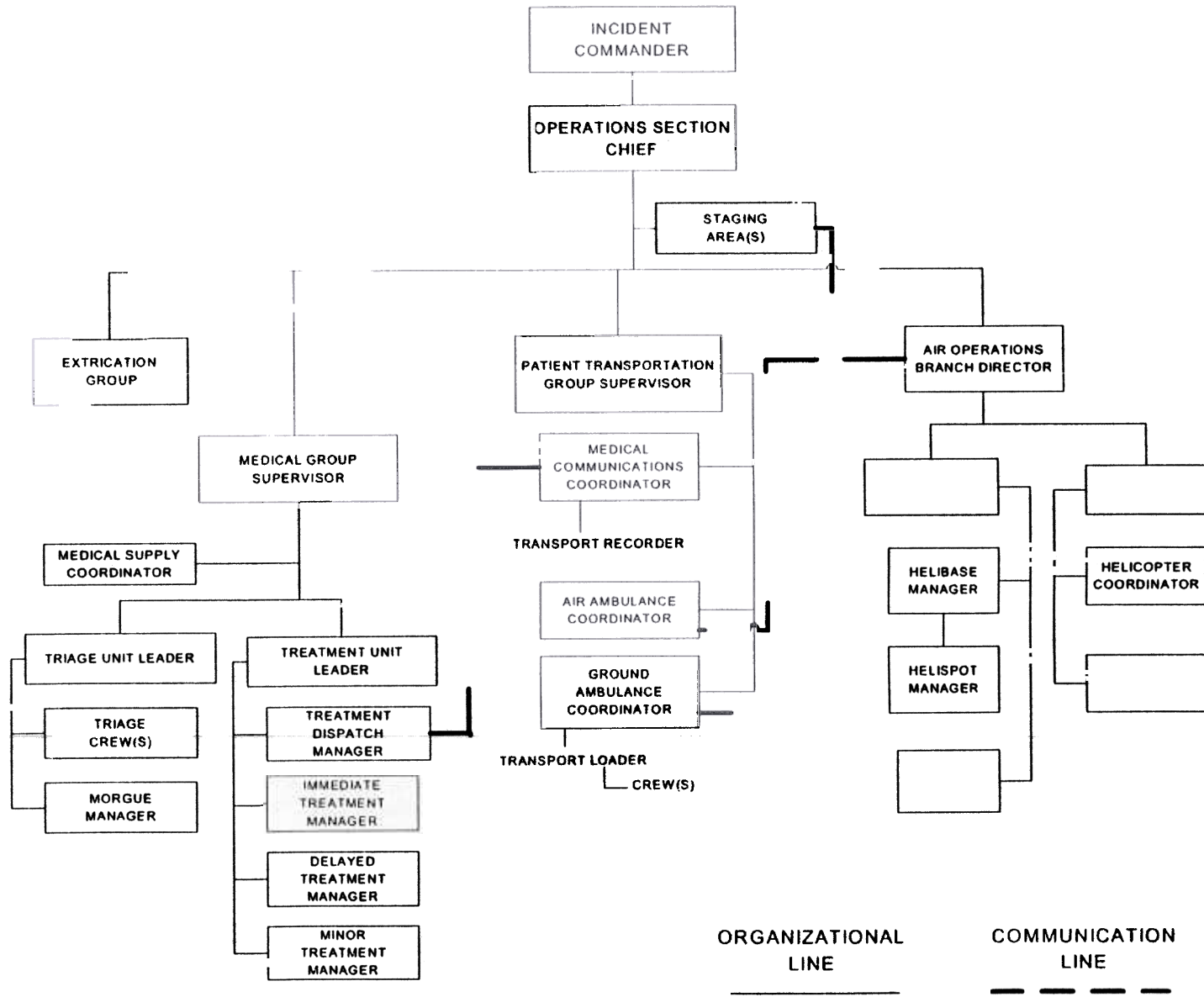


# REINFORCED RESPONSE CHART

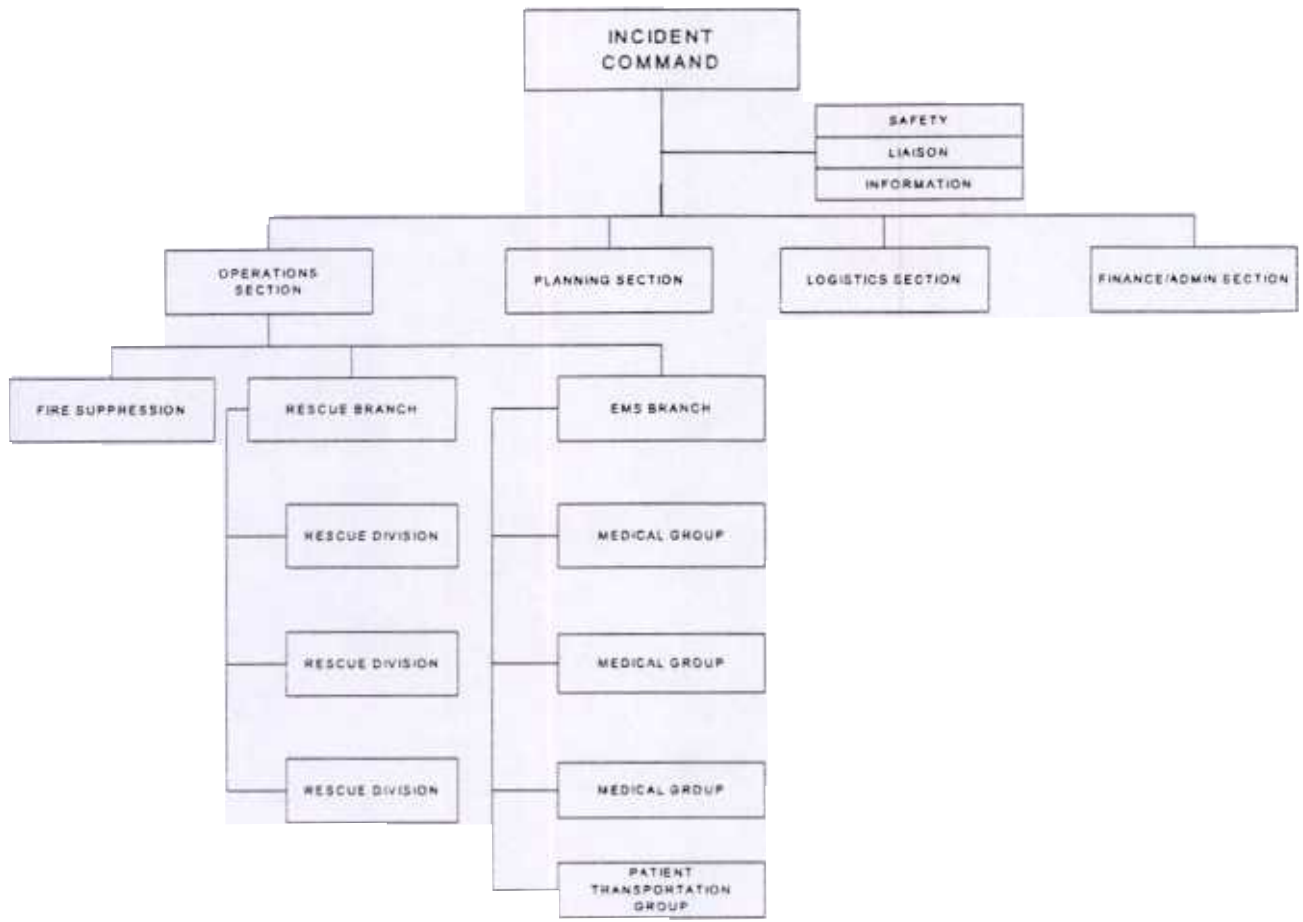


# MULTI-LEADER RESPONSE CHART





MULTI-GROUP RESPONSE CHART



## POSITION CHECKLISTS

### EMS BRANCH DIRECTOR

The EMS Branch Director is responsible for the implementation of the Incident Action Plan within the Branch. This includes the direction and execution of Branch planning for the assignment of resources within the Branch. The Branch Director reports to the Operations Section Chief and supervises the Medical Group and Patient Transportation Group Supervisors.

- a. Review Common Responsibilities.
- b. Review Group/Division Assignments for effectiveness of current operations and modify as needed.
- c. Provide input to Operations Section Chief for the Incident Action Plan.
- d. Supervise Branch activities.
- e. Ensure that adequate safety measures and accountability procedures are in place.
- f. Report to Operations Section Chief on Branch activities.
- g. Maintain log of unit activity.

### MEDICAL GROUP SUPERVISOR

The Medical Group Supervisor reports to the EMS Branch Director and supervises the Triage Unit Leader, Treatment Unit Leader, and Medical Supply Coordinator. The Medical Group Supervisor establishes command and controls the activities within a Medical Group, in order to assure the best possible emergency medical care to patients during a multi-casualty incident.

- a. Review Common Responsibilities.
- b. Participate in EMS Branch/Operations Section planning activities.
- c. Establish Medical Group with assigned personnel; request additional personnel and resources sufficient to handle the magnitude of the incident.
- d. Designate Unit Leaders and Treatment Area locations as appropriate.
- e. Isolate Morgue and Minor Treatment Area from Immediate and Delayed Treatment Areas.
- f. Request law enforcement/coroner involvement as needed.
- g. Determine amount and types of additional medical resources and supplies needed to handle the magnitude of the incident (medical caches, backboards, lifters, cots).
- h. Establish communications and coordination with Patient Transportation Group Supervisor.
- i. Ensure activation of hospital alert system and local EMS/health agencies.
- j. Direct and/or supervise on-scene personnel from agencies such as Coroner's Office, Red Cross, law enforcement, ambulance companies, county health agencies, and hospital volunteers.
- k. Ensure proper security, traffic control, and access for the Medical Group area.
- l. Direct medically trained personnel to the appropriate Unit Leader.
- m. Maintain log of unit activity.

## **TRIAGE UNIT LEADER**

The Triage Unit Leader reports to the Medical Group Supervisor and supervises Triage Crew/Litter Bearers and the Morgue Manager. The Triage Unit Leader assumes responsibility for providing triage management and movement of patients from the Triage Area. When triage has been completed, the Unit Leader may be reassigned as needed.

- a. Review Common Responsibilities.
- b. Review Unit Leader Responsibilities.
- c. Develop organization sufficient to handle assignment.
- d. Inform Medical Group Supervisor of resource needs.
- e. Implement triage process.
- f. Coordinate movement of patients from the Triage Area to the appropriate Treatment Area.
- g. Give periodic status reports to Medical Group Supervisor.
- h. Maintain security and control of the Triage Area.
- i. Establish Morgue.

## **TRIAGE CREW**

Triage Crew report to the Triage Unit Leader and triage patients on-scene and assign them to appropriate Treatment Areas.

- a. Review Common Responsibilities.
- b. Report to designated on-scene triage location.
- c. Triage and tag injured patients. Classify patients while noting injuries and vital signs, if taken.
- d. Direct movement of patients to proper Treatment Areas.
- e. Provide appropriate medical treatment (ABCs) to patients prior to movement as incident conditions dictate.

## **TREATMENT UNIT LEADER**

The Treatment Unit Leader reports to the Medical Group Supervisor and supervises the Treatment Managers and the Treatment Dispatch Manager. The Treatment Unit Leader assumes responsibility for treatment, preparation for transport, and coordination of patient treatment in the Treatment Areas and directs movement of patients to loading locations.

- a. Review Common Responsibilities.
- b. Review Unit Leader Responsibilities.
- c. Develop organization sufficient to handle assignment.
- d. Direct and supervise Treatment Dispatch, Immediate, Delayed, and Minor Treatment Areas.

## **TREATMENT UNIT LEADER (CONTINUED)**

- e. Coordinate movement of patients from Triage Area to Treatment Areas with Triage Unit Leader.
- f. Request sufficient medical caches and supplies as necessary.
- g. Establish communications and coordination with Patient Transportation Group.
- h. Ensure continual triage of patients, documentation, and tagging of patients as needed throughout Treatment Areas.
- i. Direct movement of patients to ambulance loading area(s).
- j. Give periodic status reports to Medical Group Supervisor.

## **TREATMENT DISPATCH MANAGER**

The Treatment Dispatch Manager reports to the Treatment Unit Leader and is responsible for coordinating, with the Patient Transportation Group, the transportation of patients out of the Treatment Area.

- a. Review Common Responsibilities.
- b. Establish communications with the Immediate, Delayed, and Minor Treatment Managers.
- c. Establish communications with the Patient Transportation Group.
- d. Verify that patients are prioritized for transportation.
- e. Advise the Medical Communications Coordinator of patient readiness and priority for dispatch.
- f. Coordinate the transportation of patients with the Medical Communications Coordinator.
- g. Ensure that appropriate patient tracking information is recorded if not already done or established by the Transportation Recorder.
- h. Coordinate ambulance loading with the Treatment Manager and ambulance personnel.

## **IMMEDIATE (RED) TREATMENT MANAGER**

The Immediate Treatment Manager reports to the Treatment Unit Leader and is responsible for treatment and re-triage of patients assigned to the Immediate Treatment Area.

- a. Review Common Responsibilities.
- b. Request or establish Medical Teams as necessary.
- c. Assign treatment personnel to patients received in the Immediate Treatment Area.
- d. Ensure treatment of patients triaged to the Immediate Treatment Area.
- e. Ensure that patients are prioritized for transportation.
- f. Coordinate transportation of patients with Treatment Dispatch Manager.
- g. Notify Treatment Dispatch Manager of patient readiness and priority for transportation.
- h. Ensure that appropriate patient information is recorded.



## **DELAYED (YELLOW) TREATMENT MANAGER**

The Delayed Treatment Manager reports to the Treatment Unit Leader and is responsible for treatment and re-triage of patients assigned to the Delayed Treatment Area.

- a. Review Common Responsibilities.
- b. Request or establish Medical Teams as necessary.
- c. Assign treatment personnel to patients received in the Delayed Treatment Area.
- d. Ensure treatment of patients triaged to the Delayed Treatment Area.
- e. Ensure that patients are prioritized for transportation.
- f. Coordinate transportation of patients with Treatment Dispatch Manager.
- g. Notify Treatment Dispatch Manager of patient readiness and priority for transportation.
- h. Ensure that appropriate patient information is recorded.

## **MINOR (GREEN) TREATMENT MANAGER**

The Minor Treatment Manager reports to the Treatment Unit Leader and is responsible for treatment and re-triage of patients assigned to Minor Treatment Area.

- a. Review Common Responsibilities.
- b. Request or establish Medical Teams as necessary.
- c. Assign treatment personnel to patients received in the Minor Treatment Area.
- d. Ensure treatment of patients triaged to the Minor Treatment Area.
- e. Ensure that patients are prioritized for transportation.
- f. Coordinate transportation of patients with Treatment Dispatch Manager.
- g. Notify Treatment Dispatch Manager of patient readiness and priority for transportation.
- h. Ensure that appropriate patient information is recorded.
- i. Coordinate volunteer personnel/organizations through Agency Representatives and Treatment Unit Leader.

## **PATIENT TRANSPORTATION GROUP SUPERVISOR**

The Patient Transportation Group Supervisor reports to the EMS Branch Director and supervises the Medical Communications Coordinator and the Air and Ground Ambulance Coordinators and is responsible for the coordination of patient transportation and maintenance of records relating to patient identification, injuries, and mode of off-incident transportation and destination.

- a. Review Common Responsibilities.
- b. Establish communications with hospitals(s).
- c. Designate ambulance staging area(s).
- d. Direct the transportation of patients as determined by Treatment Unit Leader(s).

## **PATIENT TRANSPORTATION GROUP SUPERVISOR (CONTINUED)**

- e. Ensure that patient information and destination is recorded.
- f. Establish communications with Ambulance Coordinator(s).
- g. Request additional ambulances, as required.
- h. Notify Ambulance Coordinator(s) of ambulance requests.
- i. Coordinate requests for air ambulance transportation through the Air Operations Director.
- j. Establish air ambulance helispot with the EMS Branch Director and Air Operations Director.
- k. Maintain log of unit activity.

## **MEDICAL COMMUNICATIONS COORDINATOR**

The Medical Communications Coordinator reports to the Patient Transportation Group Supervisor and supervises the Transportation Recorder, and maintains communications with the hospital alert system and/or other medical facilities to ensure proper patient transportation and destination, and coordinates information through the Patient Transportation Group Supervisor and the Transportation Recorder.

- a. Review Common Responsibilities.
- b. Establish communications with hospital alert system.
- c. Determine and maintain current status of hospital/medical facility availability and capability.
- d. Receive basic patient information and injury status from Treatment Dispatch Manager.
- e. Communicate hospital availability to Treatment Dispatch Manager.
- f. Coordinate patient off-incident destination with the hospital alert system.
- g. Communicate patient transportation needs to Ambulance Coordinators based upon requests from Treatment Dispatch Manager.
- h. Maintain log of unit activity.
- i. Request additional resources as needed.

## **PATIENT TRANSPORTATION RECORDER(S)**

Position is established when demands of the incident require and the transport function is needed. Works in patient transportation loading area with Treatment Dispatch Manager.

- a. Assists Medical Communications Coordinator as needed.
- b. Maintains appropriate incident documentation relating to the patients transported from the scene, to include:

## **PATIENT TRANSPORTATION RECORDER(S) (CONTINUED)**

- triage tag/ assigned tag number;
  - ensure triage tag/documentation is attached to the patient;
  - unit transporting;
  - destination hospital;
  - number of patients;
  - transporting triage status, age, sex, chief complaint; and
  - ETA to destination.
- c. Provides patient information to Medical Communications Coordinator as needed.

## **AIR/GROUND AMBULANCE COORDINATOR(S)**

The Air/Ground Ambulance Coordinator(s) report to the Patient Transportation Group Supervisor and manage the Air/Ground Ambulance Staging Areas and dispatch ambulances as requested.

- a. Review Common Responsibilities.
- b. Establish appropriate Staging Area for ambulances.
- c. Establish routes of travel for ambulances for incident operations.
- d. Establish and maintain communications with the Air Operations Branch Director.
- e. Establish and maintain communications with the Medical Communications Coordinator and Treatment Dispatch Manager.
- f. Maintain records as required.
- g. Ensure that necessary equipment is available in the ambulance for patient needs during transportation.
- h. Establish immediate contact with ambulance agencies at the scene.
- i. Request additional transportation resources as appropriate.
- j. Provide an inventory of medical supplies available at ambulance staging area for use at the scene.
- k. Request additional resources as needed (Transport Loaders, etc.).
- l. Ensure proper coordination is maintained with Staging Area Manager as needed.

## **TRANSPORT LOADER(S)**

Transport Loader(s) report to the Ground Ambulance Coordinator or Air Ambulance Coordinator as directed. Position is established when demands of the incident require and the transport functions are needed. Works in transportation loading area with Treatment Dispatch Manager.

- a. Establish patient loading point in the transportation area (if not already done).
- b. Coordinate activities with Treatment Dispatch Manager/Transport Recorder.

## **TRANSPORT LOADER(S) (CONTINUED)**

- c. Ensure patients selected for transportation are:
  - Ready for movement; and
  - Loaded on the correct transport unit.
  - Crosscheck Triage Tag information and numbers with Transport Recorder/Medical Communications Coordinator.
  - Provide instructions to vehicle drivers (e.g., directions to designated hospitals, maps, disaster routes, actions to take, etc.).
- d. Direct crews assigned as porter teams as needed.
- e. Keep Ground Ambulance Coordinator and/or Air Ambulance Coordinator informed as directed.

## **MEDICAL SUPPLY COORDINATOR**

The Medical Supply Coordinator reports to the Medical Group Supervisor and acquires and maintains control of appropriate medical equipment and supplies from units assigned to the Medical Group.

- a. Review Common Responsibilities.
- b. Acquire, distribute and maintain status of medical equipment and supplies within the Medical Group.
- c. Request additional medical supplies. (If Logistics Section is established, this position would coordinate with the Supply Unit Leader.)
- d. Distribute medical supplies to Treatment and Triage Units.
- e. Maintain log of unit activity.

## **MORGUE MANAGER**

The Morgue Manager reports to the Triage Unit Leader and assumes responsibility for Morgue Area activities until relieved of that responsibility by the appropriate Coroner's Office.

- a. Review Common Responsibilities.
- b. Assess resource/supply needs and order as needed.
- c. Coordinate all Morgue Area activities.
- d. Keep area off limits to all but authorized personnel.
- e. Coordinate with law enforcement and assist the coroner as necessary.
- f. Ensure that identity of deceased persons is kept confidential.

## **EMERGENCY MEDICAL SERVICES (EMS) GLOSSARY**

**ALS (Advanced Life Support).** Allowable procedures and techniques utilized by emergency medical personnel to stabilize critically sick and injured patients(s) who exceed Basic Life Support procedures. Example: Intravenous therapy, cardiac monitoring, advanced airway management, administration of medications, etc.

**Black Tag Patient.** A patient who, under the START triage system, is deceased.

**BLS (Basic Life Support).** Basic, non-invasive first-aid procedures and techniques utilized to stabilize critically sick and injured patients(s).

**Delayed (Yellow) Treatment.** Second priority patient under the START triage system. Patients in this category require aid, but injuries are less severe.

**Disaster Tag.** A tag used by triage personnel to identify and document the patient's medical condition.

**Immediate (Red) Treatment.** The highest priority patients under the START triage system. These patients require rapid assessment and medical intervention for survival.

**Major Medical Emergency.** Any emergency that would require the access of local mutual aid resources.

**Medical Group Organizational Structure.** This is designed to provide the Incident Commander with a basic expandable system for handling patients in a multi-casualty incident.

**Medical Protocols.** Policies and procedures approved by the local EMS agency for use by a provider in situations where direct voice contact with medical control cannot be established or maintained.

**Medical Team.** Combinations of medical trained personnel who are responsible for on-scene patient treatment.

**Medic Unit.** An ALS equipped vehicle. It would typically include drugs, medications, cardiac monitors and telemetry, and other specialized emergency medical equipment.

**Minor (Green) Treatment.** Patients, under the START triage system, whose injuries can be considered minor, requiring rudimentary first-aid.

**Morgue (Temporary on-incident).** Area designated for temporary placement of the dead. The Morgue is the responsibility of the Coroner's Office when a representative is on scene.

**Multi-Casualty.** The combination of numbers of injured people and types of injuries going beyond the capability of an entity's normal first response.

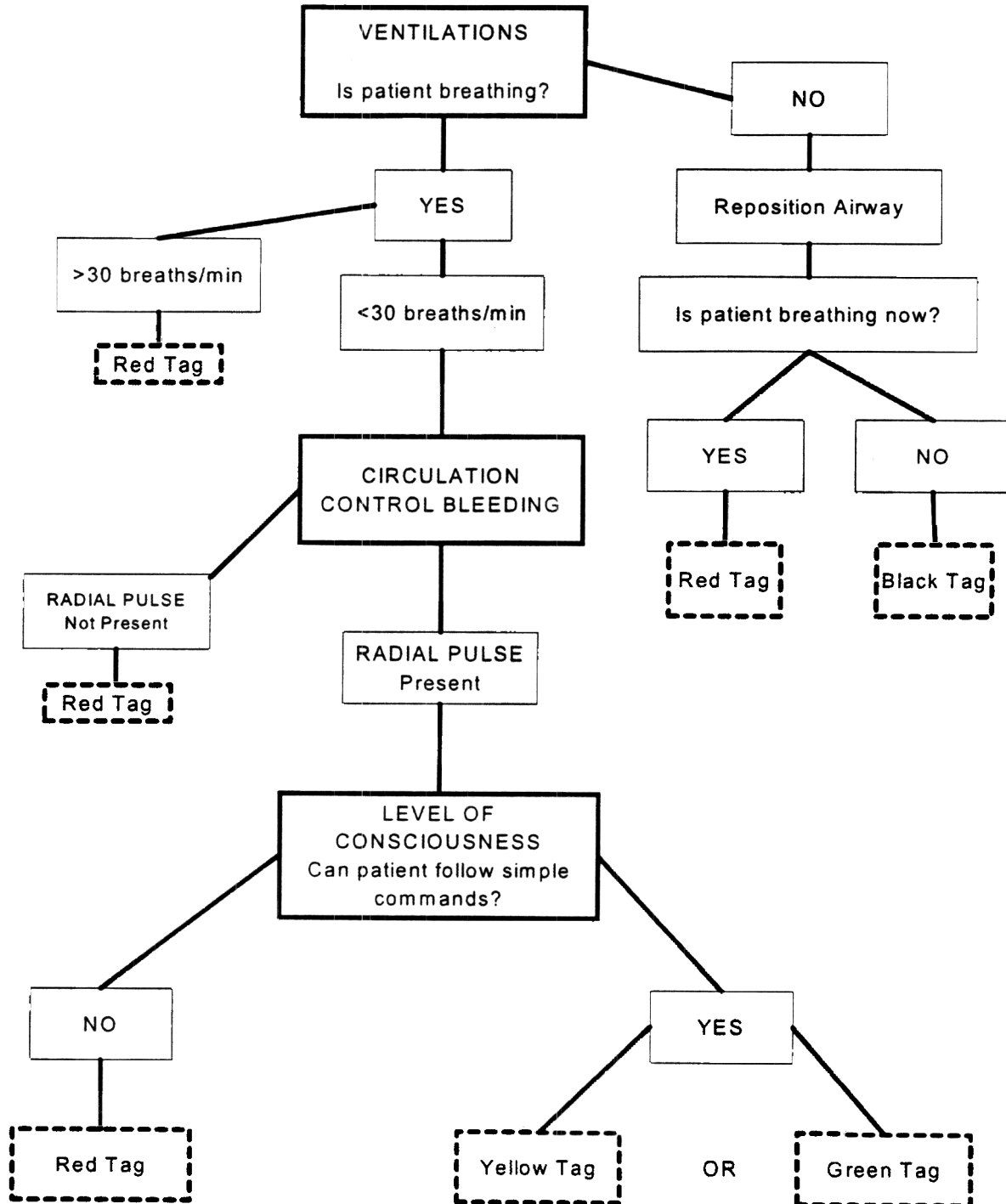
## **EMS GLOSSARY (CONTINUED)**

**START.** Acronym for "Simple Triage And Rapid Transport." This is the initial triage system that has been adopted by the Metropolitan Washington Council of Governments.

**Triage.** The screening and classification of sick, wounded, or injured persons utilizing the START triage system to determine priority needs in order to ensure the efficient use of medical personnel, equipment, and facilities.

**Triage Crew.** Responsible for utilizing the START triage system to assess patients on-scene and assigning them to the appropriate Treatment Areas.

# START TRIAGE SYSTEM FLOW CHART



**SECTION 17**

**ISSUE DATE: 10-2001**

**REVISION DATE:**

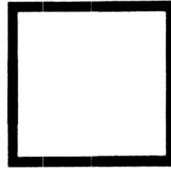
**STRUCTURE/HAZARDS AND SEARCH MARKING SYSTEMS**

CONTENTS ..... 17-1  
STRUCTURE/HAZARDS MARKING  
SEARCH MARKING .....



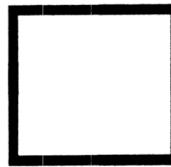
## STRUCTURE/HAZARDS MARKING SYSTEM

The Structure/Hazards Marking System shall be used to identify structures in a specific area and any hazards found within or near the structure. Make a large (2' x 2') square box with orange spray paint on the outside of the main entrance to the structure. Put the date, time, hazardous material conditions, and team or company identifier outside the box on the right hand side. This information should be made with crayon or chalk.



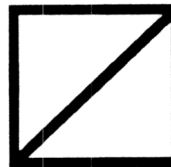
9/12/93  
1310 hrs.  
HM – nat. gas  
E - 204

Structure is accessible and safe for search and rescue operations. Damage is minor with little danger of further collapse.



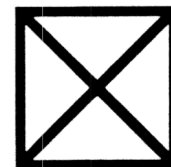
9/12/93  
1310 hrs.  
HM – none  
E - 204

Structure is significantly damaged. Some areas are relatively safe, but other areas may need shoring, bracing, or removal of falling and collapse hazards.



9/12/93  
1310 hrs.  
HM – nat. gas  
E - 204

Structure is not safe for search or rescue operations. May be subject to sudden additional collapse. Remote search operations may proceed at significant risk. If rescue operations are undertaken, safe haven areas and rapid evacuation routes should be created.



9/12/93  
1310 hrs.  
HM – nat. gas  
E - 204

Arrow located next to a marking box indicates the direction to a safe entrance into the structure, should the marking box need to be made remote from the indicated entrance.



# SEARCH MARKING SYSTEM

The Search Marking System shall be employed during and after the search of a structure for potential victims.

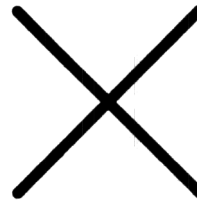
## SEARCH MARKING

WHEN YOU ENTER  
STRUCTURE OR ROOM



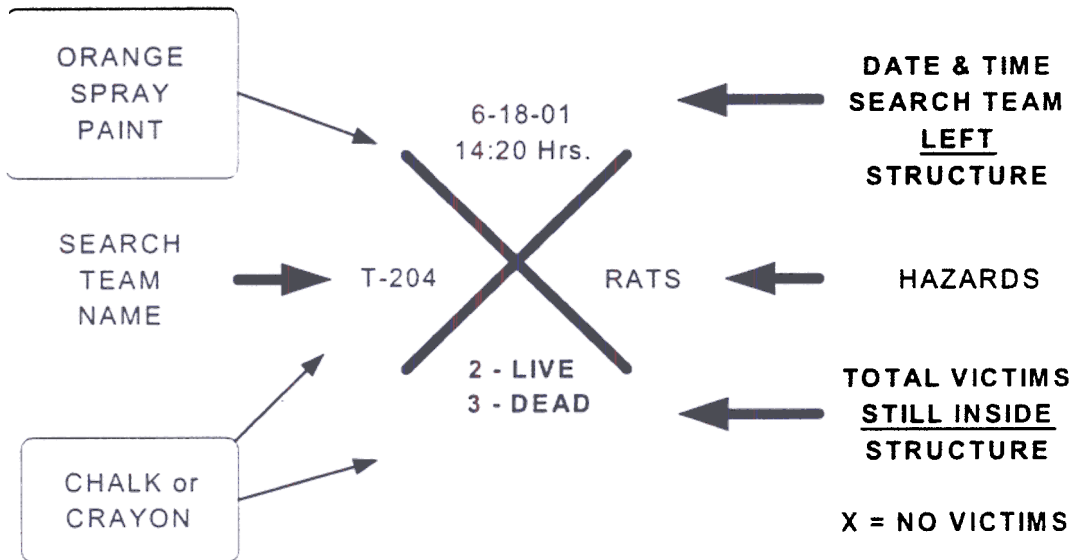
SINGLE SLASH

WHEN YOU EXIT  
STRUCTURE OR ROOM



SECOND SLASH  
(Identify Victim/s &  
Hazards)

## MAIN ENTRANCE SEARCH MARKING



## SECTION 18

ISSUE DATE: 10-2001

REVISION DATE:

### HAZARDOUS MATERIALS

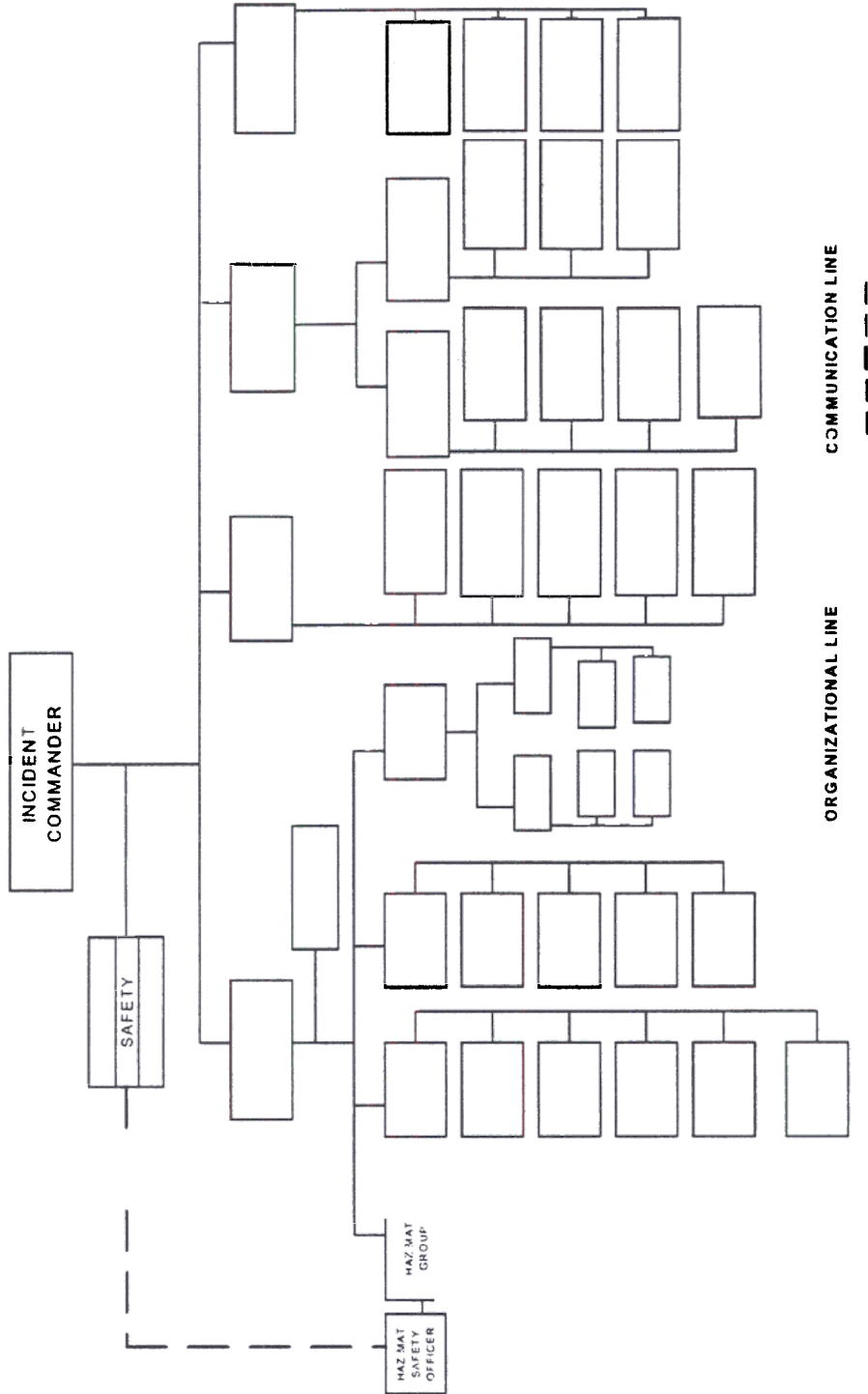
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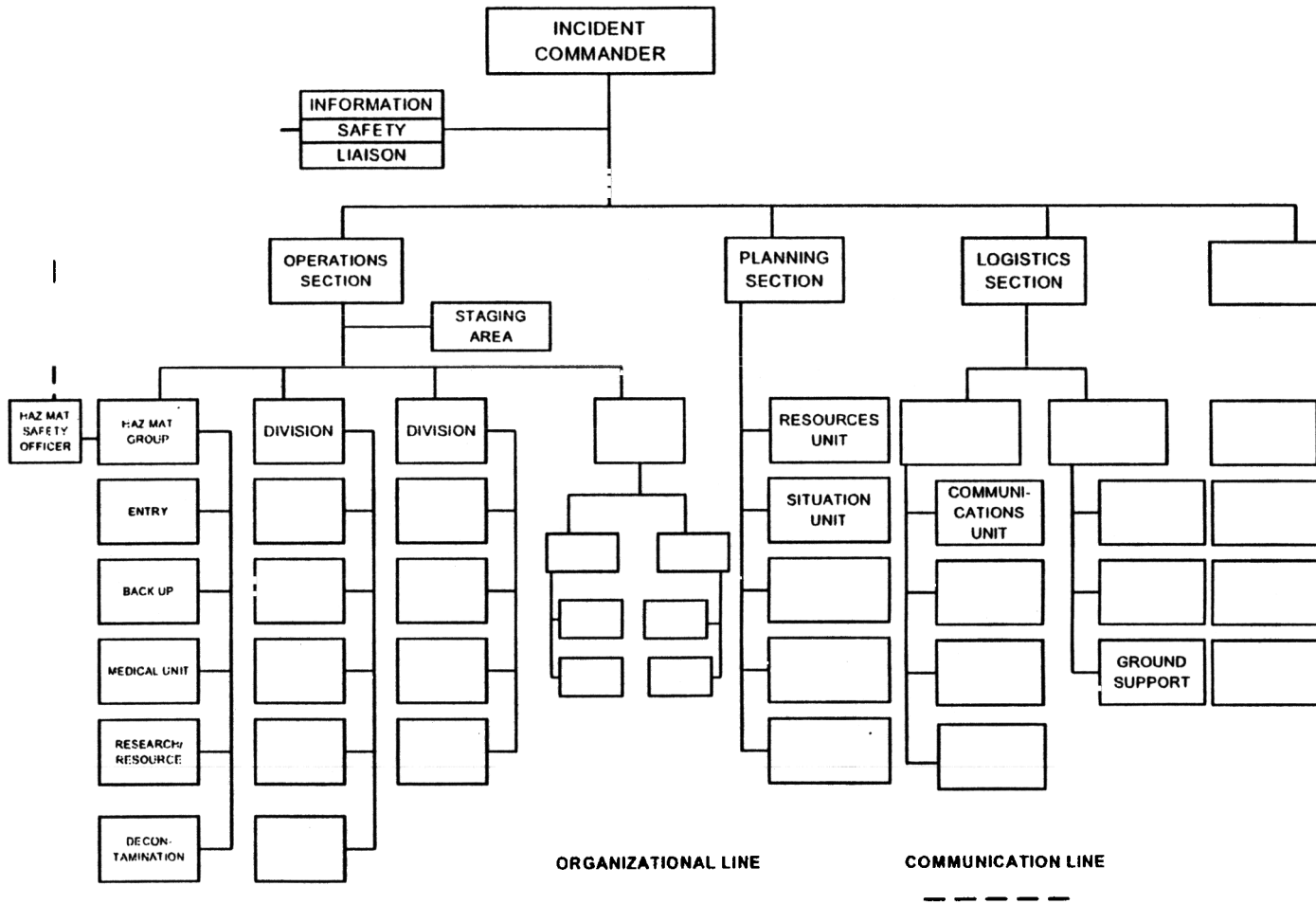
## **INTRODUCTION**

The Hazardous Materials organizational module is designed to provide an organizational structure that will provide necessary supervision and control for the essential functions required at virtually all hazardous materials incidents. This is based on the premise that controlling the tactical operations of companies and movement of personnel and equipment will provide a greater degree of safety and also reduce the probability of spreading of contaminants. The primary functions will be directed by the Hazardous Materials Branch/Group Supervisor, and all resources that have a direct involvement with the hazardous materials incident will be supervised by one of the functional leaders or the Hazardous Materials Branch/Group Supervisor.

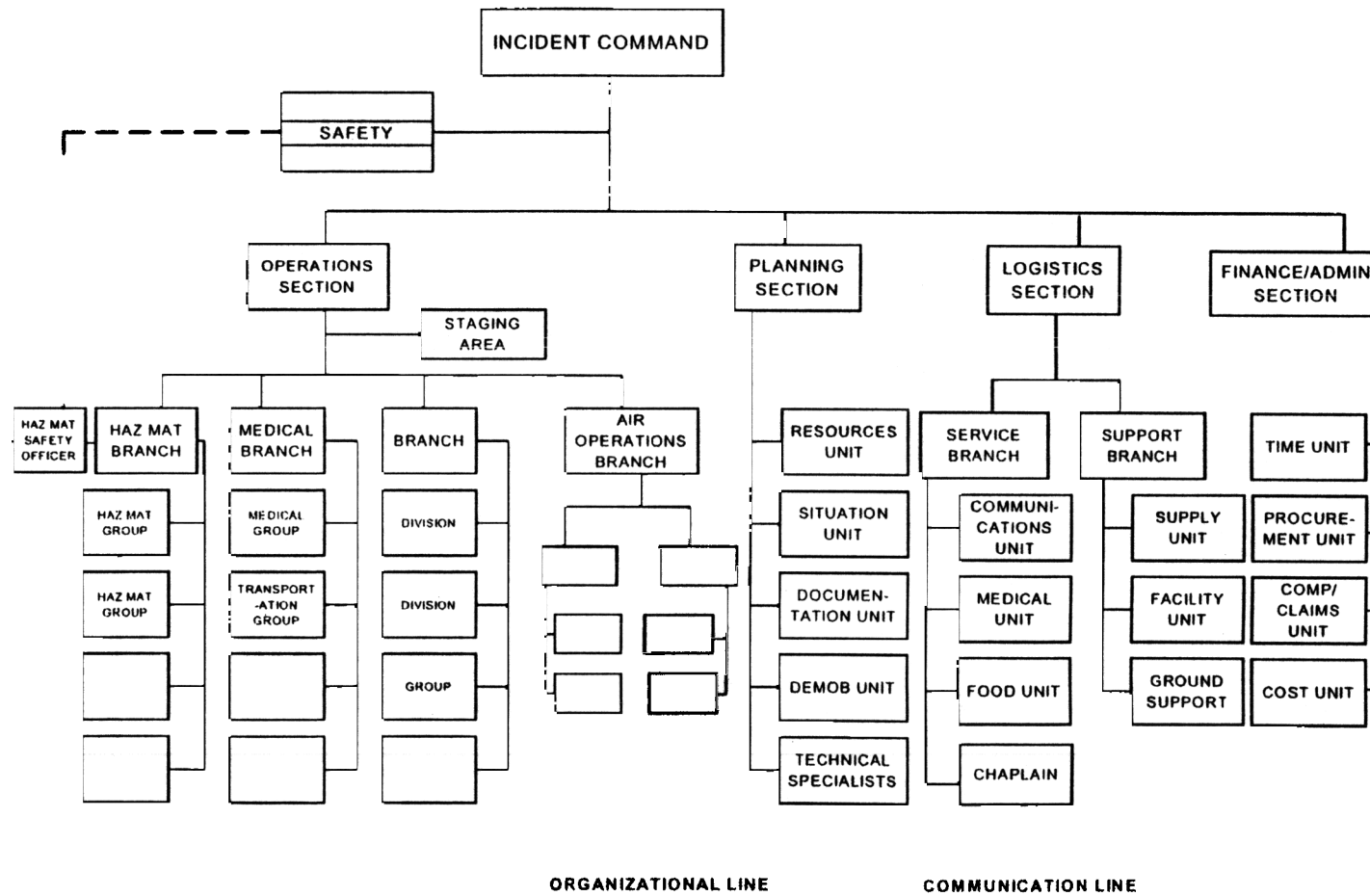
# INITIAL RESPONSE ORGANIZATION CHART



**INITIAL RESPONSE ORGANIZATION (EXAMPLE)**  
 Initial response resources are managed by the Incident Commander, who will handle all Command and General Staff responsibilities.



**MULTI-DIVISION/GROUP ORGANIZATION (EXAMPLE)**  
 The Incident Commander has activated most Command and General Staff positions and has established a combination of Divisions and Groups.



**MULTI-BRANCH ORGANIZATION (EXAMPLE)**

The Incident Commanders have activated all Command and General Staff positions and have established four Branches in the Operations Section.

## HAZARDOUS MATERIALS CHECKLIST

1. Establish command and a Command Post. This includes appointing a Safety Officer for the incident.
2. Isolate the hazard area and identify control zones. Deny entry and exit of personnel and equipment in this area.
3. Attempt to identify the released product(s). Use of Emergency Response Guidebook (ERG), Materials Safety Data Sheet (MSDS), container(s), etc. is recommended.
4. Stage incoming units. Commit only those units necessary.
5. Perform a Hazard/Risk Assessment. Gather as much information as possible from the shipper, facility representative, labels, forms, etc. Contact CHEMTREC, etc.
6. Remove and/or protect any endangered people. Perform emergency decontamination as necessary.
7. Request additional resources as needed and/or required.
8. Make appropriate notifications.

