

# Major Incident Plan



Emergency Operating Center

American Fork Fire Department

96 North Center American Fork, Utah 84003

801-763-3045

2017

# Major Incident Plan

## Lead Department:

The Department that has the most resources committed will take the lead unless otherwise noted below:

Major Fire	Fire Department	Terrorists	Police Department
Haz-Materials	Fire Department	Major Crime	Police Department
Mass Casualty	Fire Department	Active Shooter	Police Department
Earthquake	Fire Department	Bombing	Police Department
Flood/Weather	Public Utilities	Mass Gathering	Police Department

## Event Type:

### **Multiple Incidents/Mass Disaster:**

**Area command will be used when there are several separate incidents within the city. During these events Operations will be located in the EOC with each separate incident being managed by an appropriate IC structure.**

### **Major Single Incident:**

**During a major single incident, Operations will be located on scene with the other sections of Logistics, Planning and Finance/Admin being located in the EOC.**

## Incident Designation:

### **Type 1-3 Incidents**

Events where local and mutual aid resources can mitigate the emergency should be managed by the ICP located on scene of the emergency. Opening of the EOC during these events is optional and will depend upon the ability of the IC to manage logistics and planning without assistance.

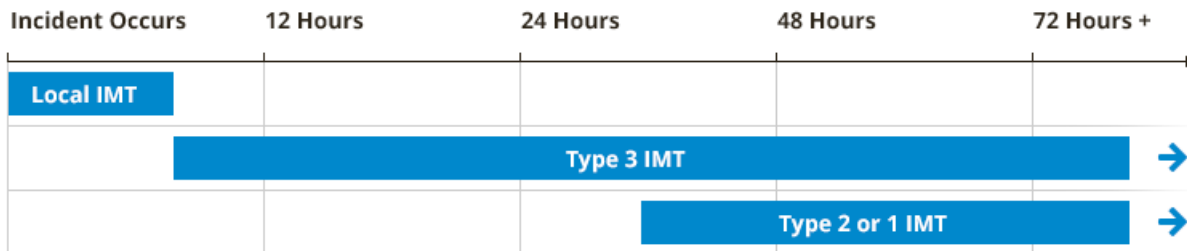
### **Type 4-5 Incidents**

If the local and mutual aid resources are not adequate to manage the incident the ICP should begin the process of opening the City Emergency Operations Center (EOC). Command should consider contacting the State Inter-local and request Incident Management Team if the event will span several days.

### **Identify Incident Priorities:**

1. Life
2. Incident Stabilization
3. Property
4. Environment

### **IMT timeline for response and operations**



## Opening the EOC and/or Dispatch

Once the determination has been made to open the EOC and Dispatch the below steps must be followed.

1. Off duty Fire Supervisors are recalled and the first qualified Captain who arrives at the EOC will be designated the EOC Manager.
2. Identify an Assistant Manager to make notifications to City staff including but not limited to the Mayor, City Administrator and all Department Heads.
3. Notify Utah County if Type I or Type II overhead team will be requested to assist in managing the incident.
4. City Staff/Department Heads will make their respective notifications as necessary to manage the incident. (*See Enclosed Contact List*)
5. Establish EOC "Check in Process": All personnel in EOC will have an assignment. EOC check in documents are located at the end of the plan.
6. Open Alternative Dispatch and ensure Radio Cache has been ordered with UCCP. Assign Dispatcher and Scribe.
7. **Identify work areas: Secure Section designations above the white boards. Identify Support Agency location on specific easels.**  
**Work areas are identified specifically as follows.**

<b>Unified Command</b>	<b>(Center of Room)</b>
<b>Operations/Logistics</b>	<b>(Front of Room)</b>
<b>Planning/Finance/Admin</b>	<b>(North of Room)</b>
<b>Support Agencies including, Red Cross, National Guard, County, State, Volunteer Coordinators, etc.</b>	<b>(South of Room)</b>
8. Provide phones, computers and office supplies for all EOC positions.
9. Turn three different monitors to different news channels.
10. Open Station 51 dispatch located in rear of EOC.
11. Contact HAM designee.
12. Communicate with Utah County EOC what time the City EOC is open.