### Coordinate with:

Law Enforcement – State, County, Municipality, Local

**FBI - D.C., Virginia**

**FBI - Maryland**

State Government Agencies

**Maryland**

**Virginia**

Local Government Agencies

Responsible Party(ies)

Shipper

Private Contractors

Public Health

Public Works

Department of Transportation

Environmental Agencies

Environmental Protection Agency

National Response Center

9. People in the hazard area(s) **MUST** wear appropriate Personal Protective Clothing and SCBA in hazard areas.
10. Use a minimum of 3 additional information resources upon arrival of Hazardous Materials Group/Branch. (Computer programs, reference books, expert technical assistance, manufacturer, etc.)
11. Develop a plan of action to mitigate, control and protect people during the incident.
12. Develop a site safety plan for the incident.



## POSITION CHECKLISTS

### HAZARDOUS MATERIALS GROUP/BRANCH SUPERVISOR

The **Hazardous Materials Group/Branch Supervisor** reports to the **Operations Section Chief** or the **Incident Commander**. The Hazardous Materials Group/Branch Supervisor is responsible for the implementation of the phases of the Incident Action Plan dealing with the Hazardous Materials Group/Branch Operations. The Hazardous Materials Group/Branch Supervisor is responsible for the assignment of resources within the Hazardous Branch, reporting on the progress of control operations and the status of resources within the Group/Branch. The Hazardous Materials Group/Branch Supervisor directs the overall operations of the Hazardous Materials Branch, and provides technical assistance/recommendations to the Operations Section Chief or Incident Commander.

- a. Approach from upwind.
- b. Review Common Responsibilities.
- c. Assist the Operations Section Chief or Incident Commander in conducting a hazard and risk assessment for the incident.
- d. Ensure the development of Control Zones, Access Control Points, and the placement of appropriate control lines.
- e. Evaluate and recommend Public Protection Action options to the OIC or Operations Chief (if activated).
- f. Ensure that current weather data and future weather predictions are obtained.
- g. Establish environmental monitoring of the hazard site for contaminate(s).
- h. Ensure that a Site Safety Plan is developed and implemented.
- i. Conduct safety meetings with the Hazardous Materials Group/Branch personnel.
- j. Participate, when requested, in the development of the Incident Action Plan.
- k. Ensure, in concert with the Hazardous Materials Branch Safety Officer, that recommended safe operational procedures are followed.
- l. Ensure that the proper Personnel Protective Equipment is selected and worn/used.
- m. Ensure that the appropriate agencies are notified through the Incident Commander.
- n. Maintain log of unit activity.
- o. Review with the Incident Commander or the Operations Officer, hazards associated with the chemical(s) involved.
- p. Implement the Plan(s).

### HAZARDOUS MATERIALS ENTRY LEADER

The **Hazardous Materials Entry Leader** reports to the **Hazardous Materials Group/Branch Supervisor**. The Entry Leader is responsible for the overall Entry Operations of assigned personnel within the Exclusion Zone.

## **HAZARDOUS MATERIALS ENTRY LEADER (CONTINUED)**

- a. Approach from upwind.
- b. Review Common Responsibilities.
- c. Review Plan with personnel and supervise Entry Operations.
- d. Recommend actions to mitigate the situation within the Hot Zone.
- e. Carry out actions, as directed by the Hazardous Materials Group/Branch Supervisor, to mitigate, identify, and localize the hazardous material(s) release or threatened release.
- f. Maintain communications and coordinate operations with the Decontamination Leader.
- g. Maintain communications and coordinate operations with the Hazardous Materials Research/Resource Person.
- h. Assign a person to maintain control of the movement of assigned people and equipment within the Hot Zone, including contaminated victims.
- i. Coordinate Rescue Operations within the Hot Zone and coordinate decontamination of contaminated victims with the Decontamination Leader.
- j. Maintain log of unit activity.

## **ENTRY TEAM**

- a. Reports to the Hazardous Materials Entry Leader.
- b. Review Common Responsibilities.
- c. The Entry Team has the specific responsibility to:
  - 1.) Rescue exposed and/or contaminated, viable victims.
  - 2.) Evaluate the type of hazardous material(s) release.
  - 3.) Attempt to control the release of the hazardous material(s) with engineering controls.
  - 4.) Evaluate and identify the needed equipment to control the release of a hazardous material(s).
  - 5.) Attempt to control the releasing hazardous material(s) with identified/available equipment.
  - 6.) Evaluate and identify the needed equipment to contain or control hazardous material(s) after the release is controlled or container is empty.
  - 7.) Perform the required activities to control the release of hazardous material(s) in a safe manner.
  - 8.) Perform site characterization (identify product, hazards, concentration, etc.) and on-going site assessment using direct reading detection and monitoring instruments.
- d. Maintain communications and coordinate operations with the Hazardous Materials Entry Leader.

## **BACK-UP TEAM**

- a. Responsible for the rescue of the Entry Team if and when they become endangered by the release of a hazardous material(s) or in any other life threatening situation.
- b. May participate in the activities of the Entry Team ONLY when another Back-up Team has been designated and properly prepared.

## **BACK-UP TEAM (CONTINUED)**

- c. Reports to the Hazardous Materials Entry Leader.
- d. Maintains communications and coordinates operations with the Hazardous Materials Entry Leader.

## **HAZARDOUS MATERIALS GROUP/BRANCH SAFETY OFFICER**

The **Hazardous Materials Group/Branch Safety Officer** reports to the **the Hazardous Materials Group/Branch Supervisor** and **coordinates with the Incident Safety Officer**. The Hazardous Materials Safety Officer coordinates safety-related activities directly relating to the Hazardous Materials Group/Branch Operations as mandated by 29 CFR 1910.120 and applicable state and local laws. This position advises the Hazardous Materials Group/Branch Supervisor on all aspects of health and safety and has the authority to stop or prevent unsafe acts. It is mandatory that a Hazardous Materials Safety Officer be appointed at all hazardous materials incidents. In a multi-activity incident, the Hazardous Materials Group/Branch Safety Officer does NOT act as the Safety Officer for the overall incident.

- a. Approach upwind.
- b. Review Common Responsibilities.
- c. Obtain briefing from the Hazardous Materials Group/Branch Supervisor.
- d. Participate in the preparation of and implementation of the Site Safety Plan.
- e. Advise the Hazardous Materials Group/Branch Supervisor of deviations from the Site Safety Plan or any dangerous situations.
- f. Alter, suspend, or terminate any activity that may be judged to be unsafe.
- g. Ensure protection of the Hazardous Materials Branch personnel from physical, environmental, and chemical hazards/exposures.
- h. Ensure the provision of required Emergency Medical Services for the assigned personnel. All requirements are to be coordinated with the Medical Unit Leader.
- i. Ensure that medical-related records for the Hazardous Materials Group personnel are maintained.
- j. Maintain log of unit activity.

## **HAZARDOUS MATERIALS RESEARCH/RESOURCE PERSON**

The **Hazardous Materials Research/Resource Person** reports to the **Hazardous Materials Group/Branch Supervisor**. This position provides technical information and assistance to the Hazardous Materials Branch using various reference sources, such as computer databases, technical journals, CHEMTREC, and telephone contacts. The Hazardous Materials Research/Resource Person may provide product identification using hazardous categorization tests and/or any other means of identifying the properties of a material(s).

- a. Approach upwind.
- b. Review Common Responsibilities.

## **HAZARDOUS MATERIALS RESEARCH/RESOURCE PERSON (CONTINUED)**

- c. Obtain briefing from the Hazardous Materials Group/Branch Supervisor.
- d. Provide technical support to the Hazardous Materials Group/Branch Supervisor.
- e. Maintain communications and coordinate operations with the Entry Leader.
- f. Provide and interpret environmental monitoring information.
- g. Provide analysis of hazardous material sample.
- h. Determine Personnel Protective Equipment compatibility with the hazardous material(s).
- i. Provide technical information on the incident for documentation.
- j. Provide technical information for public and private agencies; i.e., Poison Control Center, hospitals, CHEMTREC, National Response Center, etc.
- k. Assist the Planning Section with projecting the potential environmental effects of the release.
- l. Maintain log of unit activity.

## **HAZARDOUS MATERIALS DECONTAMINATION LEADER**

The **Hazardous Materials Decontamination Leader** reports to the **Hazardous Materials Group/Branch Supervisor**. The Decontamination Leader is responsible for the operations of the decontamination element, providing decontamination as required by the Incident Action Plan.

- a. Approach upwind.
- b. Review Common Responsibilities.
- c. Establish the Decontamination Corridor(s).
- d. Identify contaminated people and equipment.
- e. Maintain communications and coordinate operations with the Hazardous Materials Entry Leader.
- f. Maintain control of movement of people within the Decontamination Corridor.
- g. Supervise the operations of the decontamination element in the process of decontaminating people and equipment.
- h. Coordinate the transfer of contaminated patients requiring medical attention (after decontamination) to the Medical Group/Branch.
- i. Coordinate handling, storage, and transfer of contaminants within the Decontamination Corridor.
- j. Maintain log of unit activity.

## **HAZARDOUS MATERIALS MEDICAL UNIT LEADER**

The **Hazardous Materials Medical Unit Leader** reports to the **Hazardous Materials Group/Branch Supervisor**. This person is generally located in the area where the Entry, Back-up, and Decontamination personnel are dressing and/or in the Rehabilitation Area established for the Hazardous Materials team members.

## **HAZARDOUS MATERIALS MEDICAL UNIT LEADER (CONTINUED)**

- a. Approach upwind.
- b. Review Common Responsibilities.
- c. Obtain briefing from Hazardous Materials Group/Branch Supervisor.
- d. Provide pre-entry and post-entry medical monitoring of all entry and back-up personnel, as identified in the team's guidelines.
- e. Provide technical assistance for all EMS-related activities during the course of an incident.
- f. Provide emergency medical treatment and recommendations for ill, injured, or chemically contaminated civilians and/or response personnel.
- g. Provide EMS support for the Rehabilitation Area.
- h. Oversee the treatment and rehabilitation of Hazardous Materials Personnel.
- i. Maintain any medical documentation that is required.
- j. Obtain information from the Hazardous Materials Research/Resource Person pertaining to health effects from an exposure to the released material(s).
- k. Provide assistance to the Hazardous Materials Decontamination Leader as deemed necessary.
- l. Maintain log of unit activity.

## HAZARDOUS MATERIALS GLOSSARY

**29 CFR 1910.120.** Title 29 of the Code of Federal Regulations, Part 1910.120, is the Hazardous Waste Operations and Emergency Response (HAZWOPER) referenced document as required by the Superfund Amendment and Reauthorization Act (SARA). This document covers employees involved in certain hazardous waste operations and emergency response to incidents involving hazardous materials release. The Occupational Safety and Health Administration (OSHA) enforces this regulation.

**(Incident) Action Plan.** A formulation of strategic goals, tactical objectives, incident priorities and resource requirements, developed for the safety of all persons and the mitigation and/or stabilization of a hazardous materials release.

**CHEMTREC.** Chemical Transportation Emergency Center, a public service of the American Chemistry Council. Provides 24-hour information regarding chemicals. **1-800-424-9300**

**Cold Zone.** The control zone of a hazardous materials incident that contains the command post and other supportive functions as are deemed necessary to control the incident.

**Contamination Reduction Corridor.** That area within the Warm Zone where the actual decontamination processes take place.

**Control Zones.** The areas at hazardous materials incidents that are designated based upon the degree of hazard. The three zones most commonly used are the Hot, Warm, and Cold Zones.

**DECON Line.** The procedure/set-up for decontaminating people, utilizing people and equipment in order to complete this process.

**Decontamination (DECON).** The removal/reduction of a hazardous substance from people, equipment, and the environment to the extent necessary to prevent adverse health effects and the spread of contamination.

**Emergency Response Guidebook (ERG).** A reference book written in plain language to provide information to guide Emergency Responders in their initial actions at the scene of a hazardous materials incident. (See North American Emergency Response Guidebook - NAERG.)

**Evacuation.** The removal of potentially endangered, but not yet exposed, persons from an area threatened by danger.

**Hazardous Materials Team.** An organized group of trained individuals and equipment operating under an emergency response plan and standard operating procedures to handle and control actual or potential release of hazardous material(s), requiring possible close approach to the material(s). The team members respond for the purpose of control or stabilization of the incident.

## HAZARDOUS MATERIALS GLOSSARY (CONTINUED)

**Hazard/Risk Assessment.** Evaluation of all hazard information and the assessment of the relative risks associated with a hazardous materials incident. The evaluation process leads to the development of an incident action plan.

**Hazardous Waste.** Discarded materials regulated by the Environmental Protection Agency (EPA) because of public health and safety concerns.

**Hot Zone.** The control zone immediately surrounding a hazardous material release, which extends far enough to prevent adverse effects from the release. This is the innermost of the three zones of a hazardous materials incident. Special protection is generally required for ALL persons while working in this area.

**Material Safety Data Sheet (MSDS).** A form provided by the manufacturers and compounders of chemicals, containing information about chemical composition, physical and chemical properties, health and safety hazards, emergency response, and waste disposal of a material.

**Medical Monitoring.** An ongoing, systematic evaluation of individuals at risk of suffering adverse effects of exposure to heat, stress, or the release of a hazardous material(s) at the scene of an emergency.

**Medical Surveillance (Haz Mat).** Comprehensive medical program for tracking the overall health of the hazardous materials team members and/or any other persons assigned. Medical Surveillance programs consists of pre-employment screening, periodic medical examinations, emergency treatment provisions, non-emergency treatment, record keeping, and review. A Medical Surveillance program should be written prior to responding to a hazardous materials release.

**National Response Center (NRC).** A 24-hour communication center, operated by the U.S. Coast Guard, to provide information on suggested technical emergency actions. It is the federal spill notification point. The NRC MUST be notified within 24 hours of any spill of a reportable quantity of a hazardous substance, by the spiller. 1-800-424-8802

**North American Emergency Response Guidebook (NAERG).** A reference book written in plain language to provide information to guide emergency responders in their initial actions at the scene of a hazardous materials incident. (See Emergency Response Guidebook - ERG)

**Personal Protective Equipment (PPE).** The equipment provided to shield or isolate a person from the chemical, physical and thermal hazards that can be encountered at a hazardous materials incident. PPE includes personal protective clothing and respiratory protection. Adequate personal protective equipment should protect the respiratory system, skin, eyes, face, hands, feet, head, body, and hearing.

## **HAZARDOUS MATERIALS GLOSSARY (CONTINUED)**

**Refuge Area.** The area identified within the Hot Zone, if needed, for the assemblage of contaminated individuals in order to reduce the risk of further contamination or injury. The Refuge Area may provide for emergency decontamination and triage.

**Responsible Party.** The person or agency found legally accountable for the clean up of a hazardous materials incident/release.

**Site Safety Plan.** A plan that identifies scene hazards and describes the general safety procedures to be followed at an incident involving hazardous materials. This plan should be prepared in accordance with 29 CFR 1910.120 (sub-part q).

**Shelter-in-Place/Protect-in-Place.** Directing people to go inside of a structure and/or remain indoors until the danger from a hazardous materials release has been controlled. Shelter-in-Place/Protect-in-Place should not last more than two hours.

**Warm Zone.** The area within the control zones where personnel and equipment decontamination and Hot Zone support takes place. This area is also referred to as the Contamination Reduction Corridor.



**SECTION 19**

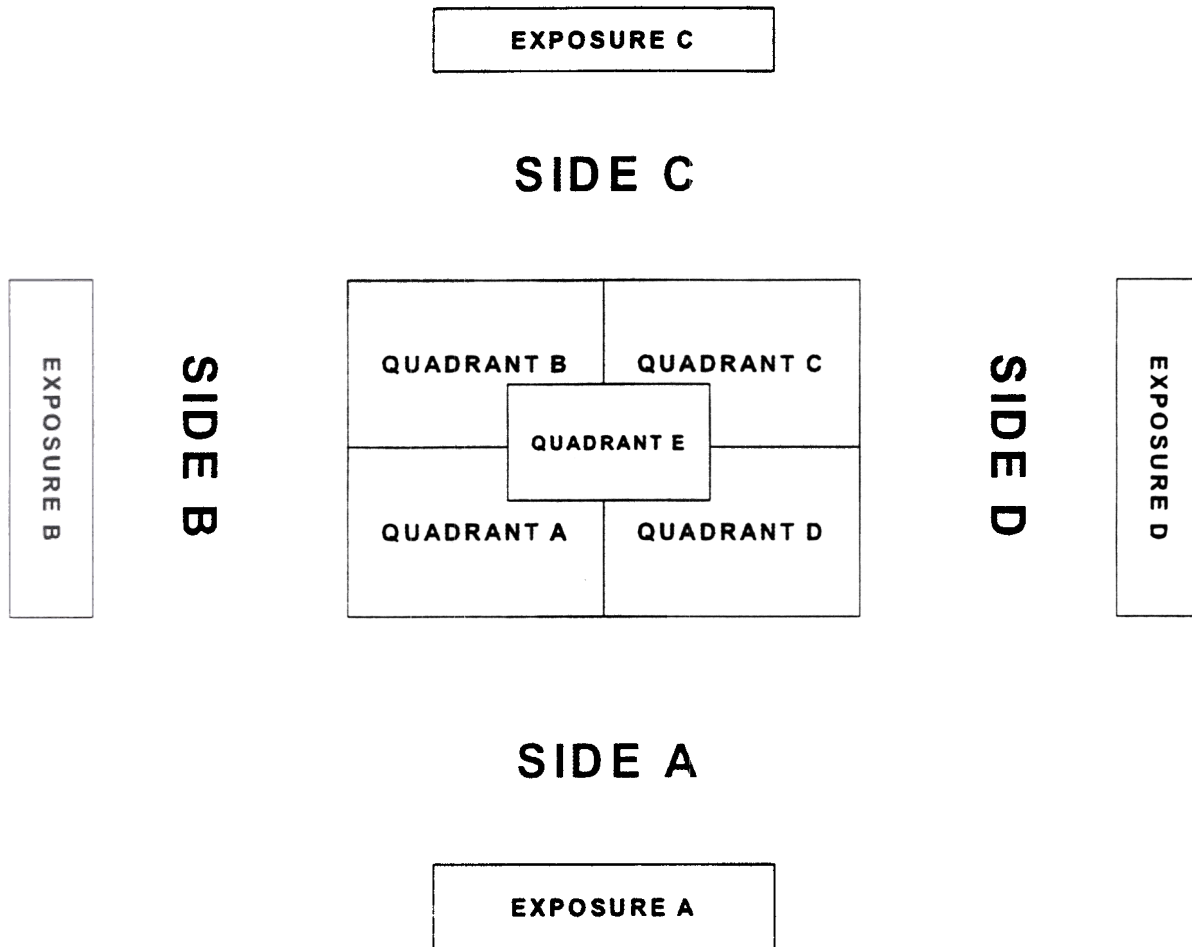
**ISSUE DATE: 10-2001**

**REVISION DATE:**

**DESIGNATION OF STRUCTURE AND GEOGRAPHICAL AREAS**

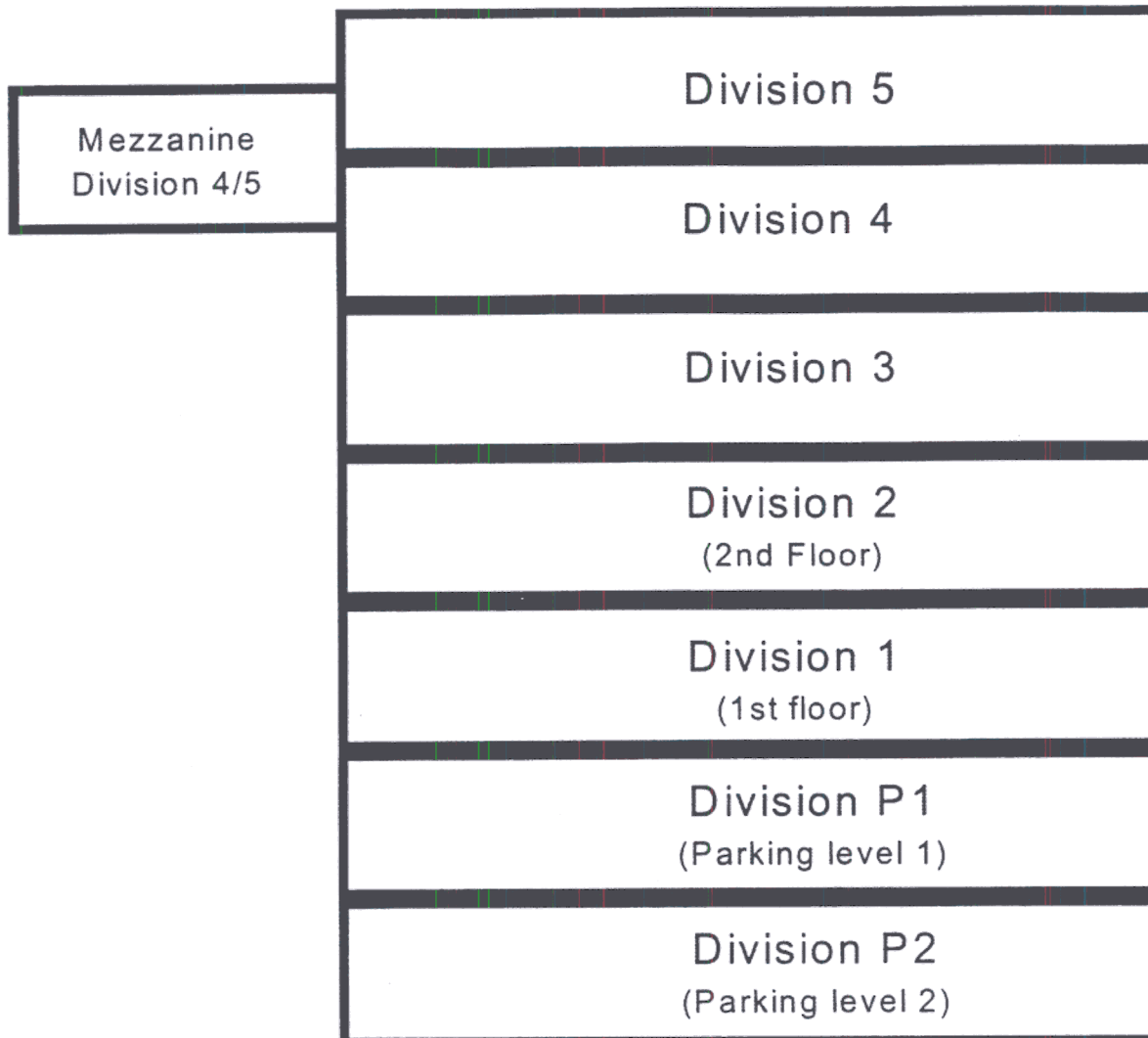
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# INCIDENT DIVISION DESIGNATIONS



The above designators shall be used to denote the sides, exposures, and interior quadrants of structures. Side "A" is the front (street address) side of the building. Interior quadrants shall be designated as shown, with "E" used to denote the center core of a building when applicable. This system may also be used to denote geographical areas of an incident.

# MULTI-STORY DESIGNATION SYSTEM



When operating in a multi-story structure, it may be necessary to designate geographical locations by floor. This system of geographical designation uses the floor number, as shown above to designate Divisions. Divisions shall be numbered in accordance with the convention already established within the building. For example: Floors designated as Floor 1 = "Division 1"; Parking level or P level 1 = "Division P1"; or Mezzanine level 4/5 = "Mezzanine Division 4/5."

## **STANDARD OPERATIONAL GUIDELINES**

The National Fire Protection Association (NFPA) defines a standard operational procedure as “an organizational directive that establishes a standard course of action.”

Standard Operational Guidelines are created based upon experience, knowledge of fire behavior, building construction techniques, human behavior, the effects of smoke and heat on the human body, and the resources of the DC Fire & EMS Department.

Management styles for emergency operation in the fire service are divided into two categories: those that are Standard Operational Guideline (SOG) driven and those that are Incident Management System (IMS) driven. A primary factor that determines the fire ground management style is the time it takes for units to arrive on the scene. Departments that have long arrival times usually choose an Incident Management System management style and those with short arrival times choose a Standard Operational Guideline management style. Departments that adopt a SOG driven management style allow for the rapid deployment of resources without direct instructions. The initial Incident Commander on Box Alarms will not have to assign units to specific tasks, because the SOG already assigns them a position and objective.

The District of Columbia Fire & EMS Department has units strategically located throughout the city. Because of this, the difference in the arrival times of the first unit and that of the last unit to arrive on the scene of a Box Alarm might only be seconds. Our Standard Operational Guidelines are written to rapidly deploy our resources for the most efficient protection of the citizens, property and fire fighting personnel. Units are assigned specific tasks according to the type of incident. Units are guided by the Standard Operational Guidelines, but have the flexibility to react to situations that present themselves at the scene of an emergency. Any unit that will not be able to complete the assigned tasks as directed in the Standard Operational Guidelines must notify the Incident Commander as soon as it becomes clear that the assigned task will not be completed. The Incident Commander must decide if the unit not performing their assigned tasks would adversely affect the overall outcome of the incident and give permission for any deviation. The Incident Commander must give orders to assure that all the tactics being performed by units support the strategic goals of the operation. The assignments in the Standard Operational Guidelines shall be strictly adhered to and the Company Officer shall be held accountable for their compliance. Company Officers shall report to Operations their progress or lack thereof. The Company Officer will immediately report his/hers lack of ability to complete the assigned tasks and be guided by the orders from Operations.

All units shall be:

- Assigned a position for their apparatus.
- Responsible for water supply or ladder placement.
- Responsible for reporting a proper size-up.
- Assigned specific tasks to be performed.

Operations will organize the fireground into Groups/Divisions/Branches with designated leaders. The on-scene Incident Commander may request additional resources any time there is indication that they are needed.

The Incident Command System shall be used on ALL responses. The ICS is designed to function on the smallest to the largest incidents. The use of the ICS will allow for efficient Command and Control of units and personnel on the scene of an emergency, which leads to greater safety.

## **WATCH DETAIL**

The member assigned the Watch Detail shall pay full time and attention to his/her duties. The Watch Detail shall listen to Channel Zero-1, monitor the station printer and promptly answer the house telephone. The Watch Detail is responsible for all alarms received during his/her assigned watch. Upon the receipt of an alarm via Channel Zero-1, printer or telephone, the Watch Detail shall immediately:

- Turn on the Master switch to the house speaker system.

- Activate the house Bells and Trip Lights by depressing the red button at the watch desk.

- Announce over the Public Address System the unit or units in quarters that have been dispatched.

- Notify the Company Officer or Officers that are assigned to the Units that have been dispatched of all the information received.

- o This includes:

- Type of Alarm

- Position Due

- Correct address

- Assigned tactical channel

- All other pertinent information

- Give the Officer the computer printout.

If the Watch Detail will respond with the apparatus and another unit is in quarters, the Watch Detail shall announce over the Public Address System the need for a fill-in Watchman.

The Master Switch shall be left on until the fill-in Watchman assumes duty at the Watch Desk.

Alarms received from Communications via telephone must include the phrase “This is Communications.” Notification of an emergency from a walk-in to the Firehouse shall cause the Watch Detail to activate the house bells and trip lights to alert the House Officer. The Watch Detail shall provide all information to the House Officer, who shall make the determination of the proper response and contact Communications.

When the assigned time period for the Watch Detail has expired, the Watch Detail shall notify his/her relief that it is time for him/her to assume the Watch Detail. The member going to get his/her relief shall ensure that house speakers are on so that no alarms are missed. After notification to the on-coming Watch Detail, the assigned Watch Detail shall return to the Watch Desk and await relief. Relief of the Watch detail shall take place at the Watch Desk, where the

off-going Watch Detail will relay all pertinent information to the on-coming Watch detail, face-to-face.

## **DISPATCHING**

The Communications Division will dispatch units to the scene of an emergency upon the receipt of information that indicates the response of DC Fire & EMS Department. The Communications Division shall adhere to their guidelines as to the type of units and the number of units that are to be dispatched to an alarm.

Companies that become aware of an emergency shall immediately notify Communications Division of the nature of the emergency. NO unit shall respond without notification and acknowledgment from the Communication Division.

Any unit that is not dispatched on an alarm, but may be closer than units assigned to the response, shall contact the responding Battalion Fire Chief via radio on the assigned tactical channel, giving their exact location. The unit shall NOT respond until instructed to do so by the responding Battalion Fire Chief. If the responding Battalion Fire Chief orders the unit to respond, it shall be the responsibility of the Battalion Fire Chief to notify the Communications Division and the other responding units of the change in the assignment.

## **RESPONDING**

Companies shall respond to alarms when they receive the alarm over the radio, telephone or printer. Companies will be dispatched in the order of their proximity to the location of the emergency. It shall be the responsibility of the OIC of any unit that will be delayed to notify the responding BFC.

Before responding, officers should check with drivers to confirm the address and the position due. If there is a doubt, verify with Communications prior to responding.

Company officers shall insure that all members are seated with seat belts engaged before responding. Officers shall status their DEK Responding (Position 1), and place their apparatus radio on the assigned tactical channel.

All drivers shall pay attention while entering the area of the scene of the emergency as to the placement of hose. Care shall be taken to avoid driving over hose.

All vehicles shall be driven in a safe manner and conform to District of Columbia traffic regulations. Fire apparatus when responding may travel at 10 mph above the posted speed limit to a maximum of 50 mph. In locations where speed limits are not posted; these vehicles may travel up to 35 mph. Ambulances and Medic Units may not exceed the speed limit at any time. Vehicles with snow chains shall not exceed 30 mph.

All Department vehicles responding to alarms shall stop at each stop sign and red traffic light, and shall not proceed ahead into the intersection until it is safe.

Units should plan running routes to avoid responding opposite the normal flow of traffic. Travel down one-way streets should be limited to only when it is absolutely necessary. Units responding against the flow of traffic, in opposite lanes or on one-way streets **must stop** at each intersection, and proceed only when it is safe to do so.

Responding units shall make every effort to position apparatus to allow access for placement of aerial ladders.

Vehicles responding to multiple alarms, responding from locations other than their quarters, or filling in on alarms must be aware that other responding vehicles may be traveling from any direction.

Vehicles in route to or returning from a transfer shall be considered on routine travel, and all traffic regulations shall be obeyed.

## **WATER SUPPLY**

Engine Companies shall slow their response as they approach the scene in order to locate a water supply. The unit shall announce over the assigned tactical channel the location from which they have laid a supply line, or if they have their own hydrant. An Engine Company must be able to connect to the hydrant with their soft sleeve in order to declare that they have their own hydrant. Engine Companies special called on alarms for water supply will be given specific directions by Operations or his/her designee.

Engine Companies operating on the fireground will immediately notify Operations of any water supply problems.

### **1<sup>st</sup> due Engine**

The 1<sup>st</sup> due engine shall be responsible for securing a water supply by laying out hydrant-to-fire, reverse layout or split layout. They shall assume a position to attack the fire from the front of the building, the address side, Side A-Alpha.

### **2<sup>nd</sup> due Engine Company**

The 2<sup>nd</sup> due Engine Company shall be responsible for securing a water supply by laying out hydrant to fire or reverse layout. They shall assume a position to attack the fire from the rear of the building, Side C-Charlie. If the 2<sup>nd</sup> due Engine Company must split the layout on a Local Alarm, Operations has the option of redirecting the 3<sup>rd</sup> due Engine Company to the rear to complete the 2<sup>nd</sup> due's split layout. However, the 3<sup>rd</sup> due Engine Company's primary responsibility is to complete the 1<sup>st</sup> due Engine Company's layout. It is important that the 2<sup>nd</sup> due Engine Company, whenever possible, rely on hydrant to fire or reverse layout for their water supply.

### 3<sup>rd</sup> due Engine Company

The 3<sup>rd</sup> due Engine Company shall acknowledge the 1<sup>st</sup> due Engine Company's hydrant position on the tactical channel. The 3<sup>rd</sup> due Engine Company shall take a position at the location of the 1<sup>st</sup> due Engine Company's water supply. They shall immediately complete the process of ensuring a continuous water supply by attaching to a hydrant, Humat valve, or by completing a split layout. If the 1<sup>st</sup> due Engine Company has their own hydrant, the 3<sup>rd</sup> due Engine Company will lay out from an independent hydrant, and report to Side A-Alpha of the fire building. When laying out from an independent hydrant, the 3<sup>rd</sup> due Engine Company must advise Operations of the location of the hydrant they have laid out from. Operations must designate an Engine Company to pick up the hydrant of the 3<sup>rd</sup> due Engine Company, if necessary.

### 4<sup>th</sup> due Engine Company

The 4<sup>th</sup> due Engine Company shall acknowledge the 2<sup>nd</sup> due Engine Company's hydrant position on the tactical channel. The 4<sup>th</sup> due Engine Company shall take a position at the location of the 2<sup>nd</sup> due Engine Company's water supply. They shall immediately complete the process of ensuring a continuous water supply by attaching to a hydrant, Humat valve, or by completing a split layout. If the 2<sup>nd</sup> due Engine Company has their own hydrant, the 4<sup>th</sup> due Engine Company will lay out from an independent hydrant, and report to Side C-Charlie of the fire building. When laying out from an independent hydrant, the 4<sup>th</sup> due Engine Company must advise Operations of the location of the hydrant they have laid out from. Operations must designate an Engine Company to pick up the hydrant of the 4<sup>th</sup> due Engine Company, if necessary.

### 5<sup>th</sup> due Engine Company

Operations shall assign the tasks of the 5<sup>th</sup> due Engine Company assigned to Box Alarms as the needs of the emergency dictates.

The 5<sup>th</sup> due Engine Company shall stop at an independent water supply approximately one (1) block away from the incident and contact Operations for assignment. The 5<sup>th</sup> due Engine Company shall wait at the source of supply until Operations assigns the task that they are to perform. Staging at the source of supply will give the 5<sup>th</sup> due Engine Company the flexibility to respond to any location ordered and the ability to lay a supply line if the order requires.

Operations may give the 5<sup>th</sup> due Engine Company any task or assignment including but not limited to:

- Safety Group
- Communications Group
- Rapid Intervention Group



## **POSITIONING APPARATUS**

All units shall attempt to approach the scene from a direction that would allow the unit to perform their assigned tasks. All apparatus on the scene of an emergency shall be placed in a position to assist the overall mitigation of the incident. All apparatus must leave room to the rear of Truck Companies so they will be able to remove portable ground ladders from the rear of the apparatus.

Upon arrival, Company Officers shall status their DEK on-the-scene (Position 2).

Company Officers shall verify that the apparatus mobile radio is on the proper tactical channel and shall activate the unit's Vehicle Repeater System (VRS), selecting the proper directional antenna.

### **1<sup>st</sup> due Engine**

1<sup>st</sup> due Engine Companies shall assume a position to attack the fire from the front of the building or the address side, Side A-Alpha. Apparatus shall be positioned so there will be room for the 1<sup>st</sup> due Truck Company to ladder the building, pulling past the address. If it is known that the Truck Company will enter the block from the opposite direction, the Engine shall stop short to allow access to ladder the building.

### **2<sup>nd</sup> due Engine Company**

2<sup>nd</sup> due Engine Companies shall assume a position to prepare to attack the fire from the rear of the building, Side C-Charlie if ordered. Apparatus shall be positioned so there will be room for the 2<sup>nd</sup> due Truck Company to ladder the building, pulling passed the address. If it is known that the Truck Company will enter the block from the opposite direction, the Engine shall stop short to allow access to ladder the building.

### **3<sup>rd</sup> due Engine Company**

The 3<sup>rd</sup> due Engine Company's apparatus shall take a position at the location of the 1<sup>st</sup> due Engine Company's water supply.

### **4<sup>th</sup> due Engine Company**

The 4<sup>th</sup> due Engine Company's apparatus shall take a position at the location of the 2<sup>nd</sup> due Engine Company's supply.

### **5<sup>th</sup> due Engine Company**

The 5<sup>th</sup> due Engine Company shall stop at an independent water supply approximately one (1) block away from the incident and contact Operations for their assignment. The 5<sup>th</sup> due Engine Company shall wait at the source of supply until given an assignment by Operations. Staging at

the source of supply will give the 5<sup>th</sup> due Engine Company the flexibility to respond to the rear of the incident or to any other location on the incident and the ability to lay a supply line if the order requires.

## **STAGING**

There are three different locations for units to stage.

### Stage in-line of approach

Units will stop one block away from the incident, without committing to the block.

Units will remain flexible, so they may respond to any area of the incident as ordered by Operations.

### Base Staging

Units will stage at a specific exterior location or intersection, as directed by Operations.

When in Base Staging on a high rise incident where only personnel will be needed close to the fire building, apparatus should be staged to allow free access for other vehicles.

Base Staging should be remote from the incident to prevent congestion in the area, and to prevent conflict with apparatus operating on the scene.

### Interior Staging

Units will be ordered to a specific location in a building.

Interior Staging on a high-rise incident will be at least three floors below the fire floor.

Interior Staging on a major building may be in a separate wing, or in any location protected from the incident operations.

## **Level I Staging**

The 1<sup>st</sup> and 2<sup>nd</sup> due Engine Companies shall layout and report to their assigned positions, unless directed otherwise by Operations. The 1<sup>st</sup> due Truck Company will take a position in front of the building. These companies will follow Standard Operating Guidelines.

All other responding units will do the following:

Slow their response.

Take a position in line of approach to cover their assignment.

Engine Companies will prepare to complete the 1<sup>st</sup> or 2<sup>nd</sup> due Engine Company's layout.

The 2<sup>nd</sup> due Truck, the Rescue Squad, and all other Units will stage in line of approach.

Monitor the tactical channel.

Units will be directed by Operations.

Personnel will remain with their apparatus at their assigned position and be prepared to deploy when ordered.

In order for Level I staging to be effective, Company Officers must give complete and accurate size-up reports and progress reports as they acquire information.

Size-up reports of an odor of food, trash outside of a building, or fire out on arrival are examples of situations where Operations may utilize Level I Staging.

Until Operations advises companies of Level I Staging, it is imperative that companies perform their duties as described in the Standard Operating Guidelines.

If Level I staging is in effect, Operations will advise companies via the tactical channel when they should resume Standard Operating Guidelines.

### **Level II Staging**

Communications Division will direct companies to respond on channel Zero-14 and Operations will designate a staging area where companies are to report. Companies arriving at the staging area will notify Operations by radio of their arrival at the staging area on channel Zero-14, and will await instructions from Operations.

### **Level III Staging**

Level III Staging is the designation of a formal staging area, under the direction of a Staging Officer.

- Operations will notify Communications that Level III Staging is in effect.

- Operations will designate a staging area on channel Zero-2.

- Operations will assign a Staging Officer.

- Communications Division will notify additional units dispatched that Level III Staging is in effect and the location of the Staging Area.

- Companies responding to the Staging Area will respond on Channel Zero-14.

- Companies in Staging shall monitor the Tactical Channel and Channel Zero-14.

- Officers of Companies dispatched to the Staging Area will report in person to the Staging Officer.

- Companies arriving at the Staging Area will make no radio transmissions.

- The Staging Officer will request additional Companies from Communications on Channel Zero-2.

- The Staging Area will be organized to allow easy entry and exit by Companies passing through.

Similar units will be organized together to allow free passage of each type of unit.

E1	T1	A1	M1
		A2	M2
E2			
		A3	

The Staging Officer will perform the following duties:

- Notify the Incident Commander/Operations on Channel Zero-14 staging area, and verify the companies available at the Staging location. upon arrival at the on.
- Determine from Operations the minimum complement of units to be maintained in the Staging Area.
- Contact Communications Division on Channel Zero-2 for additional Companies when the minimum number of companies in the staging area falls below the established minimum.
- Maintain a current list of Companies in the Staging Area.
- Maintain a list of Companies and their initial assignments on the fireground that have been deployed from the Staging Area.
- Relay the assignment of units from Operations Face to Face.
- Relay to Companies the following information:
  - o The location and area of operation.
  - o The Division/Group or Branch Leader to whom they are to report.
  - o The Tactical Channel on which they are to operate.

### **Interior Staging**

Interior Staging shall be located three (3) floors below a fire in a high-rise, or at a location ordered by Operations. Interior Staging will be used by Operations to gather Companies on an extended incident. Needed equipment and material, such as air cylinders, will be carried to the Interior Staging Area, reducing reaction time.

## **SIZE-UP**

Size-up is the exchange of information that helps to depict an image of the unfolding event. Included in the size-up report is the pertinent information that conveys the physical size of the incident, the magnitude of the incident, and the nature of the emergency.

All size-ups must be acknowledged by Operations.

Size-up can be divided into following categories: exterior, interior, and update.

### **Exterior Size-up**

The report of conditions on arrival is the on-scene size-up. It is designed to give descriptive information to all responding units. It is important that this information be correct and concise. The responding Chief and other units will formulate their action plans based on the information received from the size-up report. The first arriving Unit in both the front and rear of the address shall give an exterior size-up that includes the following:

- Unit Name
- Side of Building
- Building Height
- Building Occupancy
- Configuration
- Type of Construction
- Dimensions (if unusual)
- Condition on Arrival
- Other Pertinent Information
  - o Structural Emergencies
  - o Special Hazards
  - o Lightweight Construction
- Request for Additional Resources
- Orders/Recommendations

~  
**Side of Building** Most likely be the side of the building (Alpha, Bravo, Charlie, Delta) that the company has positioned their apparatus. If the location of the Unit is different than the normal four sides of a structure, give a description of your location.

**Building Height** on the reporting side of the building shall be given in stories.

**Building Occupancy** describes what the building is being used for as the main occupancy

- Single Family
- Apartment Building
- Storage Warehouse
- Hospital

Office Building  
Government Office Building  
Museum  
Paint Store  
Auto Body Shop

**Configuration** is the structural design of the building.

Row House  
Detached House  
Duplex  
Apartment  
Garden Apartment  
Warehouse  
High-rise  
Commercial

**Type of Construction** is the general classification of construction type.

Ordinary  
Frame  
Non-Combustible  
Fire Resistive

**Dimensions** (if unusual) shall be given for buildings that are very large such as a warehouse. The dimensions are an estimate of the outside perimeter and shall be given in feet (example: 500 feet by 200 feet).

**Condition on Arrival** shall be a description of what is seen. The more specific the report the easier it will be for the responding units to get a “mind’s eye view” of the situation that is unfolding. The following are examples:

Nothing evident  
White smoke showing from one window, 1<sup>st</sup> floor quadrant A  
Fire showing from three windows, 3<sup>rd</sup> floor quadrant A

**Other Pertinent Information** shall be any information that might be relevant to the mitigation of the emergency. The following are examples:

The building is being evacuated.  
Two people hanging out the windows on the 5<sup>th</sup> floor, quadrant D.  
A construction fence restricts vehicle access to the building.

**Request Additional Resources** if the emergency might exceed the capabilities of the dispatched units. The first arriving Officer is the on-scene Incident Commander, and must make an evaluation of the incident and request the appropriate resources anticipated to be needed.

The following are examples of requests for assistance:

- Special needed units
- Fill the Local Alarm assignment
- Fill the Box Alarm assignment
- Box Alarm
- Working Fire Dispatch
- 2<sup>nd</sup> Alarm
- Additional Alarm
- Hazardous Materials Task Force
- Collapse Task Force
- Foam Unit Task Force
- Metro Station Box Alarm
- Metro Tunnel Box Alarm

The first arriving Officer shall give Orders or make Recommendations depending on the nature of the emergency. Orders will be given if immediate actions are required. Recommendations will be suggested if the incident appears to be relatively minor.