13. Starting Incident Operational Periods at 1200 or 2400 hour is preferred.
14. At this point all requests for additional resources must be made by Logistics/EOC.
15. Communicate with County EOC that City EOC is open.
16. As additional qualified members arrive at the EOC, the following General Staff positions should be assigned: Operations, Logistics, Planning and Finance/Administration. These members will be identified as Section Chiefs and they should open and review the information in their folder including common and specific responsibilities. These members will be responsible for all areas assigned to their position. If these individuals require additional staff these requests will be made of the EOC Manager.
17. It is expected that these Section Chiefs monitor but do not interfere with the on scene operations so that they can predict and order resources that the UCP will require.
18. The City Public Information Officer (Craig Whitehead) will be designated and the Joint Information Center (JIC) will be established and opened at the City Administration Center unless otherwise indicated.
19. Emergency Support Functions (ESF) will be put into place to support Logistics.
20. As more information becomes available and needs determined, the Mayor or his designee will make any necessary declarations and notifications to county and state.
21. As needed public emergency alert and social medial networks will be used to alert the public to any evacuations and important information.
22. Arrange for a Damage Survey through the State Department of Emergency Management to be completed for the City.
23. Arrange for Recovery Process through County and State.
24. A Unified Command Post (UCP) will manage events that utilize multiple agencies.
25. The Utah County Command Post (UCCP) with Radio Cache can be ordered through Utah Valley Dispatch.

# **EOC**

## **Key Positions**

As these City Administration Key Staff arrive at the EOC, the EOC Manager will assign them to their functional area.

- Mayor – Administration
- City Administrator – PIO
- Finance Director – EOC (Finance/Admin)
- Council Member – EOC (Finance/Admin)
- Public Works Director – EOC (Logistics or Planning)
- Fire Office Manager – EOC Assistant EOC Manager
- All department heads – EOC (Designated Position)
- Building Department – EOC (Logistics or Planning)
- Public Works – EOC (Logistics or Planning)
- All police – Command post
- All Fire/EMS – Command post
- Police and Fire Battalion and Shift Chiefs, Sergeants, and Lieutenants (EOC Communication)

## On Duty Member Responsibilities:

- If there is a question of station stability start and remove all apparatus from the building.
- Gather all portable radios and deliver to Station 51 Dispatch for distribution.
- Assign community survey to on-duty crews. Crews will drive their assigned area surveying the City. Emphasis will be on the survey and not to offer assistance until such time that the City is triaged. If life saving is imminent crews can engage for a short period of time to mitigate. Focus should be on high life loss occupancies, i.e. (schools, nursing homes, hospitals, assisted living, day care etc.)
  - ENGINE 51:** North of State to North City Boundary/West of East City Limits to East side of 500 East
  - AMBUALNCE 51:** North of State to North City Boundary/West of 500 East to East side of 300 West
  - AMBUALNCE 52:** North of State and Pioneer Crossing to North City Boundary/West City limits to West side of 300 West
  - AMBUALNCE 53:** South of State to South City Limits/East City limits to 100 West
  - CALL BACK ENGINE:** South of State to South City Limits/West City Limits to 100 West
- Triage/Needs will be documented and relayed to Station 51 Dispatch after survey has been completed.
- Crews will then be assigned by the EOC as to a situation.
- To ensure on duty members families and concerns are taken care of, the firefighter who relieved the on duty firefighter will ensure all immediate needs of their family and property are mitigated.

## EOC Manager Activation Process

- Report to EOC and determine power and communications capability; place backups in position as needed. (Generators, HT radios, laptop computers, runners, etc.)
- Move needed computer terminals and phones into EOC room as needed.
- Set up tables into functional work areas as identified in the plan
- As General Staff and ESR positions (city leadership and support staff) are designated and are at the EOC, insure the appropriate binder is issued to that person or team and their assignments clearly understood.
- Designate EOC Assistant Manager/Assistant
- Advise all Contacts on attached list that the EOC has been opened and that resources may be required.
- As soon as possible provide an updated ICS form 201 to Unified Command Team. Unified Command will be at the Command Post, NOT at the EOC.
- Assist with completion of ICS forms 201 through 215.
- Assist with operational briefing.
- If extended operations are called for, coordinate with logistics to provide for the support staff assigned to the EOC. (Water, food, sleeping arrangements, toilet facilities, etc.)
- Open Station 51 Dispatch and ensure all radios are on the appropriate channel.



## **Unified Command Startup Checklist**

- ❑ Ensure you have the correct tools: (IE; Command Staff Binder, work area, phones, radios, easel and pad).
- ❑ Assign the General Staff positions as personnel become available.
- ❑ As soon as possible designate an incident scribe to track the incidents major developments and mitigation efforts.
- ❑ Ensure that the other members of the unified command and general staff have the correct ICS forms and are completing them as soon as possible.
- ❑ Using ICS form 215 the Operations, Logistics and Planning Section Chiefs with the Safety Officer will determine the tactical operations for the incident.
- ❑ The initial ICS form 210 during the initial operational period is managed by the on-scene Incident Commander (IC) until the EOC is manned and ready.
- ❑ When ICS forms 210 through 215 are complete conduct the first operational briefing.
- ❑ When protracted incident duration is indicated, ensure that operational periods are started and “off hours”, shift commanders, etc are designated.