If the emergency is of the magnitude that units are required to take immediate actions, the first arriving Officer shall give orders to other units responding. The Officer may give orders to other responding units for a building that is fully involved with fire, and the decision has been made to take a defensive mode of attack. The first arriving Officer might give the orders to the first due Truck Company to take a position on Side B-Bravo of the fire building and set up for ladder pipe operations to protect an exposure.

If the incident is minor, then the first arriving officer shall make recommendations to the responding Battalion Fire Chief, such as Level I staging. The officer of the first arriving unit will be the initial Incident Commander and will determine the mode of attack to be used (offensive or defensive).

If the strategic decision of the first arriving officer is to operate in a defensive mode, they shall make the following radio transmission, "All units responding to (address) this will be a Defensive Operation." The responding BFC shall acknowledge the transmission.

The default operational mode of attack is offensive. All responding units will expect that the first due Engine Company will initiate a fire attack if the fire is above the basement. Proper size-ups and adherence to the SOGs will allow incoming units to predict what the actions of prior arriving units are and will be. Prompt notification to Operations of deviations from the SOGs is important to "fill in the blanks" for the other units on the response. The Battalion Fire Chief responding on the alarm must acknowledge each and every size-up, relying on the units on the scene to give complete information about the incident, prior to his/her arrival.

Initial size-up reporting smoke or fire showing must be as complete as possible, but updated as soon as Companies discover the fire area. Detailed progress reports to Operations must include the area in which the Company is operating. Companies that are performing a task or an assignment that differs from the SOGs must notify Operations, so that overall accountability for the incident can be maintained.

During the Offensive Mode of operations, the Battalion Fire Chief will assume Command of the incident even though he/she is not on the scene, or he/she will assign another officer who is on the scene to be the Incident Commander until his/her arrival. The responding Battalion Fire Chief should consider using a senior officer from a Truck Company as the interim Incident Commander, as Truck crews generally work independently in teams of two Firefighters. The interim Incident Commander must either appoint an Acting Sergeant to command their Company, or assign their crew to work under the direction of another Company officer.

### **Interior Size-up**

The conditions inside the structure could be very different from those that may be seen from the exterior. The first units entering the structure shall give the conditions as they move about the building. Units shall give reports at the following locations:

- Inside the front or rear door.
- On the fire floor.
- Arrival at reported location.
- Any other location that adds to the description of the incident.

The larger the building, the more interior size-ups would be given as the Company travels to the reported location. An example of the Officer's interior size-up checklist for a reported fire in apartment 801 of an apartment building would be the following:

- Lobby condition "Lobby clear."
- Stairwell condition "People are evacuating."
- Identify the stairwell that will be used for the Fire Attack by and location in the building.
- 8<sup>th</sup> floor hallway condition "8<sup>th</sup> Floor hallway filled with black smoke."
- Condition found at the door of apartment 801 "Believe to have a fire in apartment 801."
- Condition found inside apartment 801 "The apartment is fully involved."
- All other pertinent information that will assist the Incident Commander and other responding Units.

### **Progress Reports**

The fireground and the scenes of other emergencies are very fluid and constantly changing. The changing conditions will dictate the strategic plan and the tactical operations of our units. The accurate and frequent updating or status reports keeps all personnel informed for safer operations. Companies must advise Operations of their location in the building, as well as their activities.



## **COMMAND**

The Incident Command System shall be implemented on ALL events to which the DC Fire & EMS Department responds. On any scene on which DC Fire & EMS Department personnel are operating, there will always be a senior ranking member of the Department in charge or in Command (informally or formally).

### **Formal Command**

On working incidents, the Battalion Fire Chief will formally establish Command. If the Battalion Fire Chief will be delayed in his/her response, his/her designee will formally establish Command. Communications Division will be notified on channel Zero-2 that Command has been established.

The passing of Formal Command shall be "face-to-face" with the exchange of information regarding the tactics and strategic goals of the incident.

The responsibility of Command shall be to manage the resources needed to mitigate the emergency as safely as possible, and to direct the proper tactics to match the overall strategy.

### **Command**

Attempt to locate the Command Post with a view of two sides of the incident.  
Announce on the Tactical Channel and channel Zero-2 the location of the Command post.  
Radio identification of the Incident Commander shall be "Operations" to the units assigned to the incident, and "Command" when transmitting to Communications Division.

An Incident Command System worksheet shall be kept current (minute by minute) recording all activities that are occurring at the incident including the following:

- o Address of incident
- o Companies or Units dispatched
- o Location of all Companies or Units and their assignment
- o Division/Group/Branch Leaders
- o Status of accountability with Company and Unit location informally not more than 10 minutes into the incident and formally at 20 minute intervals during the incident
- o Location of Staging with the number and type of units requested to be staged
- o Status of search and rescue (primary and secondary)
- o Status of utilities (gas, electric and water)
- o Establishment of Rapid Intervention Group
- o Establishment of on-scene Safety Officer
- o Establishment of on-scene EMS Group
- o List of all Department injuries and transports to area hospitals
- o List of all Civilian injuries and transports to area hospitals

Command will update Communications Division at 15 minute intervals

## **VEHICLE REPEATER SYSTEM (VRS)**

All Units that have VRS capabilities shall activate the VRS upon arrival at the scene of an emergency when assigned a tactical channel for radio operations.

The Officer shall activate the VRS upon arrival.

The Officer shall verify that the apparatus mobile radio is on the correct tactical channel.

The Officer will select the antenna to the right or left, depending on which side the incident is located.

The driver will attempt to position apparatus so that the VRS directional antenna is pointing toward the incident.

When activating the VRS, the mobile radio will go into a “self check” mode as it activates the VRS. The rebooting will take 10-12 seconds and NO radio transmissions will be able to be received during this time.

Prior to activating the VRS, all Companies must have a portable radio on the tactical channel so as not to lose contact with other units.

Members operating on the Fire Ground Channels Zero-3, Zero-7, A-3, & A-7 will NOT be able to transmit when within 15 feet of the VRS antenna due to interference. Technicians operating around the antennas should use their Mobile radio on the tactical channel or switch their portable radio to the assigned VRS channel.

There are two VRS Channel (VR-1 and VR-2)

Assigned Tactical Channel	VRS Channel	Direct Talk Analog Channel
03	04 VR-1	016
05	08 VR-2	015
07	08 VR-2	015
09	04 VR-1	016
A3	A4 VR-1	A16
A5	A8 VR-2	A15
A7	A8 VR-2	A15
A9	A4 VR-1	A16

### **VRS Fireground Operation**

Units will operate on the tactical channel until they are Out-Of-Range. The indication that a radio is Out-Of-Range will be a HONKING sound from the radio without activating the push-talk button.

Once the member becomes aware they are Out-Of-Range, they will switch their portable radio to the proper VRS channel for the assigned tactical channel.

At certain incidents the Incident Commander may make the decision to move all individuals to the VRS channel prior to going into the building.

Members who go Out-Of-Range must notify Operations that they have switched to the appropriate VRS channel. This will inform other units on the incident that radio reception is poor and that they may be required to switch to the VRS channel.

While operating on the VRS channels, the portable radio will beep when the push-to-talk button is released, indicating that the radio is communicating with a VRS repeater. As a member is moving deeper into a building they should push the talk button, then release and listen for the beep. Hearing the beep will verify that they are still in range of the VRS.

If the incident is in a very large building, the Incident Commander shall make every effort to assign units with VRS antennas to all sides of the building for the most complete coverage possible.

At the completion of activities at an incident, the mobile radio shall be placed back into normal operations by using the toggle switch located on the mobile console.

Incident Commanders should use the following procedure if a large incident were to require more than one tactical channel using the VRS:

Switch units to the other VRS channel, and place the mobile radio of a second VRS equipped vehicle on the second tactical channel in the talk group.

If multiple incidents occur in the city, VR- 1 & VR-2 could be used in the same manner or on two separate incidents in the 'A' zone because the VRS channels are very local (one or two block maximum range).

### **Switching to Direct Talk**

Members operating on a VRS channel might exceed the range of the directional antenna of the VRS. In the event a member goes Out-Of-Range when they are operating on the VRS channel, the member will not be able to receive or transmit with other units on the fireground. Members attempting to transmit when they are Out-Of-Range of the VRS will not receive a beep when they release the push-to-talk button after the transmission. In this situation, the member would have to have their message relayed via Direct Talk communications on the assigned analog channel. The lack of a beep or NO Reply is the only way a member will know that the radio is Out-Of-Range. It will not HONK on the VRS channel when the portable goes Out-Of-Range of the repeater in a vehicle.

Units switching to Direct Talk communications shall announce that they are operating on an analog channel will state the channel they are operating on, and will advise that they will need their messages relayed to Operations. Operations will designate a unit to remain as the relay company, and will assign additional Companies to assist (Communications Group).

### **Emergency Button Activation**

The VRS system affects the use of the portable radio Emergency Button. When a portable radio operating on a VRS channel has an activated Emergency Button, that portable radio will have priority over all other radios except the Incident Commander and Communications Division when transmitting.

The member that pushes the Emergency Button (orange) on the portable radio will activate an identification number of the radio at Communication Division. The current system will operate the same (notification to Communication Division) until a member switches to the VRS channel.

When a member is operating on the VRS channel, the radio's identification number will appear on the mobile consoles that have their VRS activated on the same tactical/VRS channel.

The identification of the Mobile radio that is connected to the VRS will be sent to the dispatch console at Communications Division. The portable ID number will remain on the Mobile console until cleared by the Incident Commander.

If a member is Out-Of-Range of the VRS antenna the Emergency Button is INOPERABLE.

NO Emergency Button notification will be received by the radios on channels Zero-15, Zero-16, A-15 and A-16.

Communications will be aware of the activation of an emergency button, but will only show the mobile ID number of the company that the portable radio is transmitting through. Communications will then notify the Incident Commander that there has been an Emergency Button activation.

Each portable radio has a unique 4-digit identification number.

1<sup>st</sup> digit = Type of unit

2<sup>nd</sup> digit 3<sup>rd</sup> digit = Company designation 4<sup>th</sup>

digit = Position on apparatus

1<sup>st</sup> Digit

1	Engine Company	6	EMS Supervisor
2	Truck Company	7	Medic Unit
3	BFC	8	Ambulance
4	Haz-Mat Unit	9	Fire Boat
5	Rescue Squad		

2<sup>nd</sup> & 3<sup>rd</sup> digit = Unit designation or Company Number. 4<sup>th</sup>

Digit

	<b>Engine</b>	<b>Truck</b>	<b>BFC</b>	<b>Haz-Mat</b>	<b>Squad</b>	<b>EMS</b>
1	OIC	OIC	BFC	OIC	OIC	OIC/ACIC
2	Line	Bar	Aide	Entry 1	Team A	ACA
3	Layout	Hook		Entry 2	Team B	
4	Driver	Driver		Research	Team B	
5		Tillerman		Driver	Driver	

**Operating the VRS During Failsoft**

When the 800 MHz radio system switches its mode of operations from normal to Failsoft it changes from digital to a conventional (analog) channel mode. The VRS is programmed to interface with digital trunk groups and will not work during Failsoft. If the network switches to Failsoft while personnel are communicating over the VRS the following will take place:

When a portable user operating on a VRS channel presses the PTT button, the radio will honk. This is because in Failsoft mode the portable sees the channel as busy.

In order for the Incident Commander to maintain communications with fire personnel over the VRS while the system is in Failsoft, it is necessary to disconnect the VRS from the network. This is accomplished by manually changing the VRS mode of operation from SYSTEM to LOCAL by pressing the REPEATER button until LOCAL is shown on the mobile radio display (this button is still labeled SCAN in most vehicles but new tabs have been requested). Once LOCAL mode is selected an L will be displayed until the mobile radio is power cycled or manually changed to SYSTEM or MOBILE mode of operations.

The portable user will then be able to communicate with VRS enabled mobile units because the Failsoft function rolls all channels in the talk-group to the announcement channel. The portable user would NOT be able to contact Communications Division or other portable radios on the tactical channel because the VRS is in the LOCAL mode.

If a member operating on a VRS channel activates the emergency button on the portable radio while the VRS is in LOCAL mode, the radio ID (4 digit number) will still be displayed on the mobile radio console of the Incident Commander (or other VRS unit) as with any other emergency activation during VRS operation.

NOTE: Any VRS mobile radio operating in LOCAL mode will not be able to communicate directly with Communications. Another radio **MUST** be used.

## **OPERATIONS FOR STRUCTURAL INCIDENTS**

Operations at the scene of emergencies differ depending on the type of structure involved, the type of problem, and the location of the incident in the structure. RECEO, an acronym for Rescue, Exposure Protection, Confinement, Extinguishment, and Overhaul, is a general blueprint for emergency operations. These functions, in the order listed, along with salvage and ventilation, are the priorities that should be considered to successfully mitigate fire situations. RECEO assists in focusing on the order priority of actions that should be taken, often in exact order, but most times the activities of units will be addressing the tasks simultaneously.

All personnel shall assist in the mitigation of the emergency by completing their assigned duties in the best manner possible. Assigned duties are designed for the efficient and effective operation of a Company performing a tactical operation within the overall strategic plan to complete the mission.

All Companies shall work through the priorities that present themselves at the scene of the incident, guided by RECEO.

**R**-If the situation requires that Companies assist entrapped people, and then they shall facilitate the rescue of those people. The Companies shall direct their attention to the task and their tactics should represent that mission. Engine Companies generally perform rescues by placing a hose line in-service between the fire and the occupants, or by extinguishing the fire.

**E**-The protection of exposures can be in the form of exterior exposures or interior exposures. A major strategy in fighting a fire is that the fire should be fought from “the unburned portion to the burned portion.” If the structure is fully involved with fire, then the possibility of any rescue attempt is unlikely. Therefore, our mission requires the protection of the most property as possible. Tactics should be directed to protecting property outside the building and inside. The protection of exposures goes hand-in-hand with confinement.

**C**-The placement of the first hose line shall be decided with confinement as the determining factor. The proper location of a hose line can protect lives and property from the impingement of fire. Also, the confinement of the fire protects the rest of the structure allowing fire personnel to operate safely during search and rescue operations.

**E**-The quick extinguishment of the fire directly addresses the mission. The extinguishment of the fire allows units to operate safely and search the structure while protecting the unburned property.

**O**-The overhaul operations will find any hidden fire that threatens the structure from unseen locations therefore protecting the property from fire extension.

## General Structural Fire Operations

Do not pass fire without the protection of an operating hoseline.

Be aware of fire conditions to ensure that the fire is not between you and your exit.

Do not operate within the collapse zone of a building during exterior operations.

Constantly monitor the stability of the structure, especially when operating in building of lightweight construction.

When operating in a structure of unknown construction, and it is revealed that the structure is of lightweight construction: Notify Operations immediately

Do not operate hoselines from the exterior without permission.

Do not advance hoselines into windows for fire fighting purposes when other Companies and Operations are unaware of this action.

Members shall not separate from their Companies for independent action or attach to another Company without permission from their Company Officer.

Do not attack basement fires by going down the interior basement stairs,

Fire attack down the interior basement stairs will only be made if the fire is small, and there is minimal heat coming up the basement stairs, unless granted permission by Operations.

Do not operate handlines from a roof position down into an attic or cockloft without orders from the Company Officer and as well as permission from Operations.

No unit will operate in unventilated attics or cocklofts. (Consider revolving distributor nozzles).

Do NOT use the elevator during the initial attack in buildings having a known working fire, or where there are indications of a working fire based upon the occupant information, or size-up.

All tactics shall be guided by RECEO.



## **Exposure Coverage**

Companies assigned to cover an exposure will work as one team, staying together and checking each assigned exposure in turn.

Companies assigned to cover exposures shall:

Check the exposure adjacent to or closest to the fire first. The check shall be for both horizontal and vertical extension of fire.

Consider:

- o Hose Line
- o Ceiling Hooks
- o Halligan Bar
- o Lights
- o Stepladder

Report conditions to Operations or, if assigned to a Group/Division/Branch, report to the leader.

Reports on the conditions in the exposure shall be given every 10 minutes or less if needed.

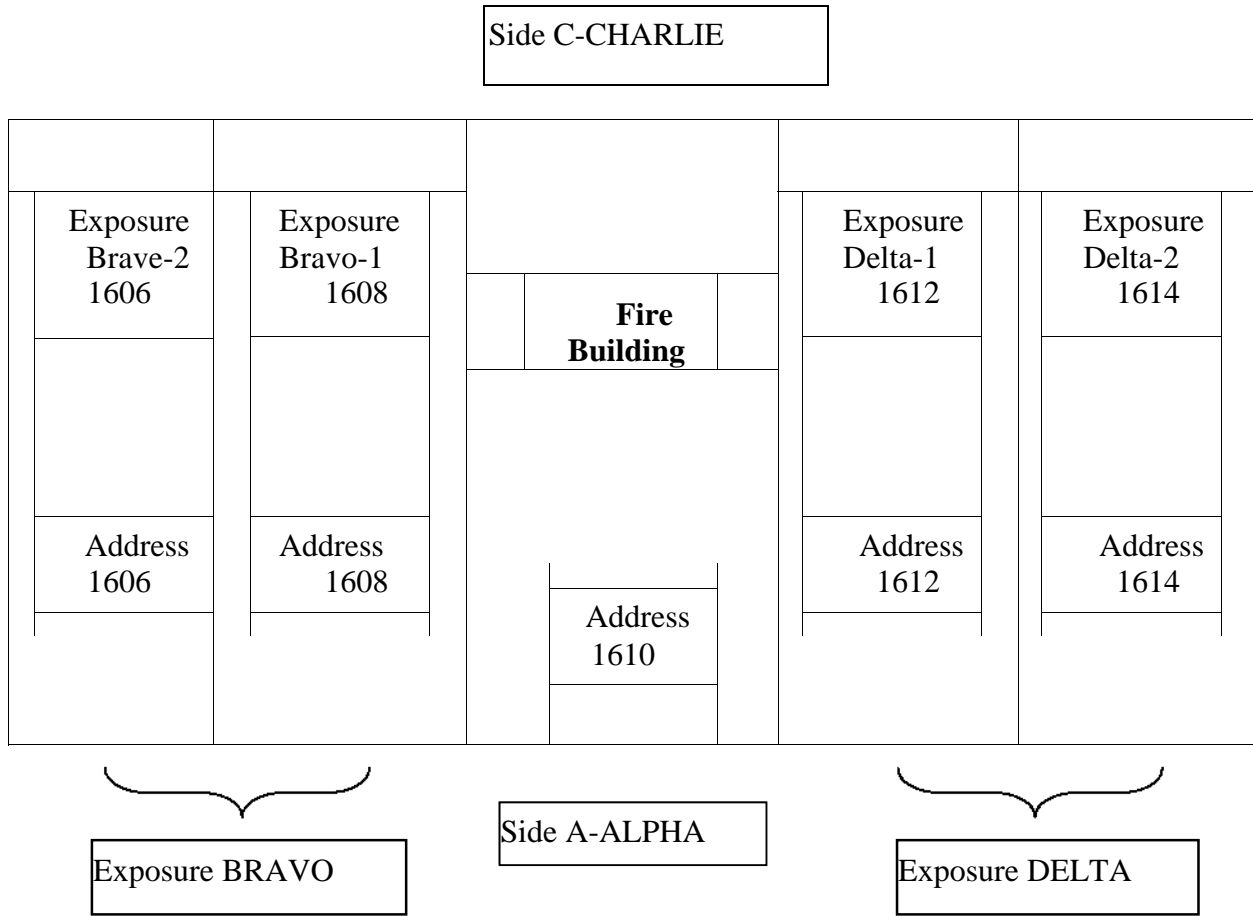
Company shall remain in assigned exposure unless Operations assigns the company to a different task.

Notify Operations if the assigned tasks cannot be completed, with an explanation.

Notify Operations when tasks are complete, and advise availability.

Operations may assign an Exposure Group Leader, or may divide the exposures into Exposure Groups as needed. Interior exposures on large buildings or high-rise buildings may be divided into areas.

## Exposure Designation



Exposure designation will include a reference to the original fire building, as well as the numbers of the exposure address. This orients Companies on the address side, Side A-Alpha, as well as Companies in the rear, Side C-Charlie, as there are seldom clearly marked street numbers in alleys. The building immediately to the left of the fire building is Exposure Bravo-1-1608. The building two buildings from the right side of the fire building is Exposure Delta-2-1614.

## **Building Evacuation**

If the decision is made to evacuate the building:

Begin to back out of the building, using the hoseline for protection. The removal of hoselines from the building will not take place until all members involved in the search and interior operations on the floors above the basement have exited the building. All personnel shall notify their Officer when exiting the building. All members must immediately report to their apparatus for an accountability check. Operations will conduct a quick informal Roll Call to verify that units that were operating inside the structure have exited, and will then begin a formal Roll Call.

The decision to evacuate the building shall be made by the Incident Commander whenever conditions are deteriorating, and it is anticipated that it will be unsafe to continue to operate in the building:

## **Building Abandonment**

Operations shall announce over the tactical channel that the decision has been made to abandon the building. Immediately ALL personnel shall exit the building.

The Incident Commander shall notify Communications Division that the order to abandon the building has been issued and request an extended tone with the announcement on the tactical channel that "All units are to abandon the building."

After all radio announcements have been acknowledged, Operations will order all apparatus to sound their air horns continuously for 15 seconds.

The decision to abandon the building by the Incident Commander shall be made whenever there are conditions that make it unsafe to operate in the building:

Anticipated collapse.  
Explosion.  
Uncontrollable fire.  
Change from an interior offensive attack to exterior defensive attack.

Operations shall announce any dangerous condition that exist and possible safe means of egress.

All Division/Group/Branch leaders shall notify all units assigned, using face-to-face communications if possible.

Companies ordered out of the building will promptly leave the building. All personnel shall stay together maintaining unit integrity, and shall report to their apparatus for an accountability check. Company officers shall verify the location of ALL members assigned to the unit.

Operations will conduct a quick informal Roll Call to verify that units that were operating inside the structure have exited, and will then begin a formal Roll Call.

**DO NOT TAKE THE WHEREABOUTS OF ANY MEMBER FOR GRANTED.  
VERIFY EVERYONE'S LOCATION AND CONDITION!**

Units may prepare for exterior operations, but exterior operations shall not begin until Roll Call has been completed.

**Heavy-Duty Operations**

Engine companies should lay dual supply lines if they suspect an incident will require heavy-duty devices. Laying dual supply lines initially allows for more rapid implementation and greater flexibility for supplying heavy-duty devices (wagon pipes, monitor nozzles, ladder pipes, or 2 ½" hand-lines).

In unoccupied structures that are well involved with fire and have NO EXPOSURE PROBLEMS consider using the wagon pipe supplied from the apparatus tank for a quick knockdown.

The monitor nozzle is usually used where a heavy-duty device is needed in a location where apparatus cannot be positioned.

When it is likely that the incident will require heavy-duty operations, apparatus should be placed to allow room for proper placement of the Tower. Incident Commanders should consider the use of the Tower, and request it early in the incident.

Heavy-duty streams are most effective when applied through windows and played off of the ceiling.

When setting up for Heavy-Duty Operations, anticipate the possibility of a structural collapse, and do not work in a potential collapse zone.

The Collapse Zone is the distance from the building at least 1 ½ times the building height.

Collapse zones should be marked with yellow barrier tape.

Once a defensive mode of operations has been ordered, ALL apparatus and personnel shall be removed from the Collapse Zone.

Large spans of roof area with lightweight truss construction will collapse quickly.

Heavy-duty devices and exterior hand lines should NOT be operating at the same time unless the hand line is operating in an area that the heavy-duty devices cannot reach, and the crew on the hand line is not endangered by the larger stream. The need to use 1 ½" hand lines during heavy-duty operations is limited.

Group and Division Leaders are responsible for conducting a roll call, and for confirming that all Companies are out of the building before Operations may allow the use of heavy-duty devices. The only exception is when using the Fallback Position to shelter Companies operating in a fire-resistant or non-combustible building. Operations must coordinate the evacuation or sheltering of personnel with the Companies providing the master streams.

### **General High-Rise Considerations (Five Or More Floors In Height)**

Operation should give consideration to the following:

- 2 ½" attack lines if the building's configuration is such that it has large open floor spaces.

- Interior Rapid Intervention Group (one floor below the fire)

- Interior Staging (three floors below the fire)

- Lobby Control

- Establishing an attack line independent from the standpipe system to backup the 1<sup>st</sup> due Engine Company.

- o Pre-connected line

- o Standpipe racks dropped down the outside of the building

- o Pre-connected line up aerial ladder

### **Rapid Intervention Group Inside a High-Rise**

The Rapid Intervention Group will be located one (1) floor below the fire floor near a stairwell, ready for immediate deployment.

### **Fall Back Position**

Fallback Position shall be two (2) floors below the fire. The purpose of the Fallback Position is to shelter Companies in the building, so an exterior knockdown of the fire can be attempted.

Operations will direct all interior Companies to the fallback position, and will conduct a roll call.

Exterior knockdown will only begin after all Companies are accounted for.

The Fallback position will only be used in buildings of fire-resistant or non-combustible construction.

The Fallback Position shall not be used when the order is given to abandon the building.

### **Interior Staging Inside A High-Rise**

Interior Staging inside a High-Rise shall be a minimum of three (3) floors below the fire floor.

Interior Staging will be used by Operations to gather relief Companies on an extended incident.

Needed equipment, such as air cylinders, will be carried to the Interior Staging Area, reducing reaction time. Interior Staging shall be under the command of the Staging Officer, and units shall

remain on Zero-14 until given an assignment. If radios must operate in the VRS mode Operations will assign the channel Interior Staging will operate. The designation of a Staging Area inside a building shall be known as Interior Staging, whereas exterior staging will be designated as Base Staging.

### **Lobby Control**

Operations will establish Lobby Control if the incident warrants. The responsibilities of Lobby Control are as follows:

- Control of elevators.
- Direct flow of personnel to attack stairwell or evacuation stairwell.
- Assist in civilian evacuation in lobby area.
- Verify unit deployment.
- Place Level III accountability in service when ordered by Operations.
  - o Act as Entry Control Officer.

**Elevator Operations** First arriving units shall control elevators that are equipped with the fireman's control feature.

The fireman's control key for the elevator is usually located on the wall next to the elevator on the lobby level. The Fire Alarm Box Key is used to gain access into the box containing the fireman's control key.

Elevators shall **not** be used during the initial attack in buildings having known working fires or where there are indications of a working fire based upon occupant information, or size-up, unless a unit has reported that the elevator bank is safe for use on the fire floor.

Use of an elevator when there is **not** an indication of a working fire:

- Notify Operations that you are planning to use the elevator.
- Use the Fire Alarm Box Key to access the elevator key to operate and take control of the elevator.
- Check for the location of the stairway(s) and apartment number in relation to the elevator.
- Everyone on the elevator must be wearing self-contained breathing apparatus (SCBA) with the cylinder valve open.
- Do not overcrowd the elevator in case you have to force open door or seek refuge on the floor.
- At least one member must have a portable radio and a flashlight.
- Carry forcible entry tools. They can be used to pry open elevator doors if the elevator fails to stop or controls don't work.
- Prior to operating the floor button, shine a strong light up the shaft between the outer and inner doors to determine if smoke is in the shaft.

While going up in an elevator stop the car at the halfway point in order to:

Test the elevator controls.

Determine where the exits are in relation to the car doors.

Shine light back up into the shaft to check for smoke.

Stop the elevator two (2) floors below the reported fire floor. If the elevator will not stop, use the emergency stop button or force open the door to stop it.

Upon getting off the elevator, don't release the elevator until you are sure it will no longer be needed.

Ascend the stairs to the reported fire floor and promptly report the conditions at the elevator bank to Operations, so permission may be granted for other units to use the elevators to the fire floor.

## **ENGINE COMPANY OPERATIONS**

The following Standard Operational Guidelines are to assist in conducting efficient fire ground operations. The Incident Commander has the authority to order any Company to deviate from these Guidelines. Any unit that will not be able to complete the assigned tasks as directed in the Standard Operational Guidelines must notify the Operations as soon as it becomes clear that the assigned task will not be completed. A Company that discovers conditions that require immediate action must notify Operations that they are performing tasks other than those assigned. A Company may request permission to deviate from their assigned task if they are in better position to accomplish another task. The Company must receive approval from Operations before deviating from the SOGs.

### **General Engine Company Operations**

Engine companies will operate as one team towards their assigned goals. Generally, engine companies perform rescues by placing their hose-lines in a position to protect rescue operations, and/or by extinguishing the fire.

### **Assigned duties for an Engine Company**

#### **Officer**

The performance of a Company is the responsibility of the Company Officer, who shall ensure that the company operates in a safe and efficient manner.

#### **Wagon Driver**

- Locate a water supply.
- Locate the apparatus on side A or C as determined by the position due or by pre-plan.
- Follow proper steps of operations as stated in Pump Manual.
- Assist with the advancement of attack lines.
- Charge appropriate lines, including standpipe and sprinkler systems as ordered.
- Monitor pump and apparatus operation.
- Monitor apparatus radio for orders.
- Remain with apparatus.

#### **Line Position**

- Advance attack line.
- Operate attack line.
- Perform all tasks assigned by Company officer.

#### **Layout Position**

- Lay supply line when ordered.
- Connect hydrant valve to hydrant.
- Charge supply line when ordered.
- Report to Wagon Driver, and assist if needed.



Assist in advancing hose line, by flaking out hose, removing kinks, and backing up the line position.

Report to the Company Officer with additional equipment (standpipe rack, hook, etc.).

Engine companies will operate as one team in one location while inside a structure.

Operations will be notified of problems that may prevent or delay the initial attack line from getting in service.

Engine companies may back up their 1 ½" attack line with a second 1 ½" attack line, provided that both lines are operating together in the same attack area and are under the direct control of the Company Officer.

The Company Officer may take advantage of other Wagons that might be in better locations than their own, but only with the notification of the Wagon Driver of the other Company. The 3<sup>rd</sup> due Engine Company may stretch an attack line from the 1<sup>st</sup> due Engine Company and the 4<sup>th</sup> due Engine Company from the 1<sup>st</sup> or 2<sup>nd</sup> due Engine Company.

Engine Companies advancing a second attack line off apparatus that is already operating an attack line must ensure that a constant water supply for the original Company is established.

It is the responsibility of the 1<sup>st</sup> and 2<sup>nd</sup> due Engine Companies to supply buildings containing standpipe or sprinkler systems with a positive water supply. The Companies will hook up to the system and charge the systems if there are indications of fire, or when ordered. If Companies are unable to supply their assigned sprinkler or standpipe connections, Operations must be notified as soon as possible.

Metro incidents will require engine companies to make connections to standpipe systems and pump at the proper pressure (see Metro Procedures for information).

Many fires can be extinguished with one hose line. However, it is a good practice to back up the first attack line with an additional line. The backup line provides protection for the initial attack crew, increases knockdown power, and is an assurance of a constant water supply should the first line burst or should other problems arise.

The Engine Company providing a backup line will assist the initial attack crew by performing whatever tasks are needed to ensure the initial attack line is in position and operating effectively.

When hose lines are not advancing and conditions are deteriorating, back out.

Never operate above a fire without having assurance that the fire below is being attacked.

Never operate above a fire without a hose line for protection.

Keep the interior stairs clear to allow egress for Companies operating above.

## **5<sup>th</sup> Due Engine Company Assignments**

Operations shall assign the tasks of the 5<sup>th</sup> due Engine Company assigned to Box Alarms as the needs of the emergency dictates.

The 5<sup>th</sup> due Engine Company shall stop at an independent water supply approximately one (1) block away from the incident and contact Operations for their assigned tasks. The 5<sup>th</sup> due Engine Company shall wait at the source of supply until Operations assigns the task that they are to perform. Staging at the source of supply will give the 5<sup>th</sup> due Engine Company the flexibility to respond to any location ordered and the ability to lay a supply line if the situation requires.

Operations may give the 5<sup>th</sup> due Engine Company any task or assignment including but not limited to:

### **Safety Group**

- o Report to the Command Post with all personnel, Unit Designator Card and operate under the direction of the Safety Officer.
- o Initial responsibilities will include a walk around of the entire incident.
  - Correct any immediate safety hazards.
  - Correct improper placement of ladders.
  - Correct hose lines with kinks or causing a tripping hazard.
  - Notify Safety Officer of any hazards that could not be corrected.
  - Notify the Safety Officer of any dangerous actions being performed on the fireground.
  - If a Rapid Intervention Group is established be prepared to assist as assigned.

### **Rapid Intervention Group**

~Join up with the other units assigned to the Rapid Intervention Group (Engine Company and Truck Company assigned on the Working Fire Dispatch as they arrive on the scene) and report to the Rapid Intervention Group Leader with all personnel and Unit Designator Card. The Rapid Intervention Group Leader will deliver all UDCs to the Command Post.

### **Communications Group**

- o Engage the Vehicle Repeater System (VRS) on their apparatus, and select the proper antenna for best coverage of the incident.
- o Report to the Command Post with all personnel and the Unit Designator Card (UDC).

- o Establish a communications link between the units operating on the incident and the Command Post by relaying all radio transmissions to and from the Command Post by strategically locating personnel.
- o Personnel shall operate in two teams of two.
- o One portable radio shall be on the tactical channel and the other portable radio shall be on the “Direct Talk” channel for the assigned tactical channel.

Direct Talk Channels

TAC Channel	VRS Channel	Direct Channel
O3	O4	O16
O5	O8	O15
O7	O8	O15
O9	O4	O16
A3	A4	A16
A5	A8	A15
A7	A8	A15
A9	A4	A16

If radio communications cannot be established between the Companies operating at the scene of the incident and the Command Post, the Communications Group will set up a system of runners.

## **TRUCK COMPANY OPERATIONS**

Truck Company operations are difficult and demanding. All members must understand their assignments and be capable of utilizing their experience, training, and judgment to handle the emergency incident. Preparation is the key to successful truck operations

### **General Procedures**

The primary responsibilities of the Truck Company are as follows:

- Size-up by ALL members of the Truck Company
- Rescue
- Forcible entry
- Ladder Placement
  - o Priority of ladder placement:
    - Fire Floor
    - Floor Above
    - Top Floor
    - Roof
- Ventilation
- Exposures
- Utilities
- Overhaul
- Salvage

This list does not establish priorities, since the importance of each function changes depending on the particular set of circumstances that are presented.

The Officer-In-Charge of the Truck Company and Truck Driver are both responsible for the proper placement of the apparatus to insure accessibility in the placement of the aerial ladder. If the Officer is not with the Truck, it is the responsibility of the Truck Driver to position the Truck properly.

Truck Company Officers should not have to give detailed orders because Truck personnel should know in advance what their assigned Truck tasks are, and perform those tasks when needed. Members of a Truck Company are expected to think as individuals, work as a team, and be prepared to initiate any task that is necessary. The Truck Officer will not be able to directly supervise all members on the fireground at the same time because the Truck personnel will be operating at different locations throughout the building. As the Officer-In-Charge, he/she must be aware of the location of ALL members, what they are doing, and when he/she should expect to see or hear from them. Firefighters and Technicians on Truck Companies must be capable of working in teams without direct supervision.

The type of construction and size of the building involved in fire may have many different solutions to the primary responsibilities of Truck Company operations.

Truck Company operations on fires are divided into two (2) main categories; low rise (four floors or less) and high-rise (five or more floors).

The occupancy and use of the structure will also require some special considerations.

### **Positive Pressure Ventilation**

Positive Pressure Ventilation (PPV) is a tactical operation that must be used only when favorable conditions exist. Improper use of PPV can lead to accelerated fire spread, the extension of hidden fire, and the endangerment of occupants and firefighters. All requests for the use of PPV shall be directed to the Ventilation Group Leader.

The Ventilation Group Leader must assess all of the conditions affecting the use of PPV, and will make a recommendation to Operations regarding the implementation of PPV. Operations will consider fire conditions, building construction, and life hazard before granting permission to begin PPV.

The Ventilation Group Leader shall coordinate the location of PPV Fans and the exhaust outlet locations during the PPV operation.

The Ventilation Group Leader shall monitor the effects of PPV by requesting reports from different location throughout the building (Divisions, Groups or Roof Group)

The Ventilation Group Leader shall update Operations at 10-minute intervals during the operation of PP V.

### **Assigned Duties for a Truck Company**

The performance of a Company is the responsibility of the Company Officer, who shall ensure that the company operates in a safe and efficient manner. The Company Officer will direct their Company to fulfill the objectives described in the SOGs. Deviation from the SOGs must be communicated to Operations.

#### **Officer**

Prioritizes and coordinates Company operations.

Work with Bar and Hook positions as Inside Team.

#### **Inside Team**

- o Throws ground ladders as determined by situation.
  - Ladder placement priority:
    - Fire Floor
    - Floor Above
    - Top Floor
    - Roof
- o Forces entry to exterior and interior doors.
- o Removes gates and window bars in area of operation.

- o Performs outside horizontal ventilation
- o Searches for victims in the fire area.
- o Uses Thermal Imager to search for victims and assist with overhaul.
- o Performs mechanical ventilation, overhaul and salvage in area of operation.

#### Bar

Works with Officer and Hook as a member of the Inside Team.

#### Hook

Works with Officer and Bar as a member of the Inside Team.

#### Truck Driver

Locates the apparatus as determined by the position due.

Places aerial ladder or ground ladders in position to make rescues or to gain access to the roof.

Works with Tillerman as part of Roof Team.

Roof Team:

- o Proceeds to the roof:
  - Opens hatches, skylights and bulkheads,
  - Checks rear and sides of the building,
  - Vents top floor windows if possible.
  - Top floor, attic and cockloft fires:
    - Cut roof opening directly over the fire location (4'X4')
    - Enlarge opening to 4'X 8' if heavy fire persists.
    - Make trench cuts as necessary to limit fire spread.
  - Gives a report to the Vent Group Leader/Truck Company Officer.
  - Reports directly to Operations if unusual conditions are found.
- o Places lights and fans in service.
  - Use of PPV fans must be coordinated with the Vent Group Leader and Operations.

#### Tillerman

Assists with positioning the apparatus.

Works with the Truck Driver as part of the Roof Team.

## **RESCUE SQUAD OPERATIONS**

The primary mission of the Rescue Squad shall be to search for and rescue entrapped victims on all structural fires.

Normal Rescue Squad operations are as follows:

Park unit at a location that does not impede the access of Truck Companies or Engine Companies to the structure, but at a location where specialized tools are as accessible as possible.

Will usually be assigned to the Rescue Group with the Officer of the Rescue Squad as the Rescue Group Leader.

The Rescue Squad Officer and members are to confer on a Rescue Size-up:

Location of fire, extent of fire and projected time of containment.

Number and location of entrances and egresses.

Hypothesize as to the location of the most endangered entrapped victims.

Assessment shall be made if specialized tools or skills may be needed.

The Rescue Squad Officer shall request additional resources if the Rescue Size-up indicates that available resources may be inadequate for the completion of assigned tasks.

The Rescue Squad Officer directs members to their operational locations; usually the members are divided into two teams of two.

One team assigned to the floor above.

One team assigned to the fire floor.

The Rescue Squad driver remains flexible to assist with logistical needs of specialized tools.

Either the Rescue Squad Officer or Operations may direct members to a specific location as the situation warrants.

The Rescue Group Leader shall give frequent updates regarding progress of accomplishing assigned task.

Lack of progress, or areas that are not accessible.

Victims found.

Primary search results.

Secondary search results.

Operations shall be notified immediately if victims are found that need medical treatment.

Give the location to where the victim is being removed to receive medical treatment.

Rescue Squad teams involved in rescues will not be able to complete their assigned search. Additional Companies or teams must be assigned to continue the search until both Primary and Secondary Searches are complete.

The Rescue Size-up is an on-going process, as the fireground is a fluid, constantly changing situation.

## **BOX ALARM OPERATIONAL GUIDELINES**

### **Fire On The First Floor Or Above In Row Houses Or Detached Dwellings 1<sup>st</sup>**

#### **Due Engine Company**

Covers the address side of the structure, Side A-Alpha.  
Gives a complete size-up.  
Stretches an attack line to the seat of the fire for extinguishment.  
Will be assigned by Operations to either the Division (geographic location in which the fire is located) or the Attack Group.

#### **2<sup>nd</sup> Due Engine Company**

Covers the rear of the building, Side C-Charlie.  
Gives a complete size-up.  
Verifies the conditions in the basement and notifies Operations.  
If unable to access the basement from the rear, notify Operations that they intend to make access from the front or enter the first floor.  
Secures the utilities if possible and advises Operations of their status.  
After checking the basement, they will work their way up the interior of the building, checking conditions on each floor as they go.  
Backs 1<sup>st</sup> due Engine Company if they are not already being backed up.  
    In general, advance no more than two handlines up the interior stairs at one time.  
    If additional lines are required, alternate routes should be considered.  
Operations shall verify that they are backing-up the 1<sup>st</sup> due Engine Company and assign them to the Division on the fire floor or to the Attack Group.  
Operations may assign them to the floor above the fire or Exposure Group if the 1<sup>st</sup> due Engine Company has been backed up.

#### **3<sup>rd</sup> Due Engine Company**

Covers the address side of the structure, Side A-Alpha, after they have completed the water supply for the 1<sup>st</sup> due Engine Company.  
Backs up the 1<sup>st</sup> due Engine Company with a second attack line.  
    o In general, advance no more than two handlines up the interior stairs at one time.  
    o If additional lines are required, alternate routes should be considered.  
Operations shall verify that they are backing-up the 1<sup>st</sup> due Engine Company and assign them to the Division on the fire floor or to the Attack Group.  
Operations may assign them to the floor above the fire or Exposure Group if the 1<sup>st</sup> due Engine Company has been backed up.



#### 4<sup>th</sup> Due Engine Company

Prepares to cover the rear of the building, Side C-Charlie, after they have completed the water supply for the 2<sup>nd</sup> due Engine Company.

If the 2<sup>nd</sup> due Engine Company has verified that the fire is not in the basement, the 4<sup>th</sup> due Engine Company shall contact Operations for an assignment.

Operations may assign the 4<sup>th</sup> due Engine Company to the Exposures Group with orders to cover any side of the structure that needs attention. (Exposures Alpha, Bravo, Charlie or Delta).

#### 5<sup>th</sup> Due Engine Company

-Operations shall assign the tasks of the 5<sup>th</sup> due Engine Company assigned to Box Alarms as the needs of the emergency dictates.

-The 5<sup>th</sup> due Engine Company shall stop at an independent water supply approximately one (1) block away from the incident and contact Operations for their assigned tasks. The 5<sup>th</sup> due Engine Company shall wait at the source of supply until Operations assigns the task that they are to perform. Staging at the source of supply will give the 5<sup>th</sup> due Engine Company the flexibility to respond to any location ordered and the ability to lay a supply line if the ordered requires.

#### 1<sup>st</sup> Due Truck Company

Covers the address side of the structure, Side A-Alpha.

Gives a complete size-up if arriving first on the scene, or up-date size-up if additional information is evident on their arrival.

Places portable ground ladder(s) to Side A-Alpha as needed.

Places portable ground ladder(s) to Sides B-Bravo and D-Delta, as the situation requires.

Places their aerial ladder in position for rescues.

- o If no rescues are to be made, or rescues are being covered by portable ground ladders, place aerial ladder for access to the roof.

Forces entry through exterior and interior doors.

On attic and top floor fires:

- o Ventilates the roof so the Engine Company can gain access to the attic or cockloft.
- o Roof operations on buildings of lightweight truss construction experiencing heavy fire conditions should only be conducted if members are supported by and can operate off of aerial ladders or tower ladder platforms.
- o Ceiling hooks must be brought to the top floor immediately, so access to the attic or cockloft can be gained from below.

Coordinates ventilation, both vertical and horizontal, with attacking Engine Companies.

Searches for victims in their assigned area.

On rear porch fires:

- o The 1<sup>st</sup> due Truck Company is responsible for the entire building, as the 2<sup>nd</sup> due Truck Company may not be able to gain access until the rear porch fire is controlled.