## **Liaison Officer Startup Checklist**

- Ensure you have the correct tools: (IE; Command Staff Binder, work area, phones, radios, easel and pad).
- Evaluate all of the possible cooperating and assisting agencies and create a list of each on an easel pad. Make sure the IC is advised of the agencies responding.
- Develop an incident specific contact list including cell phones and operating frequencies.
- Take part in all operational briefings.

## **Public Information Officer (PIO) Startup Checklist**

- Ensure you have the correct tools: (IE; Operations Binder, work area, phones, radios, easel and pad).
- Evaluate how media releases will occur and write the methodology on an easel pad. (IE; Emergency Alert System – EAS, Twitter, Facebook, etc.)
- At the direction of the Unified Command / Incident Commander conduct media / news releases.
- Take part in all operational briefings.

## **Safety Officer Startup Checklist**

- Ensure you have the correct tools: (IE; Operations Binder, work area, phones, radios, easel and pad).
- As soon as possible conduct a safety analysis of the branch(es) and complete ICS form 215 A (Incident Safety Analysis) and the safety message for ICS form 202 (Incident Objectives).
- Meet with the command and general staff positions to determine the tactical operations for the incident.
- Take part in all operational briefings.

## **Operations Section Chief Startup Checklist**

- ❑ Ensure you have the correct tools: (IE; Operations Binder, work area, phones, radios, easel and pad).
- ❑ As soon as possible designate an operations scribe to track the major developments and mitigation efforts
- ❑ Develop the Operations Section Organization to address the incident objectives and as soon as possible make branch and group assignments (resource, rehab, welfare, EMS, extrication, triage, treatment and transport) as well as a staging manager.
- ❑ The operations organization should be developed down to the division/group level and written on an easel pad.
- ❑ Meet with the command and general staff positions to determine the tactical operations for the incident.
- ❑ Subsequent Operational Periods should be 12 hours and begin at 1200 or 2400 hrs.

## **Logistics Section Chief Startup Checklist**

- Ensure you have the correct tools: (IE; Operations Binder, work area, phones, radios, easel and pad).
- As soon as possible designate a Logistics scribe to track the major developments and mitigation efforts
- As soon as possible assign 2 people to be the “Support” and Service” branch directors.
- The 2 branch managers must assign people to be the – supply, facilities, ground support, communications, medical and food unit leaders.
- Ensure that a Volunteer Coordinator is put in place and that all volunteers are logged in and out.
- As soon as possible complete the ICS form 205 (Incident Radio Communications Plan) and ICS form 206 (Medical Plan) an incident map with a traffic plan and staging /check-in points.
- Request the needed resources on a “Resource Order Form”.
- Meet the command and general staff positions to determine the tactical operations for the incident.
- Ensure that the appropriate delegations of authority are in place for all financial matters relating to procurement.
- With EOC managers assistance put into place the Emergency Support Functions (ESF)’s as needed.
- Subsequent Operational Periods should be 12 hours and begin at 1200 or 2400 hrs.

## **Planning Section Chief Startup Checklist**

- Ensure you have the correct tools: (IE; Operations Binder, work area, phones, radios, easel and pad).
- As soon as possible designate a Planning scribe to track the major developments and mitigation efforts.
- As soon as possible assign the – Resource, Situation Status, Documentation Demobilization, and Technical Unit leaders.
- Ensure Weather Report
- As soon as possible complete the ICS form 202 (Incident Objectives), ICS form 203 (Organization Assignment List) and ICS form 204 (Division Assignment List). All ICS forms will be completed by the correct unit/section and given to the Planning Section.
- Meet with the command and general staff positions to determine the tactical operations for the incident.
- Subsequent Operational Periods should be 12 hours and begin at 1200 or 2400 hrs.

## **Finance/Administration Chief Startup Section Checklist**

- Ensure you have the correct tools: (IE; Operations Binder, work area, phones, radios, easel and pad).
- As soon as possible assign the – Time, Procurement, Compensation/Claims and cost Unit leaders.
- Calculate the cost of the incident - Derived from the resources assigned to the incident, as well as a cost projection based on the additional resources ordered on the “Resource Order forms”
- Meet with the command and general staff positions to determine the tactical operations for the incident.
- Track resource orders for later reimbursement.
- Subsequent Operational Periods should be 12 hours and begin at 1200 or 2400 hrs.



## **Volunteer Coordinator**

- Ensure that all volunteers are logged in and out from the incident.
- Complete Background Check on all non-City Volunteers
- Ensure that the volunteers made available as manpower to Operations have the needed personnel protective equipment (PPE). (IE; safety goggles/glasses, N-95 mask, gloves etc.) As well as the volunteer's level of training.
- Those volunteers that do not have the PPE and training required for operations will be assigned as support personnel in safe areas.

# Radio Frequencies

## **VHF Radio Frequencies:**

155.100 MHz (AF Fire, also used by Public Works)

154.740 MHz (Tack 2)

153.950 MHz (Fire Paging)

154.860 MHz (Utah County North)

## **Amateur Radio Contacts:**

UCARES

147.34 MHz + (100.0 Hz)

147.34 MHz + (141.3 Hz), when auxiliary repeater is active.

## **LDS Stakes link to Bishop's Storehouse**

147.020 MHz + (100.0 Hz) Simplex if repeater is down.

## **Citizen Band Radio**

Channel 9 & 11

## **Family Radio**

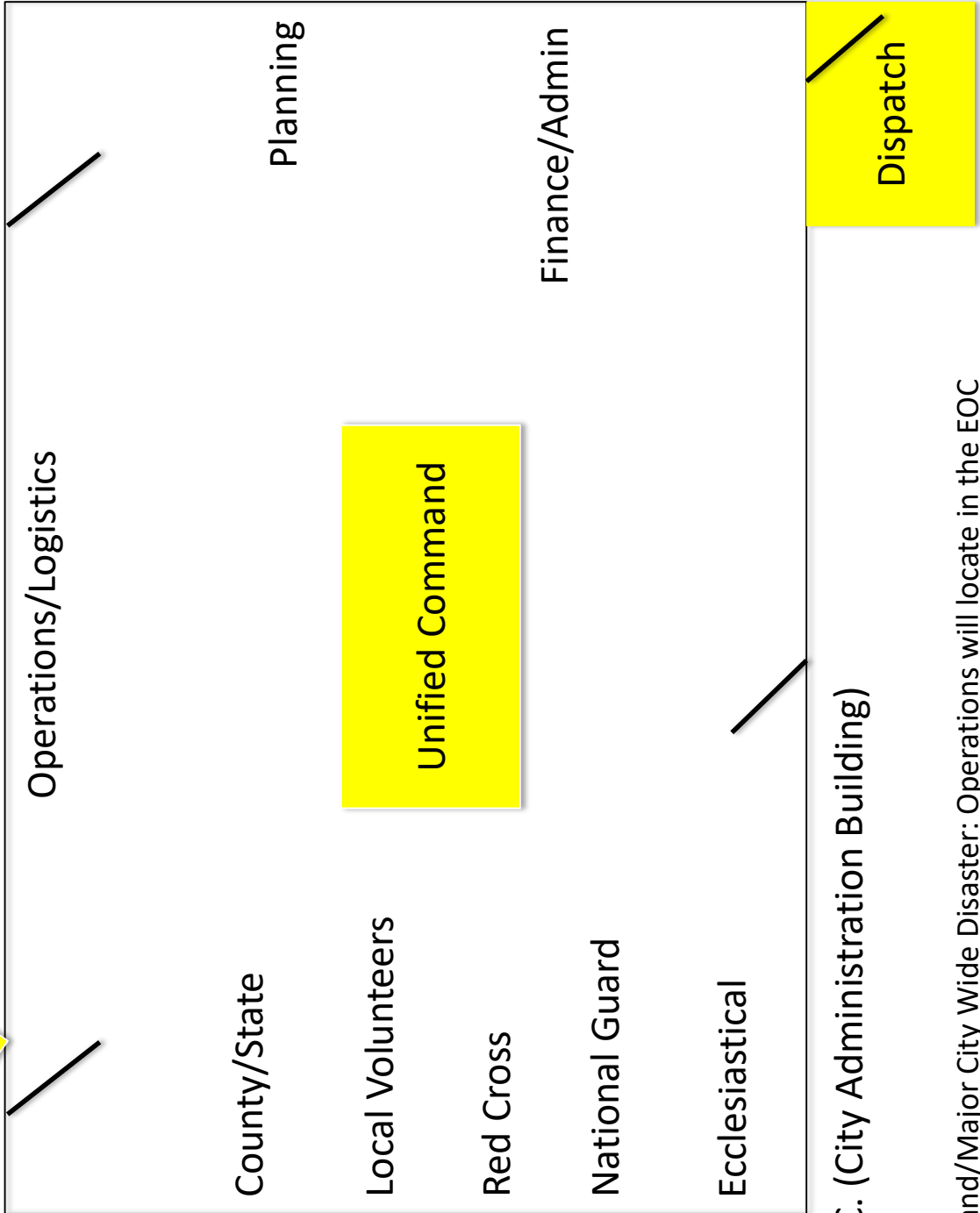
Channel 9 & 11

## **Appendix**

- A. Contact List**
- B. EOC Check-In**
- C. Room Map**
- D. Forms**
- E. Widow Self Triage**