On fires in buildings of balloon-frame construction:

- o Opening the roof is a priority if the fire is in the external wall cavity.

Is responsible for the control of utilities.

Will be assigned by Operations either to a Division, Group, or Branch.

Is responsible for overhaul and salvage on the fire floor.

### 2<sup>nd</sup> Due Truck Company

Covers the opposite the address side of the structure, Side C-Charlie.

Gives a complete size-up if arriving first on the scene on Side C-Charlie, or up-date size-up if additional information is evident on their arrival.

Places portable ground ladder(s) to Side C-Charlie as needed.

Places portable ground ladder(s) to Sides B-Bravo and D-Delta, as the situation requires.

Places their aerial ladder in position for rescues.

- o If no rescues are to be made, or rescues are being covered by portable ground ladders, place aerial ladder for access to the roof.

Forces entry through exterior and interior doors from the rear.

Assists the 1<sup>st</sup> due Truck Company with roof operations if necessary.

Coordinates ventilation, both vertical and horizontal, with the 1<sup>st</sup> due Truck Company and attacking Engine Companies.

Searches for victims in their assigned area.

Shall be responsible for coordinating the cutting-off of utilities with the first due Truck Company.

Shall be assigned by Operations to a Division, Group, or Branch.

On rear porch fires:

- o The 2<sup>nd</sup> due Truck Company may not have access to the fire building, and should be prepared to force entry into the exposures from the rear.
- o Once the fire is extinguished and access to the fire building is possible, the 2<sup>nd</sup> due Truck Company will be responsible for operating in the basement.

Is responsible for overhaul and salvage in their assigned location, usually all floors except the fire floor.

## **Basement Fires In Row Houses And Detached Dwellings**

On known basement fires, the primary purpose of the 1<sup>st</sup> due Engine Company's hoseline is to protect the search and rescue operation. The Officer shall do several risk assessments with the advancement of the hose line, based on an evaluation of the smoke and heat conditions encountered. The best location to confine the basement fire is at the top of the interior basement stairs, and advancement to the top of the basement stairs shall be incremental. The first priority will be to protect the stairs between the 1<sup>st</sup> and 2<sup>nd</sup> floors, and if conditions allow further advancement, the next priority will be to locate the basement stairs and provide protection for the rescue operation from this position by closing the basement door. If there is no door at the top of the stairs, or it will not close, a hoseline directed at the 1<sup>st</sup> floor ceiling above the basement doorway would provide some protection.

At NO time shall the hose line be directed down into the basement unless ordered by Operations.

Conditions must be constantly evaluated.

If conditions deteriorate, notify Operations of the changing conditions.

Monitor the radio for the location of rescue teams inside the building.

All companies operating on the 1<sup>st</sup> floor above a basement fire shall perform risk assessments of the conditions inside the building at the following locations:

- o The outside front steps.
- o At the threshold of the front door.
- o Inside the front foyer.
- o At the door to the basement from the 1<sup>st</sup> floor.

If the decision is made to evacuate the building:

Incrementally begin to back-out of the building using the hoseline for protection. The removal of this hoseline from the building will not take place until all members involved in the search and interior operations on the floors above the basement have exited the building.

All personnel that were operating on the 1<sup>st</sup> floor and above shall notify their Officer when exiting the building.

Operations will be notified when all Companies other than the Engine Company providing the protective hoseline at the top of the basement stairs have exited the building.

Operations will conduct a roll call.

### 1<sup>st</sup> Due Engine Company

Covers the address side of the structure, Side A-Alpha.

Gives a complete size-up.

Notifies Operations of the mode of attack.

Will be assigned by Operations to either a Division, or to the Exposure Group.

Stretches a protection or exposure line to the first floor:

- o Assess the conditions at the threshold of the front door.

- o Enter the foyer inside the front door and assess the conditions.
- o Protect the stairs between the 1<sup>st</sup> and 2<sup>nd</sup> floors.

If conditions allow further advancement, the next priority will be to locate the basement stairs and provide protection for the rescue operation from this position by closing the basement door, if possible. If there is no door at the top of the stairs or it will not close, a hoseline directed at the 1<sup>st</sup> floor ceiling above the basement doorway would provide some protection.

**When providing protection for the rescue operation, the hose line should never be directed down into the basement**

2<sup>nd</sup> Due Engine Company

Covers the rear or opposite the address side, Side C-Charlie.

Gives a complete size-up.

Verifies the conditions in the basement, and notifies Operations.

Prepares to attack the fire in the basement.

- o Contacts Operations for the status of the 1<sup>st</sup> due Engine Company.
- o Be aware of over-ventilating the basement level (taking out sliding glass doors, or large windows) before permission for attack is obtained from Operations.

**Operations must grant permission to the 2<sup>nd</sup> due Engine Company to attack the fire in the basement.**

Once permission has been granted, they shall attack the fire, and Operations will assign them to either the Basement Division or the Attack Group.

They shall advise Operations of the status of utilities, if possible.

If no basement entrance exists, the 2<sup>nd</sup> due Engine will advise Operations, confirm that the 1<sup>st</sup> due Engine is protecting the rescue effort, and will knock down the fire through a basement window after receiving permission from Operations. After the fire is knocked down, Operations will direct a Company to descend the basement stairs, if conditions allow.

- o Consider cutting holes in the 1<sup>st</sup> floor and using revolving distributor nozzles.

3<sup>rd</sup> Due Engine Company

Covers the address side of the structure, Side A-Alpha, after they have completed the water supply for the 1<sup>st</sup> due Engine Company.

Backs up the 1<sup>st</sup> due Engine Company with a second protection line on the first floor.

Operations shall verify that they are backing-up the 1<sup>st</sup> due Engine Company and assign them to the Exposure Group, or to the Division on the floor above the fire.

Operation may assign them to cover exposures.

Performs the same risk assessment as the 1<sup>st</sup> due Engine Company.

The 3<sup>rd</sup> due Engine Company may be ordered by Operations to attack the fire from the front basement entrance (English basement). Coordination of this attack must take place between the 1<sup>st</sup> due Engine Company, 2<sup>nd</sup> due Engine Company and the 3<sup>rd</sup> due Engine Company. If permission is granted by Operations, they will be assigned to the Basement Division or Attack Group. The 5<sup>th</sup> due Engine Company may be assigned to back-up the attack line.

#### 4<sup>th</sup> Due Engine Company

Completes the water supply for the 2<sup>nd</sup> due Engine Company.

Determines if the fire attack will be from the rear, or from the front.

If the attack is from the rear, prepares to back up the 2<sup>nd</sup> due Engine Company.

#### 5<sup>th</sup> Due Engine Company

Operations shall assign the tasks of the 5<sup>th</sup> due Engine Company assigned to Box Alarms as the needs of the emergency dictates.

The 5<sup>th</sup> due Engine Company shall stop at an independent water supply approximately one (1) block away from the incident and contact Operations for their assigned tasks. The 5<sup>th</sup> due Engine Company shall wait at the source of supply until Operations assigns the task that they are to perform. Staging at the source of supply will give the 5<sup>th</sup> due Engine Company the flexibility to respond to any location ordered and the ability to lay a supply line if the ordered requires.

- o May be used to back up the 1<sup>st</sup> or 3<sup>rd</sup> due Engine Companies if attack is from the front.

#### 1<sup>st</sup> Due Truck Company

Covers the address side of the structure, Side A-Alpha.

Gives a complete size-up if arriving first on the scene, or up-date size-up if additional information is evident on their arrival.

Places portable ground ladder(s) to Side A-Alpha as needed.

Places portable ground ladder(s) to Sides B-Bravo and D-Delta, as the situation requires.

Places their aerial ladder in position for rescues.

- o If no rescues are to be made, or rescues are being covered by portable ground ladders, place aerial ladder for access to the roof for vertical ventilation.

Forces entry through exterior doors, both front door and English basement door, and interior doors.

Coordinates ventilation, both vertical and horizontal, with attacking Engine Companies and second due Truck Company.

- o Horizontal ventilation of the first floor rear is a priority.
- o Be aware of over-ventilating the basement level (taking out sliding glass doors, or large windows) before permission for attack is obtained from Operations.
- o Opens natural roof openings (Skylights, hatches and bulkheads.)

Searches for victims throughout the first floor and above, coordinating their movements in the building with the placement of protecting hose lines.

Is responsible for the control of utilities.

Will be assigned by Operations to a Division, Group, or Branch.

- o The Vent Group Leader is responsible for the ventilation of the entire building,

Is responsible for overhaul and salvage in their assigned location, usually all floors except the fire floor.

### 2<sup>nd</sup> Due Truck Company

Covers opposite the address side of the structure, Side C-Charlie.

Gives a complete size-up if arriving first on the scene on Side C-Charlie, or up-date size-up if additional information is evident on their arrival.

Places portable ground ladder(s) to Side C-Charlie as needed.

Places portable ground ladder(s) to Sides B-Bravo and D-Delta, as the situation requires.

Places their aerial ladder in position for rescues.

- o If no rescues are to be made, or rescues are being covered by portable ground ladders, place aerial ladder for access to the roof.

Forces entry through exterior and interior doors from the rear.

Coordinates ventilation, both vertical and horizontal, with the 1<sup>st</sup> due Truck Company and attacking Engine Companies.

- o Horizontal ventilation of the first floor rear is a priority.
- o Opens natural roof openings (Skylights, hatches and bulkheads.)

Searches for victims in their assigned area.

Shall be responsible for coordinating the cutting-off of utilities with the first due Truck Company.

Will be assigned by Operations to a Division, Group, or Branch.

Is responsible for overhaul and salvage in their assigned location, usually the basement.

## **Rear Porch Fires In Row Houses**

### 1<sup>st</sup> Due Engine Company

Covers the address side of the structure, Side A-Alpha.  
Gives a complete size-up.  
Stretches an attack line to the seat of the fire for extinguishment.  
Will be assigned by Operations to either a Division or the Attack Group.

### 2<sup>nd</sup> Due Engine Company

Covers the rear of the building, Side C-Charlie.  
Gives a complete size-up.  
Verifies the conditions in the basement, if possible, and notifies Operations.  
Advises Operations of the status of utilities.  
After checking the basement, they will verify their assignment from Operations.  
Operations will assign them to cover the exposure that is in most danger (Exposure Group).  
Consider flanking the fire with handlines to limit fire spread.

### 3<sup>rd</sup> Due Engine Company

Covers the address side of the structure, Side A-Alpha, after they have completed the water supply for the 1<sup>st</sup> due Engine Company.  
Backs up the 1<sup>st</sup> due Engine Company with a second attack line.  
Operations shall verify that they are backing-up the 1<sup>st</sup> due Engine Company and assign them to the Attack Group, or Division on the fire floor.  
Operation may assign them to the Division above the fire or Exposure Group if the 1<sup>st</sup> due Engine Company has been backed up.

### 4<sup>th</sup> Due Engine Company

Prepares to cover the rear of the building, Side C-Charlie, after they have completed the water supply for the 2<sup>nd</sup> due Engine Company.  
Backs up the 2<sup>nd</sup> due Engine, and prepares to flank the fire.

Operations may assign the 4<sup>th</sup> due Engine Company to the Exposures Group with orders to cover any side of the structure that needs attention. (Exposures Alpha, Bravo, Charlie or Delta), most likely they will be assigned to the exposure opposite the exposure covered by the 2<sup>nd</sup> due Engine Company

### 5<sup>th</sup> Due Engine Company

-Operations shall assign the tasks of the 5<sup>th</sup> due Engine Company assigned to Box Alarms as the needs of the emergency dictates.

~The 5<sup>th</sup> due Engine Company shall stop at an independent water supply approximately one (1) block away from the incident and contact Operations for their assigned tasks. The 5<sup>th</sup> due Engine Company shall wait at the source of supply until Operations assigns the task that they are to perform. Staging at the source of supply will give the 5<sup>th</sup> due Engine Company the flexibility to respond to any location ordered and the ability to lay a supply line if the ordered requires.

### 1<sup>st</sup> Due Truck Company

Covers the address side of the structure, Side A-Alpha.

Gives a complete size-up if arriving first on the scene, or up-date size-up if additional information is evident on their arrival.

Places portable ground ladder(s) to Side A-Alpha as needed.

Places portable ground ladder(s) to Sides B-Bravo and D-Delta, as the situation requires.

Places their aerial ladder in position for rescues.

- o If no rescues are to be made, or rescues are being covered by portable ground ladders, place aerial ladder for access to the roof.

Forces entry through exterior and interior doors.

On attic and top floor fires:

- o Ventilates the roof so the Engine Company can gain access to the attic or cockloft.
- o Roof operations on buildings of lightweight truss construction experiencing heavy fire conditions should only be conducted if members are supported by and can operate off of aerial ladders or tower ladder platforms.
- o Ceiling hooks must be brought to the top floor immediately, so access to the attic or cockloft can be gained from below.

Coordinates ventilation, both vertical and horizontal, with attacking Engine Companies.

Searches for victims in their assigned area.

On rear porch fires:

- o The 1<sup>st</sup> due Truck Company is responsible for the entire building, as the 2<sup>nd</sup> due Truck Company may not be able to gain access until the rear porch fire is controlled.

On fires in buildings of balloon-frame construction:

- o Opening the roof is a priority if the fire is in the external wall cavity.

Is responsible for the control of utilities.

Will be assigned by Operations either to a Division, Group, or Branch.

Is responsible for overhaul and salvage on the fire floor.



## 2<sup>nd</sup> Due Truck Company

Covers the opposite the address side of the structure, Side C-Charlie.

Gives a complete size-up if arriving first on the scene on Side C-Charlie, or up-date size-up if additional information is evident on their arrival.

Places portable ground ladder(s) to Side C-Charlie as needed.

Places portable ground ladder(s) to Sides B-Bravo and D-Delta, as the situation requires.

Places their aerial ladder in position for rescues.

- o If no rescues are to be made, or rescues are being covered by portable ground ladders, place aerial ladder for access to the roof.

Forces entry through exterior and interior doors from the rear.

Assists the 1<sup>st</sup> due Truck Company with roof operations if necessary.

Coordinates ventilation, both vertical and horizontal, with the 1<sup>st</sup> due Truck Company and attacking Engine Companies.

Searches for victims in their assigned area.

Shall be responsible for coordinating the cutting-off of utilities with the first due Truck Company.

Shall be assigned by Operations to a Division, Group, or Branch.

On rear porch fires:

- o The 2<sup>nd</sup> due Truck Company may not have access to the fire building, and should be prepared to force entry into the exposures from the rear.
- o Once the fire is extinguished and access to the fire building is possible, the 2<sup>nd</sup> due Truck Company will be responsible for operating in the basement.

Is responsible for overhaul and salvage in their assigned location, usually all floors except the fire floor.

## High-Rise Buildings (Five Or More Floors In Height)

Operation should give consideration to the following:

- 2 ½" attack lines if the building's configuration is such that it has large open floor spaces.

- Interior Rapid Intervention Group (one floor below the fire)

- Interior Staging (three floors below the fire)

- Lobby Control

- Establishing an attack line independent from the standpipe system to backup the 1<sup>st</sup> due Engine Company.

  - Pre-connected line

  - Standpipe racks dropped down the outside of the building

  - Pre-connected line up aerial ladder

### 1<sup>st</sup> Due Engine Company

Covers the address side of the structure, Side A-Alpha.

Gives a complete size-up.

Notifies Operations of mode of attack.

Initiates an offensive attack if appropriate by one of the following methods:

- o Stretching a pre-connected attack line;
- o Entering the building with standpipe racks;
- o Entering the building with a combination of a pre-connected attack line and standpipe racks.

Is responsible for charging or having another unit charge both the standpipe system and the sprinkler system on Side A-Alpha.

Shall give appropriate interior size-ups

- o Conditions in the lobby area.
- o Conditions in the stairwells.
- o Conditions on the reported fire floor.
- o Conditions at the door, and inside the fire apartment.

Is responsible for the designation of the attack stairwell.

Shall quickly check the hallway of a lower floor for information on building layout.

Will be assigned by Operations to either a Division or to the Attack Group.

Units shall not use the elevator during the initial attack in buildings having a known working fire or where there are indications of a working fire based upon information from the occupants, or size-up.

### 2<sup>nd</sup> Due Engine Company

Covers the rear or opposite the address side, Side C-Charlie.

Gives a complete size-up.

Verifies the conditions in the basement and notifies Operations.

Prepares for operations by:

- o Stretching a pre-connected attack line;
- o Entering the building with standpipe racks;
- o Entering the building with a combination of a pre-connected attack line and standpipe racks.

After checking the basement, they will request their next assignment from Operations.

- o Back-up 1<sup>st</sup> due Engine Company (Attack Group or Division).
- o Cover the floor(s) above the fire (Exposure Group or Division).
- o Cover exposures on either side of fire (Exposure Group).

Shall be responsible for charging or having another unit charge both the standpipe system and the sprinkler system on Side C-Charlie.

### 3<sup>rd</sup> Due Engine Company

Covers the address side of the structure, Side A-Alpha, after they have completed the water supply for the 1<sup>st</sup> due Engine Company.

Operations shall verify that they are backing-up the 1<sup>st</sup> due Engine Company and assign them to the Division or Attack Group at the fire location.

Operations may assign them to the Exposure Group or to a Division if the 1<sup>st</sup> due Engine Company is already being backed up.

### 4<sup>th</sup> Due Engine Company

Covers the side opposite the address side, Side C-Charlie, after they have completed the water supply for the 2<sup>nd</sup> due Engine Company.

Covers the floor above the fire unless otherwise directed by Operations.

### 5<sup>th</sup> Due Engine Company

-Operations shall assign the tasks of the 5<sup>th</sup> due Engine Company assigned to Box Alarms as the needs of the emergency dictates.

- The 5<sup>th</sup> due Engine Company shall stop at an independent water supply approximately one (1) block away from the incident and contact Operations for their assigned tasks. The 5<sup>th</sup> due Engine Company shall wait at the source of supply until Operations assigns the task that they are to perform. Staging at the source of supply will give the 5<sup>th</sup> due Engine Company the flexibility to respond to any location ordered and the ability to lay a supply line if the ordered requires.

### 1<sup>st</sup> Due Truck Company

Covers the address side of the structure, Side A-Alpha.

Primary area of responsibility is the fire floor.

Gives a complete size-up if arriving first on the scene, or up-date size-up if additional information is evident on their arrival.

Places portable ground ladder(s) to Side A-Alpha as needed, if the objective can be reached.

Places portable ground ladder(s) to Sides B-Bravo and D-Delta, if they are accessible and can be reached, and conditions warrant.

Places aerial ladder in position for rescues.

- o Aerial ladder may be the only escape route for entrapped victims.
- o If no rescues are to be made, or rescues are being covered by portable ground ladders, place aerial ladder for access to the roof if it will reach.

Forces entry through exterior and interior doors.

- o Interior doors are a greater concern on hi-rise fires.

Coordinates ventilation, both vertical and horizontal, with attacking Engine Companies.

- o Identifies the attack stairwell.
- o Identifies the stairwell that will give access to the roof.
- o Identifies the ventilation stairwell. Use the attack stairwell, or stairwell to the roof if possible.
- o Identifies the evacuation stairwell (opposite the attack stairwell).

Searches for victims in their assigned area.

Is responsible for the control of utilities.

Will be assigned by Operations to a Division, Group or Branch.

- o The Vent Group Leader is responsible for ventilation of the entire building, unless Operations limits their responsibility to a specific area.

Is responsible for overhaul and salvage in their assigned location, usually on the fire floor.

Units shall NOT use the elevator during the initial attack in buildings having a known working fire, or where there are indications of a working fire based upon the occupant information, or size-up.

### 2<sup>nd</sup> Due Truck Company

Covers opposite the address side of the structure, Side C-Charlie.

Primary area of responsibility is the floor above the fire.

Gives a complete size-up if arriving first on the scene on Side C-Charlie, or up-date size-up if additional information is evident on their arrival.

Places portable ground ladder(s) to Side C-Charlie as needed, if the objective can be reached.

Places portable ground ladder(s) to Sides B-Bravo and D-Delta, if they are accessible and can be reached and the condition warrants.

Places aerial ladder in position for rescues.

- o Aerial ladder may be the only escape route for entrapped victims.
- o If no rescues are to be made, or rescues are being covered by portable ground ladders, place aerial ladder for access to the roof if it will reach.

Forces entry through exterior and interior doors.

- o Interior doors are a greater concern on hi-rise fires.

Coordinates ventilation, both vertical and horizontal, with the 1<sup>st</sup> due Truck Company and attacking Engine Companies.

- Ventilate the fire floor horizontally from the floor above  
Searches for victims in their assigned area.

Shall be responsible for coordinating the cutting-off of utilities with the first due Truck Company.

Will be assigned by Operations to either a Division, or to the Vent Group.

Is responsible for overhaul and salvage in their assigned location, usually all floors except the fire floor.

## Commercial Buildings

Commercial buildings present problems not usually found in residential occupancies. Large uninterrupted floor space, high fire loads, and restricted access make fighting fires in commercial buildings difficult. Commercial buildings are often not occupied after business hours, and risk assessment prior to fire attack should include recognition of reduced life hazard.

### 1<sup>st</sup> Due Engine Company

Covers the address side of the structure, Side A-Alpha.

Gives a complete size-up.

- o Consider building construction.
  - Lightweight Steel or Wood Truss Construction.
  - Large floor area.
  - Commercial Hi-rise.
  - Occupancy and Contents.

Determines mode of attack.

For Offensive Attack, begins operations by:

- o Stretching a pre-connected attack line;
  - 2 ½” attack line should be considered;
  - Use the 3<sup>rd</sup> due Engine Company to assist with stretching the line.
- o Entering the building with standpipe racks;
- o Entering the building with a combination of a pre-connected attack line and standpipe racks;
- o Entering the building with a 2 ½” line for use off the standpipe system, with 1 ½” standpipe racks to extend the 2 ½” line.

For Defensive attack:

- o Positions apparatus clear of collapse zones.
- o Positions apparatus for best use of master stream devices.
- o Secures adequate water supply, considers dual line layouts.
- o Advises responding units of best access.

Is responsible for charging or having another unit charge both the standpipe system and the sprinkler system on side A-Alpha.

Shall give appropriate interior size-ups

Stretches an attack line to the seat of the fire for extinguishment

Will be assigned by Operations to a Division or the Attack Group.

### 2<sup>nd</sup> Due Engine Company

Covers the rear of the building, Side C-Charlie.

Gives a complete size-up.

Verifies the conditions in the basement and notifies Operations.

Secures the utilities and advises Operations of their status.

After checking the basement, they will request their next assignment from Operations.

- o Back-up 1<sup>st</sup> due Engine Company.

- o Cover the floor(s) above the fire.
- o Cover exposures on either side of fire if the fire is on the 1<sup>st</sup> floor.

### 3<sup>rd</sup> Due Engine Company

Covers the address side of the structure, Side A-Alpha, after they have completed the water supply for the 1<sup>st</sup> due Engine Company.

Shall assist the 1<sup>st</sup> due Engine Company with the initial attack line.

After the 1<sup>st</sup> due Engine Company has a line in service, stretch a back-up line.

- o Consider stretching a 2 ½” back-up line.

Notifies Operations that they are backing-up the 1<sup>st</sup> due Engine Company. Operations will assign them to a Division or to the Attack Group.

If the 3<sup>rd</sup> due Engine is assisting the 1<sup>st</sup> due Engine with the initial attack line, the 5<sup>th</sup> due Engine may be used to provide a back-up line.

Operations may assign them to the Division above the fire or to the Exposure Group if the 1<sup>st</sup> due Engine Company is already being backed up.

### 4<sup>th</sup> Due Engine Company

Covers the side opposite the address side, Side C-Charlie, after they have completed the water supply for the 2<sup>nd</sup> due Engine Company.

Shall contact Operations for assignment after the 2<sup>nd</sup> due Engine Company has verified that the fire is not in the basement.

Operations may assign the 4<sup>th</sup> due Engine Company to the Exposure Group with orders to report to any side of the structure that needs attention. (Exposures Alpha, Bravo, Charlie or Delta).

### 5<sup>th</sup> Due Engine Company

Operations may assign the 5<sup>th</sup> due Engine Company to the Exposures Group, Safety Group, Communications Group or the Rapid Intervention Group. When assigned to the Safety Group, Communications Group or the Rapid Intervention Group the 5<sup>th</sup> due Engine Company shall lay a supply line to the front of the incident. They shall notify Operations of the location of the hydrant from which they have laid out.

Operations may assign them to stretch a back-up line.

- o Consider stretching a 2 ½” back-up line.

### 1<sup>st</sup> Due Truck Company

Covers the address side of the structure, Side A-Alpha.

Gives a complete size-up if arriving first on the scene, or up-date size-up if additional information is evident on their arrival.

Places portable ground ladder(s) to Side A-Alpha as needed.

Places portable ground ladder(s) to Sides B-Bravo and D-Delta, as the situation requires.

Vertical (roof) ventilation operations of single story commercial storefront type occupancies should be undertaken immediately in order to reduce the possibility of flashover.

Performs horizontal ventilation to support the advance of hoselines.

- o Horizontal ventilation of storefront windows should not take place until the roof is vented, and a charged line is in position to attack the seat of the fire.

Places aerial ladder in position for rescues.

- o If no rescues are to be made, or rescues are being covered by portable ground ladders, place aerial ladder for access to the roof.

Forces entry through exterior and interior doors.

Opens bulkhead doors, scuttles, and skylights on the roof.

If no pre-existing openings are found, cut the roof directly over the fire area (4'X4')

On attic and top floor fires:

- o It is extremely important to ventilate the roof so the Engine Company can gain access to the attic or cockloft.
- o Roof ventilation will limit fire spread in the attic and cockloft.
- o Ceiling hooks must be brought to the top floor immediately, so access to the attic or cockloft can be gained from below.

Coordinates ventilation, both vertical and horizontal, with attacking Engine Companies.

Searches for victims in their assigned area.

Is responsible for the control of utilities.

Will be assigned by Operations to a Division, Group or Branch.

- o The Vent Group Leader is responsible for the ventilation of the entire building, unless Operations limits their responsibility to a specific area.

Is responsible for overhaul and salvage in their assigned location, usually the fire floor.

## 2<sup>nd</sup> Due Truck Company

Covers the opposite the address side of the structure, Side C-Charlie.

Gives a complete size-up if arriving first on the scene on Side C-Charlie, or up-date size-up if additional information is evident on their arrival.

Places portable ground ladder(s) to Side C-Charlie as needed.

Places portable ground ladder(s) to Sides B-Bravo and D-Delta, as the situation requires.

Places aerial ladder in position for rescues.

- o If no rescues are to be made, or rescues are being covered by portable ground ladders, place aerial ladder for access to the roof.

Forces entry through exterior and interior doors from the rear.

Assists the 1<sup>st</sup> due Truck Company with roof operations.

Coordinates ventilation, both vertical and horizontal, with the 1<sup>st</sup> due Truck Company and attacking Engine Companies.

Searches for victims in their assigned area.

Shall be responsible for coordinating the cutting-off of utilities with the first due Truck Company.



Shall be assigned by Operations to a Division, Group, or Branch.  
Shall be responsible for overhaul and salvage in their assigned location, usually all floors except the fire floor.

## **LOCAL ALARM OPERATIONAL GUIDELINES**

A Local Alarm is any response less than a full Box Alarm Assignment. Communications will dispatch a Local Alarm for the following types of incidents:

- Odors of Smoke in the building (except High-Rise or large buildings)
- Fire out
- Activated Carbon Monoxide detector
- Activated smoke detector
- Natural gas leak
- Automatic fire alarm
- Vehicle fire
- Outside fire, brush, or trash
- Trees down
- Service calls

Information received by Communications Division determines the type and number of units dispatched, but conditions on the arrival of the first fire unit may indicate that additional resources will be needed. Company officers are to ensure that they give complete size-ups, including a request for additional units, or additional Alarms if warranted by conditions on arrival. Company officers are responsible for the safety of the members of their Company, including requiring the appropriate use of PPE, including SCBA, if necessary.

### **Local Alarms Outside**

- Vehicle fires
- Brush fires
- Trash fires
- Wires down
- Trees down
- Gas leak

### **Engine Company**

- ~ Reports to area/location of dispatch
- ~ Gives a complete size-up.
- ~ Investigates and mitigates problem.
- ~ On vehicle fires:
  - o SCBA must be worn.
  - o Apparatus should be positioned at least 50 feet from the fire is near the fuel tank. a vehicle on fire; 100 feet if
  - o 1 ½" handlines will be used on vehicle fires.
  - o The wheels of burning vehicles should be chocked.
  - o Fuel should never be flushed into the sewer system.
- .. Requests additional resources as necessary

Removal of fallen trees is not a normal function of the Fire and EMS Department. Temporary corrective action for the removal of fallen trees will be taken by the Department whenever:

Persons are entrapped.

Life and or property is endangered.

All traffic lanes on heavily traveled streets are obstructed,

The only access to other streets is blocked, and the problem cannot be handled by the Department of Public Works.

### Truck Company

Reports to area/location of dispatch

Gives a complete size-up.

Investigates and mitigates problem.

Requests additional resources as necessary.

While any action taken by the Department shall be considered temporary, trees or limbs shall be moved to the side of the street in order to clear traffic lanes or sidewalks. Highway crews will remove trees or limbs as soon as possible.

Utmost care shall be taken in the removal of fallen trees to prevent injury to personnel and damage to property.

### **Local Alarms in Buildings**

#### Single Engine Company

Activated smoke detector

Alarm bells sounding

Water Flow Alarm

#### Engine Company

Covers the address side of the structure, Side A-Alpha.

Gives a complete size-up, including layout.

Investigates and mitigates problem.

Requests additional resources as necessary.

#### Single Truck Company

Water Leaks

#### Truck Company

Covers the address side of the structure, Side A-Alpha.

Gives a complete size-up.

Investigates and mitigates problem.  
Requests additional resources as necessary.

Engine and Truck (BFC as dispatched)

Gas Leak  
CO Detector  
Automatic fire alarm

Engine Company

Covers the address side of the structure, Side A-Alpha.  
Gives a complete size-up, including layout.  
Investigates and mitigates problem.  
Requests additional resources as necessary.

Truck Company

Covers the address side of the structure, Side A-Alpha.  
Gives a complete size-up if arriving first on the scene, or up-date size-up if additional information is evident on their arrival.  
Enters the building with tools and meters appropriate for the type of incident.  
Forces entry through exterior and interior doors.  
Coordinates ventilation, both vertical and horizontal, with the Engine Company.  
Searches for victims in their assigned area.  
Controls utilities.

**Triple Local Alarms**

3 Engines, 1 Truck and BFC  
Smoke in the building  
Fire reported out

First Due Engine Company

Covers the address side of the structure, Side A-Alpha.  
Gives a complete size-up, including layout.  
Stretches an attack line to the seat of the fire.  
Will be assigned by Operations to either a Division or to the Attack Group.

Second Due Engine Company

Covers the rear or opposite the address side, Side C-Charlie.  
Gives a complete size-up.  
Verifies the conditions in the basement and notifies Operations.  
Advises Operations of the status of utilities.

After checking the basement, they will verify their assignment from Operations.

- o Back-up 1<sup>st</sup> due Engine Company (Attack Group, or Division on the fire floor).
- o Cover the floor(s) above the fire (Division above the fire or Exposure Group).
- o Cover exposures on either side of fire (Exposure Group) if the fire is on the 1<sup>st</sup> floor.

### Third Due Engine Company

Stages in line of approach so that they may complete the water supply for the 1<sup>st</sup> or 2<sup>nd</sup> due Engine Company.

Operations may assign them to the Attack Group, to the Division on the fire floor, to back up the 1<sup>st</sup> due Engine Company with a second attack line, to the Division above the fire, or to the Exposure Group.

### Truck Company

Covers the address side of the structure, Side A-Alpha.

Gives a complete size-up if arriving first on the scene, or up-date size-up if additional information is evident on their arrival.

Places portable ground ladder(s) to Side A-Alpha as needed.

Places portable ground ladder(s) to Sides B-Bravo, C-Charlie, and D-Delta, if needed.

Enters the building with tools and meters appropriate for the type of incident.

Places aerial ladder in position for rescues.

- o If no rescues are to be made, or rescues are being covered by portable ground ladders, place aerial ladder for access to the roof.

Forces entry through exterior and interior doors.

Coordinates ventilation, both vertical and horizontal, with attacking Engine Companies.

Searches for victims in their assigned area.

Is responsible for the control of utilities.

Will be assigned by Operations to a Division, Group, or Branch.

Is responsible for overhaul and salvage in their assigned location, usually the fire floor.

## **Motor Vehicle Rescues**

Engine, Truck, Rescue Squad, BFC, EMS units

Motor Vehicle Rescue assignments are dispatched to automobile accidents with reported entrapment. Patient condition, entrapment situation, existing or potential hazards, and available resources will influence extrication methods. The Rescue Squad Officer is responsible for selecting the most appropriate technique to free victims, after consulting with the EMS provider with the highest medical certification.

Units must size up the incident scene, including performing inner and outer circle checks.

Incident Commanders should make full use of responding Rescue Squad and Truck Companies, assigning crews to expedite the assessment and treatment process. In addition to using these units when victims are trapped or pinned, Rescue Squads and Trucks are used:

When there are multiple patients.

If additional vehicle stabilization is, or may be required; and

To provide adequate lighting for patient assessment and to ensure personnel safety.

### Personnel Safety

All personnel inside the action circle should wear full protective clothing, except when inside a vehicle or similar confines solely to provide patient care.

Personnel must follow established infection control procedures at all times.

### Vehicle Stabilization

All vehicles involved at the accident scene must be rendered safe, whether occupied or not.

Use step chocks or other suitable cribbing to stabilize the suspension of all vehicles when mechanism of injury indicates.

Vehicles found on sides, roofs or in other unstable positions must be stabilized.

### Rescuer Access And Patient Stabilization

Rescuers may enter a vehicle only after it has been properly stabilized. If rescuer safety can be maintained, a rescuer outside the vehicle may manually control the c-spine of an accident victim with suspected cervical spine injuries until the vehicle can be properly stabilized.

If feasible, assign a rescuer inside the vehicle to assess the extrication team's actions and to identify any activity that is detrimental or may cause further injury to the patient.

At least one charged 1 -1/2" hoseline should be in place to protect victims and rescuers:

During any extrication procedure.

At any accident scene where flammable liquids have been released.

### Rescue Squad

Positions to effectively use all equipment.

Stabilizes the vehicle.

Extricates, protects and cares for the patient.

Rescue Squad Officer becomes the Rescue/Extrication Group Leader when directed by Operations.

Ensures the completion of inner and outer circle checks as necessary.

### Engine Company

Positions apparatus to allow the use of a hoseline.

Insure water supply.

Provides adequate access and egress from the scene for emergency vehicles.

Begins appropriate patient care.

Ensures fire suppression equipment is in place.

- o During any extrication procedure, at least one charged hoseline must be in place to protect victims and rescuers

Secures minor hazards:

- o Disconnects the battery
- o Spreads absorbent

### Truck Company

Positions apparatus to effectively use all equipment.

Ensures the safety of rescuers and patients.

Provides lighting for patient assessment and to ensure personnel safety.

Assists with patient care and packaging.

Truck Company Officer becomes the Safety Group Leader when directed by Operations.

Ensures the completion of inner and outer circle checks as necessary.

- o Consider using the Thermal Imager to check the perimeter of high-speed accidents for victims.

### Ambulance/Medic Unit

Positions unit for efficient access and egress.

Performs inner circle check and determines priority of patients.

Initiates patient care as appropriate.

Advises Operations of the need for additional medical resources:

- o Ambulances / Medic Units
- o Helicopters
- o Mass Casualty Unit

### **Medical Local Alarms**

Communications protocols determine the number and type of units dispatched to Medical Local Alarms. Officers shall return EMS units to service as soon as it is determined they are not needed. Command on the scene of a Medical Local is the following:

Senior Fire Officer  
Senior EMS Officer  
Designated ACIC

Medical responsibility on the scene of a Medical Local is the responsibility of the medical provider holding the highest certification.



## **HAZARDOUS MATERIALS OPERATIONAL GUIDELINES**

A hazardous material is defined as any material or substance that presents an unusually great hazard to life, property, or the environment, when spilled, burned, or otherwise released from its intended container. It must be stressed that hazardous materials can harm or kill in many more ways than fires involving ordinary combustibles. Due to the increased risk of injury or death posed by hazardous materials, these incidents must be managed differently than an ordinary fire. A cautious and deliberate approach is the key to safe management of a hazardous materials incident.

**GENERAL SAFETY GUIDELINES:** The ultimate consideration here is the maximum emphasis on the safety of responders and the civilian population, and environmental welfare.

**STRATEGY OF NON-INTERVENTION:** This approach evaluates the advantages of no active mitigation and permits the incident to naturally resolve itself. This approach also focuses on personal safety, environmental consequences, exposure hazard, and expense of mitigation compared to non-involvement resolution. This non-intervention posture is also a consideration when protective clothing, equipment, and ability to combat the hazard are unknown or unavailable.

### **Hazardous Materials Incidents**

All units dispatched to a Haz Mat incident (Local Alarm, Box Alarm, etc.), with the exception of the 1<sup>st</sup> due Engine Company, will stage at least 1 block from the reported incident location.

#### **There will be no exception to this requirement.**

The 1<sup>st</sup> due Engine Company will safely approach the incident area, and stop within a reasonable distance from the site. They will attempt to identify the emergency, materials involved, and any available data related to the incident. This information will be gathered in a manner that will ensure maximum safety for all personnel involved.

Company officers will adhere to the procedures imparted during First Responder training, specifically the following:

**RECOGNITION** of the existence of a Haz Mat Incident

**IDENTIFICATION** of the involved materials, equipment, etc.

**NOTIFICATION** to the Incident Commander, other units, and support agencies

**ISOLATION** of the area - to limit access and exposure hazard

**PROTECTION** of firefighters, other responders, civilians, and the environment

The 1<sup>st</sup> due Engine Company shall gather information about the incident. This information will be provided to the Incident Commander, who will relay to the Haz Mat Unit and/or the Hazardous Materials Task Force.

Units staged on the incident will be utilized where needed in support of mitigation activities. Company officers are reminded that although full firefighting protective equipment is to be worn, it is not sufficient protection for a Haz Mat incident.

No member is to be permitted to enter the warm or hot zone of a Haz-Mat incident unless properly equipped and trained in hazardous materials mitigation.

### **Hazardous Materials Unit**

The Haz-Mat Unit has been designed to be a highly trained and specialized task oriented resource of personnel and equipment. This purposeful design is to provide technical assistance and support to the Department when involved with a hazardous materials incident.

#### Haz Mat Unit Functions

Operational responsibilities include, but are not limited to:

- Hazard Risk Assessment
- Materials Identification
- Air Monitoring
- Sampling
- Personnel Protective Equipment Selection
- Tactics and Strategy Development
- Intervention Activity
- Decontamination
- Incident Documentation
- Research and Information

### **The Hazardous Materials Task Force**

The Haz-Mat Task Force (HMTF) has been established in order to improve safety and efficiency and provide additional support and resources to the Haz Mat Unit.

The HMTF will operate in a coordinated effort focused on managing the hazardous materials incident. These units will not be performing normal fire suppression tasks, but instead will be divided into other task groups as outlined in this SOP.

The HMTF shall consist of the following units:

- Battalion One (BFC-1)
- Haz Mat Unit (HMU) & Haz Mat Support Unit
- Engine Co. No. 12 (E-12)
- Truck Co. No. 4 (T-4)
- A Rescue Squad (RS-1, RS-2, or RS-3)
- EMS-1-6
- Rapid Response Units 12 & 13

Note: If Engine Company 12 or Truck Company 4 are not available for the response other units from the 1<sup>st</sup> Battalion shall be dispatched.

The HMTF will operate as a coordinated group, focused on managing the hazardous materials incident. The units assigned to the HMTF will not perform any normal fire suppression tasks. Instead, the personnel will be divided into task groups as outlined in this SOG. If these units are operating at an incident that later becomes a Haz-Mat incident, they will be released from their fire suppression duties, replaced on the incident, and will join the HMTF.

At an incident, the HMTF will operate as the Haz Mat Sector. Battalion One shall be known as the Haz Mat Chief and shall command the Haz Mat Group/Branch. The Rescue Squad assigned to the HMTF shall be known as the Haz Mat Rescue Squad (HMRS). On prolonged incidents or when additional qualified personnel are needed, an additional Rescue Squad and/or Mutual Aid Haz Mat Unit(s) will be dispatched to augment manpower of the operating units.

### **Hazardous Materials Incident Dispatching**

Response to spills of petroleum products of 20 gallons or less, or low volume natural gas leaks in open areas, may be handled with a normal dispatch of a single engine company up to a Triple Local assignment. This procedure can be upgraded by request of responding units or upon receipt of additional information. Communications will dispatch the level of response requested or determined necessary.

**HAZ MAT TASK FORCE ALARM:** This dispatch may be a special called to any incident when deemed necessary by the Incident Commander or upon receipt of additional information.

Examples of typical dispatch requirements for a HMTF:

- Unknown odors
- Unknown Haz Mat situation
- Stored unstable chemicals
- Small chemical spills (highly toxic)
- Any chemical spill exceeding 1 gallon
- Fuel oil leaks inside buildings
- Fires/explosions involving manholes
- Transportation incidents involving known or suspected Haz Mat
- Any other reported situation deemed necessary by Communications.

**HAZ MAT BOX ALARM:** A Haz Mat Box Alarm shall consist of a regular Box Alarm assignment plus the HMTF. The Air Unit, DFC Command Vehicle, PIO, and 1 BLS Unit augment this dispatch.

Examples of typical dispatch requirements for a Haz Mat Box Alarm:

- Reported Haz Mat incident in large occupancies, high-risk areas, hospitals, etc.
- Haz Mat incidents requiring evacuation from large area due to leak or spill of toxic materials.
- Metro or railway incidents.
- Explosions.
- Electrical fires inside buildings, tunnels, etc.
- Haz Mat spills or fires of known toxic materials.
- Cargo or tank vehicle accidents involving large spills or leaks of placarded materials.
- Any situation deemed necessary by Communications.

Note. If the reported Haz Mat incident is a fire involving petroleum products, chemicals, etc., the Foam Unit Task Force shall be dispatched in addition to the Haz-Mat assignment.

## **METRO**

### **General Safety Rules**

All personnel entering any METRO right of way shall wear full personal protective equipment (PPE) including self-contained breathing apparatus (SCBA) unless they are responding to a Rescue Local Alarm or a Medical Local Alarm. Battalion Fire Chiefs should also carry all of their personal protective equipment with them, as they may have to enter the hazard area as the Forward Commander later in the operation.

Personnel operating in the right of way should always be watching for unexpected train movement. Be aware that an approaching train may not be readily heard. A moving train is the greatest hazard on the rail system.

Always treat the third rail as if it were energized. Never touch the third rail, even after it has been confirmed that it has been de-energized.

A Warning Strobe and Alarm Device (WSAD) will not protect you from electrical shock. It can only warn that the third rail has been energized.

No one shall enter the track bed until all the following provisions have been met:

Permission has been granted by the Incident Commander.

METRO OCC has confirmed that all power has been removed and all train movement in the area has stopped.

The emergency trip switches (ETS) have been pushed for all affected sections of track.

The third rail has been tested with a volt probe.

Complete response procedures for incidents occurring in the METRO system are found in the METRO Emergency Services Training Manual.

## **PERSONNEL ACCOUNTABILITY**

The purpose of the DCFD Personnel Accountability System is to account for all firefighters operating within the Hazard Zone of an incident. Use of the system will provide enhanced personal safety for the individual firefighter, and will provide the Command Staff an improved means to track and account for all personnel working in the Hazard Zone.

The Hazard Zone will be defined as “any area that requires Self Contained Breathing Apparatus or in which a firefighter is at risk of becoming lost, trapped, or injured by the environment or structure.”