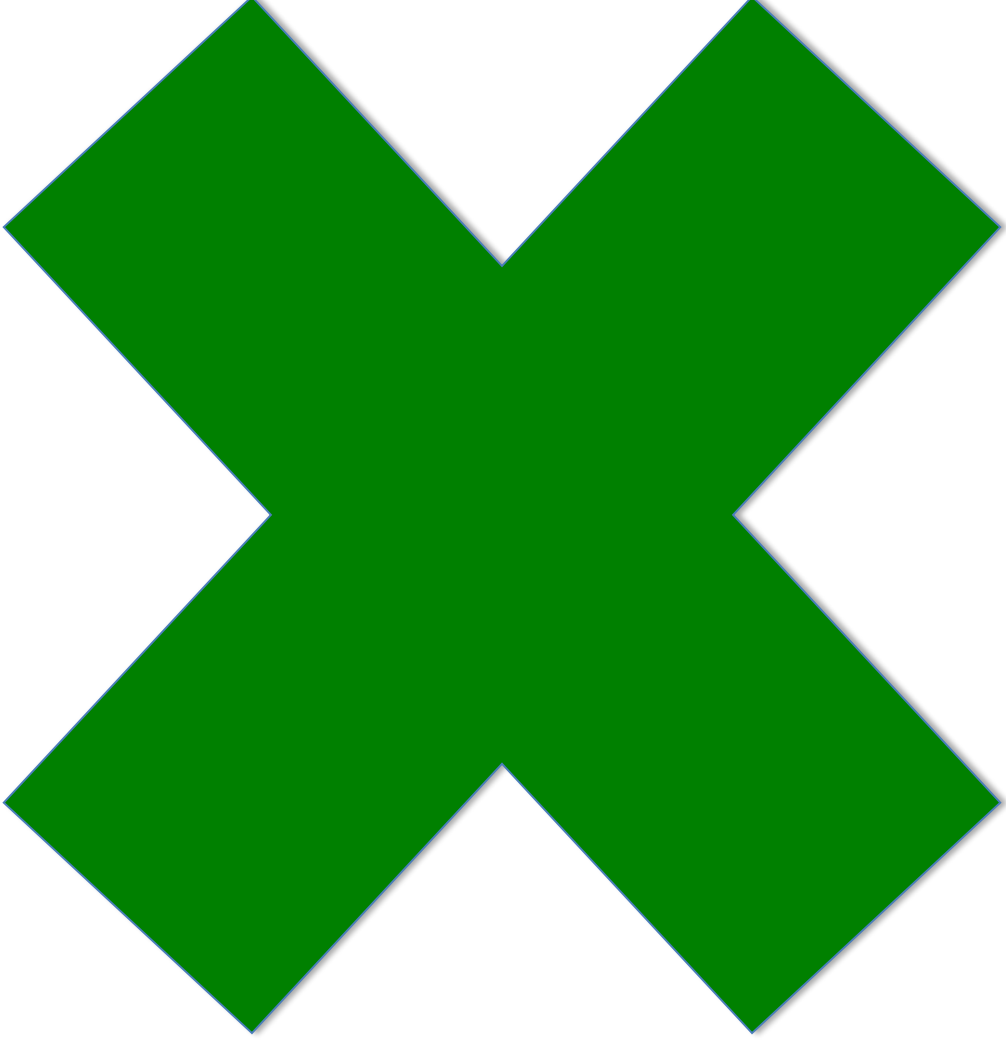
Check In



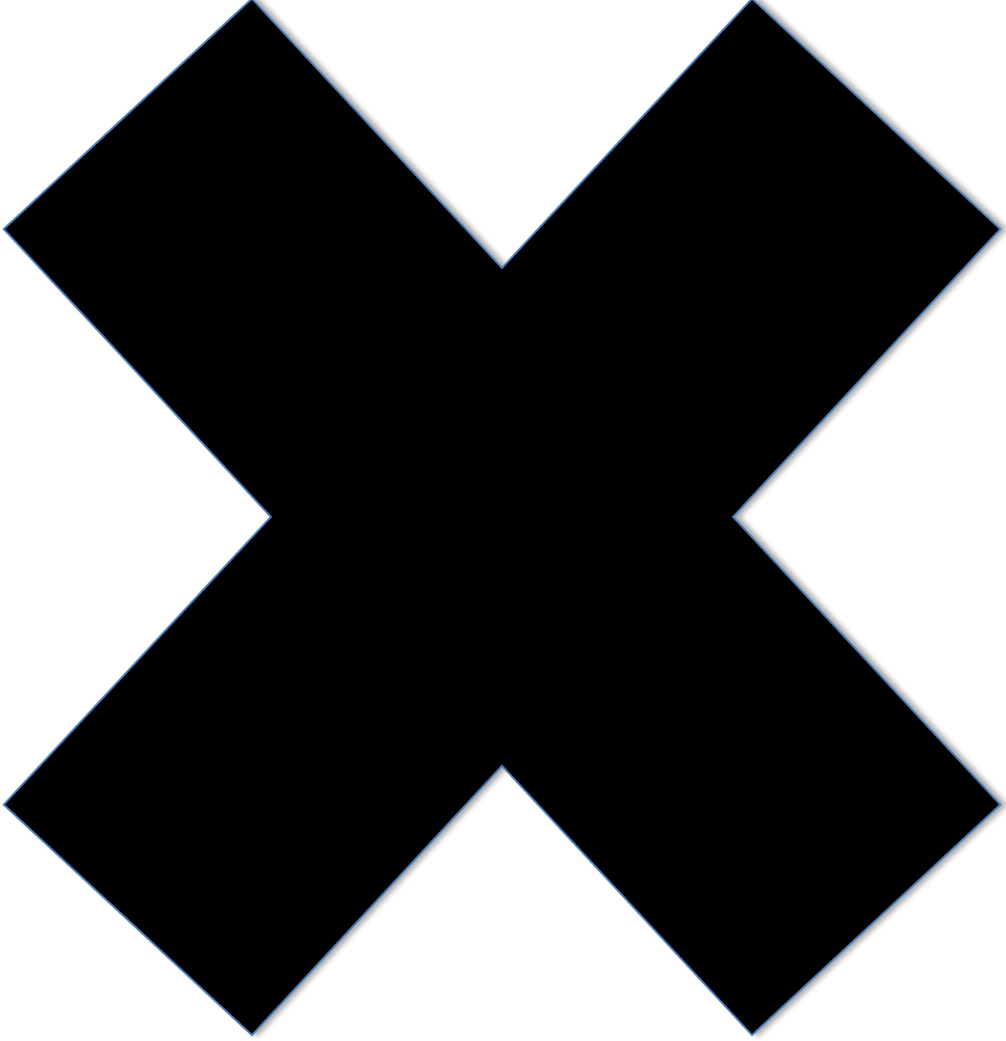
All Volunteer & Outside Agency Support

 J.I.C. (City Administration Building)

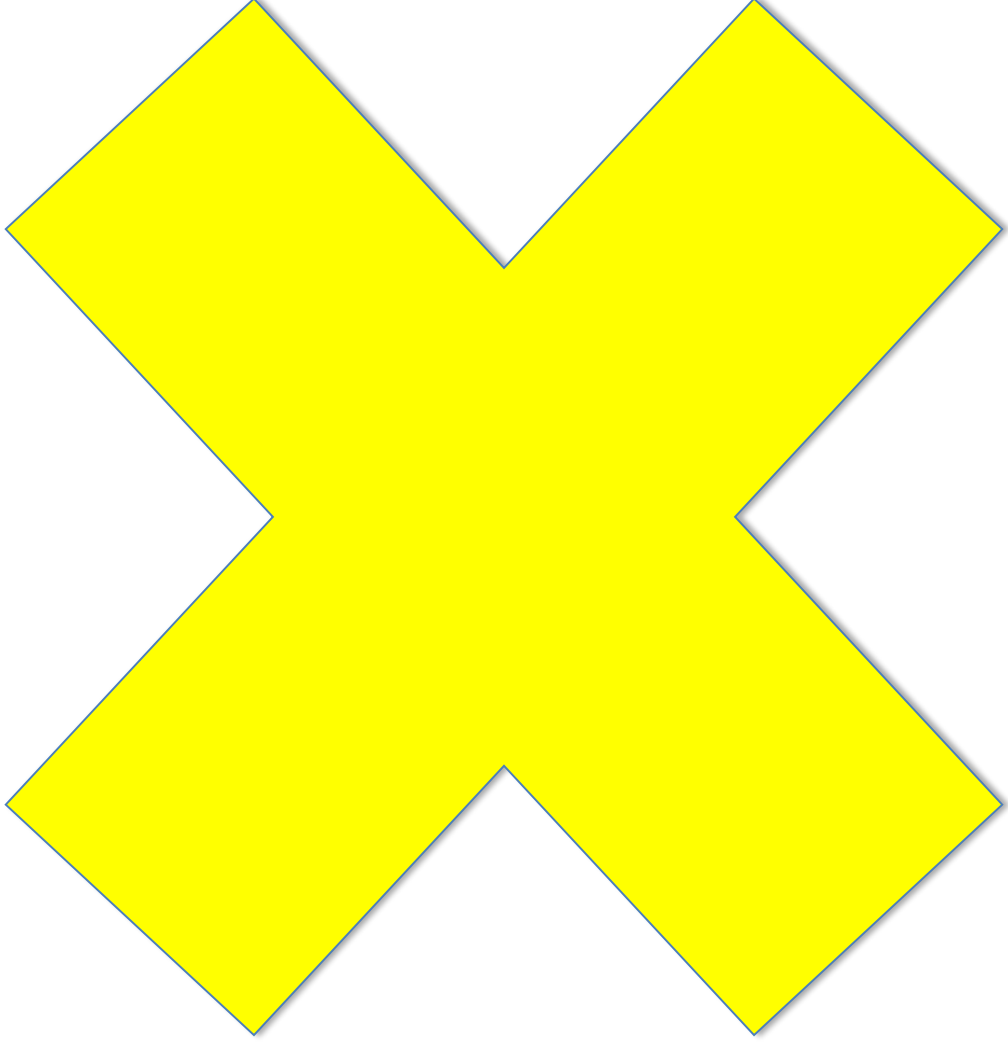
Area Command/Major City Wide Disaster: Operations will locate in the EOC  
Major Single Incident: Operations will be located at the incident.