The Hazard Zone includes the following:

- A structure reported to be on fire
- Close proximity to the structure during exterior operations
- Confined space
- Trench incident
- Collapsed building
- Metro incident

The Personnel Accountability System begins when members are assigned to an emergency response vehicle, and place their Personnel Accountability Tag (PAT) on the Unit’s Unit Designator Card (UDC).

The Incident Commander will begin tracking the Units assigned to the incident the moment Units are dispatched and continue until the incident has been mitigated, and the Incident Commander determines tracking is no longer necessary. During the course of an incident, the Incident Commander should be able to account for all Units at any given time, and therefore should be able to account for all assigned personnel.

The accountability system will in no way reduce the Company Officer’s primary responsibility to closely supervise crewmembers, or crewmembers’ responsibility to maintain the Unit’s integrity. The Company Officer shall provide for the company’s safety, and will maintain communications with Group/Division/Branch leaders or Operations.

### **THE FOLLOWING RULES WILL BE ADHERED TO AT ALL TIMES**

The minimum crew operating in a Hazard Zone shall be two firefighters with a least one portable radio.

Crews always go in and come out together.

All personnel shall be in contact with their Officer-In-Charge by either:

- Voice.
- Touch.
- Sight.

## System Components

The system will be implemented on all emergency incidents.

Every member of the Fire & EMS Department who could be called to the scene of an emergency incident will be issued a Personnel Accountability Tag (PAT) identical to their Department ID Card. Each PAT will have a photograph of the member and information about the member.

### Personnel Accountability Tags Color Codes:

White	Officers & Public Information Officer
Yellow	Firefighters
Orange	EMS
Blue	Fire Inspector
Red	Other members of the Department or as directed by Fire Chief

### Make-Up PAT:

In the event that a member does not have his/her PAT, (i.e. lost, stolen, or forgotten) his/her official Fire Department I.D. card shall be used in place of the PAT. The Platoon Commander will make an Official Journal Entry. If the member lost his/her PAT, then he/she shall be ordered to submit a special report with the particulars regarding the loss of the PAT.

The PAT is considered to be an issued item of personal protective equipment.

Members are not allowed to assume duty or ride apparatus without their PAT and/or Fire and EMS Department Identification Card.

It will be the responsibility of the member to replace his/her PAT by the next scheduled tour of duty. Members are allowed to purchase additional PATs from the Training Academy.

### Unit Designator Card (UDC)

The Unit Designator Cards are approximately 3" X 4 1/2" plastic cards imprinted with the Unit number. The UDC is located on a hook inside the cab on the Officer's side of all apparatus. A metal ring is attached next to the name of each position on that Unit. Each member's PAT will be placed on the appropriate ring while they are on duty with that Unit.

Color Designation Of UDCs:

Red	Engine Company
Green Black	Truck Company
Orange	Rescue Squad
Gold	EMS Units: BLS & ALS Chief Vehicle, EMS Supervisors, Haz-Mat Unit, Fire Boat, Air Unit and other units

Unit Designator Cards will be considered part of the apparatus inventory.

Chief Officer's Command Board:

The Command Boards have hooks to hang the UDCs for the proper Group/Division/Branch to which Units are assigned.

**Incident Commander's Responsibility**

Unit accountability will be required within ten minutes after the arrival of the first company on the scene of the incident. Operations will contact each company to ascertain their location and establish their tactical assignment. This can be done as units are assigned to Group/Divisions/Branches. Adjustments shall be made as units are assigned to different areas or tasks.

The Communications radio operator will announce the time when the ten-minute duration of the incident has been reached, and every subsequent ten-minute interval during the incident until Command notifies Communications Division to discontinue.

A formal "Roll Call" to account for each individual on the fireground will be conducted at the 20-minute interval of the incident, and at each subsequent 20-minute interval.

The Incident Commander shall acknowledge the 20-minute notification from Communication Division, and initiate a Roll Call.

The Incident Commander shall conduct a formal Roll Call when changing from offensive to defensive operations, or whenever an event occurs that could jeopardize Companies operating on the fireground.

The Incident Commander shall conduct a formal Roll Call prior to returning Units on any incident where Command has been established.



## **Formal Roll Call**

The Operations shall make a general announcement to all Units on the fireground to standby for a Roll Call.

All personnel will notify their Company Officer of their condition and location.

All units assigned to a Group/Division/Branch shall notify or cause to notify the Leader of their assigned Group/Division/Branch.

Group/Division/Branch Leaders shall give the count and location of all personnel assigned under their command who are located in the Hazard Zone.

After all Groups/Divisions/Branches have been heard from, Operations shall document the time and will note on the command board the results of the Roll Call.

Persons or crews unaccounted for will not stop Roll Call from other Groups or Divisions. This is because more than one crew or person may be unaccounted for. If any personnel cannot be accounted for, the Group/Division/Branch Leader will report the status of the missing person as unknown and give the last known location. The Group/Division/Branch Leader will then initiate search procedures within their assigned area.

Any member whose normal job is to operate outside of the hazard area is NOT to enter the hazard area without express permission of the member's Company Officer. The member's Company Officer shall give specific instructions as to the Unit's position within the Hazard Zone. The member shall join-up with other fire fighters and proceed directly to the location given by his/her Company Officer. The member shall perform no task within the Hazard Zone prior to joining up with his/her Unit. NO member shall operate in the Hazard Zone alone.

Operations may call for a Roll Call to check the welfare of personnel at any time. Roll Call shall be done in the following situations:

Upon receiving a MAYDAY transmission.

Report of personnel missing or trapped.

A Unit or Crew cannot be contacted in the Hazard Zone after three consecutive attempts by radio contact.

Sudden hazardous change on the incident scene such as vapor release, collapse, etc.

After evacuation or abandon the building has been ordered.

## **Missing Or Unaccounted Personnel**

When the Roll Call indicates personnel are missing or unaccounted for, Operations shall declare a MAYDAY. Operations shall establish a MAYDAY BRANCH to locate the missing personnel. The MAYDAY procedures will remain in effect until the MAYDAY operations are completed and the Incident Commander reports the results of the MAYDAY operations and returns to normal fireground operations.

All other groups/divisions/branches operating at the incident shall maintain their current positions and assignments unless otherwise directed by Operations.

## **Levels Of Accountability**

LEVEL I: Company Officers shall insure that all PATs on the UDC reflect the names of all personnel assigned to that unit for that tour of duty.

LEVEL II: All UDCs are to be collected from the apparatus and delivered to the command post in the following conditions:

Operations may designate a company to collect all UDCs.

Operations may order units to bring their UDCs to the command post.

LEVEL III: The Incident Commander shall decide that the incident requires more stringent accountability (i.e. Metro, Hazardous Material, High-Rise, Confined Space, Bombings, Structural Collapse, Trench Rescue, before mop-up operations, etc.). The Incident Commander shall implement 'ENTRY CONTROL'.

Once LEVEL III Accountability has been established, all units will bring their UDCs with PATs attached to the entry control point and present them to the Entry Control Officer. Personnel shall check with the Entry Control Officer when they ENTER AND EXIT. Units may NOT exit at any other location from which they entered except in an emergency and Operations MUST be immediately notified.

Entry Control at LEVEL III:

Anytime Level III accountability has been ordered, the Incident Commander will notify Communications to implement Entry Control, and advise the point(s) of entry. Communications will then sound an EXTENDED ALERT TONE and announce that LEVEL III Accountability has been implemented along with the entry location(s).

Unit Designator Cards will be considered part of the apparatus inventory and will be maintained as such.

## MAYDAY

Fireground communications can become very hectic and confusing when a fire fighter is in **DISTRESS**, becomes **LOST** or **TRAPPED**. The term “MAYDAY” is the international distress signal, and shall only be used when a member is in trouble and needs immediate assistance.

Individual(s) declaring a “MAYDAY” will:

Activate the orange “Emergency Activation” button located on the top of the portable radio.

- o Depressing this button will cause the radio to emit a set of four high-pitched tones, and the word “Emergency” will be displayed on the radio’s LCD display and at Communications Division.

Push the push-to-talk button, and transmit the phrase “MAYDAY, MAYDAY, MAYDAY,” wait several seconds for Operations to acknowledge. If Operations does not acknowledge continue to transmit the term “MAYDAY, MAYDAY, MAYDAY,” until acknowledged by Operations.

- o Pushing the push-to-talk button will activate all other radios that are on the same channel and will show “Emergency” on their LCD displays.
- o **If the push-to-talk button is not pushed after depressing the emergency button, the emergency signal will not be received by other radios on the fire ground!**
- o Pushing the orange “Emergency Activation” button give this radio priority over all other radios except the Incident Commander or Communications. When a transmission is broadcast from the radio that has an activated “Emergency Button”, that transmission will interrupt and take over the channel.

Once acknowledged by Operations be prepared to give your position on the apparatus, location and resources/equipment required.

- o Be as specific and descriptive as possible with the above information.

The following shall be used as a guide for handling a MAYDAY:

Operations shall acknowledge the “MAYDAY”.

Operations shall gather information.

- o Location
- o Emergency situation

Command shall notify Communications Division of the “MAYDAY” declaration.

Communication Division shall dispatch the next multiple alarm with a Rescue Squad.

If no Rescue Squad is available an addition Truck Company shall be assigned.

Operations shall order all radio traffic to cease except **EMERGENCY TRAFFIC**.

The channel that the person declares the MAYDAY on shall be the MAYDAY BRANCH channel. (May be any channel due to confusion, etc)

Operations shall switch all units, with the exception of Units assigned to the MAYDAY GROUP or MAYDAY BRANCH, to tactical channel.

Operations shall assign the MAYDAY GROUP Leader and the MAYDAY BRANCH Leader.

Command shall verify that the additional alarm with an additional Rescue Squad has been dispatched.

Command/Operations shall coordinate the activities on the fire ground and the MAYDAY BRANCH to ensure the most efficient use of available resources to resolve the “MAYDAY”.

Operations shall announce on all channels being utilized on the incident when the “MAYDAY” has been resolved.

**NO ACTIVITY SHALL TAKE PRECEDENCE OVER ASSISTING THE INCIDENT  
COMMANDER IN RESOLVING THE MAYDAY!**

**Communications Division**

The transmittal of a MAYDAY from any unit shall require Communications Division to operate in an emergency mode.

The Watch Commander shall direct the radio operators to transmit the MAYDAY information on all channels and the Channel Zero-1.

The Watch Commander shall strictly enforce radio discipline and limit department radio traffic to EMERGENCY TRAFFIC ONLY. All Units shall use strict discipline on the radio and only make essential transmissions.

Dispatch an additional alarm i.e. 2<sup>nd</sup>, 3<sup>rd</sup> alarm with a Rescue Squad assigned. If no Rescue Squad is available dispatch an additional Truck Company.

The Watch Commander shall ensure all Fire Frequencies are monitored.

The Watch Commander shall strictly enforce radio discipline and limit department radio traffic to EMERGENCY TRAFFIC ONLY. All Units shall use strict discipline on the radio and only make essential transmissions.

The Watch Commander shall direct the radio operators to transmit the MAYDAY information on all affected Channels except the tactical channel assigned to the MAYDAY Branch.

**It is important to understand the difference between MAYDAY, PRIORITY and 10-33 messages.**

**MAYDAY** is to notify Operations / the Incident Commander (and other units on the scene) that firefighter(s) or crews are lost, missing or trapped.

**PRIORITY** is to transmit an urgent message to Operations that does NOT involve trapped or missing personnel.

**10-33** is a coded message to inform Communications that immediate police assistance is needed.

**MAYDAY Chart**

Incident

Commander

Operations Section

Planning Section

Finance Section

Chief

Chief

Chief

Suppression Branch

MAYDAY Branch

Rapid Intervention

Group 1

Rapid Intervention

Group 2

MAYDAY EMS

Group

Division/Group

Suppression EMS

Group

## **Rapid Intervention**

The structure of the Rapid Intervention Group, with the exception of the Working Fire Dispatch Engine and Truck Company, will be designated by Operations to fit the complexity of an operation.

The Engine Company and Truck Company on the Working Fire Dispatch will be designated as the Rapid Intervention Group.

The Senior Officer will be the Rapid Intervention Group Leader until a senior Officer is assigned.

If a MAYDAY is declared early in an incident, prior to the arrival of the Working Fire Dispatch companies, the Incident Commander will have to assemble a Rapid Intervention Group from Units already on the scene.

Truck Companies assigned to the Rapid Intervention Group will position their apparatus as close to the incident as possible to allow for the rapid retrieval of equipment.

The Working Fire Dispatch Engine Company will lay a supply line from an independent hydrant to the front of the building and advise Operations of the location of their hydrant.

The Rapid Intervention Group shall report to the command post with all personnel, equipment and UDCs, and shall report face-to-face with the Incident Commander.

All Rapid Intervention Group personnel shall monitor the tactical channel at all times to keep themselves updated on fire conditions, progress made or not being made, and the location of Companies, etc.

The Rapid Intervention Group may engage in activities that will assist to enhance safety on the fireground as long as the Rapid Intervention Group is available at all times for ready deployment when ordered.

When the operation has been completed, then the Rapid Intervention Group will exit the building and report back to the Command Post to regroup and prepare for immediate deployment.

### **The Rapid Intervention Group (RIG) responsibilities:**

- ~ Scene assessment
  - o Overview of the fireground
  - o Location of the fire, and predicted path
  - o Location of Units on the fireground
  - o Building type with access and egresses
  - o Progress of on-scene efforts
  - o Dangers that exist or may exist in the future
- ~ Request more resources if needed
  - o Compare ready resources to the potential emergency and size of incident
- ~ Search
  - o Use information from units operating at the scene for development of search plan
- ~ Establishment of a refuge area
  - o Identify a defensible area for the protection of victim and RIG
- ~ Victim assessment
  - o Ensure adequate air supply (SCBA)

- o Assess victim and treat as conditions allow
- Victim retrieval
- o Identify the easiest and quickest way of egress
  - o Ensure the avenue of egress is safe and protected
  - o Ensure EMS resources will be standing—by at a location that would render the best care
- Update Operations with constant progress reports

**Working Fire Dispatch Engine Company**

The Engine Company assigned to the Working Fire Dispatch will be assigned to the Rapid Intervention Group and will be responsible for the following:

- Ensure water supply from an independent hydrant to the front of the incident.
- Notify Operations of location of hydrant.
- Identify handline(s) that will use (proper diameter and length).
- Constantly verify that appropriate handline(s) are available as fire ground conditions change.
- Report to the Command Post with UDC.
- Advance handline(s) as necessary to protect the Rapid Intervention operation by establishing a defensible area.
- Coordinate efforts with the Rapid Intervention Group Leader.

**Working Fire Dispatch Truck Company**

Truck Company assigned to the Working Fire Dispatch will be assigned to the Rapid Intervention Group and will responsible for the following:

- Report to the Command Post with UDC.
- Coordinate efforts with the Rapid Intervention Group Leader.
- Stage the following equipment at the location directed:
  - Rescue saw with metal blade.
  - Rescue saw with wood cutting blade.
  - Cutters Edge saw.
  - Pickhead axe.
  - Two halligan bars.
  - Two sledgehammers.
  - Hydraram.
  - Spare SCBA, complete with facepiece.
  - Lifeline.
  - Stokes basket, used to carry tools to staging.

## **CANTEEN UNIT AND REHAB UNIT**

The Rehab Unit and Canteen Unit are dispatched on second Alarms or the Incident Commander may request them on other incidents as the need arises. Incident Commanders should consider using these units when involved with protracted incidents, weather extremes, or technical rescue incidents that may tax the resources of a small number of specialists over an extended period of time. Both units will operate in the Rehab Group under the direction of the Rehab Group Leader.

On arrival and location on the scene, the Canteen Unit and Rehab Unit shall contact the Incident Commander for instructions. Units will be positioned to allow service without blocking other units in or out of the incident scene. The Incident Commander will be notified when they are ready for operation.

The Incident Commander must authorize the operation of the Canteen Unit and Rehab Unit. Operations shall manage the flow of personnel to maximize the usefulness of both units without compromising the operations of the incident.

### **Rehab Unit**

Operations shall order units to report to the Rehab Unit for rest and rehabilitation. Units shall report without delay.

Qualified medical personnel will be assigned to the Rehab Unit to monitor vital signs and to maintain records of personnel in rehabilitation. Company Officers must check in with the EMS personnel in charge of the Rehab Unit, and all personnel must be evaluated. Participation is mandatory.

While at the Rehab Unit, all personnel will be:

- Allowed to rest for at least 20 minutes.
- Given fluids. The target for hydration is one quart of water every hour.
- Medically assessed for vital signs (blood pressure and pulse rate).
- Warmed or cooled, depending on weather.

The Rehab Unit and all units in rehab shall monitor the assigned tactical channels. Personnel in rehab are under the direction of the senior medical provider assigned to the Rehab Unit, and shall have their time of entry and exit noted on the checklist.

Units may not return to service after rehab without being released by the senior medical provider.

Vital Signs that will prevent release from rehab:

- Blood Pressure greater than 150/100.
- Pulse rate higher than 110 per minute.
- Respiration rate higher than 20 per minute.



If the member still exhibits signs not conducive to returning for redeployment after a second 20-minute recovery period, the member will be transported to an appropriate medical facility.

If one or two members of a Company will not be released after being in rehab for 20 minutes, the senior medical provider will release the remainder of the Company. Companies that are not at full strength shall give Operations or Staging their manning strength when advising their availability.

### **Canteen Unit**

Operations shall announce on the tactical channel that the Canteen Unit is open and ready for service. Units assigned to Rehab or Staging may go to the Canteen Unit with the permission of their Group Leaders. Units that have been released from the fireground and are taking up may also go to the Canteen Unit. Units are strongly encouraged to take advantage of the Canteen Unit to keep hydrated and to eat, to allow for continued operations on extended incidents. Visits to the Canteen Unit by operational units will be by permission from Division or Group Leaders with notification to Operations. All units must remain together, and must monitor the tactical channel when visiting

## **PART 2: EMERGENCY PREPAREDNESS, PLANNING AND MOBILIZATION**

### **Section 1. Ready Alert Plan:**

The Ready Alert Plan is designed to immediately notify all on-duty Fire and EMS personnel of any possible rapidly evolving event, such as a terrorist attack, civil disturbance, severe weather emergency or any other significant condition, incident or situation of significance that may pose a threat to the city or the National Capitol Region (NCR). It may also be implemented during any large scale emergency operation in preparation for implementation of the Emergency Mobilization Plan.

Whenever the Fire/EMS Chief, Assistant Fire Chief Operations, Deputy Fire Chief Operations Division, or Special Operations Deputy Chief is notified or becomes aware of an imminent threat to the city or the NCR or any of the other conditions listed above, they will announce on Channel 01 (Zero One) DISPATCH that the Department is being placed in a “*READY ALERT STATUS*”, announce any pertinent information, and then verify that the Office of Unified Communications (OUC) has copied the transmission. The OUC will sound a long alert tone and announce that the Department is being placed in “*READY ALERT STATUS*” on all operational channels.

When the Department is placed in the “*READY ALERT STATUS*”, all units will prepare for immediate response and comply with the following:

1. The watch detail will ring the house bells and announce that the Department is being placed in “*READY ALERT STATUS*”.
2. All personnel will assemble and be notified of all pertinent information.
3. All practical drills will cease and apparatus made ready for response.
4. All units on the air will return to their stations and will remain in quarters unless they are assigned to an incident.
5. Deny unnecessary/unauthorized access to facilities – restrict access to emergency personnel only – no guests in stations, discontinue any approved ride-a-longs as appropriate, etc.
6. Secure all fire stations, restrict access to parking areas, and inspect building and parking areas for suspicious packages or activities.
7. Review Emergency Mobilization Plans and prepare Ready Reserve apparatus for service.
8. Monitor current news and advisories.
9. Units, already committed to an incident, will continue with their assignment.
10. Each on-duty platoon commander will verify their unit’s status via watch desk computer (I/Netviewer). If the computer does not have the unit available (AQ), but it is ready for service, status ready-for-service via the DEK.
11. All units at the Training Academy will make their units ready for immediate response, status their DEK ready-for-service, but will remain at the Training Academy until otherwise directed.

12. The Fire Operations Center will be activated.
13. In cases of a possible imminent terrorist attack, Engine 16 and Tower 3 will be placed on an incident to the White House and Engine 3 and Truck 7 will be placed on an incident to the United States Capitol Building. These units will stage in quarters. If any of these units are not available, OUC will immediately transfer units to fill those assignments. The Operations Division Deputy Fire Chief will notify the Battalion Fire Chief at the Fire Prevention Division (441 4<sup>th</sup> St. NW) to proceed to the MPD- Joint Operation Command Center (JOCC) located at 300 Indiana Avenue, NW. If the BFC-FPD is not available, the next highest ranking officer to the BFC-FPD will assume that responsibility as determined by the Incident Commander at the Fire Operations Center.
14. If "*READY ALERT STATUS*" is declared at shift change, no personnel are to be relieved from duty until approved by the on-duty DFC-OD.

Upon notification from the Fire/EMS Chief or his/her designee, OUC will give the all clear and the Department will resume normal operations.

## **Section 2. Emergency Planning and Preparedness Operations:**

Emergency planning and preparedness activities will be initiated whenever the Fire/EMS Chief, Assistant Fire Chief Operations, or Special Operations Deputy Chief anticipate the need to develop action plans and/or to achieve enhanced information gathering capability for anticipated events in the NCR or in response to events of significance outside of the NCR, that have a potential to impact the region. These activities may occur in conjunction with a "*READY ALERT STATUS*" declaration or as an independent activity.

### **Phase I. Emergency Planning and Preparedness Operations**

This phase is declared in response to incidents or situations of significance outside of the NCR with a potential threat to the NCR, anticipated severe weather events, emerging infrastructure emergencies, etc.

The primary objective in this phase is the collection of information and the development of an action plan. This phase will be accomplished through the activation of the Fire Operations Center. Under this activation the Fire Operations will be staffed as follows:

Deputy Fire Chief (Special Operations Deputy when available)– Incident Commander  
Planning Section Chief  
Communications Unit Leader  
Special Operations Division Deputy Chief or Liaison Officer

The initial actions of the Fire Operations Center will be to conduct a risk assessment and gaps analysis. From these studies, the Fire Operations Center will develop an incident action plan as needed and appropriate. The Fire Operations Center will develop a briefing for the Department concerning the activation to include all pertinent information, a summary of any incident action plans developed and any other actions taken or required by the planning team.

All off-duty personnel will be notified of this activation and corresponding information developed by the planning team by the call down procedure outlined in Section 6 of this Article. This call down procedure will be completed to ensure that all personnel maintain situational awareness and to address family preparedness issues when appropriate regardless of duty status.

When appropriate, the Fire Operations Center will require all company officers to notify the Fire Operations Center of the status of Ready Reserve apparatus in their quarters. This and all non-emergency notifications to the Fire Operations Center will be made by phone at 202-673-7179 or by e-mail to [fems.opscommand@dc.gov](mailto:fems.opscommand@dc.gov).

## **Phase II. Emergency Planning and Preparedness Operations**

This phase is declared in response to incidents or situations of significance with a direct threat to the NCR and/or an increased DHS Threat Level above Yellow. The primary objective in this phase is to develop an action plan, prepare for implementation of appropriate continuity of operations plans, and to evaluate the need to enhance the Department's resources, provide ongoing information collection and gaps analysis, etc. If not already completed, all Phase I activities will be initiated.

In the Fire Operations Center, the position of Logistics Section Chief and Finance Section Chief should be filled.

The need for enhancement of Department resources will be evaluated with consideration of the following as dictated by the type of situation or incident:

### 1. Staffing the following units:

Ready Reserve Ambulances	Rapid Haz-Mat Unit
Mass Casualty Task Forces	Ready Reserve Engines
Additional Rescue Squad	Mass Decon Task Forces
Brush Truck	Fire Boat Support Unit
Reserve Ladder Trucks	Field Command Units
Radio Cache	Rehab/Canteen Units
Additional Battalion Chiefs	Collapse Support Units
Rescue Squad Support Units	

### 2. Enhance staffing of the following units:

Engine Companies	Truck Companies
Rescue Squads	Foam Units and Twinned Agent Units

### 3. Enhance the staffing of following Divisions:

Fire Prevention Division – additional investigation resources.  
 Training Division – additional Ready Reserve apparatus.  
 Apparatus Division – additional field fleet maintenance capability.  
 Facilities Maintenance Division – additional logistics capability.

### **Section 3. Emergency Mobilization Plan:**

The Emergency Mobilization Plan is a plan to address the needs of the Department when conditions or events occur which require additional personnel to be recalled to duty and/or additional resources to be placed in service due to the following:

- State of Emergency.
- Civil Disturbance.
- Terrorist Attack.
- Natural Disasters.
- Large scale emergency incidents that overwhelm on-duty resources.
- Any other event or incident that requires additional resources to protect the City and insure the continued delivery of vital Fire & EMS Services.

The Emergency Mobilization Plan consists of three (3) Mobilization plans:

#### **1. Battalion Mobilization**

- Is the recall of selected Battalion personnel to support a small scale emergency operation. Sufficient Command Officers will be included in this recall to staff the Fire Operations Center.

#### **2. Platoon Mobilization**

- Is the full recall of one or more Fire & EMS platoon groups to support a large scale emergency operation. Sufficient Command Officers will be included in this recall to staff the Fire Operation Center and other city emergency operation centers.

#### **3. Full Mobilization**

- Is the recall of all “essential employees” of the Fire & EMS Department in response to a catastrophic event that requires the immediate services of all available emergency responders and support personnel. All Command Officers will be recalled.

During all phases of the Emergency Mobilization Plan, the Fire Operations Center will be activated and will be utilized to determine the assignment of recalled personnel and the deployment of all reserve units and apparatus.

Recalled fire personnel will report to their regular assigned duty stations, unless otherwise directed, and upon arrival at their duty station will report their availability to their Battalion Headquarters. The Battalion Headquarters will report the availability of personnel and reserve apparatus to the Fire Operations Center.

Recalled EMS personnel will report to their pre-designated reporting location. EMS personnel will report their arrival to the EMS Chief Supervisor thru the Staffing Specialist at 202-673-6465.

The EMS Chief Supervisor(s) will report the availability of personnel and reserve EMS units to the Fire Operations Center.

Recalled "Essential Employees" assigned to support Divisions and Sections will report to their regular assignments and will notify their Division or Section head of their arrival at their workstation. The ranking official or supervisor of the support Divisions and Sections will then notify the Fire Operations Center of the status of the support Division/Section.

Communications between Battalion Headquarters, EMS Chief Supervisor, support Divisions/Sections and the Fire Operations Center will be accomplished through telephone notification @ 202-673-7179; Radio Communication on Radio Channel [C13 OPSCMD], and/or email at fems@opscommand@dc.gov.

During all parts of the Emergency Mobilization Plan, Battalions Headquarters will be identified as Battalion Headquarters 1, 2, 3 etc. Battalion Fire Chiefs will continue to use the radio designation of Battalion 1, 2, 3 or Command 1, 2, 3 etc. as indicated.

The three (3) designated reporting locations for EMS personnel are as follows:

- EMS Personnel assigned to Battalions 1 and 6 report to Engine Company No.12.
- EMS Personnel assigned to Battalions 2 and 3 report to Engine Company No. 6.
- EMS Personnel assigned to Battalions 4 and 5 report to Engine Company No. 24.

Each EMS designated reporting location has EMOP (Emergency Mobilization Operations Plan) units equipped and ready to be placed in-service as follows:

- Engine Company No. 12 has five (5) EMOP units.
- Engine Company No. 24 has five (5) EMOP units.

The assignment of all recalled personnel and reserve apparatus to incidents will be in compliance with the Incident Command System as defined within the parameters of the National Incident Management System (NIMS).

#### **Section 4. Activation Process-Emergency Mobilization Plan:**

The Fire/EMS Chief, the Assistant Fire Chief Operations, the Assistant Fire Chief Services, the Assistant Fire Chief Planning & Policy, or the on-duty Deputy Fire Chief Operations Division may activate the Emergency Mobilization Plan. Once a decision has been made to activate the Emergency Mobilization Plan, the implementing Department official will insure that the following Department officials are contacted by telephone, radio or text message:

- Assistant Fire Chief Operations or designee
- Assistant Fire Chief Services or designee
- Assistant Fire Chief Planning & Policy or designee
- Off-duty Deputy Fire Chiefs Operations Division
- Deputy Fire Chief Training Academy
- On-duty Deputy Fire Chief Operations Division
- Deputy Fire Chief Apparatus Division
- Special Operations Deputy Fire Chief

The senior Department official tasked with the notification of personnel will immediately contact the appropriate off-duty Battalion Chief(s) and the on-duty EMS Chief Supervisor and provide specific instructions regarding the emergency mobilization.

The OUC will be contacted and will be directed to announce the specific Emergency Mobilization plan that is in effect on radio Channels 01 (Zero One) and 02 (Zero Two). The Emergency Communications Center (ECC) at EMA will be contacted by telephone at 202-727-6161 and will be directed to transmit a text message announcing the specific Emergency Mobilization Plan. Text messages and announcements will specify the Phase of the Emergency Mobilization and the Battalion(s), Companies, and Units involved in the case of Battalion recall activation. The text message may also be sent out from the Fire Operations Center or from other remote sites if needed.

The Public Information Officer will be contacted and, in the case of a Platoon Mobilization or Full Mobilization, the PIO will be tasked with alerting the listed commercial radio stations using standardize text provided for the recall notification.

The on-duty DFC can designate a BFC or a Company to activate the Fire Operations Center. When the Fire Operations Center is operational, an announcement will be made to the Department that the Fire Operations Center is operational.

Radio channel [C13 OPSCMD] will be utilized to coordinate the recall effort and may be utilized to authenticate the Emergency Mobilization activation, if needed. BFC's will report their receipt of the Emergency Mobilization announcement to the Fire Operations Center, if operational, and when they are within radio range.

#### **Section 5. Notification of Personnel:**

The Department may activate any of the three phases of the Emergency Mobilization Plan at any time. During all phases of the Emergency Mobilization Plan, members will be notified by telephone to report for duty or, in the case of senior staff, may be notified by telephone, radio or text message to report for duty.

Notification to Department members of the activation of a Platoon Mobilization and/or Full Mobilization of the Emergency Mobilization Plan will be supplemented by announcements over commercial radio stations. Members of the Department who become aware of an emergency situation in the District of Columbia will listen to one of the following radio stations:

WTOP: 820 AM; 103.5FM	WKYS: 93.3 FM
WMAL: 630 AM	WETA: 90.9 FM
WPGC: 95.5 FM	WJZW: 105.9 FM
WASH: 97.1 FM	WMZQ: 98.7 FM

During a Platoon Mobilization or Full Mobilization of the Emergency Mobilization Plan, the following standardized text will be utilized to alert recalled members by commercial radio announcement:

#### **Emergency Mobilization-Platoon Mobilization Message**

“The DC Fire & EMS Department has implemented a Platoon Recall of the Emergency Mobilization Plan. Full Platoon Recall of Operations Platoon Number/s \_\_\_\_\_ is in effect. All members of Operations Platoon Number/s \_\_\_\_\_ will immediately report to their regularly assigned duty station”.

AND/OR for recall of EMS personnel:

“The DC Fire & EMS Department has implemented Platoon Recall of the Emergency Mobilization Plan. Full Platoon Recall of EMS Platoon Numbers \_\_\_ and \_\_\_ is in effect. All members of EMS Platoon Numbers \_\_\_ and \_\_\_ will immediately report to their pre-designated reporting location”.

#### **Emergency Mobilization-Full Mobilization Message**

“The DC Fire & EMS Department has implemented a Full Mobilization of the Emergency Mobilization Plan. Full mobilization of the Department is in effect. All off-duty Fire & EMS members and all essential employees of the Department will immediately report for duty to their regularly assigned duty station or designated reporting location”.

#### **Section 6. Telephone Recall of Personnel:**

When directed by the appropriate senior Fire Department official, off-duty Battalion Fire Chiefs and the on-duty EMS Chief Supervisor will be responsible for the recall of off-duty personnel as specified in the Emergency Mobilization Plan.

Off-duty Battalion Fire Chiefs from the appropriate battalion or platoon(s) will be contacted by telephone, radio or text message and ordered to conduct a recall of specified personnel. Off-duty Battalion Fire Chiefs will then immediately notify off-duty Company Officers assigned to their



battalion and platoon, which in turn will immediately notify their members by telephone of the recall order. If the Battalion Fire Chief assigned to the specific recalled platoon cannot be contacted, another off-duty Battalion Fire Chief assigned to that specific recalled battalion will be contacted and be responsible for initiating the recall. Battalion Fire Chiefs unable to contact Company Officers will be responsible for contacting all members of that specific company either en route or upon arrival.

Company Officers unable to contact their members by telephone will immediately report this fact to their recalled Battalion Fire Chief, who will attempt to contact the member(s) by telephone when the Battalion Fire Chief arrives at their Battalion Headquarters.

If an off-duty Battalion Fire Chief from the recalled platoon cannot be contacted, any Battalion Fire Chief, regardless of platoon assignment may be recalled. Company Officers and members will, however, be recalled from the appropriate Battalion, platoon group.

Off-duty Operations, Special Operations Division members will report for duty at their regularly assigned duty station.

The on-duty EMS Chief Supervisor is responsible for the recall of EMS personnel and will direct the Staffing Specialist to recall EMS personnel utilizing the telephone contact list maintained in the EMS Chief Supervisors office. An off-duty EMS Chief Supervisor will be immediately recalled to supervise the recall effort. Off-duty Medical Quality Officers may also be tasked with recalling their off-duty platoon members to expedite the recall effort.

Recalled off-duty EMS personnel will report for duty at their pre-designated reporting locations. An off-duty Medical Quality Officer will be recalled and assigned to each pre-designated reporting location activated.

Radio channel [C13 OPSCMD] will be monitored and utilized by all recalled Battalion Fire Chiefs and EMS Chief Supervisors who will report the progress of the recall effort to the Fire Operations Center.

Incident updates and information that impacts the recall effort and reporting locations will be provided by the Fire Operations Center as indicated.

During normal business hours when the Training Academy is open and as an **alternative** recall plan, the on-duty staff at the Training Academy may be tasked with the recall of both Fire & EMS personnel. When a recall is implemented utilizing on-duty personnel at the Training Academy, the Deputy Fire Chief Training Academy or the ranking official at the Training Academy will supervise the recall effort and will provide the Fire Operation Center with progress reports on the recall effort.

### **Section 7. Telephone Numbers of Personnel:**

The telephone numbers of all Fire & EMS personnel assigned to the Operations Division and the Special Operations Division will be kept at the Deputy Fire Chief's Office, all Battalion Headquarters, and at the Training Academy. The telephone numbers of all EMS personnel assigned to EMS operations will also be kept at the office of the Chief Supervisor and all Medical Quality Officers offices.

**Deputy Fire Chiefs** will store the telephone contact information of all Deputy Fire Chiefs, Battalion Fire Chiefs and EMS Chief Supervisors of the Department in the memory of their Department issued cell phone.

**Battalion Fire Chiefs Operations Division and Special Operations Division** will store the telephone contact information of all Deputy Fire Chiefs, all Battalion Fire Chiefs, all Battalion Aides, and all Company Officers assigned to their Battalion, regardless of platoon assignment, in the memory of their Department issued cell phone.

**Battalion Fire Chiefs & Supervisors-Support Divisions, Sections** will store the telephone contact information of all Departments “essential employees” assigned to their Division/Section.

**Company Commanders, Platoon Commanders** will be provided contact information of all Battalion Fire Chiefs and will keep this information. Company Commanders, Platoon Commanders will keep the telephone contact information of all members of their company assigned to their platoon in a secure location that can immediately be accessed by them while off-duty.

**EMS Chief Supervisors** will keep the telephone contact information of all EMS Chief Supervisors and all Medical Quality Officers in the memory of their Department issued cell phone.

**Medical Quality Officers** will keep the telephone contact information of all members assigned to their sector on their platoon in a secure location that can be accessed by them while off-duty.

## **Section-8. Implementation of the Emergency Mobilization Plan:**

### **1. Emergency Mobilization – Battalion Mobilization**

The Fire/EMS Chief, Assistant Fire Chief Operations, Assistant Fire Chief Services, Assistant Fire Chief Planning & Policy, or the on-duty Deputy Fire Chief Operations Division will implement the Battalion Mobilization Plan, whenever conditions of the Department justify the need for a partial recall of Battalion personnel and/or the need for Battalion Reserve Fire or EMS units to be placed in service.

Under a Battalion Mobilization of the Emergency Mobilization Plan, the Fire Operations Center will be activated and will be staffed as specified in Section 9 of this Article (Command Center Staffing).

When additional Operations Division and Special Operations Division personnel are needed, the implementing senior Fire Department official will designate which Battalion(s) personnel will be recalled and which platoon is being activated. The decision to activate a specific Battalion(s) will generally be guided by the location of the emergency and will most likely involve the Battalion(s) furthest away from the incident or event that caused the emergency mobilization.

The off-duty Battalion Fire Chief(s) in the activated Battalion(s) will immediately report for duty and will:

- Recall sufficient Battalion personnel from their platoon to staff Battalion Reserve apparatus in their Battalion.
- Recall sufficient Battalion personnel from their platoon to satisfy other staffing needs of the Department as directed by the Fire Operations Center.
- Notify the Fire Operations Center when Battalion Reserve apparatus is staffed and ready for deployment.
- Report the arrival of recalled personnel in company groups to the Fire Operations Center.
- When directed by the Fire Operations Center, place a reserve Battalion Fire Chief in service when a vehicle is available and the recall effort is complete.
- Battalion Headquarters will be minimally staffed with a Battalion Fire Chief, Acting Battalion Fire Chief, or Company Officer approved by the Fire Operations Center Officer for the duration of the emergency mobilization.
- Under the Emergency Mobilization Plan, no member will report for duty, other than at normal duty hours, unless directed by telephone, text message or commercial radio, or TV announcement.
- Members will not be relieved from duty without permission from the Fire Operations Center.
- The regular work schedule will remain in effect and off-duty members will be recalled so that even-numbered platoons work together and odd-numbered platoons work together.
- Consideration will be given to the time of the incident. If the recall takes place after 2400 hours, then the oncoming platoon may be recalled.
- Members who are unsure if they have been recalled will contact their assigned platoon commander for guidance. Members unable to contact their platoon commander will attempt to contact their assigned Battalion Office for guidance. Off-duty members will not contact the Office of Unified Communications for recall information.
- All Battalion Headquarters and additional reserve units placed in service will immediately contact the Fire Operations Center and announce their availability.

When additional EMS resources are needed, the implementing senior Fire Department Official will identify which EMS pre-designated reporting location(s) will be activated. The decision to activate a specific pre-designated reporting location will generally be guided by the location of the emergency and will most likely involve the location(s) furthest away from the incident or event that caused the emergency mobilization.

Upon receipt of a mobilization the on-duty EMS Chief Supervisor will immediately:

- Order the EMS Staffing Specialist to recall sufficient EMS personnel to staff designated EMOP EMS units as identified by the senior implementing Fire Department Official.
- Recall an off-duty EMS Chief Supervisor to supervise the recall effort and to assume all EMS recall responsibilities upon his/her arrival back to duty.
- Recall an off-duty Medical Quality Officer for each pre-designated reporting location activated to provide supervision and coordination with the EMS Chief Supervisor, Fire Operations Center.

- Recalled personnel will report their arrival and Unit availability to their recalled Medical Quality Officer or EMS Chief Supervisor through the Staffing Specialist.
- The EMS Chief Supervisor will be guided by the Fire Operations Center for the deployment of all personnel and EMS units including reserve Medical Quality Officers.
- Under the Emergency Mobilization Plan, no member will report for duty, other than at normal duty hours, unless directed by telephone/text message or commercial radio or TV announcement.
- Recalled EMS personnel will report to their pre-designated reporting location.
- Members will not be relieved from duty without permission from the Fire Operations Center.
- EMS personnel will be recalled from off-duty platoon groups as follows:

- **DAY SHIFT:**  
 #1 Platoon working;  
 #2 Platoon working;  
 #3 Platoon working;  
 #4 Platoon working;

- RECALL ORDER:**  
 Recall Platoon #4, #2.  
 Recall Platoon #3, #1.  
 Recall Platoon #1, #4.  
 Recall Platoon #2, #3.

- **NIGHT SHIFT:**  
 #1 Platoon working;  
 #2 Platoon working;  
 #3 Platoon working;  
 #4 Platoon working;

- RECALL ORDER:**  
 Recall Platoon #2, #3.  
 Recall Platoon #1, #4.  
 Recall Platoon #4, #2.  
 Recall Platoon #3, #1

Consideration should be given when the recall of EMS personnel is close to the time of the change of Platoons to allow early recall of the appropriate oncoming Platoon.

**2. Emergency Mobilization- Platoon Mobilization**

The Fire/EMS Chief, Assistant Fire Chief Operations, Assistant Fire Chief Services, Assistant Fire Chief Planning & Policy, or the on-duty Deputy Fire Chief Operations Division will implement the Platoon Mobilization Plan, whenever conditions of the Department justify the need for the recall of one, two or all Platoon groups to support large-scale emergency operations.

Under Platoon Mobilization of the Emergency Mobilization Plan, the Fire Operations Center, EOC, EMA, JOC, and other command centers will be staffed as specified in Section 9 (Command Center Staffing).of this Article. The implementing official will order the recall of platoons so that even-numbered platoons work together and odd-numbered platoons work together in the Operations Division. If the incidents warrant the recall of an additional platoon from the Operations Division, the implementing official will designate which additional platoon is to be recalled. EMS platoon groups will be recalled in full platoon groups as specified in the Battalion Mobilization- Emergency Mobilization groupings. Consideration will be given to the time of the incident. If an emergency mobilization takes place after 2400 hours, then the oncoming Platoon(s) may be recalled.

The off-duty Battalion Fire Chiefs assigned to the activated Platoon Mobilization will immediately report for duty and in addition to the required measures outlined under the Battalion Mobilization will:

- Recall all personnel assigned to their Battalion on the designated platoon(s).
- Staff all Battalion Reserve and Reserve apparatus in their Battalion.
- Recalled personnel, not manning Reserve apparatus or EMS units, will be formed into company groups with a designated Officer. The made-up company will be transported to an incident scene by Metro bus and be deployed directly by the Incident Commander.
- Place a reserve Safety Officer in service when directed by the Fire Operations Center.
- Under Platoon Mobilization- Emergency Mobilization plan, no member will report for duty, other than at normal duty hours, unless they are assigned to the platoon(s) that has been recalled and notified by telephone, text message and or commercial radio or television announcement.
- Members will not be relieved from duty without permission from the Fire Operations Center.
- All Battalion Headquarters and additional reserve units placed in service will immediately contact the Fire Operations Center and announce their availability.

The on-duty EMS Chief Supervisor will, in addition to the measures in the Battalion Mobilization Plan, immediately implement the following measures:

- Order the EMS Staffing Specialist to recall all members assigned to the platoon groupings as specified under the Battalion Mobilization of the Emergency Mobilization plan.
- Additional Medical Quality Officers will be placed in service when directed by the Fire Operations Center.
- Under the Platoon Mobilization of the Emergency Mobilization plan, no member will report for duty, other than at normal duty hours, unless they are assigned to the platoon(s) that have been recalled and notified by telephone, text message and or commercial radio or television announcement.
- Members will not be relieved from duty without permission from the Fire Operations Center.

### **3. Emergency Mobilization -Full Mobilization**

The Fire/EMS Chief, Assistant Fire Chief Operations, Assistant Fire Chief Services, or the on-duty Deputy Fire Chief Operations Division will implement the Full Mobilization Plan, whenever an emergency incident(s) in the city require the immediate services of all available Fire & EMS responders and support personnel.

Under the Full Mobilization of the Emergency Mobilization Plan, all off-duty Fire & EMS personnel including all designated "essential employees" will immediately report for duty. The Fire Operations Center, EOC, EMA, JOC, and other command centers will be staffed as specified in Section 9 (Command Center Staffing) of this Article.