No Assistance Needed

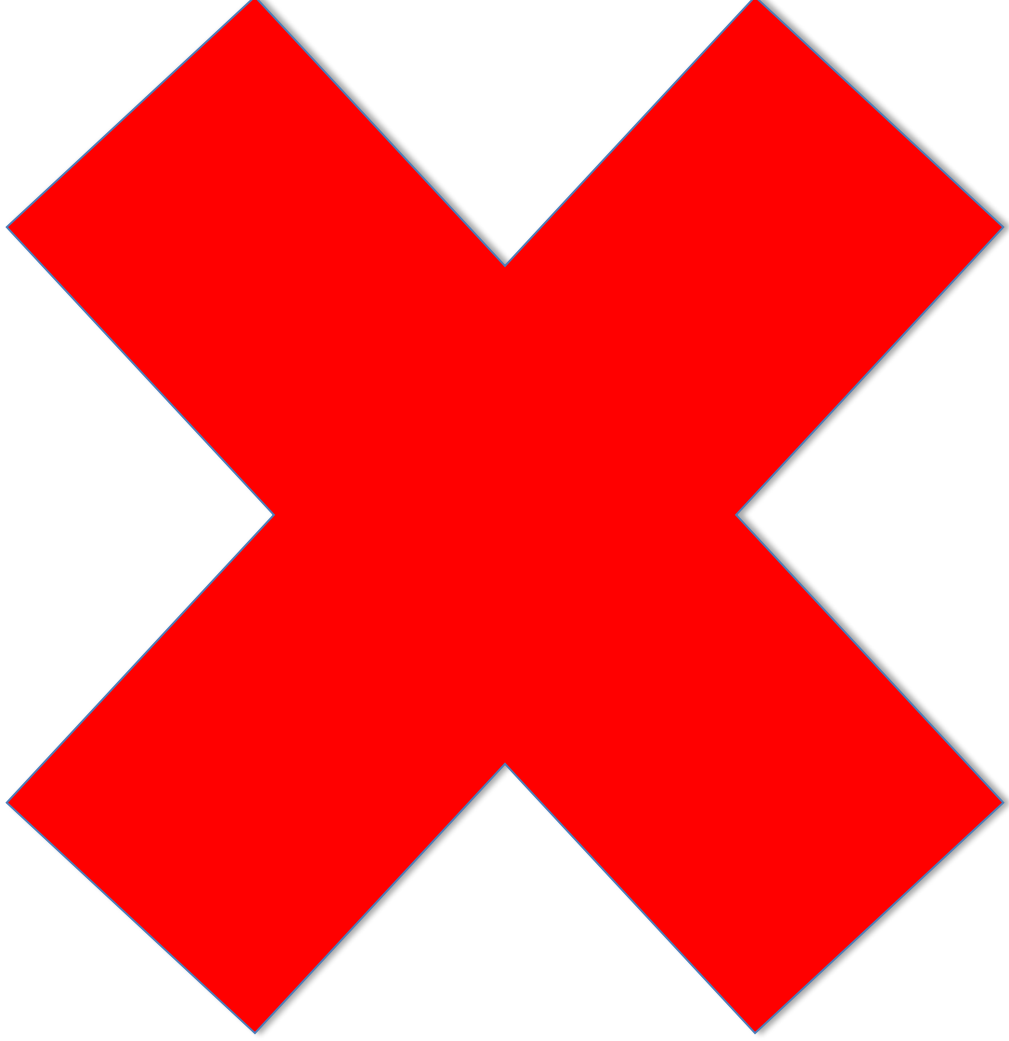


Fatality