All off-duty Battalion Fire Chiefs will immediately report for duty and, in addition to the required measures outlined under the Battalion Mobilization and Platoon Mobilization, will:

- Recall all personnel assigned to their Battalion.
- All Battalion Headquarters and additional Reserve units placed in service will immediately contact the Fire Operations Center and announce their availability.

The on-duty EMS Chief Supervisor will immediately implement the following measures in addition to the required measures outlined under the Battalion Mobilization and Platoon Mobilization will:

- Order the EMS Staffing Specialist to recall all off-duty members including all EMS Chief Supervisors and Medical Quality Officers.

All off-duty Battalion Fire Chiefs, Supervisors-Support Divisions/Sections will immediately report for duty and:

- Recall all “Essential Employees” assigned to their support Division or support Section.
- The Division or Section head will then notify the Fire Operations Center of the status of their support Division/Section and will be guided by the Fire Operations Center as to the specific support needs of the emergency mobilization.

### **Section 9. Command Center Staffing:**

The command centers will be staffed as follows at the implementation of the Emergency Mobilization Plan:

#### **Battalion Mobilization- Emergency Mobilization**

The Fire Operation Center will be staffed as follows:

- Off-duty DFC-Operations Division
- DFC-Special Operations Division or a designee
- DFC or BFC Aide
- DFC-EMS
- BFC-OUC Liaison
- Additional Command Staff as needed



**Administrative Support Center:**

**Fire & EMS Department Headquarters  
Grimke Building - 1923 Vermont Avenue, NW**

<b><u>Position</u></b>	<b><u>Assignment:</u></b>
1. Deputy Fire Chief - Executive Officer	FINANCE
2. Medical Director	MED DIR
3. MIS Director	MIS

**Joint Operations Center:**

**Metropolitan Police Department Headquarters  
300 Indiana Avenue, NW - 5<sup>th</sup> Floor**

<b><u>Position</u></b>	<b><u>Assignment:</u></b>
Battalion Fire Chief - PSO	JOC/SOC Liaison

**Scene of Emergency:**

<b><u>Position</u></b>	<b><u>Assignment:</u></b>
1. Deputy Fire Chief - On Duty	Incident Commander
2. Deputy Fire Chief - Risk Management	SAFETY
3. Deputy Fire Chief - Special Operations	Special Operations Coordinator

Relief will be coordinated and assigned by the Fire Operations Center.

**Apparatus Maintenance:**

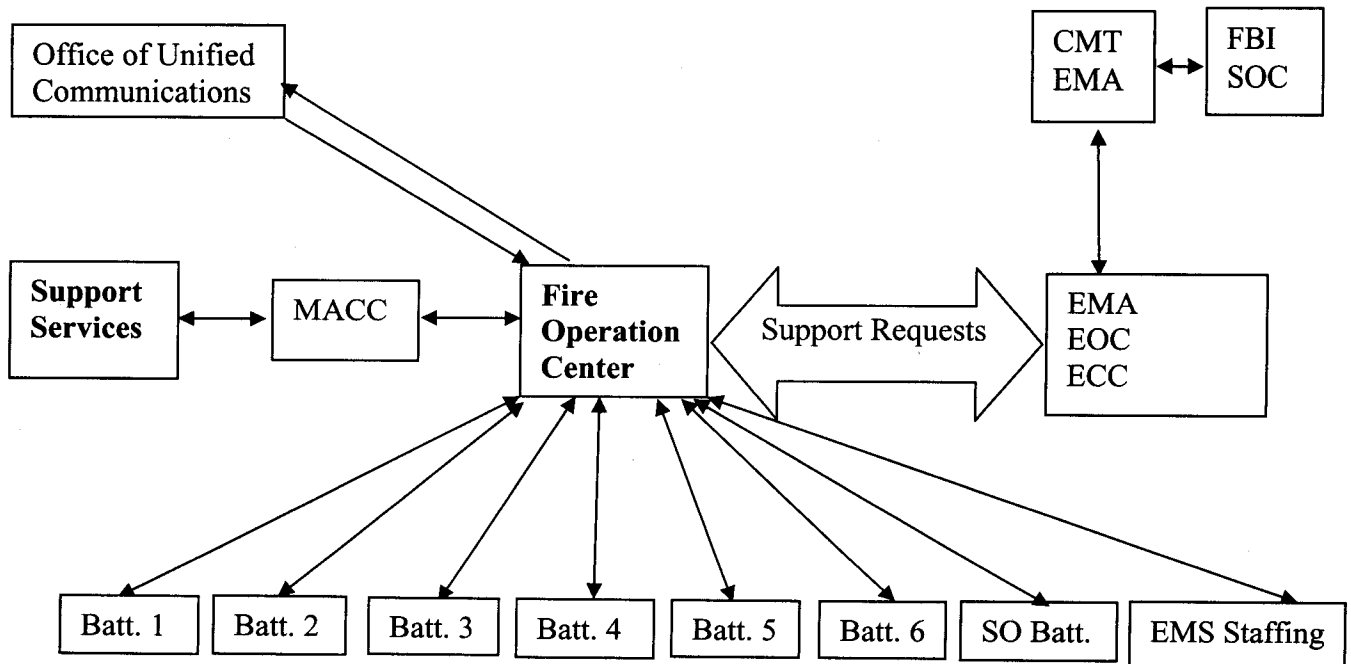
**Apparatus Maintenance Division  
1101 Half Street, SW**

<b><u>Position</u></b>	<b><u>Assignment:</u></b>
Deputy Fire Chief – Apparatus Division	Apparatus

\* The above assignments are subject to change based upon incident needs and levels of applicable experience.

Console FEMS radios are maintained at the FOC, Battalion Headquarters, EMA-EOC and MPD-JOC, along with a FEMS reference book, containing information such as cellular telephone numbers.



**Section 10. Emergency Mobilization Plan - Communications Flow:****Section 11. Members Reporting on Recall from the Off-Duty Platoon:**

Members on sick leave or limited duty will disregard all recall orders to report for duty.

No member will be permitted to assume duty under a Battalion or Platoon Mobilization of the Emergency Mobilization plan without being ordered to do so.

When off-duty members are notified that their services are required in connection with an emergency mobilization, they will report for duty at once with the following:

1. Proper Work Uniform
2. EMS Certification Card
3. PAT (Personnel Accountability Tag)
4. ID Card
5. Drivers License
6. Full Protective Gear
7. "Go Bag"

Off-duty members reporting on emergency mobilizations will cause their names, FEMS Department ID number and reporting and relief times to be entered in the company journal. This information will be compiled on the FD Form 167.

Company Officers and Division Heads, other than Operations, will submit the FD Form 167, Emergency Duty Report, whenever employees under their supervision report prior to, or remain on duty, beyond their regularly scheduled duty hours, due to the Department operating under emergency conditions.

The normal hours of duty under the "Emergency Mobilization Plan" will be 0700 hours to 0700 hours. However, any phase of the emergency mobilization may be activated at any time. The Department may operate with two Platoons working for 24 hours followed by two different Platoons working for the next 24-hour operational period. When a 12-hour operational period is indicated, the Department may operate from 0700-1900 hours and 1900-0700 hours with two Platoons working 12 hour shifts.

During a Platoon Mobilization of the "Emergency Mobilization Plan", Platoons 1 and 3, and Platoons 2 and 4 will be scheduled to work together in Operations Platoon Groups, to the extent possible.

Large scale emergency operations may require all personnel working during the initial period with no designated relief before transitioning to a two-platoon system for long term operations.

#### **Section 12. Personnel Unable to Reach Their Assigned Station during an Emergency Mobilization:**

If a member is unable to reach their assigned station due to the emergency situation, the member may report to the closest fire station. The member will notify their normally assigned station of their location and reason for not reporting. If unable to contact their own station, the member will notify their Battalion Headquarters or the EMS Chief Supervisor of their situation and be guided by their orders.

#### **Section 13. Change of Platoons under the Emergency Mobilization Plan:**

If at the time of the change of platoons, the Department is operating under any portion of the Emergency Mobilization Plan, no member of the Department will be relieved from duty without approval of the Fire/EMS Chief or his/her designee.

#### **Section 14. Response Rules under the Emergency Mobilization Plan:**

Upon orders of Fire Operations Center, company-staffing levels may be increased by one person per Company, if sufficient self-contained breathing apparatus is available to support the additional personnel.

Responsible officers will ensure each two-person team on apparatus or an EMS unit is provided a portable radio (including reserve units). Radio identification and assignment will be recorded and passed on to the OUC for unit identification in the event of an emergency activation.

Mutual Aid Units needing radios will be able to secure radios from the Radio Cache or from the Fire Operations Center Cache.

Battalion Fire Chiefs may be ordered to form Task Force Groups and respond with intact groups.

Mutual Aid will be requested and **utilized** as intact Task Force Groups when possible, consisting of:

- a. Two Engine Companies;
- b. One Truck Company;
- c. One Battalion Fire Chief;
- d. One EMS Unit (advanced life support if available).

When working in conjunction with mutual aid units, the mutual aid Battalion Fire Chief will be requested to report to the incident command post so as to insure communications capabilities between all units. Unit Commanders will ensure safe operations at all times for the personnel under their command. When ordered, companies directed to respond will be dispatched as Groups, Task Forces, or Strike Teams consisting of the following:

- a. Strike Teams - Five of the same type units will be operating from the same quarters, location, or responding from separate quarters or locations and directed to a staging area outside of the danger zone before continuing into the hazardous area. Generally, EMS units will be grouped into strike teams, lead by an EMS Supervisor or designee.
- b. Truck Task Force - One Truck Company and one or two engine companies, as specified. All will be operating from the same quarters or location, or responding from separate quarters or locations and directed to a staging area outside of the danger zone before continuing into the hazardous area.
- c. Engine Task Force - Two engine companies. Both will be operating from the same quarters or location, or responding from separate quarters or locations and directed to a staging area outside of the danger zone before continuing into the hazardous area.
- d. Collapse Group - All will be operating from the same quarters or location, or responding from separate quarters or locations and directed to a staging area outside of the danger zone before continuing into the hazardous area.
- e. Hazardous Materials Group - All will be operating from the same quarters or location, or responding from separate quarters or locations and directed to a staging area outside of the danger zone before continuing to the hazardous area.

- f. Foam Unit Group - All will be operating from the same quarters or location, or responding from separate quarters or locations and directed to a staging area outside of the danger zone before continuing into the hazardous area.

A Battalion Fire Chief may or may not be dispatched, depending on availability and information received. In the event that all Battalion Fire Chiefs are depleted, the AFC Operations or the DFC Operations may designate companies commanded by captains as Acting Battalion Companies. These designated companies will remain intact and function as Acting Battalion Fire Chiefs. In the event no Battalion Fire Chief is dispatched, the senior ranking officer will assume command of the Group.

In the event that a captain and his/her company is used as a command company, the terminology to be used from the incident will be i.e. "Command Engine 1" when contacting OUC on Channel 02 (Zero Two) and "Operations Engine 1" when utilizing the appropriate tactical channel.

The number and type of such task forces or groups dispatched initially to an alarm, will be determined by the Office of Unified Communication and the Fire Operations Center, based upon an evaluation of calls received and the availability of apparatus.

Commanding officers on the scene of an emergency will be informed when full compliance with their requests for assistance is not available.

When companies are responding from different locations, the companies dispatched will be directed to meet at a staging area outside of the danger zone before continuing into the hazardous area.

When ordered, companies leaving the fireground will be joined into task forces and groups for return to quarters or dispatches to other alarms. The responsibility for observing this safety measure will rest upon the officer who directs the companies to leave the scene.

Alarms received from unaffected areas may be handled by normal dispatch procedures.

### **Section 15. Radios:**

Anytime any portion of the Emergency Mobilization is activated, all companies still in quarters and all EMS units in quarters, will make available one radio from each two-person team. Engine Companies will operate with two portable radios, Truck Companies will operate with three portable radios, Ambulances and Medic Units will operate with one portable radio. Rescue Squads and the Hazardous Materials Unit will maintain their full complement of portable radios (one per member). These radios will be collected at the Battalion Headquarters and will be utilized by additional units (Reserve units) that will be placed in service or mutual aid units. The transfer of spare radios to the Battalion Headquarters will be arranged and all transfers or distributions will be documented in Company journals.

During the "Emergency Mobilization Plan", the Radio Cache will be utilized to supply portable radios in the event additional portable radio are needed. Requests for additional portable radios will be facilitated by the Fire Operations Center.

**Section 16. Journal Records - “Emergency Mobilization Plan”:**

Company Journal records during the period of the “Emergency Mobilization Plan” will include, but not be limited to, the following:

1. The name, time of reporting, FDID number and time of relief of each member returning to duty under the “Emergency Mobilization Plan.”
2. The names of personnel who comprise each company, together with the type and serial number of the vehicle, organized and operating from the quarters concerned.
3. A record of each change of platoons or each relief change which took place as it affected the companies assigned to the station.
4. A record of alarms to which each company responds, together with the company designation and such information as may be pertinent under the circumstances.

The purpose of recording this data in the company journal is to provide a comprehensive record of personnel, company activities and fire records during the “Emergency Mobilization Plan.”

**Section 17. Protective Clothing and Personal Protective Equipment under the “Emergency Mobilization Plan”:**

During the period when the “Emergency Mobilization Plan” is in effect, members are required to have their personal protective equipment available to them all times.

Property responsibility requirements permit the carrying of these items in private vehicles, provided that members exercise reasonable and proper precautions to protect them from loss and/or theft by storage out of plain view in such locked private vehicles.

The Logistics Section at the Fire Operations Center will coordinate emergency replacement of PPE during the “Emergency Mobilization Plan”.

**Section 18. Duties of Divisions other than Operations – “Emergency Mobilization Plan”:**

Deputy Fire Chiefs and supervisors from divisions other than Operations are authorized to alter the hours of duty and/or cancel days-off of the personnel under their command to perform the functions delegated to their division under the “Emergency Mobilization Plan”.

The Deputy Fire Chief, Executive Officer, will be responsible for Finance and will be stationed at the Administrative Support Center (Grimke).

The Battalion Fire Chief Planning (FMD) will be responsible for Logistics and will be stationed at the Fire Operations Center.

The Deputy Fire Chief, Fire Prevention Division, will be responsible for Liaison and will be stationed at the EOC.

The Deputy Fire Chief, Risk Management, will be responsible for Safety and will be assigned to the Scene of the Emergency.

The Deputy Fire Chief, Training Division, will be responsible for Planning and will be stationed at the Fire Operations Center. In the initial phases of an activation of the Emergency Mobilization Plan the Training Deputy Fire Chief may be tasked with the supervision of the recall of the off-duty platoon(s).

The Deputy Chief, EMS, will be responsible for EMS Operations and will be assigned to the Fire Operations Center.

The Medical Director will serve in an advisory role and will be stationed at the Administrative Support Center (Grimke).

The Deputy Fire Chief, Apparatus Division, will be responsible for repairs and refueling of apparatus as necessary and such other duties as needed and will be stationed at the Apparatus Division.

The Battalion Fire Chief, Professional Standards Office, will be the SOC Liaison at MPD Headquarters.

The Battalion Fire Chief, Fire Prevention Division will be the JOC Liaison at MPD Headquarters.

Regional Incident Management Teams (IMT) may be utilized to staff the General Staff functions in long term incidents.

Note: The above assignments are subject to change based upon incident needs and levels of applicable experience.

#### **Section 19. Phase Out and Discontinuance of the “Emergency Mobilization Plan:”**

The phase out and discontinuance of the “Emergency Mobilization Plan” will be by the direction of the Fire/EMS Chief or designee.

When notified by the Fire Operations Center, all companies, and EMS units will return to their normal complements and reserve companies will be placed out-of-service.

The Operations Division, from that point on, will operate on the four-platoon system.

The time of discontinuance of the “Emergency Mobilization Plan” will be designated when the four platoon groups are returned to the regular calendar scheduling established prior to the “Emergency Mobilization Plan”.

Deputy Fire Chiefs of divisions other than Operations will be responsible for phasing out the “Emergency Mobilization Plan” for their respective commands. A report to the Fire/EMS Chief will be submitted when the “Emergency Mobilization Plan” has been discontinued and their division has returned to normal tours of duty. The report will list the services performed by their respective division and the condition of the members and equipment involved.

**ARTICLE VI**

**GENERAL RULES OF CONDUCT**

**Section 1. Sleeping on Duty:**

Members, while on duty, shall not sleep in any place except beds provided by the Department for that purpose.

Members shall not sleep on day tour except by special permission of the Fire & EMS Chief or his designee.

No member shall, except in case of emergency, occupy a bed in a Department building between 0700 to 2000 hours.

**Section 2. Articles of Value Found at the Scene:**

Members discovering articles of value at the scene of an incident shall promptly deliver said articles to the Incident Commander for transfer to an appropriate police authority. The Incident Commander, together with the police officer, shall inventory the articles of value and record same on a FD Form 1. The police officer, after signing, shall retain the second copy (pink) of the Form 1 and the articles of value. A Special Report, addressed to the appropriate Division Head, shall be submitted by the member discovering the articles and the Incident Commander to whom the articles were delivered stating full particulars. The Incident Commander shall attach the original (white) of the Form 1 to his/her Special Report and retain the first copy (yellow).

**Section 3. Decals on Department Property:**

No decal, sticker or tag that may be construed as obscene, offensive or otherwise embarrass or harass members shall be displayed in or on Department property. Privately owned vehicles displaying any of the above named items shall not be parked on Department property.

**Section 4. Arrests, Indictments, Convictions and Investigations:**

All employees of the Department will immediately notify the Office of Internal Affairs (OIA) whenever he or she becomes aware that an employee of this agency has been arrested *on or off duty*.

During the hours of 0815 to 1645 hours, Monday thru Friday, member(s) of the OIA will be available to receive such notifications on the following numbers: 202-673-3677. During weekends, holidays and all other hours that the office is closed, notifications will be made by calling the on-duty Operations Deputy Fire Chief who will notify the OIA. If the on-duty Operations Deputy is unavailable, members will call the Office of Unified Communications (OUC) Fire Liaison Officer (FLO) on 202-373-3712. The FLO will be responsible for contacting the on-call Internal Affairs member.



Additionally, all employees will notify the OIA as soon as possible during normal business hours and give full details of any changes in their legal status. This includes:

1. Indictments;
2. Conviction or entering a guilty plea to a felony;
3. Conviction or guilty plea to a misdemeanor including convictions and guilty plea to traffic violations where the member's license was suspended;
4. Notification of investigation for criminal/illegal activity.

[Immediately when possible, but no later than 72 hours after the initial notification, employees of the Department will provide a written notification in the form of a Special Report to OIA giving full details and any supporting documentation concerning the incident. During normal business hours these reports are to be hand delivered in sealed envelopes to OIA located at Fire & EMS Department Headquarters. In the event that the 72 hour initial notification period occurs during a time when the offices are closed, members are to follow the directive given by the OIA representative and/or the on duty Operations Deputy Fire Chief.

Members under investigation for criminal/illegal activities are required to provide OIA with official documentation of the ongoing status of their case. This includes any information pertaining to additional charges, dismissal of charges, court dates, hearing notices, changes in bail status, changes to driver's permits, and any other information that may be construed as being pertinent to the case.

When being questioned by superior officers in connection with matters relating to official business of the Fire & EMS Department, members shall respond truthfully to all questions posed during their interview. Additionally, during the course of an investigation, all members shall respond truthfully to questions by any investigator or official of the Office of Internal Affairs (OIA), even if the investigator is not of a superior rank. All OIA investigators act on the behalf of the Department and the Fire Chief and as such are authorized to conduct any and all activities within the scope their duties in the furtherance of an investigation.]

Any member who willfully and knowingly makes untruthful statements of any kind, or who refuses, or fails to make truthful statements in an verbal or written report pertaining to his official duties as a Fire & EMS Department employee is subject to disciplinary action, including dismissal.

It shall be the responsibility of OIA to coordinate daily with the Deputy Fire Chief of Operations and the FLO about any arrests or incidents during the previous tour. The OIA will complete an Incident Report Form and submit it thru the Assistant Fire Chief - Services who will ensure that the appropriate Assistant Fire Chief and Fire & EMS Chief are notified. The appropriate Assistant Fire Chief shall insure that the affected employee is immediately placed on administrative leave and that the Office of Compliance is notified. During hours when the Office of Compliance is closed, the notification shall be made by e-mailing to the Office of Compliance mail box at [compliance.fems@dc.gov](mailto:compliance.fems@dc.gov).

**Section 5. Use of Intoxicants or Illegal Substances:**

Department members shall not:

1. Place themselves under the influence of intoxicants while on duty,
2. Use illegal substances in any form while on or off duty,
3. Report for duty under the influence of intoxicants or illegal substances,
4. Permit the presence of intoxicants or illegal substances in or on any property used or occupied by the Fire & EMS Department.
5. Ingest or expose themselves to any intoxicant or illegal substance likely to affect their full performance of duty.

**Section 6. Conduct Unbecoming an Employee**

Conduct unbecoming an employee includes conduct detrimental to good discipline , conduct that would adversely affect the employee's or the agency's ability to perform effectively, or any conduct that violates public trust or law of the United States, any law, municipal ordinance, or regulation of the District of Columbia committed while on-duty or off-duty.

[Any member convicted of the motor vehicle moving violation Driving Under the Influence or Driving While Intoxicated while off-duty will be charged with **Conduct Unbecoming an Employee** and will be charged and receive a 120-duty hour suspension for a first offense and must complete an alcohol rehabilitation program approved by the Assistant Fire Chief. Conviction of a second offense will result in a minimum penalty of a 360-duty hour suspension up to termination; a third offense will result in termination.]

**Section 7. Inefficiency**

Inefficiency is evidenced by repeated and well founded complaints from superior officers or others concerning improper performance of duty or neglect in the performance of duties. Three (3) adverse actions within a period of twelve (12) months involving any charge of misconduct, conduct unbecoming an employee, improper performance of duty or neglect in the performance of duties shall be prima facie evidence of inefficiency. If a member is cited a fourth time for a similar charge in a twelve month period, the member will also be cited for inefficiency.

**Section 8. Insubordination**

Insubordination is a failure and/or refusal to comply with lawful orders or instructions, either verbal or written, from a higher ranking member.

**Section 9. Department Smoking Policy:**

Smoking is prohibited in all areas and rooms within Fire and EMS Department facilities. Smoking is also prohibited in all vehicles.

Designated smoking areas within Department facilities **do not exist**.

Smoking is also prohibited in all areas as well as on the grounds of the Fire & EMS Department Training facility. There will be no designated area for smoking at the Training Academy. Members desiring to smoke at this Department facility must leave the premises in order to smoke.

Company commanders and supervisors may suggest a specific location on the exterior of the engine company for members desiring to smoke. A waste receptacle may be provided for discarded smoking materials. However, if a receptacle is not available for disposal, the concerned member shall be responsible for proper disposal of the tobacco product. This will allow members to maintain a clean and neat appearance of the grounds of the Department facility.

[Smoking on any Hospital Property is prohibited.]

### **Section 10. Professional Licenses**

[It shall be the responsibility of all employees to immediately notify the appropriate Assistant Fire Chief in the form of a Special Report, through their chain of command, of any changes in the status of any license or certifications required to perform their assigned duties. Examples include, but are not limited to; any medical certifications, driver's licenses, law enforcement credentials and any other technical certificate required for the employee to legally perform their job. Similarly, members must immediately notify the appropriate Assistant Fire Chief in writing of any investigation that has been initiated by any licensing authority and the conclusion of said investigation. A member who fails to notify the Department of the suspension and/or revocation of their driver's license in accordance with section 4 of this article will receive a 60 hour suspension for the non-notification; this will not preclude additional disciplinary action that may occur as a result of the investigation into the incident causing the suspension.]

### **Section 11. Contact Information**

All members are required to maintain accurate and up-to-date contact information at all times, including home address, phone numbers, and emergency contact information. Members on extended Sick Leave, Annual Leave, Administrative Leave, Leave Without Pay and Enforced Leave are not relieved of this responsibility.

Members under investigation for criminal/illegal activities are responsible for maintaining contact with the Office of Internal Affairs.

### **Section 12. Availability**

If a member has been placed on enforced leave or administrative leave for disciplinary reasons or pending the outcome of an OIA investigation, the member will be placed on a 40 hour work week for pay and leave purposes. The member will be required to make a reasonable effort to be available to conduct Department business from 0815 hours to 1645 hours. Monday thru Friday.

**Washington Metropolitan Area Transit Authority  
And  
Metropolitan Washington Council of Governments**



**METRO RAIL TRANSIT - FIRE/RESCUE  
EMERGENCY PROCEDURES POLICY  
AGREEMENT 2011**

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**METRO RAIL TRANSIT FIRE/RESCUE  
EMERGENCY PROCEDURES POLICY AGREEMENT  
January 2011**

**I. INTRODUCTION**

The Metro Rail Transit Fire/Rescue Emergency Procedures Policy Agreement is a body of procedures developed by the regional Fire Chiefs of the Greater Washington Metropolitan area, along with the Washington Metropolitan Area Transit Authority (WMATA). These procedures outline the concepts used in emergency operations to ensure the safety of passengers, WMATA employees, and fire/rescue personnel during emergencies involving the WMATA Rapid Rail Transit System.

These procedures provide for the coordination and performance of specific duties to safely mitigate rail emergencies in the WMATA system. They are not intended to serve as the only set of governing procedures for WMATA or any jurisdictional fire department, but rather provide a foundation in which specific and related operational procedures may be developed and implemented by WMATA and each relevant fire/service agency.

**II. AGREEMENT PARTICIPANTS**

**A. Transit system**

Presently, WMATA provides public transportation service through an interwoven system of rail transit and bus service that delivers passengers within the Washington Metropolitan Transit Zone. The system transverses several Federally-owned properties, the Metropolitan Washington Airports Authority, the District of Columbia, the cities of Alexandria, Falls Church and Fairfax, and Arlington and Fairfax counties in the Commonwealth of Virginia, and Prince George's and Montgomery Counties in the State of Maryland.

Because a transit rail emergency may occur within the boundaries of the WMATA Transit Zone, for the purpose of this agreement, WMATA will be referred to as the first party.

**B. Fire and Rescue Services**

Providing emergency fire and rescue services is the responsibility of individual jurisdictions located within the Washington Metropolitan Area Transit Zone. These agencies are comprised of either fully professional fire personnel or a combination of both professional and volunteer fire personnel. Because the fire and rescue service is the entity charged with the mitigation of a rail emergency, it will be referred to as the second party for the purpose of this agreement.

### III. AGREEMENT ADMINISTRATION

#### A. Distribution

The **Passenger Rail Safety** Subcommittee of the Metropolitan Washington Council of Government's Fire Chiefs Committee is responsible for maintaining the most current edition of the Agreement with the new or revised policies available for each party to review. The department heads of each agency will be responsible for the distribution, maintenance and implementation of this agreement within their respective organization.

#### B. Format

The Agreement has an index listing the emergency operations policies by number and subject matter. The present Agreement has several major policies. As future policies are added, corresponding numbers will be assigned. The agreement will be reviewed and revised, as needed, every three (3) years by the Passenger Rail Safety Sub-Committee.

In this Agreement, each emergency operations policy will contain seven sections. It is not the intention of this agreement that each section detailed below will be utilized in every policy. Those sections, which do not pertain to or contain no information, will be labeled "Reserved."

#### 1 **Purpose:**

1.1 This designates the objectives or reason for issuing a new or revised policy pertaining to WMATA and the surrounding fire/rescue jurisdictions.

#### 2 **Applicability:**

2.1 Designates the personnel affected by the policy.

#### 3 **Background:**

3.1 Provides background material which may be included when it is necessary to understand the constructs of the policy.

#### 4 **Definitions:**

4.1 Appendix A (definitions) is used frequently throughout the entire Agreement. These may be words or symbols, which are essential for understanding or may add clarity to the agreement. Definitions specific to a particular policy are located in that policy section or the appendix.

**5. Policy:**

5.1 Generally, a statement which indicates either a specific or broad view of the approach to which both parties have agreed.

**6. Procedure:**

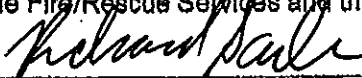
6.1 Contains more specific information on how the policy is to be executed.

**7. Cancellation:**

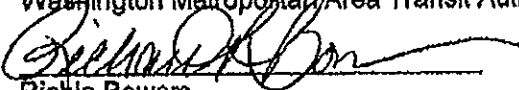
7.1 Designates documents superseded upon the adoption of a new or revised Policy and/or procedure.

**IV. SIGNATURES**

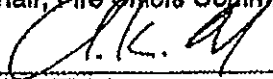
These signatures indicate that they agree to the Emergency Policy Procedures of the Fire/Rescue Services and the Washington Metropolitan Area Transit Authority.



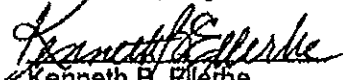
Richard Sarles  
General Manager and Chief Executive Officer  
Washington Metropolitan Area Transit Authority



Richie Bowers  
Fire Chief  
Montgomery County, Maryland  
Chair, Fire Chiefs Committee of the Metropolitan Washington Council of Governments



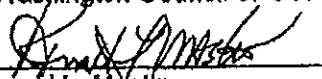
Adam Thiel  
Fire Chief  
Alexandria, Virginia



Kenneth B. Ellerbe  
Fire Chief  
District of Columbia



James H. Schwartz  
Fire Chief  
Arlington County, Virginia



Ronald L. Mastin  
Fire Chief  
Fairfax County, Virginia

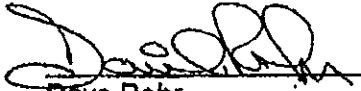


Marc S. Bashoon  
Acting Fire Chief  
Prince George's County, Maryland

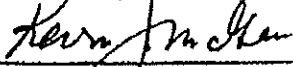


Gary A. Mesaris  
Fire Chief  
Metropolitan Washington Airports  
Authority






Dave Rohr  
Fire Chief  
Fairfax City, Virginia



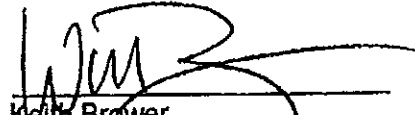
Kevin McGee  
Fire Chief  
Prince William County, Virginia



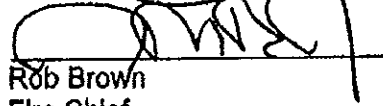
Tom Owens  
Fire Chief  
Frederick County, Maryland



Todd E. Lupton  
Acting Fire Chief  
City of Manassas Park, Virginia



Keith Brower  
Fire Chief  
Loudoun County, Virginia



Rob Brown  
Fire Chief  
Stafford County, Virginia




Brett Bowman  
Fire Chief  
City of Manassas, VA

# METRO RAIL TRANSIT - FIRE/RESCUE

## EMERGENCY PROCEDURES AGREEMENT POLICY

<b>NUMBER:</b> 2008-01 (Rev2)
<b>DEVELOPED BY:</b> PRSSC
<b>EFFECTIVE DATE:</b> 2011
<b>ISSUED BY:</b>

	<b>SUBJECT:</b> Incident Notification
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### 1.1 Purpose:

1.1.1 To establish policy and procedure governing notification to an affected jurisdiction of an emergency within the WMATA system.

### 1.2. Applicability:

1.2.1 This policy and procedure applies to all employees of WMATA and to fire/rescue personnel responding to an emergency within the WMATA System.

### 1.3. Definitions:

1.3.1 Emergency: For the purpose of this policy, an Emergency is any abnormal situation or incident affecting WMATA property with potential danger to life safety, such as fires, Hazardous Materials, accidents, medical emergency or attempted suicides, requiring the immediate response of fire/emergency medical rescue service.

1.3.2 Operations Control Center (OCC): The terminus for train control information, trouble alarms and radio transmissions, which is vital to the operation of the WMATA metro rail and metro bus system. This center is staffed by WMATA supervisors responsible for overall control and coordination of WMATA resources during an emergency, and at the direction of the Fire/Rescue Incident Commander.

1.3.3 WMATA System: All portions of the track right-of-way, including stations, shafts, yards, yard facilities, electrical substations, tiebreaker stations, and OCC. Excluded from this definition are the offices of the Jackson Graham Building, buses, and bus facilities.

**1.4 Policy:**

**1.5.1** Upon notification of an emergency within the WMATA system, WMATA's Operations Control Center (OCC) will immediately notify the jurisdictional Fire/Rescue Service(s) responsible for taking action.

**1.5. Procedure:**

**1.4.1** Once WMATA personnel have notified the OCC of an emergency, OCC will immediately notify the appropriate fire/rescue jurisdiction. Then OCC can further evaluate the incident to determine appropriate station; nature of the problem (e.g. fire, flood, smoke, etc.) and its magnitude; type of assistance requested; specific location of the problem (the chain-maker if available) and the best access points; third rail status, train movement status, and frequent updates of pertinent information.

**1.6. Responsibilities:**

**1.5.1** Upon a jurisdiction notification of an emergency within the WMATA system **from a source other than OCC**, the fire/rescue communication center receiving the call for assistance will dispatch appropriate resources and notify OCC.

**1.5.2** If OCC receives information that fire/rescue personnel and equipment **are not required** before dispatched personnel and equipment reach the scene of the reported emergency, OCC will immediately notify the dispatching Fire/Rescue Communications Center. The fire/rescue jurisdiction may continue to the scene to verify the current conditions and may return the remaining units if their services are not needed.

**1.7. Cancellation:**

**1.6.1** This policy and procedure supersedes the Metro Rapid Rail Transit Fire/Rescue Emergency Procedures Policy Agreement of May, 1997


# METRO RAIL TRANSIT - FIRE/RESCUE

## EMERGENCY PROCEDURES AGREEMENT POLICY

NUMBER:  
2008-02(Rev2)

DEVELOPED BY:  
PRSSC

EFFECTIVE DATE:  
2011

	SUBJECT:  Fire/Rescue Emergency Response	ISSUED BY:
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### 2.1 Purpose:

2.1.1 To establish policy and procedure governing the assurance of an appropriate fire/rescue emergency response from an affected jurisdiction for an emergency within the WMATA system

### 2.2. Applicability:

2.2.1 This policy and procedure applies to all employees of WMATA and to fire/rescue personnel notified of, or responding to an emergency within the WMATA system.

### 2.3. Definition:

2.3.1 **Minor Fires:** Small in nature, easily extinguished with a standard WMATA fire extinguisher. These fires may include insulators, trash or accumulated debris in the station or along the wayside.

2.3.2 **Two-Directional Approach:** Tactical effort that initiates fire department rescue and suppression functions from the opposite ends of a Metro rail incident. This effort is normally started at a station portal or Right of Way (ROW) gate.

### 2.4. Background:

2.4.1 Mitigation of a rail emergency may require a large commitment of resources. This policy provides guidance to both WMATA and fire/rescue personnel in the initial deployment of these resources.

### 2.5 Policy

2.5.1 Upon notification of an emergency within the WMATA system, the appropriate available Fire/Rescue jurisdictional shall respond to a request for emergency service.

## **2.6. Procedure:**

**2.6.1** Jurisdictional fire/rescue services with WMATA emergency responsibilities will coordinate service activities and response procedures to insure that adequate resources are dispatched to emergencies.

**2.6.2** When an emergency is reported either in a tunnel or on an aerial structure, units shall be dispatched to an access point on each end of the emergency. The exact location of an emergency in a tunnel may be difficult to determine; therefore, the two directional approach may save time in starting fire/rescue operations. When an emergency occurs in a common corridor or an at-grade track location, units may be dispatched to the nearest Right of Way (R.O.W) gate.

**2.6.3** The type and severity of the emergency will determine the extent of WMATA personnel and equipment on the scene.

**2.6.4** WMATA personnel with the knowledge skills and abilities to operate a standard WMATA fire extinguisher may extinguish minor fires. These types of fires may include insulators, trash or accumulated debris in the station or along the wayside. OCC will make notification to the appropriate jurisdictional fire and rescue service.

**2.6.5** Where adjoining jurisdictional fire/rescue services share a common boundary crossed by WMATA's system, these service entities will coordinate the emergency response procedures and determine the minimum resource levels required for mitigating the emergency.

**2.6.6** If an emergency occurs where a train rests within multiple jurisdictions, the location of the operator's cab, relative to the train's direction of travel, will determine the jurisdiction responsible for mitigating the emergency.

## **2.7. Cancellation:**

**2.7.1** This policy and procedure supersedes the Metro Rapid Rail Transit Fire/Rescue Emergency Procedures Policy Agreement of May, 1997

# METRO RAIL TRANSIT - FIRE/RESCUE

## EMERGENCY PROCEDURES AGREEMENT POLICY

NUMBER: 2008-03(Rev2)
DEVELOPED BY: PRSSC
EFFECTIVE DATE: 2011
ISSUED BY:

	SUBJECT:  Command and Control	
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### 3.1 Purpose:

3.1.1 To establish policy and procedure governing the command and control of all operations during an emergency within the WMATA system

### 3.2. Applicability:

3.2.1 This policy applies to all employees of WMATA and fire/rescue personnel responding to or involved in, an emergency within the WMATA System.

### 3.3. Definitions:

3.3.1 Chain of Command: A defined statement of the lines of supervision and responsibility, which delineates the relationship of authority and responsibility within an organization.

3.3.2 Incident Commander (IC): The senior fire official of the jurisdiction having the authority to control the emergency. This individual is responsible for all incident activities, including the development of strategies and tactics and the ordering and the release of resources. The IC has overall authority and responsibility for conducting incident operations and is responsible for the management of all incident operations at the incident site.

3.3.3 Incident Command Structure for NIMS: See Appendix A (Definitions)

**3.3.4 National Incident Management System (NIMS):** Systems mandated by HSPD-5 that provides a consistent nationwide approach for Federal, State, and local governments to work effectively and efficiently together to prepare for, respond to, and recover from domestic incidents, regardless of cause, size, or complexity. Its provisions are documented in FEMA Document 501, March 1, 2004, as it may be amended from time to time. NIMS includes utilization of the defined Incident Command System, which describes specific operational relationships in management of an incident, including designation of an Incident Commander and supporting staff structure.

**3.3.5 On-Scene Commander (OSC):** The WMATA Official assigned to oversee the actions of WMATA employees on the scene of an emergency. This position will be established by the first arriving Metro Transit Police Official and will report directly to the incident commander. This identification is internal to WMATA and not used as a radio designation. Such a designation may cause confusion with the term, "Incident Commander." The On-Scene Commander will be assigned to an appropriate function within the ICS as deemed appropriate for the specific emergency.

**3.3.6 Unified Command:** An application of ICS used when there is more than one agency with incident jurisdiction or when incidents cross-political jurisdictions. Agencies work together through the designated members of the UC, often the senior person from agencies and/or disciplines participating in the UC, to establish a common set of objectives and strategies and a single IAP.

#### **3.4. Background:**

**3.4.1** Management of an emergency incident within the Metro system can only be coordinated by effective communications between WMATA and responding agencies at the scene of the incident. Properly implemented command and control functions are the most important elements in mitigating an emergency to assure safe operations and a positive outcome.

#### **3.5 Policy:**

**3.5.1** The incident commander on the scene of an emergency involving the WMATA system will assume overall command of the incident. The WMATA On-Scene Commander is responsible for the control and coordination of all WMATA activities at the scene. The coordination of these activities will be subject to approval of the incident commander. **All incidents will be managed using the National Incident Management System (NIMS) via a unified command.**

#### **3.6. Procedure:**

**3.6.1** The Incident Commander is responsible for controlling the incident until

the emergency is concluded.

**3.6.2** The Incident Commander will immediately establish a "command post" (CP) for all emergencies. The command post should be located in proximity of the incident and its location made known to OCC and all responding fire/rescue personnel. The vehicle will be identified by a **Green Strobe**.

**3.6.3** The use of jurisdictional and WMATA accountability systems is mandatory as addressed in NIMS. The Unified Command is accountable for the assignment and safety of all personnel on the scene. The Unified Command will establish a "hot" zone, defining the boundaries considered potentially hazardous and in close proximity to the emergency. The Fire/Rescue jurisdictional Incident Commander will be responsible for maintaining accountability for fire/rescue personnel and WMATA On-Scene Commander will be responsible for WMATA personnel in this zone.

**3.6.4** The Incident Commander will ensure that all personnel responding to an emergency use the level of personal protection equipment appropriate for the incident.

**3.6.5** At the conclusion of an emergency, the Incident Commander will clear the scene and notify OCC that command is being transferred to the designated WMATA On-Scene Commander.

**3.6.6** Upon the arrival of the first Metro Transit Police Officer they will be designated as the WMATA's On-Scene Commander (OSC) and will assume all the duties and responsibilities associated with the position. The OSC will report to the fire/rescue Command Post and will coordinate the activities between the Incident Commander and WMATA employees.

**3.6.7** The WMATA On-Scene Commander will establish a list identifying and locating all WMATA employees operating in the hot zone. This information will be provided to the Incident Commander.

**3.6.8** Assigned WMATA personnel will assist fire/rescue personnel with resources under the direction of the Incident Commander and OSC.

**3.6.9** On major emergencies, the Incident Commander may dispatch a fire department representative to OCC to assist with incident coordination.

**3.6.10** Upon special request, the Incident Commander will assist other jurisdictions and/or governmental agencies in conducting accident/incident investigation.

### **3.7. Cancellation:**

**3.7.1** This policy and procedure supersedes the Metro Rapid Rail Transit Fire/Rescue Emergency Procedures Policy Agreement of May, 1997



# METRO RAIL TRANSIT - FIRE/RESCUE

## EMERGENCY PROCEDURES AGREEMENT POLICY

<b>NUMBER:</b> 2008-04(Rev2)
<b>DEVELOPED BY:</b> PRSSC
<b>EFFECTIVE DATE:</b> 2011

	<b>SUBJECT:</b>  Removal and Restoration of Third Rail Power	<b>ISSUED BY:</b>
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#### 4.1 Purpose:

4.1.1 To establish policy and procedure governing the removal and restoration of third rail power during an emergency within the WMATA system.

#### 4.2. Applicability:

4.2.1 This policy and procedure applies to all employees of the WMATA System and to fire/rescue personnel responding to or involved in an emergency within the WMATA System.

#### 4.3. Definitions:

4.3.1 **Blue Light/ETS (Emergency Trip Station) Boxes:** Boxes located at approximately 800-foot intervals along the track right-of-way and at the end of each station platform. Inside the box is a red emergency trip button installed for the purpose of removing third rail power in an emergency, and a wayside telephone.

4.3.2 **Warning Strobe Alarm Device (WSAD):** A device used to detect the presence of power in the third rail in a work/emergency area. The WSAD gives a visible and audible warning if power is detected in the third rail.

4.3.3 **Supervisory Power Removal:** Third rail power removed remotely by OCC.

4.3.4 **Red Tag Power Removal:** Third rail power removed by physically disengaging large breakers in power substations and/or tiebreaker stations.

4.3.5 **Short Duration Emergency:** An emergency in which the reason for removal of third rail power has been corrected prior to the arrival of WMATA

Power Crews to the designated power substation and/or tiebreaker station. Typically these incidents do not exceed one hour.

**4.3.6 Extended Emergency:** An emergency in which the reason for removal of third rail power has **not** been corrected prior to the arrival of WMATA Power crews at the designated power substation and/or tiebreaker station.

**4.4. Background:**

**4.4.1** Management of an emergency incident within the Metro system can only be coordinated by effective communications between WMATA and responding agencies at the scene of the incident. Properly implemented command and control functions are vital in mitigating an emergency.

**4.5 Policy:**

**4.5.1** The operation Control Center (OCC) of WMATA will remove power from the third rail when requested by the Fire/Rescue Incident Commander, OSC, or designee.

**4.6. Procedure:**

**4.6.1 Removal**

**4.6.1.1** Fire/rescue personnel will not operate in the rail track bed unless assured that third rail power has been removed.

**4.6.1.2** The preferred method is for fire/rescue personnel to request removal of third rail power through OCC. This action will allow time for OCC to safely position trains, which may be in the affected area before power removal.

**4.6.1.3** Should fire/rescue personnel directly encounter an incident with immediate danger to life safety, third rail power may be removed by depressing the red emergency trip button found at the Emergency Trip Station (ETS). OCC will be contacted with this action. In either case (i.e., 4.6.1.2 or 4.6.1.3), fire/rescue personnel will provide their name and title and the reason for third rail power removal.

**4.6.1.4** Power management for short duration emergencies are typically handled by supervisory power removal. The Incident Commander will request this directly from OCC.

**4.6.1.5** On extended emergencies, the Incident Commander should request a Red Tag Power Removal from OCC.

**4.6.1.6** On all rail emergencies, the Incident Commander will ensure that at least one WSAD unit is placed in service at each end of the

incident work area, and that sufficient additional WSADs are used in incident locations that encompass one or more interlocking switches, pocket tracks, gaps in the third rail, etc., to warn personnel of third rail re-energization.

#### **4.6.2        Restoration**

**4.6.2.1**        Before restoring third rail power, the Incident Commander or designee must inspect the incident area to ensure that all fire/rescue personnel and equipment are clear. The Incident Commander will advise the fire department communications center of the power restoration and announcements shall be made on the fire department radios. When satisfied that this has been accomplished, the Incident Commander will notify OCC and the On-Scene Commander that it is ok to restore power.

**4.6.2.2**        Initially, WMATA's OCC may have to remove power in a larger area than necessary, interrupting train movement and leading to dangerous overcrowding in other stations. When WMATA officials arrive on the scene, they may request the Incident Commander to allow power restoration on an adjacent track. Every effort should be made by the Incident Commander to grant this request to restore limited service according to 4.6.2.1. When power has been restored in an adjacent area, fire/rescue personnel must confirm that power is still off in the incident area.

**4.6.2.3**        Complete restoration of power to the third rail will be completed by WMATA personnel after fire/rescue personnel and equipment have cleared the incident scene. The actual order to restore power is given by the WMATA On-Scene Commander at the scene after the incident site is inspected.

#### **4.6.3        General**

**4.6.3.1**        Fire/rescue personnel must not enter the electrical power rooms unless there is reason to believe a life hazard exists.

**4.6.3.2**        When fire/rescue personnel are working in the track switching area, caution must be used since switches operate independently of the traction power.

#### **4.7.        Cancellation:**

**4.7.1** This policy and procedure supersedes the Metro Rapid Rail Transit Fire/Rescue Emergency Procedures Policy Agreement of May, 1997

# METRO RAIL TRANSIT - FIRE/RESCUE

## EMERGENCY PROCEDURES AGREEMENT POLICY

NUMBER:

2008-05(Rev2)

DEVELOPED BY:

PRSSC

EFFECTIVE DATE:

2011



SUBJECT:

Rail Car Movement and Evacuation

ISSUED BY:

### 5.1 Purpose:

5.1.1 To establish policy and procedure governing the movement and evacuation of rail cars within a particular jurisdiction engaged in an emergency within the WMATA system.

### 5.2. Applicability:

5.2.1 This policy applies to all WMATA employees and to fire/rescue personnel responding to or involved in an emergency within the WMATA System.

### 5.3. Definitions:

5.3.1: Recovery Train: A designated train used to couple to a disabled train to move the disabled train to a station, out of a tunnel, off a bridge, or to a safe location.

5.3.2: Rescue Train: A designated train used to access an incident for the purpose of evacuation or movement of fire/rescue and police personnel and equipment.

5.3.2 Single Tracking: The management of the train volume by WMATA in which trains are strategically moved using a single track to continue transportation needs during an emergency or system work project.

### 5.4. Background:

5.4.1 The movement of rail cars during an incident must have a balance of safety and coordination between WMATA and the fire/rescue jurisdiction involved to reduce the potential of additional casualties. This effort must be managed appropriately to ensure the proper mitigation of an incident and to allow rail tracks to be reopened in a timely manner and transportation service restored.

## **5.5 Policy**

**5.5.1** Upon notification of an emergency affecting rail operations, the Operations Control Center (OCC) of WMATA will stop all trains in the affected area at the nearest station or reroute the trains out of the area, if practical.

## **5.6. Procedure:**

**5.6.1** A fire or smoke condition on a train requires that the operator attempt to move the affected train into a station. However, if operating above ground, the operator will not enter a tunnel to reach a station.

**5.6.2** OCC will secure authorization from the Incident Commander before allowing any train to be moved in the vicinity of the emergency.

**5.6.3** When rail service is interrupted during an emergency and passengers must be discharged from rail cars, every attempt will be made to move the train to the nearest station before discharging them. Passengers may be discharged from trains to the rail track bed only when no other alternatives are available.

**5.6.4** Whenever rail passengers must be discharged to the track bed or moved to another train, the situation will be considered an emergency and WMATA will notify or request immediate assistance from the appropriate fire/rescue jurisdiction.

**5.6.5** WMATA's OCC will advise the relevant fire/rescue communication center(s) and the Incident Commander of any change in the status of car evacuation or train movements within the affected area.

**5.6.6** Before a planned evacuation to the track bed, third rail power must be removed from both tracks and confirmed as de-energized along the entire route of evacuation.

**5.6.7** In the event that passengers during an emergency access the emergency evacuation doors and exit the car, OCC will remove third rail power from the affected area and notify the Incident Commander.


## **5.7. Cancellation:**

**5.7.1** This policy and procedure supersedes the Metro Rapid Rail Transit Fire/Rescue Emergency Procedures Policy Agreement of May, 1997

# METRO RAIL TRANSIT - FIRE/RESCUE

## EMERGENCY PROCEDURES AGREEMENT POLICY

<b>NUMBER:</b> 2008-06(Rev2)
<b>DEVELOPED BY:</b> PRSSC
<b>EFFECTIVE DATE:</b> 2011
<b>ISSUED BY:</b> PRSSC

	<b>SUBJECT:</b>  Release of Information
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### 6.1 Purpose:

6.1.1 To establish a policy and procedure for the release of incident information during an emergency involving the WMATA system.

### 6.2. Applicability:

6.2.1 This policy and procedure applies to all employees of WMATA and all to fire/rescue personnel responding to an emergency within the WMATA System.

### 6.3. Definition:

6.3.1 Initial Report: Information regarding first assessment of the problem, which may include the units or agencies both notified and on the scene, the scope and anticipated duration of the emergency, and information regarding further updates.

### 6.4. Background:

6.4.1 During an emergency involving the WMATA system, the media may request information on the specific circumstances affecting the public regarding the status of the rail system. The responses to these requests and release of information must be coordinated between WMATA and the fire/rescue service.

### 6.5 Policy

6.5.1 The Fire/Rescue Incident Commander is responsible for providing information to the media regarding the mitigation of the emergency. WMATA is responsible for providing information regarding the rail system and impact of the incident on metro ridership.

**6.6. Procedure:**

**6.6.1** As soon as practical, the Incident Commander will provide an initial report and subsequent updates first to WMATA, and then to the media. The Incident Commander may appoint a Public Information Officer to communicate with the media. This does not preclude the WMATA Media Relations Office from responding to questions regarding the rail system and rider ship before the initial report is made.

**6.6.2** The Incident Commander or designee will provide information to the media regarding the fire/rescue operations on the scene. Questions regarding the impact on Metro rider ship will be referred to WMATA representatives.

**6.6.3** During major emergencies, the Incident Commander will designate a separate area for providing information to the media. WMATA may also designate a separate area for providing information to the media, if necessary. Both fire/rescue and WMATA representatives will convey and coordinate their responses as appropriate for their respective agencies.

**6.6.4** Fire department and WMATA personnel will refrain from making public statements or critiques that are specific to the operations of the emergency until an investigation is completed.


**6.7. Cancellation:**

**6.7.1** This policy and procedure supersedes the Metro Rapid Rail Transit Fire/Rescue Emergency Procedures Policy Agreement of May, 1997

# METRO RAIL TRANSIT - FIRE/RESCUE

## EMERGENCY PROCEDURES AGREEMENT POLICY

NUMBER: 2008-07(New)
DEVELOPED BY: PRSSC
EFFECTIVE DATE: 2011
ISSUED BY:

	SUBJECT:  Hazardous Materials Detection & Operations
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### 7.1 Purpose:

7.1.1 To establish a policy for the detection and operations of hazardous materials incidents involving the WMATA system.

### 7.2. Applicability:

7.2.1 This procedure applies to all employees of WMATA and all to fire/rescue personnel responding to an emergency within the WMATA System.

### 7.3. Definitions:

**7.3.1 (CB EMIS) Chemical-Biological Emergency Management Information System:** A chemical-biological early warning detection system. The system encompasses the processing of chemical weapons sensor data, live local meteorological data, video feeds, real-time track/train data, the execution of below and aboveground dispersion models, and the timely display of critical information to subway and emergency personnel. At street level, the Incident Commander receives vital data as they connect to firefighter jacks (Knox Box), which allow them to monitor events using the (CB-EMIS). This system identifies potentially dangerous environments and displays product concentrations while visually predicting its spread both below and above ground.

**7.3.2 (PROTECT) Program of Response and Options Technology Enhancements for Chemical-Biological Terrorism:** When a chemical warfare agent (TIC's and biological agents in the future) is released, it is detected by a series of underground sensors in the select Metrorail stations. OCC supervisors are alerted and follow a protocol of Standard Operating Procedures to determine what operational actions are necessary to save lives. OCC personnel use high-resolution pan-tilt-zoom CCTV cameras to examine the areas of sensor



activations and determine threat credibility. If the threat is deemed real (as prescribed by SOP), a **Chemical Incident** is declared by the OCC Assistant Superintendent. Local, state and Federal responders are notified and local fire Battalion Chiefs take control of the CB-EMIS system and its information supply by connecting to firefighter jacks (Knox Box) located throughout the area.

#### **7.4. Background:**

**7.4.1** The chemical threat to subways became very real on March 20, 1995, when 12 people were killed and 5,500 reported to local hospitals after the release of a crude mixture of Sarin gas in the subway system of Tokyo, Japan. At that time there was no detection system in place or security cameras to aid in the management and mitigation of the incident. As a result, subway management operated trains through contaminated underground areas for 45 minutes, spreading contaminants throughout the underground system. That incident led to the Argonne National Laboratory development of a system that will detect and alert US subway operators to a release of hazardous materials, immediately monitoring the affected areas using cameras to locate the area of the release. This allows them to take appropriate evasive actions and save lives. The PROTECT system is presently being used in Washington DC, Boston, and New York City. It incorporates quick alerting detection capabilities and surveillance monitoring to provide the expeditious deployment of emergency personnel and allows isolation of affected areas to reduce additional harm. The command and control software program that bring PROTECT's features together and monitors, detects, identifies and tracks the spread of a chemical agent through the subway system and its aboveground areas is called CB EMIS. The system is designed to immediately relay important information to fire/rescue personnel outside of the hot zone by using the "plug in" firefighter jacks (Knox box) located throughout the Washington area.

#### **7.5 Policy**

**7.5.1** Upon alarm and verification of a hazardous materials release (CB-EMIS *Chemical Incident*) within the Metrorail system, the actions below will be taken according to WMATA Standard Operating Procedures.

#### **7.6. Procedure:**

**7.6.1 Blue Alarm (one sensor activated)** with no visual human distress or activation of additional alarms:

**7.6.1.1** OCC will monitor station for ten (10) minutes. With no additional alarms, WMATA Maintenance Operations Center MOC will place sensor offline for maintenance.

**7.6.1.1.1** Fire/rescue jurisdiction communications will not routinely be notified.

**7.6.1.2 Yellow Alarm (two sensors activated at the same station) with no visual distress:**

**7.6.1.2.1** OCC will stop train traffic to the affected station to observe for human distress and prepare to shut down ventilation.

**7.6.1.2.2** No distress indicated, normal operations will be resumed after 10 minutes. Sensors placed offline.

**7.6.1.2.3** If human distress is observed, **OCC will declare *Chemical Incident*.**

**7.6.1.3 Red Alarm (three sensors activate at the same station) regardless of human distress:**

**7.6.1.3.1** OCC will declare ***Chemical Incident***.

**7.6.2** Declaration of ***Chemical Incident*** by WMATA - OCC will:

**7.6.2.1** Notify fire/rescue/police/MTPD of a ***Chemical Incident*** Hazardous Material release and advise type and concentration of agent being detected by CB-EMIS:

**7.6.2.1.1** Stop all incoming trains to the area affected.

**7.6.2.1.2** Evacuate passengers from target and adjacent stations and affected trains.

**7.6.2.1.3** Shutdown tunnel, station and railcar ventilation systems in affected areas.

**7.6.2.1.4** Direct evacuee's to designated safe outside areas where emergency personnel can triage, treat or decontaminate as needed.

**7.6.2.2** Fire/rescue personnel will confirm and monitor the incident at safely located Knox box firefighter jack sites to access CB-EMIS.

**7.6.3** Hazardous materials releases that do not activate the CB-EMIS system but are determined by surveillance, passenger notification, or other methodology, requires WMATA OCC to notify fire/rescue/police/MTPD immediately.

**7.7. Cancellation:**

**7.7.1** This policy is newly developed and will be reviewed and revised in 2013.

# METRO RAIL TRANSIT - FIRE/RESCUE

## EMERGENCY PROCEDURES AGREEMENT POLICY

<b>NUMBER:</b> 2008-08(New)
<b>DEVELOPED BY:</b> PRSSC
<b>EFFECTIVE DATE:</b> 2011
<b>ISSUED BY:</b>



**SUBJECT:**

**Evacuation Cart and EMS Storage  
and Maintenance**

**8.1. Purpose:**

**8.1.1** To establish policy associated with the storage and maintenance of the Emergency Tunnel Evacuation Cart (ETEC), both manual and motorized (MERV) and Emergency Medical Supply cabinets strategically located throughout the WMATA system.

**8.2. Applicability:**

**8.2.1** This policy and procedure applies to all employees of WMATA and all to fire/rescue personnel responding to an emergency within the WMATA System.

**8.3. Definitions:**

**8.3.1 Emergency Tunnel Evacuation Cart (ETEC):** This cart operates on existing Metro tracks and is used to transport equipment to the incident scene and to remove or evacuate non-ambulatory patients or victims. These carts are strategically located throughout the WMATA system to allow for quick deployment. See Appendix B (manual) and C (motorized) for cart storage location.

**8.3.1.1 ETEC Manual:** This cart is a two-tiered aluminum cart that is manually operated. The cart is designed for emergency responders to aid in the transportation of emergency equipment to the incident and for evacuation of injured or ambulatory. Each cart has the ability to transport four persons at a time and can hold up to 1,000 pounds. See Appendix B (ETEC locations)

**8.3.1.2 Motorized Emergency Recon Vehicle (MERV):** A battery powered motorized cart that weighs approximately 172 pounds and can carry a total weight of 2200 pounds. The cart is constructed from high-strength aluminum alloys and has non-conductive 10" flanged wheels. The cart allows emergency response personnel a quick access to trains that are in a tunnel. The cart is stored in several pieces and must be put together for deployment. See Appendix B (MERV locations).

**8.3.2 EMS Cabinets-** Cabinets used to store supplies that can be deployed in the event of a Metro emergency incident. Each cabinet presently stores a minimum standard of 100 bandage packages, 100 light sticks (orange) and 5 (five) SKEDS plus jurisdictional additions. Each cabinet will have an inventory list on the inside of the door. All SKEDS will be marked with storage location (i.e. Metro Center). The EMS Cabinet will be secured and accessible using the **master lock code key (10L619) stamped #27.** See Appendix C (EMS Cabinet locations).

#### **8.4. Background:**

**8.4.1** The WMATA system has many areas that have long runs between stations which will tax the initial deployment of personnel to that area due to the lack of a quick and appropriate means of transportation. There is a need to quickly and effectively deploy personnel to a location for recon, movement of equipment and movement of ambulatory passengers to and from the site in order for the operational success. The ETEC is the primary means of deploying emergency personnel and equipment to and from an incident location with limited access. They are strategically located throughout the WMATA system. ETEC and MERV apparatus are stored and locked at most rail stations, portals, and other tunnel areas for accessibility and quick and easy deployment. The ETEC's (MERV) are stored in an area that provides a power source to maintain the operational readiness of the battery. The periodic inspection of all manual and motorized ETEC apparatus must be part of a normal maintenance program as specified by the manufacturer's requirements. It is the utmost importance that these carts are accessible and ready for emergency deployment by emergency responders.

**8.4.2** The EMS Cabinets provide easily accessible and strategically located resources that are used as part of the initial triage, treatment, and movement of passengers during the initial stages of a passenger rail event.

## **8.5 Policy**

**8.5.1** ETEC apparatus shall be inspected quarterly by WMATA and Fire/Rescue personnel per procedure and manufacturer requirements to ensure operational readiness of the apparatus and to ensure that personnel are familiar with the operation, location and storage of the units. The ETEC will be marked to identify the proper storage location (i.e. Metro Center), and the storage area will be marked identifying the location of the unit (i.e., ETEC and MERV). A check off sheet will be stored with the unit with the manufacture maintenance and inspection requirements. If an ETEC is used during an incident or training, WMATA will be notified.

**8.5.2** EMS Cabinets shall be inspected and inventoried by Fire and Rescue personnel per procedure to ensure that proper resource levels exist and proper operation and resource shelf life have not expired. The cabinets will be marked to identify them as "EMS Cabinets" and all SKEDS will be marked with proper storage location (IE Metro Center) to ensure they are returned after use.

## **8.6. Procedure:**

**8.6.1** ETEC apparatus will be inspected quarterly and maintained per manufacturer requirements, to include battery power levels and the charging system, ensuring components of the apparatus are available and operational and ensuring the unit is secured. Inspection and maintenance information will be available electronically through WMATA.

**8.6.2** EMS Cabinet resource levels will be inventoried by the jurisdictional fire department and/or WMATA personnel to ensure that the resources are operational as per the manufacturer's requirements. This will be conducted quarterly and after any incidents. An inventory sheet will be signed and dated by personnel.

## **8.7. Cancellation:**

**8.7.1** This policy and procedure is newly developed and will be reviewed and revised every three years or when necessary.

# **Appendix A**

## **DEFINITIONS**

**Accident:** Any occurrence involving contact with a WMATA owned or operated passenger train or other rail transportation maintenance equipment (i.e. flatcars, diesel locomotives etc.) which results in, personal injury, death or damage to the WMATA property or any other property, moving or standing.

**Emergency Medical Service (EMS):** All terms which reference the function of triage, rescue or patient care.

**Fire/Rescue Personnel:** All persons commissioned by the authority having jurisdiction to ensure public protection of citizens against the dangers of fire, explosion, or other hazardous conditions. This includes EMS functions.

### **Incident Command Structure:**

**Agency:** A division of government with a specific function offering a particular kind of assistance. In ICS, agencies are defined either as jurisdictional (having statutory responsibility for incident management) or as assisting or cooperating (providing resources or other assistance).

**Branch:** The Branch Level is the organizational level having functional or geographical responsibility. The Branch Level is organizationally between Section and Division or Group in the Operations Section and between Sections and Units in the Logistics Section. Depending on the magnitude and/or type of incident, the operational functions may require further division into smaller segments for efficient use of resources. However, they are not always essential to the organization of the operations sections.

**Command Staff:** In an incident management organization, the Command Staff consists of the Incident Command and the special staff positions of Public Information Officer, Safety Officer, Liaison Officer, and other positions as required, who report directly to the Incident Commander. They may have an assistant or assistants, as needed.

**Division:** Divisions are the organizational levels having total responsibility for operations within a defined **geographic area**. For example, on an incident with a

working fire on the fourth floor of a ten-story building, the IC will typically place all units operating on that floor under the direction and supervision of a Division Supervisor. This supervisor's designator would be "Division 4". This supervisor will be responsible for the activities in that geographical area.

**Emergency Response Provider:** Includes Federal, State, local, and tribal emergency public safety, law enforcement, emergency response, emergency medical (including hospital emergency facilities), and related personnel, agencies, and authorities.

**Evacuation:** Organized, phased, and supervised withdrawal, dispersal, or removal of persons from dangerous or potentially dangerous areas, and their reception and care in safe areas.

**Function:** Function refers to the five major activities in ICS: Command, Operations, Planning, Logistics, and Finance/Administration. The term function is also used when describing the activity involved, e.g., the planning function. A sixth function, Intelligence, may be established, if required, to meet incident management needs.

**Group:** Groups are established to divide the incident into functional areas of operations. Groups are composed of resources assembled to perform a special function not necessarily within a single geographic division. Using the same example of fire on the fourth floor of a ten-story building, the IC may assemble and assign a group to ventilate the floors above the fire floor in the fire building. He or she would designate a group supervisor and may use the designation of "Vent Group". The Vent Group could be operating on the seventh through the tenth floor performing the function of ventilation.

**Incident:** An occurrence or event, natural or human-caused that requires an emergency response to protect life or property. Incidents can, for example, include major disasters, emergencies, terrorist attacks, terrorist threats, wild land and urban fires, floods, hazardous materials spills, nuclear accidents, aircraft accidents, earthquakes, hurricanes, tornadoes, tropical storms, war-related disasters, public health and medical emergencies, and other occurrences requiring an emergency response.

**Incident Command Post (ICP):** The field location at which the primary tactical-level, on-scene incident command functions are performed. The ICP may be co-located with the incident base or other incident facilities and is normally identified by a green rotating or flashing light.

**Incident Command System (ICS):** A standardized, on-scene emergency management construct specifically designed to provide for the adoption of an integrated organizational structure that reflects the complexity and demands of

single or multiple incidents, without being hindered by jurisdictional boundaries. ICS is the combination of facilities, equipment, personnel, procedures, and communications operating within a common organizational structure, designed to aid in the management of resources during incidents. It is used for all kinds of emergencies and is applicable to small, as well as large and complex incidents. ICS is used by various jurisdictions and functional agencies, both public and private, to organize field-level incident management operations.

**Incident Commander (IC):** The senior fire official of the jurisdiction having the authority to control the emergency. This individual is responsible for all incident activities, including the development of strategies and tactics and the ordering and the release of resources. The IC has overall authority and responsibility for conducting incident operations and is responsible for the management of all incident operations at the incident site.

**Incident Management Team (IMT):** The IC and appropriate Command and General Staff personnel assigned to an incident.

**Incident Objectives:** Statements of guidance and direction necessary for selecting appropriate strategy(s) and the tactical direction of resources. Incident objectives are based on realistic expectations of what can be accomplished. Incident objectives must be achievable and measurable, yet flexible enough to allow strategic and tactical alternatives.

**Logistics:** Providing resources and other services to support incident management.

**Logistics Section:** The section responsible for providing facilities, services, and material support for the incident.

**Metropolitan Washington Council of Governments (MWCOG or COG):** A regional organization of Washington area local governments. COG is composed of 21 local governments surrounding our nation's capital, plus area members of the Maryland and Virginia legislatures, the U.S. Senate, and the U.S. House of Representatives. COG provides a focus for action and develops sound regional responses to such issues as the environment, affordable housing, economic development, health and family concerns, human services, population growth, public safety, and transportation

**Multi-jurisdictional Incident:** An incident requiring action from multiple agencies that each have jurisdiction to manage certain aspects of an incident. In ICS, these incidents will be managed under Unified Command.

**Operations Section:** The section responsible for all tactical incident operations. In ICS, it normally includes subordinate branches, divisions, and/or groups.



**Personnel Accountability:** The ability to account for the location and welfare of incident personnel. It is accomplished when supervisors ensure that ICS principles and processes are functional and that personnel are working within established incident management guidelines.

**Planning Section:** Responsible for the collection, evaluation, and dissemination of operational information related to the incident, and for the preparation and documentation of the IAP. This section also maintains information on the current and forecasted situation and on the status of resources assigned to the incident.

**Resources:** Personnel and major items of equipment, supplies, and facilities available or potentially available for assignment to incident operations and for which status is maintained. Resources are described by kind and type and may be used in operational support or supervisory capacities at an incident or at an EOC.

**Resource Management:** Efficient incident management requires a system for identifying available resources at all jurisdictional levels to enable timely and unimpeded access to resources needed to prepare for, respond to, or recover from an incident. Resource management under the NIMS includes mutual-aid agreements; the use of special Federal, State, local, and tribal teams; and resource mobilization protocols.

**Resources Unit:** Functional unit within the Planning Section responsible for recording the status of resources committed to the incident. This unit also evaluates resources currently committed to the incident, the effects additional responding resources will have on the incident, and anticipated resource needs.

**Response:** Activities that address the short-term, direct effects of an incident. Response includes immediate actions to save lives, protect property, and meet basic human needs. Response also includes the execution of emergency operations plans and mitigation activities designed to limit the loss of life, personal injury, property damage, and other unfavorable outcomes. As indicated by the situation, response activities include applying intelligence and other information to lessen the effects or consequences of an incident; increased security operations; continuing investigations into nature and source of the threat; ongoing public health and agricultural surveillance and testing processes; immunizations, isolation, or quarantine; and specific law enforcement operations aimed at preempting, interdicting, or disrupting illegal activity, and apprehending actual perpetrators and bringing them to justice.

**Safety Officer:** A member of the Command Staff responsible for monitoring and assessing safety hazards or unsafe situations and for developing measures for

ensuring personnel safety.

**Section:** The organizational level having responsibility for a major functional area of incident management, e.g., Operations, Planning, Logistics, Finance/Administration, and Intelligence (if established). The section is organizationally situated between the branch and the Incident Command.

**Terrorism:** Under the Homeland Security Act of 2002, terrorism is defined as activity that involves an act dangerous to human life or potentially destructive of critical infrastructure or key resources and is a violation of the criminal laws of the United States, or of any State or other subdivision of the United States in which it occurs, and is intended to intimidate or coerce the civilian population or influence a government or affect the conduct of a government by mass destruction, assassination, or kidnapping.

**Unified Area Command:** A Unified Area Command is established when incidents under an Area Command are multi-jurisdictional.

**Unified Command:** An application of ICS used when there is more than one agency with incident jurisdiction or when incidents cross-political jurisdictions. Agencies work together through the designated members of the UC, often the senior person from agencies and/or disciplines participating in the UC, to establish a common set of objectives and strategies and a single IAP.

**National Capital Region or Region (NCR):** The term 'National Capital Region' means the area defined under section 2674(f) (2) of title 10, United States Code, and those counties with a border abutting that area and any municipalities therein. (Defined by the Intelligence Reform and Terrorism Protection Act of 2004, Pub. L. 108-458, Section 7302). This definition differs geographically from the existing COG footprint derived historically from the Standard Metropolitan Area definition of the Department of Commerce, from that utilized by the National Capital Area Transportation Planning Board, or that defined by the Environmental Protection Agency for Clean Air Act compliance.

**Operations Control Center (OCC)** - The terminus for train control information, trouble alarms and radio transmissions, which are vital to the operation of the WMATA metro rail and metro bus system. This center is staffed by WMATA supervisors responsible for overall control and coordination of WMATA resources during an emergency, and at the direction of the Fire/Rescue Incident Commander.

**Washington Metropolitan Area Transit Authority (WMATA)** - The organization created by legislative action to plan, construct, and operate the Metro Rail Transit System in the greater Washington metropolitan region.

## Appendix B

### ETEC Manual and Motorized (MERV)

#### METRO ETEC (Manual) Location

##### A-Route

Station or location	Quantity	Cabinet
A01- METRO CENTER	2	Yes
A02- FARRAGUT NORTH	2	No
A03- DuPont CIRCLE	3	No
A04- WOODLEY PARK	2	Yes
A05- CLEVELAND PARK	3	Yes-(2)
A06- VAN NESS -UDC	2	No
A07- TENLEY TOWN	3	No
A08- FRIENDSHIP HGTS	2	No
A09- BETHESDA	2	No
A10- MEDICAL CENTER	2	No
A01- PORTAL	2	No
A11- GROSVENOR	2	No
A12- WHITE FLINT	2	No
A13- TWINBROOK	1	No
A14- ROCKVILLE	1	No
A15- SHADY GROVE	0	No

In service = 30

Short = 4

Defective = 3

All locations

In service = 168, Cabinets =26

Short = 48,

Defective = 28

## METRO ETEC (Manual) Location

### **B-Route**

Station or location	Quantity	Cabinet
B01- GALLERY PLACE	1	No
B02- JUDICIARY SQ	2	No
B03- UNION STA	2	No
B35- NEW YORK AVE	2	Yes
B04- RHODE ISLAND AVE	2	No
B05- BROOKLAND	1	No
B06- FT TOTTEN	1	No
B07- TAKOMA	1	No
B08- SLIVER SPRING	1	No
B04- PORTAL	2	No
B09- FOREST GLEN	2	No
B10- WHEATON	2	No
B11- GLENMONT	2	Yes
B99- GLENMONT YARD	2	Yes

In service = 23

Short = 5

Defective = 5

### **C-Route**

Station or location	Quantity	Cabinet
C01- METRO CENTER	0	No
C02- Mc PHERSON SQ	2	No
C03- FARRAGUT WEST	2	No
C04- FOGGY BOTTOM	2	No
C05- ROSSLYN	2	No
C01- PORTAL	2	No
C06- ARLINGTON CEMETERY	2	No
C02- PORTAL	2	No
C07- PENTAGON	2	No
C08- PENTAGON CITY	2	No
C09- CRYSTAL CITY	1	No
C10- NATIONAL AIRPORT	1	No
C11- POTOMAC YARD	0	No
C12- BRADDOCK ROAD	2	No
C13- KING STREET	2	No
C06- PORTAL	1	No
C14- EISENHOWER AVE	2	No
C15- HUNTINGTON	1	No

## METRO ETEC (Manual) Location

### **C-Route** continued

In service = 28

Short = 8

Defective = 10

### **D-Route**

Station or location	Quantity	Cabinet
D01- FEDERAL TRIANGLE	2	No
D02- SMITHSONIAN	2	No
D03- L'ENFANT PLAZA	1	No
D04- FEDERAL CENTER SW	2	No
D05- CAPITAL SOUTH	2	No
D06- EASTERN MARKET	2	No
D07- POTOMAC AVE	2	No
D08- STADIUM ARMORY	2	No
D01- PORTAL	1	No
D09- MINNESOTA AVE	1	No
D10- DEANWOOD	1	No
D11- CHEVERLY	1	No
D12- LANDOVER	0	No
D13- NEW CARROLLTON	1	No

In service = 20

Short = 8

Defective = 5

### **E-Route**

Station or location	Quantity	Cabinet
E01- MOUNT VERNON SQ	1	No
E02- SHAW	1	No
E03- U STREET	1	No
E04- COLUMBIA HGTS	2	Yes
E05- GEORGIA AVE	2	Yes
E06- FT TOTTEN	1	No
Xxx- SHAFT FE-09	1	No
Xxx- SHAFT EE-04	1	No
E07- WEST HYATTSVILLE	1	No
E08- PG PLAZA	1	No
xxx- SHAFT FE-13	1	No

## METRO ETEC (Manual) Location

### **E-Route continued**

E09- COLLEGE PARK	1	No
E10- GREENBELT	1	No

In service = 15  
Short = 11  
Defective = 4

### **F-Route**

Station or location	Quantity	Cabinet
F01- GALLERY PLACE	1	No
F02- ARCHIVES	1	No
F03- L'ENFANT PLAZA	1	No
F04- WATERFRONT	2	No
F05- NAVY YARD	2	No
F06- ANACOSTIA	2	No
F07- CONGRESS HGTS	2	Yes
F08- SOUTHERN AVE	2	Yes
F09- NAYLOR ROAD	2	Yes
F10- SUITLAND	2	Yes
F11- BRANCH AVE	2	Yes

In service = 19  
Short = 3  
Defective = 2

### **G-Route**

Station or location	Quantity	Cabinet
Xxx- DPS G01	2	No
G01- BENNING ROAD	2	No
G02- CAPITOL HEIGHTS	2	No
G03- ADDISON ROAD	2	No
G03- PORTAL	2	Yes
G04- MORGAN BLVD	2	Yes
Xxx- SHAFT EG-04	2	Yes
G05- LARGO	2	Yes

In service = 16  
Short = 0  
Defective = 0

## METRO ETEC (Manual) Location

### **J-Route**

Station or location	Quantity	Cabinet
J02- VAN DORN	1	No
J03- FRANCONIA- SPRFLD	2	Yes

In service = 3

Short = 1

Defective = 2

### **K-Route**

Station or location	Quantity	Cabinet
K01- COURTHOUSE	2	No
K02- CLARENDON	2	No
K03- VIRGINIA SQ	2	No
K04- BALLSTON	2	No
K01- PORTAL	1	No
K05- EAST FALLS CHURCH	0	No
K06- WEST FALLS CHURCH	0	No
K07- DUNN LORING	1	No
K08- VIENNA	0	No

In service = 10

Short = 8

Defective = 2

### **L-Route**

Station or location	Quantity	Cabinet
L01- BRIDGE	2	No
L02- BRIDGE	2	No

In service = 4

Short = 0

Defective = 0

## METRO ETEC (MERV) Locations

### Red Line Stations

Forest Glen B09,  
New York Ave B35  
Gallery Pl. -Upper B01  
Cleveland Pk. A05  
Friendship Heights A08  
Grosvenor A11

**Red line total = 6**

### Yellow/Green Line

Ft. Totten E06  
U St. E03  
Navy Yard F05  
Congress Hgts F07  
Southern Ave. F08

**Green line total = 5**

### Orange/Blue Line Stations

Capitol Heights G02  
Potomac Ave. D07  
L'Enfant Plaza - lower D03  
Metro Center - lower C01  
McPherson Sq. C02  
Foggy Bottom C04  
Rosslyn C05  
Court House K01  
Ballston K04  
Pentagon C07 or L-line Bridge  
Pentagon City C08  
National Airport C10  
King Street C13

**Orange/Blue line total = 13**

**Rail stations = 24**

**Training = 2**

**Grand Total = 26**



## APPENDIX C

### Emergency Medical Supplies Cabinet Locations

#### Red Line Stations

Glenmont B11, OB  
Wheaton B10, OB  
Forest Glen B09

Union B03  
Judiciary Sq. B02  
Gallery Pl. -Upper B01, OB  
Metro center -Upper A01, T2 OB  
Farragut North A02  
DuPont Circ. A03  
Woodley Pk. A04  
Cleveland Pk. A05  
Van Ness A06  
Tenleytown A07, OB  
Friendship Heights A08  
Bethesda A09  
Medical Center A10  
White Flint A12, OB

**Red line total = 17**

#### Blue Line Stations

Morgan Blvd. G04  
Addison Rd. G03, track Lvl  
Capitol Heights G02  
Benning Rd. G01

Rosslyn - lower C05  
Pentagon - lower C07  
Pentagon City C08  
Crystal City C09

**Blue line total = 8**

#### Yellow Line Stations

Pentagon - Upper C07  
Huntington C15

**Yellow line total = 2**

## APPENDIX C Continued

### Emergency Medical Supplies Cabinet Locations

#### Orange Line Stations

Stadium-Armory D08  
Potomac Ave. D07  
Eastern Market D06, OB  
Capitol South D05  
Federal Center SW D04  
L'Enfant Plaza - *lower* D03  
Smithsonian D02  
Federal Triangle D01  
Metro Center - *lower* C01  
McPherson Sq. C02  
Farragut West C03  
Foggy Bottom C04  
Rosslyn -*Upper* C05  
Court House K01, OB  
Clarendon K02  
Virginia Sq. K03  
Ballston K04

**Orange line total = 17**

#### Green Line Stations

PG Plaza E08  
Ft. Totten E06  
Georgia Ave. E05  
Columbia Hts. E04  
U St. E03, OB  
Shaw E02  
Mt. Vernon Sq. E01, OB  
Gallery Pl. - *lower* F01  
Archives F02  
L'Enfant Plaza. -*Upper* F03  
Waterfront F04  
Navy Yard F05  
Anacostia F06  
Congress Hts F07  
Southern Ave. F08  
  
Suitland F10

**Green line total = 16**

#### **Emergency Medical Supplies Cabinet Locations by Jurisdiction**

Arlington 10  
DC 38  
Fairfax 1  
Mo Co 6  
PG 5  
Trng aid 1

**Overall Total 61**



**COLLECTIVE BARGAINING AGREEMENT**  
**BETWEEN**  
**THE DISTRICT OF COLUMBIA GOVERNMENT**  
**AND**  
**THE INTERNATIONAL ASSOCIATION OF FIREFIGHTERS**  
**LOCAL 36, AFL-CIO, MWC**

**Fiscal Years 2011-2014**

**ARTICLE 30**  
**HOSTILE SITUATIONS/CIVIL DISTURBANCE**

**Section A:**

During periods of civil disturbance and/or situations involving imminent danger of physical harm to firefighters, the Employer will act to ensure that the Fire Department is notified immediately of all conditions that would have an effect on Fire Department operations.

**Section B:**

In the event that Fire Department Headquarters is notified that Police Units are withheld or withdrawn from an area due to civil disturbance or other hostile situation as described above, no Fire Department units shall enter the area until it has been determined, by a Chief Officer of the Fire Department, that such entry should be made.

**ARTICLE 31**  
**GEAR LOCKERS**

At Fire Stations where gear lockers are not available, the members shall not be held responsible for the theft of protective clothing and equipment which they have properly stored. If gear lockers are available, members should utilize the lockers to protect their equipment.

**ARTICLE 32**  
**DISCIPLINARY PROCEDURES**

**Section A - Governing Rules and Regulations:**

Disciplinary procedures are governed by applicable provisions of Chapter 16 of the District Personnel Manual, and the Department's Rules and Regulations and Order Book, except as amended/abridged by this Article. Disciplinary procedures are also governed by applicable sections of the District of Columbia Official Code, of which such sections shall supercede the provisions of this Article.

**Section B - Notice of Charge(s):**

(1) An employee shall be notified of the alleged infraction or complaint filed against him/her in writing within seventy-five (75) days after the alleged infraction or complaint or such time as the employer becomes aware of the alleged infraction or complaint. This notification shall be referred to as the "Initial Written Notification."

(2) Where the alleged infraction or complaint is based on a criminal charge, the 75-day period shall run from the date such charge is issued. In such a case, all other time limits under this Article shall be tolled until disposition of the criminal charge.

(3) Within 60 days of the receipt of the Initial Written Notification, the employee shall be notified of the type of Departmental action which will be pursued. This notification shall be referred to as the "Proposed Action." The Proposed Action shall provide for the range of discipline being considered by stating the type of Conference or Trial Board available to the employee.

(4) An employee may elect to challenge the Proposed Action by notifying the Fire Chief, in writing within ten (10) days of the Department's issuance of the Proposed Action. This challenge shall initiate a Battalion or Deputy Chief's Conference or a Trial Board, as applicable to the proposed discipline.

(5) If the case is to be heard by a Trial Board, the hearing shall begin within 180 days of the employee's receipt of Initial Written Notification. When the employee requests a postponement or continuance of a scheduled hearing, the 180-day time limit shall automatically be extended by the length of the postponement or continuance granted by the Department.

**Section C - Penalties:**

All penalties involving loss of time or pay shall be expressed in terms of the number of duty hours involved.

**Section D - Battalion Chief's Conference:**

(1) Challenges of Proposed Actions in which the maximum penalty that may be imposed does not exceed a 72 hour suspension shall be submitted to a Battalion Chief's Conference. Upon a finding of guilt, the minimum penalty to be imposed for an infraction shall be an Official Reprimand. Such cases shall include, but shall not be limited to charges of the following infractions:

Late for duty up to 3 times;  
Discourteous to other members or to citizens;  
Uniform infractions;  
AWOL not exceeding 12 hours;  
Missing a run;  
At fault for a minor accident;  
Other minor violations of duties and responsibilities, e.g., missing a clinic appointment or training class.

(2) The procedures to be followed in such cases are as follows:

- (a) Nontraditional penalties including transfer, reassignment and change of days off are specifically permitted under this Section if the affected employee agrees to the penalty.
- (b) The affected employee may be represented in the conference, if he/she wishes to be so represented and the representative so agrees to represent the employee.
- (c) Any statements made in the conference (including but not limited to any proposed penalty, settlement or resolution of the matter) shall not be used as a precedent in that case or any other.

- (d) The affected employee may appeal the Battalion Chief's decision to the Assistant Fire Chief who may approve the action, reduce the penalty or dismiss the case.
- (e) The affected employee may appeal the Assistant Fire Chief's decision to the Fire Chief, who may adopt either the Battalion Chief or Assistant Fire Chief's action, reduce the penalty issued by the Assistant Chief or dismiss the case.

**Section E - Deputy Chief's Conference:**

- (1) Challenges of Proposed Actions in which the maximum penalty that may be imposed is greater than a 72 hour suspension but less than a 120 hour suspension shall be submitted to a Deputy Chief's Conference. Upon a finding of guilt, the minimum penalty to be imposed for an infraction shall be 24 hours. Such cases shall include, but shall not be limited to charges of the following infractions (except where the alleged violation is of such severity that the Department is proposing termination, demotion, or a suspension of 120 hours or greater, in which case a Trial Board shall be convened):

- Late for duty more than 3 times;
- Conduct unbecoming an officer;
- AWOL for more than 12 hours;
- At fault for a major accident;
- Insubordination;
- Other serious violations of duties and responsibilities;
- More than 3 infractions of the same offense within a 3-year period.

- (2) The procedures to be followed in such cases are as follows:
  - (a) Nontraditional penalties including transfer, reassignment and change of days off are specifically permitted under this Section.
  - (b) The affected employee may be represented in the conference, if he/she wishes to be so represented and the representative so agrees to represent the employee.
  - (c) Any statements made in the conference (including but not limited to any proposed penalty, settlement or resolution of the matter) shall not be used as a precedent in future cases.
  - (d) The affected employee may appeal the Deputy Chief's decision to a Trial Board constituted in accordance with Section F of this Article, which may recommend approval of the Deputy Chief's decision, modification (but not an increase) of the penalty or dismissal of the case. The Trial Board shall not be required to conduct a hearing.

**Section F - Trial Board:**

All cases in which an employee is charged with an infraction for which the penalty that may be imposed is termination, demotion or a 120-hour suspension or greater shall be submitted to a

Trial Board. The previously established procedures applicable to Trial Boards shall continue to be followed, with the following amendments:

- (1) The Trial Board shall be appointed by the Fire Chief and shall consist of two (2) Captains and two (2) Battalion Fire Chiefs.
- (2) Except as otherwise provided in this Section, the Fire Chief shall have complete discretion in selecting the members of the Trial Board and in determining the length of time that appointees serve on Trial Boards, subject to the right of an affected employee to challenge any member of the Trial Board pursuant to Article VII, Section 12 of the Department Rules and Regulations. A member must show cause to disqualify a Trial Board member from serving; no challenge shall automatically result in disqualification of the Trial Board member.
- (3) Captains appointed to the Trial Board shall be selected and shall rotate in accordance with the previously established procedures, except that no Captain who is a member of the Executive Board of Local 36 shall serve on a Trial Board.
- (4) Nontraditional penalties including transfer, reassignment and change of days off are specifically permitted under this Section.
- (5) When a case is brought before the Trial Board, the Trial Board shall make a determination as to the guilt or innocence of the employee(s) and recommend an appropriate penalty. Where the Trial Board's determination, as to either guilt or innocence or as to the appropriate penalty, is not unanimous, the majority decision must note the dissenting opinion and the basis for it. There will be no identification of the dissenting Trial Board member. The Trial Board's recommendation is then sent to the Fire Chief for review. Upon receipt of the Trial Board's recommendation, the Fire Chief shall either adopt the penalty (if any) recommended by the Trial Board, modify (but not increase) the penalty, or dismiss the case.
- (6) The Parties recognize that the case may arise when the Trial Board cannot reach a consensus or majority decision and is unable to render a decision. In such case, the Trial Board will notify the Assistant Fire Chief (AFC) (non-proposing), who will intervene to facilitate and after deliberation with the AFC, the Trial Board shall render a decision, adopting the AFC's recommendation if a dispute continues to exist. Upon receipt of the Board's recommendation, the Fire Chief shall either adopt the penalty (if any) recommended by the Board, modify (but not increase) the penalty, or dismiss the case. In cases of termination so resolved through the intervention of the AFC, upon a final decision by the Fire Chief, if the individual or the Union is dissatisfied with such decision, it may elect to pursue appeal before either the Office of Employee Appeals or to submit the dispute to arbitration by notifying the Fire Chief pursuant to the grievance and arbitration provisions in this Agreement. In such arbitration, the Department shall be required to establish that the termination was for cause.