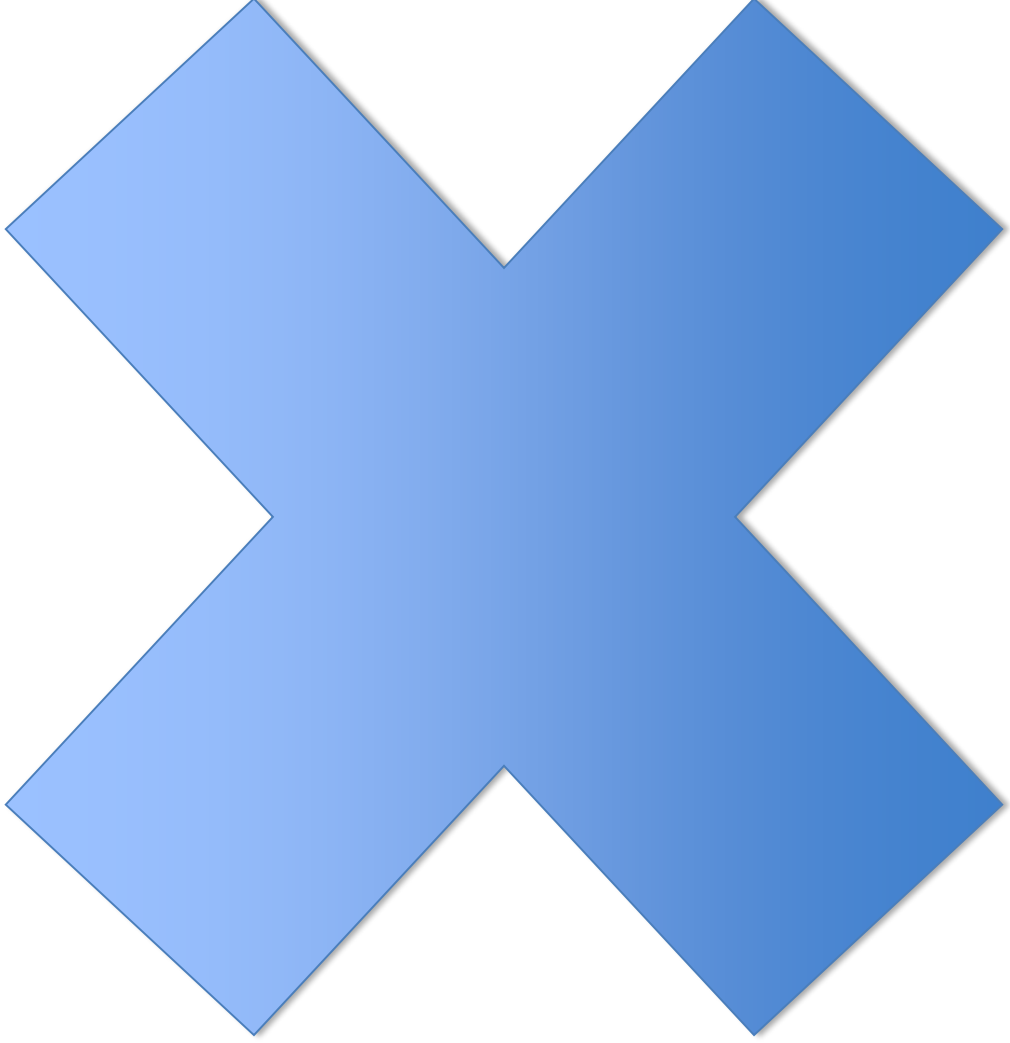


Help Needed Not Urgent





Urgent Assistance Needed



Need Medical