- (7) Except as provided in subsection (6) above, the affected employee may appeal the Fire Chief's decision only to the District of Columbia Office of Employee Appeals, as permissible and in accordance with that Office's Rules and Regulations. Appeals of decisions premised upon Trial Board recommendations shall be based solely on the record established in the Trial Board hearing. The filing of an appeal shall not stay the implementation of the Fire Chief's decision.

### **Section G - Fire Chief's Authority**

(1) In case in which the administrative charges against the employee involve any criminal conviction (including a plea of nolo contendere, deferment of a charge, a placement on probation before judgment, or a placement of the case upon the set docket, or a finding of not guilty by reason of insanity) of one of the following felony offenses (or their equivalent in another state or territory), a Trial Board need not be held. The Fire Chief will assess the penalty, and the only right of appeal shall be to the Office of Employee Appeals:

- a. Murder, attempted murder, manslaughter, or arson;
- b. Assault, battery, assault and battery, assault with a dangerous weapon, mayhem, or threats to do bodily harm;
- c. Burglary;
- d. Robbery;
- e. Kidnapping;
- f. Theft, fraud, forgery, extortion, or blackmail;
- g. Illegal use or possession of a firearm;
- h. Sexual offenses, including indecent exposure; promoting, procuring, compelling, soliciting, or engaging in prostitution; corrupting minors (sexual relations with children); molesting; voyeurism; committing sex acts in public; incest; rape, sexual assault; sexual battery; or sexual abuse;
- i. Child abuse or cruelty to children;
- j. Unlawful distribution of, or possession with intent to distribute, a controlled substance.

(2) A criminal conviction shall estop the convicted party from denying the facts underlying the conviction.

## **ARTICLE 33**

### **SICK LEAVE ADMINISTRATION**

#### **Section A:**

(1) Employees shall be charged sick leave for time spent while on duty seeking diagnosis and/or treatment for non-duty related illnesses or injuries.

(2) Employees shall not be charged any type of sick or personal leave for reporting to the Police and Fire Clinic or an urgent care facility when required by the Department to report.

#### **Section B - EKG and Stress Test Leave Program**

Members placed on sick leave by the Police and Fire Clinic following administration of an EKG or stress test shall promptly schedule and report to an appointment with a certified cardiologist. After the member has been examined by a cardiologist, the member shall promptly return to the

## ARTICLE VII

### Maintenance of Discipline

#### Section 1. Guidelines for Issuance of Adverse (Disciplinary) Actions:

When disciplinary actions against employees are warranted, supervisors should refer to the following procedures. Inquiries or requests for assistance may be made to the Office of Compliance, at (202) 673-3333, between 0815 and 1645 hours.

Disciplinary actions against firefighters at the rank of captain and below shall be governed by the collective bargaining agreement between the Department and D.C. Fire Fighters' Association Local 36 and Chapter 16 of the D.C. Personnel Manual (DPM). In the event of a conflict between the collective bargaining agreement and Chapter 16, the collective bargaining agreement shall prevail. In disciplinary actions against firefighters above the rank of Captain, the provisions of Chapter 16 of the DPM and Section 17 of this Article, shall apply; except that the rights of chief officers appointed before December 3, 1980, which were in effect as of December 3, 1980, shall not be diminished by application of Section 17 of this Article.

#### Section 2. Definition of Cause:

The following is the definition of cause:

- (a) Conviction of a felony;
- (b) Conviction of a misdemeanor based on conduct relevant to an employee's position, job duties, or job activities;
- (c) Any knowing or negligent material misrepresentation on an employment application;
- (d) Any knowing or negligent material misrepresentation on other document given to a government agency;
- (e) Any on-duty or employment-related act or omission that an employee knew or should reasonably have known is a violation of law;
- (f) Any on-duty or employment-related act or omission that interferes with the efficiency and integrity of government operations, to include:
  - (1) Unauthorized absence;
  - (2) Absence without official leave;
  - (3) Neglect of duty;
  - (4) Insubordination;
  - (5) Incompetence;

- (6) Misfeasance;
- (7) Malfeasance;
- (8) Unreasonable failure to assist a fellow government employee in carrying out assigned duties;
- (9) Unreasonable failure to give assistance to the public;

(g) Any other on-duty or employment-related reason for corrective or adverse action that is not arbitrary or capricious;

(h) Any act which constitutes a criminal offense whether or not the act results in a conviction; and

(i) Use of illegal drugs, unauthorized use or abuse of prescription drugs, use of alcohol while on duty, or a positive drug test result.

Members should not be subject to discipline for extremely minor (“de minimis”) infractions.

For the purposes of this section, “employment-related act or omission” means an act or omission, occurring during a time that the member was other than on duty, and which adversely and materially has affected, or is likely to affect, the efficiency of government operations or the member’s performance of his or her duties.

The authority for this section is contained in Section 1603 of the District of Columbia Personnel Regulations, effective May 30, 2000.

### **Section 3. Adverse Actions:**

A corrective or adverse action, including without limitation, suspension, reduction in grade, or removal, may only be taken for cause against members in the career services who have passed their probationary period. Members are entitled, except in the case of summary action, to advance written notice of fifteen (15) days for proposed adverse action and ten (10) days for proposed corrective action. Enforced Leave, as defined in Section 14, is not considered to be an adverse or corrective action.

### **Section 4. Disciplinary Reporting Procedures:**

Officers, supervisors or members shall promptly report, in writing, apparent or alleged infractions of discipline that are observed or brought to their attention. Reports concerning such incidents shall be addressed to the responsible Assistant Fire Chief and "EXPEDITED", with endorsements. Said reports shall be received by the Assistant Fire Chief not later than their next regularly scheduled tour of duty or regular workday, following the occurrence.

All reports and endorsements shall state all particulars and pertinent facts pertaining to the matter and cite action(s) to be taken without recommending a specific penalty. Sufficient copies of

these documents shall be made to allow forwarding to each level of the charged individual's chain-of-command.

In the Fire Fighting Division, the proposing official at the appropriate level shall hand carry the original and one (1) copy of all relevant reports, with endorsements, to the designated deciding official.

Officers or supervisors witnessing such actions and/or receiving such reports shall immediately initiate the following actions:

1. Interview members and witnesses and obtain a written report regarding the incident.
2. Prepare a complete and factual record of available information which identifies all persons, places and pertinent statements or documents contained in the record.
3. Evaluate all available information to determine if a violation has occurred and if so, state the Article and Section of the Order Book or the Rules and Regulations involved, and cite the individual concerned with the appropriate cause(s) listed in Section 1603, Chapter 16, of the District Personnel Manual (DPM).
4. Review member's personnel record and cite all relevant factors, including but not limited to, length of employment and prior disciplinary infractions, including 169s, which have occurred in the past three (3) years. The prior infractions need not be for the same cause as is currently pending.
5. Prepare and forward such reports through the chain-of-command to the appropriate Assistant Fire Chief.

If there is sufficient basis to proceed with possible disciplinary action, the member should be charged with a specific on-duty or employment-related act or omission, as defined in Section 2 of this Article. Examples include, but are not limited to, unauthorized absence, negligence, incompetence, insubordination, misfeasance, malfeasance, the unreasonable failure to assist a fellow government employee in performing his or her official duties, the unreasonable failure to give assistance to a member of the public seeking services or information from the government.

The Assistant Fire Chief has the discretion to refer the matter to the Disciplinary Investigation Board (DIB), if he or she believes that additional information is warranted to make a determination as to whether to proceed, or as to the appropriate Proposed Action (as described in Section 7, below). If the Assistant Fire Chief decides not to refer the case to the DIB, he or she shall refer the matter directly to a Battalion Fire Chief (BFC) Conference, a Deputy Fire Chief (DFC) Conference, or a Trial Board, as provided in Section 13 below, based on a consideration of the nature of the offense, the member's prior disciplinary history and any other relevant aggravating or mitigating factors. In the case of a BFC conference, the matter shall not be referred to the BFC who is in the direct chain of command of the member.

**Section 5. Disciplinary Investigation Board (Uniformed Members Only):**

The Disciplinary Investigation Board (DIB) shall:

1. Be appointed by and serve at the pleasure of the Fire/EMS Chief.
2. Be composed of three (3) captains who will serve a term of 18 months. When a member attains 18 months service they would be relieved, thereby retaining members with 12 and 6 months service. The member with 6 months remaining would be designated chairperson. When possible, the new appointee will be a junior captain.

It shall be the duties of the DIB to:

1. Receive and review reports or other information indicating an infraction of discipline or violation of law, rule, regulation, provisions of the Department's Order Book or improper procedure by officers and uniformed members of the Department.
2. Investigate each case received if required.
3. Determine whether the interest of the public or the Department is best served by requiring an action against the accused.
4. Submit a written report and F&EMSD Form 2.2 to the Assistant Fire Chief, recommending one (1) of the following:
  - a. Trial Board (Suspension of 120 duty hours or more, including termination.)
  - b. Deputy Fire Chief Conference (Suspension of more than 72 duty hours, but less than 120 duty hours.)
  - c. Battalion Fire Chief Conference (Reprimand to a suspension of 72 duty hours.)
  - d. No further action.
  - e. Other.

The operational procedures of the DIB shall be:

1. The chairperson of the DIB shall schedule the pick-up (and distribution to members of the DIB) of disciplinary cases on a weekly basis, or more often, if necessary.
2. The member assigned to the case(s) shall:
  - a. Distribute copies of all reports and information to other members of the Board and to the Office of Compliance (documents of arrest, court findings, etc.).
  - b. Be responsible for the complete investigation of the case and have all requests for additional information by other Board members directed to them.
  - c. Make a file folder, if one does not already exist, on each case for the DIB records. Submit one (1) F&EMSD Form 2 ("Initial Written Notice") on each case to the

- Office of Compliance.
- d. Receive recommendations from other Board members before final disposition of the case.
  - e. Prepare a summary of the DIB investigation and an F&EMSD Form 2.2 (DIB Recommendation) and forward them to the Assistant Fire Chief.

The DIB shall have the authority to:

1. Interview any and all members having knowledge pertinent to a disciplinary case. The interview shall be conducted in accordance with Article 8 (Investigations and Supervisory Questioning), of the Collective Bargaining Agreement between Local 36, IAFF, and the Department. An F&EMSD Form 2.1 (Notification of DIB Interview) shall be submitted at least seven (7) days prior to the interview.
2. Review master personnel files, and/or any other Department records if required.
3. Request written reports from any member whom the Board determines could supply additional facts concerning a case.

Members of the DIB will arrange for relief from duty through their Battalion Fire Chief or immediate supervisor for a scheduled pick-up of cases, and when necessary to attend:

1. Court hearings.
2. Court trials.
3. Arraignments.
4. Trial Boards.
5. Other procedures where the appearance of a member of the Board as a representative of the Department is warranted.

#### **Section 6. Investigation of Motor Vehicle Accidents**

Upon completion of an investigation of a motor vehicle accident by the Accident Investigation Board, the investigating official or safety official shall forward a copy of the FEMSD Form 7 (Vehicle Accident Investigation) to the Office of Compliance.

#### **Section 7. Notice of Charges**

A member shall be notified of the alleged infraction or complaint filed against him/her, in writing, within seventy-five (75) days after the alleged infraction or complaint or such time as the employer becomes aware of the alleged infraction or complaint. This notification shall be referred to as the "Initial Written Notification." The member shall verify his receipt of the

notification, and all reports related to the incident shall be made available to him/her upon request.

Within 60 days of the receipt of the Initial Written Notification the member shall be notified of the type of Departmental action that will be pursued. This notification shall be referred to as the "Proposed Action." The proposed action shall provide for the range of discipline being considered by stating the type of Conference or Trial Board available to the employee. It shall also inform the member of the following:

1. The specific reasons for the proposed action;
2. The right to challenge the Proposed Action by notifying the Fire/EMS Chief, in writing, within ten (10) days of the Department's issuance of the Proposed Action. This challenge shall initiate a Battalion or Deputy Fire Chief's Conference or a Trial Board, as applicable to the proposed discipline;
3. The right to receive a copy of all materials upon which the proposed action is based and the name of the person from whom the material may be obtained;
4. The right to be represented in the Conference if the member wishes to be so represented, and the representative agrees to so represent the member; and
5. The right to respond which includes the right to present an oral and/or written response, witness statements, affidavits or documents or any other form or depiction of information.

The Initial Written Notification and the Proposed Action shall be issued by officers at the rank of Battalion Fire Chief and above. Challenges of Proposed Actions in which the maximum penalty that may be imposed does not exceed a 72 duty-hour suspension shall be heard at a Battalion Fire

Chief Conference. Such cases shall include, but not be limited to, charges of the following infractions:

- Late for duty up to three times;
- Discourteous to other members or to citizens;
- Uniform violations;
- AWOL, not exceeding 12 hours;
- Missing a run;
- At fault for a minor accident;
- Other minor violations of duties and responsibilities, e.g., missing a clinic appointment or training class.

Challenges of Proposed Actions in which the maximum penalty that may be imposed is greater than a 72 duty-hour suspension but less than a 120 duty-hour suspension shall be heard at a

Deputy Fire Chief Conference. Such cases shall include, but not be limited to, charges of the following infractions:

- Late for duty more than 3 times;
- Conduct unbecoming an officer;
- AWOL for more than 12 hours;
- At fault for a major accident;
- Insubordination;
- Other serious violations of duties and responsibilities;
- More than 3 infractions of the same offense within a 3-year period.

The member shall acknowledge receipt of all notices by signing and printing his or her name as indicated. This signature is not an admission of guilt. If the member refuses to acknowledge receipt of the notice, the official serving said notice shall state this on the signature page of the acknowledgment. In addition, this page shall contain the signature of the official serving, the date the notice was served, and the signature of the witness to the service.

If the member is not in a duty status, all notices shall be sent to the member's last known address by courier, or by certified or registered mail, return receipt requested. The first day of the notice period shall be the day following the date on which service is made to the member, either in person, by courier, or by certified or registered mail, or the date on which service was attempted and refused.

In the case of criminal charges against a member, all proceedings other than issuance of the Initial Written Notification may be tolled by the Department until completion of the criminal process.

**Section 8. Penalties:**

A. All penalties involving loss of time or pay shall be expressed in terms of the number of duty hours involved.

[B. **Douglas Factor Considerations** Any appropriate remedy from reprimand to removal may be selected. Consideration shall be given to any mitigating or aggravating circumstances that have been determined to exist, to such extent and with such weight as is deemed appropriate. A number of factors that are relevant for consideration in determining the appropriateness of a penalty are known as the "Douglas Factors". While the following list is not purported to be exhaustive, these are factors that, if relevant, may be considered:]

1. The nature and seriousness of the offense and its relation to the member's position, duties and responsibilities, including whether the offense was intentional, technical or inadvertent, or was committed maliciously or for gain, or was frequently repeated.



2. The member's job level, type of employment, contacts with the public and the prominence of the position.
3. The member's past work record, including length of service, performance on the job, dependability, and ability to get along with fellow co-workers.
4. The effect of the offense upon the member's ability to perform at a satisfactory level and its effect upon the supervisor's confidence in the member's ability to perform assigned duties.
5. The consistency of the penalty with those imposed upon other members over the preceding three (3) years for the same or a similar offense.
6. The member's past disciplinary record over the preceding three (3) years. Corrective and adverse actions may be considered for three (3) years following their effective dates and admonitions may be considered for three (3) years following the date of issuance.
7. Consistency of the penalty with the District Personnel Manual Chapter 16 Table of Appropriate Penalties.
8. [The notoriety of the offense, or its impact on the Department.]
9. The clarity with which the member was on notice of any rules that were violated in committing the offense, or had been warned about the conduct in question.
10. The potential for the member's rehabilitation.
11. Any mitigating circumstances surrounding the offense such as unusual job tensions, personality problems, mental impairment, harassment, bad faith, malice or provocation on the part of others involved in the matter.
12. The adequacy and effectiveness of alternative sanctions to deter such conduct in the future by the member or others.

[Not all twelve (12) "Douglas Factors" are pertinent in every case. Mitigating factors may weigh in the employee's favor resulting in a lesser penalty, while aggravating factors may weigh against the employee resulting in a harsher penalty. Deciding officials must balance the relevant factors in each individual case to determine an appropriate penalty.

**Douglas Factor No. 5 (Article VII, § 8(B)(5)): Protective Order Issuance Mandatory** — Discipline files of District of Columbia employees are both private and confidential, and the Department is prohibited from disclosing these files absent either employee consent or a court order. Whenever the Department determines that a member's record request — whether made in conjunction with Douglas Factor No. 5 or any other aspect of disciplinary proceedings — would necessitate the exchange of a co-worker's discipline file, the Department's Protective Order (Form 3.3) must first be signed by the Trial Board Chairperson. The Form 3.3 may not be modified or amended, and no co-worker discipline records may be exchanged beyond the 3-year period recited in Article VII, § 8(B)(5). Any employee who violates the Protective Order will be subject to disciplinary action.]

**Section 9. Battalion Fire Chief Conference:**

The Battalion Fire Chief shall review the proposed action and schedule a conference to hear the member's answer to the proposed action, if there is one. Reasonable notice of the time and place of the conference shall be provided to the Union. If, at any time, the member chooses to be represented in the Conference, the representative (if willing to represent the member) must be present before the conference may proceed.

The Battalion Chief is authorized to negotiate a settlement agreement. Any negotiated settlement must be transmitted up the chain of command through the appropriate Assistant Fire Chief to the Fire/EMS Chief. If the Fire/EMS Chief disapproves the settlement, the BFC shall proceed with the formal disciplinary process.

Extensions of time in which to respond shall be granted by the Battalion Fire Chief for good cause. Any statements made in the conference (including but not limited to any proposed penalty, settlement or resolution of the matter) shall not be used as a precedent in any future cases. Nontraditional penalties including transfer, reassignment and change of days off are specifically permitted under this Section if the affected member agrees to the penalty.

The Battalion Fire Chief shall notify the member in writing of the decision in the case, including the penalty (if any) imposed. Upon delivery of the final decision, the Battalion Fire Chief shall make five copies. The officer shall retain a copy and shall distribute 1 copy to the Company Officer, and one copy to the Union. The remaining copies, along with the case file, shall be forwarded to the Office of Compliance.

The affected member shall have the right to appeal the Battalion Fire Chief's decision within fifteen (15) calendar days of receipt of the final decision to the appropriate Assistant Fire Chief who may approve the action, reduce the penalty or dismiss the case.

The member may also appeal the Assistant Fire Chief's decision within fifteen (15) calendar days of receipt to the Fire/EMS Chief or his designee, who may adopt either the Battalion Fire Chief's or Assistant Fire Chief's action, reduce the penalty issued by the Assistant Fire Chief or dismiss the case. The decision of the Fire/EMS Chief or his designee to deny the appeal, in whole or in part, shall be the final administrative decision and shall not be subject to further administrative appeal. Failure by the Fire/EMS Chief to respond to the appeal within sixty (60) calendar days shall constitute a denial of the appeal.

**Section 10. Deputy Fire Chief Conference:**

The Deputy Fire Chief shall review the proposed action and schedule a conference to hear the member's answer to the proposed action, if there is one. Reasonable notice of the time and place of the conference shall be provided to the Union. Extensions of time in which to respond shall be granted by the Deputy Fire Chief for good cause. Any statements made in the conference (including but not limited to any proposed penalty, settlement or resolution of the matter) shall not be used as a precedent in any future cases. Nontraditional penalties including transfer or reassignment (within the Agency) and change of days off are specifically permitted under this

Section. If at any time, the member chooses to be represented in the Conference, the representative (if willing to represent the member) must be present before the disciplinary conference may proceed. The Deputy Fire Chief is authorized to negotiate a settlement agreement. Any negotiated settlement must be transmitted up the chain of command through the appropriate Assistant Fire Chief to the Fire/EMS Chief. If the Fire/EMS Chief disapproves the settlement, the DFC shall proceed with the formal disciplinary process.

The Deputy Fire Chief shall notify the member in writing of the decision in the case, including the penalty (if any) imposed. Upon delivery of the final decision, the Deputy Fire Chief shall make six copies. The officer shall retain a copy and distribute 1 copy to the Battalion Fire Chief's office, 1 copy to the Company Officer, and 1 copy to the Union.

The remaining copies, along with the case file, shall be forwarded to the Office of Compliance.

The affected member shall have the right to appeal the Deputy Fire Chief's decision to a Trial Board constituted pursuant to Section 11 of this Article within fifteen (15) calendar days of receipt of the decision. The Trial Board shall recommend to the Fire/EMS Chief or his/her designee, approval of the Deputy Fire Chief's decision, modification of (but not an increase in) the penalty or dismissal of the case. The Trial Board may either hold a hearing or may make a decision based on the evidence submitted at the Deputy Fire Chief's conference. Should the Trial Board decline to conduct a hearing, management or the member may provide the Trial Board with written arguments.

#### **Section 11. Fire Trial Boards - Composition, Function, Powers:**

The functions and powers of Fire Trial Boards shall be set forth in Reorganization Order No. 39 (June 18, 1953) as amended.

All cases in which a member is charged with an infraction for which the penalty that may be imposed is termination, demotion or a 120 duty-hour suspension or greater shall be submitted to a Trial Board. The appropriate Assistant Fire Chief shall forward a request for adverse action, along with a copy of the supporting documentation, to the Office of Compliance. The Office of Compliance shall prepare the Initial Written Notification and the Proposed Action for signature by the appropriate Assistant Fire Chief. The affected member shall be notified in writing of the date to appear before the Trial Board. The Trial Board hearing shall begin within 180 days of the member's receipt of the Initial Written Notification.

A member may request a postponement or continuance of the Trial Board Hearing. Such a request must be in writing and include the number of days needed. The 180-day time limit shall automatically be extended by the length of the postponement or continuance granted by the Department.

The Trial Board shall consist of two (2) battalion fire chiefs and two (2) captains. In selecting members of a Trial Board from members of the Bargaining Unit, the Fire/EMS Chief shall have complete discretion in selecting the members of the Trial Board, and to determine the length of

time that appointees serve on Trial Boards, subject to the right of an affected employee to challenge any member of the Trial Board pursuant to Article VII, Section 17 of the Department Rules and Regulations, provided, that captains appointed to the Trial Board shall be selected and shall rotate in accordance with the previously established procedures. Captains may serve for a period of 30 to 90 days, as determined by the Fire/EMS Chief and no Captain who is a member of the Executive Board of Local 36 shall serve on a Trial Board.

The Fire Trial Board Chairperson is responsible for ensuring that Trial Board decisions are issued in a timely manner and that decisions are grammatically correct, free of typographical errors, and based on evidence produced at the Trial Board. Chairpersons who need assistance on preparing the decision are instructed to contact the Office of Compliance for guidance. Decisions are due in the Compliance Office within 14 calendars of the completion of the Trial Board hearing. If the Chairperson needs additional time, he or she is required to request an extension, in writing, from the Operations Chief before the due date. The Operations Chief may grant an extension for good cause shown. Chairpersons who fail to adhere to these instructions may be subject to disciplinary action. This provision is intended to promote administrative efficiency and is not intended to convey any substantial rights to the employee.

Non-traditional penalties including transfer or reassignment (within the Agency) and change of days off are specifically permitted under this Section.

When a case is brought before the Trial Board, the Trial Board shall make a determination as to the guilt or innocence of the member and recommend an appropriate penalty. The Trial Board's recommendation is then sent to the Fire/EMS Chief for review. Upon receipt of the Trial Board's recommendation, the Fire/EMS Chief shall either adopt the penalty (if any) recommended by the Trial Board, reduce the penalty, or dismiss the case. The decision of the Fire/EMS Chief in this instance may only be appealed to the OEA and shall be based solely on the record established by the Trial Board. The Fire/EMS Chief is authorized to negotiate a settlement agreement at any time before the final decision is issued.

If a case arises when the Trial Board cannot reach a consensus or majority decision and is unable to render a decision, the Trial Board will notify the Assistant Fire Chief (AFC) who will intervene to facilitate. After deliberation with the AFC, the Trial Board shall render a decision, adopting the AFC's recommendation if a dispute continues to exist. Upon receipt of the Board's recommendation, the Fire/EMS Chief shall either adopt the penalty (if any) recommended by the Board, modify (but not increase) the penalty, or dismiss the case. In cases of termination so resolved through the intervention of the Assistant Fire Chief, upon a final decision by the Fire/EMS Chief, if the member or union is dissatisfied with such decision, the member or the Union may either appeal the matter to the Office of Employee Appeals, or submit the dispute to arbitration by notifying the Fire/EMS Chief pursuant to the grievance and arbitration provisions in the collective bargaining agreement between Local 36 and the Department. In any such arbitration, the Department shall be required to establish that termination was for cause.

Except as provided above, a member may appeal the decision of the Fire/EMS Chief only to the Office of Employee Appeals, as permissible and in accordance with that Office's Rules and

Regulations. Appeals of decisions premised upon Trial Board recommendations shall be based solely on the record established in the Trial Board hearing. The filing of an appeal under this paragraph shall not stay the implementation of the Fire/EMS Chief's decision.

**[Section 12. Appeal of Adverse Actions:**

The affected member may appeal an adverse action to the District of Columbia Office of Employee Appeals. Appeals of decisions premised upon Trial Board recommendations shall be based solely on the record established in the Trial Board hearing. In cases of termination resolved through the intervention of the Assistant Fire Chief as described in Section 11, the affected member or union may submit the dispute to arbitration by notifying the Fire/EMS Chief pursuant to the grievance and arbitration provisions in the collective bargaining agreement.

A member shall be deemed to have elected his or her remedy when he or she files a disciplinary grievance or an appeal.

An appeal or grievance of a decision issued by the Fire/EMS Chief shall not stay the implementation of the proposed action.

Members outside the Bargaining Unit who were appointed before December 3, 1980, shall appeal the Fire/EMS Chief's decision to the Mayor.

Members outside the Bargaining Unit who were appointed after December 3, 1980, shall appeal the Fire/EMS Chief's decision in accordance with this Section.

**Section 13. Suspensions:**

A member who is insubordinate may be relieved from duty "on the spot" and placed on administrative leave for the remainder of their tour of duty. This "relief from duty" is to prevent a potentially hostile situation from escalating. The member so relieved shall return to duty on their next regularly scheduled tour. If this is not practicable, administrative leave may be extended at the discretion of the appropriate Assistant Fire Chief.

The official who places the member on administrative leave shall immediately prepare a Special Report addressed to the appropriate Assistant Fire Chief stating full particulars and citing the appropriate violation(s) of either the Order Book or Rules and Regulations and the proper cause(s) listed in Section 1603, Chapter 16, of the District Personnel Manual.

**Section 14. Enforced Leave:**

Pursuant to D.C. Official Code § 1-617.54, civilian and uniformed members may be placed on "Enforced Leave" by order of the appropriate Assistant Fire Chief under the following conditions:

1. A determination is made that the member used fraud in securing his/her appointment or that he/she falsified official records;
2. The member has been indicted on, arrested for, or convicted of a felony charge (including conviction following a plea of no contest); or
3. The member has been indicted on, arrested for, or convicted of any crime (including conviction following a plea of no contest) that bears a relationship to his/her position.

Prior to being placed on enforced leave, the member shall be placed on administrative leave for a period of five workdays, followed by enforced annual leave, then compensatory time which is recorded on time and attendance records, and finally, leave without pay. The five-day period of administrative leave begins on the first workday immediately following the day on which the member was placed on administrative leave.

The member shall remain in enforced leave status until such time as a disciplinary action is completed or a determination is made that no such action will be taken.

During the five-day period of administrative leave, the member shall be provided with a written notice of the proposed action to enforce leave. To ensure receipt within the 5 day period, the initial delivery of notice may be accomplished either in person or by reading the notice to the member over the telephone prior to actual delivery of the written notice. The person reading the notice shall make a journal entry to document the fact that an oral notice was given to the member.

The Assistant Fire Chief shall forward a request for enforced leave, along with a copy of supporting documentation, such as arrest reports, to the Office of Compliance. The Office of Compliance shall prepare the written notice for signature by the Assistant Fire Chief. The written notice shall be prepared in accordance with the Enforced Leave provisions of Chapter 16 of the District Personnel Manual.

Within the 5-day administrative leave period, the member may respond to the proposal to place him or her on enforced leave. This response must be made by the end of the first workday immediately following the day on which initial delivery of the notice was made. [The Assistant Fire Chief will consider the member's explanation, if any, and statements of any witnesses prior to issuing a written decision. If a determination is made to place the member on enforced leave, the decision letter shall be prepared by the Office of Compliance for signature by the Assistant Fire Chief. The notice shall inform the member of his or her placement on enforced leave, the date the leave is to commence, and his or her right to appeal the action within 10 days of receipt

of the written decision letter. The notice shall also inform the member that if the enforced leave lasts 10 or more days, he or she has the right to file an appeal with the Office of Employee Appeals within 30 days of the effective date of the appealed agency action. The enforced leave shall begin on the first business day following the completion of the 5-day administrative leave period.

The Assistant Fire Chief shall immediately institute disciplinary action against any member placed on enforced leave, except that the disciplinary action may be held in abeyance while criminal proceedings are pending. If no disciplinary action is taken against the employee, or if a decision is made to dismiss the disciplinary action against the employee, any annual leave, compensatory time, or pay lost as a result of this action shall be restored retroactively. If the final decision is to suspend the member for any period of time, any pay, annual leave or compensatory time lost as a result of the enforced leave shall be restored to the member to the extent that this loss exceeds the penalty imposed by the final decision. If disciplinary action results in removal, the member shall not be entitled to restored leave, compensatory time, or pay.

For the purposes of this section, "work day" is defined as follows for all Divisions: A work day shall be the same as a business day, i.e., Monday through Friday, excluding Saturdays, Sundays, and Legal Holidays.

NOTE: The total hours for which a member will be placed on administrative leave will vary according to his/her assignment, as will the total number of hours the member will be charged while on enforced leave.

### **Section 15. Suspected Intoxication - Alcohol Or Drugs:**

When a member of the Department clearly exhibits erratic behavior consistent with intoxication, giving the on-duty company officer probable cause to believe that the member is under the influence of alcohol or drugs to the extent that their physical and mental faculties are affected and their judgment is impaired, the on-duty company officer shall:

1. Temporarily relieve the member from duty.
2. Order them to submit to the necessary tests to determine their physical and/or mental condition.

If they refuse:

1. Notify them that they are in violation of a direct order and this could lead to disciplinary action.
2. Keep them under as close observation as the service permits.
3. Contact a member of the Police and Fire Clinic and request them to make an examination of the member in quarters, and if this is not practical, be guided by the doctor's advice.

4. Place the company out-of-service.
5. Notify the Battalion Fire Chief.

If they agree to take the test:

1. Contact a member of the Police and Fire Clinic and be guided by the doctor's advice.
2. Place the company out-of-service.
3. Notify the Battalion Fire Chief.

The Battalion Fire Chief shall:

1. Report to the quarters of the member concerned.
2. If the member refuses to take the test, await the arrival of the member of the Police and Fire Clinic.
3. If the member agrees to take the necessary tests:
  - a. If the member is suspected of alcohol intoxication, have the on-duty company officer contact the Traffic Alcohol Enforcement Unit (TAEU) of the Metropolitan Police Department to make arrangements for the member in question to be evaluated for intoxication. The TAEU may be contacted at (202) 727-4439, twenty-four (24) hours a day, seven (7) days a week.

Once arrangements have been made, transport the member to the TAEU at 501 New York Ave., N.W., for evaluation. It is essential to obtain the test results in writing.

Note: The TAEU is not equipped to do blood tests and cannot take urine samples because it lacks the capability to ensure proper "chain-of-custody".

- b. If the member is suspected of being under the influence of a drug other than alcohol, transport the member (call first), during normal hours of operation, Monday through Friday (except holidays), to the Medical Services Office (MSO) for evaluation. If the situation arises other than the times mentioned, order the member to report to the MSO at 0700 hours on the next business day for evaluation.

If the member's actions indicate that they may be in need of immediate medical attention, have the member transported to the nearest hospital emergency room.



4. If practical, return the member to the quarters of the company or office to which they were assigned at the time they were relieved from duty.
5. Direct the member to report to the MSO the morning of the second (2nd) day following the incident. When such reporting day falls on a day that the MSO is closed, the member shall report the next day thereafter that the MSO is open.

If the member is found to be physically and mentally fit, he or she will be returned to full duty.

6. Notify the MSO, at the earliest possible time, that they had a test for intoxication made on a member of the Department.
7. After the district physician has correlated the tests results with their examination of the member, ask the physician for a statement that it is their (the physician's) opinion that the member had/had not been under the influence of alcohol, or that their physical and mental faculties were/were not affected and their judgment was/was not impaired.
8. Review all reports of the case, and cite the member for infractions, if any.
9. After the examination of the member on the second (2nd) day following the incident, confer with the physician concerned as to the desirability of further visits to the MSO by the member for the purpose of the physician making a diagnosis or to determine if the member is addicted to narcotics.

#### **Section 16. Tardiness - Absence Without Leave:**

Tardiness is defined as: Any absence of up to one (1) hour from duty which has not been approved in accordance with established policy and procedures. In such cases, pay is denied for the entire period of absence. Where it is determined however, that the absence is excusable because of conditions which rendered prior approval impractical, the charge of absence without leave shall be changed to annual leave or sick leave.

The minimum charge for absence without leave (AWOL) is one (1) hour and a member shall not be allowed to perform any duties during the remaining portion of the hour for which they have been charged. For example, if a member is late or absent from their duties without permission for ten (10) minutes, they shall be placed on AWOL for one (1) hour and not be allowed to work the remaining fifty (50) minutes.

When unable to report to their place of duty at the proper time, a member shall:

1. Make every effort to contact, or cause to be contacted, their place of duty and inform the on-duty company officer/supervisor that they will be absent or tardy.

2. Give a brief explanation of the reason for the absence or tardiness.
3. Give an estimated time of arrival for duty.

When members of the Department fail to report for duty at the proper time and place, they will be subject to a charge of AWOL, and in addition, may be subject to disciplinary action.

When a member of the Department fails to report for duty at the proper time and place, the on-duty company officer shall notify the battalion commander of the absence and charge the member with being AWOL. The officer shall document the AWOL on D.C. Standard Form 1199-A, "Notification of Charge to Absence Without Official Leave (AWOL)."

**Section 17. Guidelines for the Issuance of Corrective and Adverse Actions Against Chief Officers and Civilian (DS and WG) Employees:**

**This section shall apply to fire officers above the rank of captain and to civilian employees in the career service who have passed their probationary period.**

1. Investigation

Supervisors who observe or receive reports of employee misconduct, inefficiency, or violation of laws, regulations or instructions, or any other act which appears to warrant a disciplinary action, shall, when employee counseling (F&EMSD Form 169) is deemed

inappropriate, or previous counseling has failed to correct the conduct, take the following course of action:

- a. Interview and obtain written statements of witnesses of the conduct or behavior which would appear to form the basis for a corrective or adverse action to be initiated. Interview the accused member, and if possible, obtain the member's written statement describing or explaining their actions.
- b. Prepare a complete and factual record of available information which identifies all persons, places and pertinent facts or documents. Include copies of the relevant document with the record.
- c. Identify the cause as defined in Section 2 of this Article, and recommend a proposed penalty, based on a consideration of all facts, including mitigating and aggravating factors.
- d. Forward the report to the Office of Compliance in order that the Advance Notice of Proposed Action shall be prepared and issued within ninety (90) business days from the date of the incident.

2. Preparation of Advance Notice of Proposed Disciplinary Action

a. When the proposing official is a firefighting official in the career service, the Office of Compliance shall forward the package prepared pursuant to paragraph 1 to an Assistant Fire Chief who is an at-will employee or its equivalent. The Assistant Fire Chief shall either approve or disapprove the institution of the disciplinary action and the proposed penalty. The Assistant Fire Chief's function is not to weigh the evidence. Operating on the assumption that all the alleged facts are true, the Assistant Fire Chief's function is simply to give approval (or disapproval) for the initiation of the proposed action.

b. Employees in the Management and Supervisory Service (MSS) and Excepted Service may initiate a disciplinary action without obtaining authorization from an Assistant Fire Chief.

c. The "Advance Notice of Proposed Action" shall inform the member of the following:

1. The action that is proposed and the cause for the action;
2. The specific reasons for the proposed action;
3. The right to prepare a written response, including affidavits and other documentation, within six (6) days of receipt of the advance written notice;
4. The person to whom the written response or any request is to be presented;
5. The right to review any material upon which the proposed action is based;
6. In the case of a proposed adverse action, the right to be represented by an attorney or other representative;
7. In the case of a proposed corrective action, there is no right to representation, except that members of collective bargaining units have rights to representation as set forth in the collective bargaining agreement;
8. The right to an administrative review by a hearing officer appointed by the agency head when the proposed action is a removal; and
9. The right to a written decision.

3. Representation and Administrative Leave

If in a duty status, the member against whom an adverse action has been proposed and their representative, if an employee of the District Government, is entitled to a reasonable amount of time, not to exceed ten (10) hours of administrative leave each, to prepare the member's answer.

Members being charged with corrective actions have no right to administrative leave, except that members of collective bargaining units and their representatives are entitled to administrative leave in accordance with the collective bargaining agreement.

The Fire/EMS Chief or his designee shall have the right to disallow a person chosen by the member to represent him or her if:

- a. The person is another District government employee and representation by that person conflicts with a governmental priority; or
- b. Representation by that person creates a clear conflict of interest or conflict of official position, or the person is a material witness to the facts underlying the proposed adverse action.

4. Service of the Notice

The member shall acknowledge receipt of the advance notice by signing and printing his or her name as indicated. This signature is not an admission of guilt. If the member refuses to acknowledge receipt of the notice, the official serving said notice shall state this on the signature page of the acknowledgment. In addition, this page shall contain the signature of the official serving the notice, the date the notice was served and the signature of the witness.

If the member is not in a duty status, the advance notice shall be sent to the member's last known address by courier, or by certified or registered mail, return receipt requested. The first day of the notice period shall be the day following the date on which service is made to the employee, either in person, by courier, or by certified or registered mail, or the date on which service was attempted and refused.

5. Member's Response to Notice of Proposal

The member's response shall be in writing. If the proposal is for removal, the response shall be submitted to the hearing officer, in care of the Office of Compliance. If the proposal is other than removal, the response shall be submitted to the deciding official, also in care of the Office of Compliance. The member has six days from the date of the receipt of the advanced notice to respond. The deciding official or the hearing officer may grant extensions of time at their discretion for good cause.

The right to respond shall include the right to present evidence that the member believes might affect the final decision on the proposed action. Evidence may include written statements of witnesses, affidavits, or documents or any other form or depiction of information.

6. Duties of the Hearing Officer

The member is entitled to an administrative review only in cases where the proposed penalty is removal. The administrative review will be conducted by a hearing officer. The hearing officer shall:

- a. Be appointed by the agency head;
- b. Be at DS-13 grade level and above, or equivalent;

- c. Not be in the supervisory chain of command between the proposing official and the deciding official, nor subordinate to the proposing official;
- d. Have no direct and personal knowledge (other than hearsay that does not affect impartiality) of the matters contained in the proposed removal action; and
- e. Be an attorney if an adversarial hearing is conducted. The functions of the hearing officer are similar to the functions formerly performed by the "disinterested designee" except that the hearing officer will make a recommendation based on the written record alone. A hearing will be conducted only when the Fire/EMS Chief or his/her designee makes a determination that the record is insufficient to make a determination. In all such cases where a hearing is required, the hearing shall be conducted by an attorney in accordance with DPM Instruction 16-5. The attorney shall not be the General Counsel, D.C. Fire and EMS. If needed, the Office of Compliance will consult with Office of Personnel to identify an attorney from outside the agency to serve as a hearing officer.

7. Notice of Final Decision

The deciding official, after considering the member's response, or, in the case of proposed removal, the recommendation of the hearing officer, shall promptly issue the final letter of decision. The deciding official may 1) sustain the proposed penalty; 2) reduce the proposed penalty; 3) remand the action for further consideration; or 4) dismiss the action with or without prejudice. In no event may the deciding official increase the penalty from that proposed in the Advanced Notice of Proposal. The deciding official shall issue the final letter of decision at the earliest practicable date.

The final letter of decision shall inform the member of the penalty imposed, if any, and the effective date of the penalty. If the final decision results in corrective action (suspension of less than 10 days), the final letter shall inform the employee of the right to appeal the decision through the applicable grievance procedures. Members of bargaining units shall be referred to applicable grievance procedures contained in the Collective Bargaining Agreements. Personnel who are not members of collective bargaining units shall be subject to grievance procedures as set forth in Section 1636 of the District Personnel Manual. If the final decision results in adverse action (suspension of 10 days or more), the final letter shall inform the member of his/her right to appeal the decision to the Office of Employee Appeals.

The member shall acknowledge receipt of the final decision letter by signing and printing his/her name as indicated. This signature is not an admission of guilt. If the member refuses to acknowledge receipt of the notice, the official serving said notice shall state this on the signature page of the acknowledgment. In addition, this page shall contain the signature of the official serving the notice, the date the notice was served and the signature of the witness.

If the member is not in a duty status, the notice of final decision shall be sent to the member's last known address by courier, or by certified or registered mail, return receipt requested, before the effective date of the action.

8. Selection of a Penalty

Any appropriate remedy from reprimand to removal may be selected. Consideration shall be given to any mitigating or aggravating circumstances that have been determined to exist, to such extent and with such weight as is deemed appropriate. See Section 8 of this Article for a list of factors that may be considered.

9. Summary Discipline

The Assistant Fire Chief may summarily suspend (without pay) or remove a member when the member's conduct:

- a. Threatens the integrity of government operations;
- b. Constitutes an immediate hazard to the agency, to other District employees, or to the employee; or
- c. Is detrimental to public health, safety, or welfare.

A member who is summarily suspended or removed by the Assistant Fire Chief shall immediately leave his or her duty station. Within five (5) business days of the proposed suspension or removal, the Assistant Fire Chief shall initiate a disciplinary proceeding in accordance with the requirements set forth in Section 2 through 8 of this article.

When the final decision is to dismiss the summary action or to reduce it to a lesser penalty, any pay lost as a result of the summary suspension action, to the extent that this pay loss exceeds the pay lost as a result of the final decision, shall be restored to the member.

The suspension provisions in Section 13 of this Article remain in effect.

**Section 18. Definitions:**

Definitions - reference: Disciplinary Actions.

Admonition - Any written communication from a supervisor to an employee, up to but excluding an Official Reprimand, which advises or counsels the employee about conduct or performance deficiencies, and the possibility that future violations will result in corrective or adverse action.

Adverse Action - A removal, suspension for ten days or more, or reduction in rank, grade, or pay for cause.

Appeal - An employee's written request for review and reconsideration of an imposed corrective or adverse action.

Corrective Action - An Official Reprimand or suspension of less than 10 days for cause.

Days - Consecutive calendar days, unless otherwise specified.

Division Head - Deputy Fire Chief; Deputy Director - EMSB; or any other official designated by the Fire/EMS Chief as a Division Head.

Official Reprimand - A final decision letter which is placed in the employee's Official Personnel Folder and which censures an employee for cause as prescribed in Section 2 of this Article.

Supervisor - Anyone in the chain-of-command at a higher level than the involved employee.