SAN JOSE FIRE DEPARTMENT

INCIDENT DISPATCHER TEAM

FIELD COMMUNICATIONS

<u>IDT - Major Incident Operations Plan</u>

In the event of a large field incident requiring a maximum response of IDT personnel to the field command post, and potentially also the activation of the EOC, the following IDT positions should be assigned (in descending order of priority) in order to best support incident operations through IDT functions.

1. Communications Unit: Radio

    Communications within, into, and out of the incident command post using the primary radio Command Channel of the incident. This position will assume the radio designator "__ [IC's]___ Communications." This position will work most closely with the Incident Commander, receiving and relaying messages verbally and by radio. This position will be located at the Command Radio position in either Com26 or the Battalion Chief's vehicle, or other location designated by the IC.

2. Resources Unit: Resource Status (ReStat)

    Using the T-card rack in Com26 (or, in its absence, an ICS 201 form and/or magnetic status board or other method), this position will be responsible for initially establishing and ultimately maintaining the correct and current status of all resources assigned to the incident. This position will answer to the radio designator "___[IC name]__ ReStat" (or, simply, "ReStat"). This position will work most closely with HIT29 personnel to establish the ReStat process, and with the IDT Communications Dispatcher to maintain it. As necessary the ReStat dispatcher shall contact the Operations Chief, Division Supervisors, and/or Rehab Unit Manager to verify current status of incident resources.

3. Documentation Unit

    Using either handwritten ICS forms (I-201 primarily) or computer generated ICS forms, this position will be responsible for documenting incident and resource activity for the Incident Commander. This position will answer to the radio designator "__[IC name]__ Documentation" (or, simply, "Documentation"). This position will work most closely with the IDT Radio Dispatcher to properly document (or transfer to permanent record that dispatcher's log notes) relevant incident activity and resource activity transactions. As incident activity permits, this position will also provide photo-documentation if possible [currently we are using personal digital cameras for this service].

4. Communications Unit: Phones

This position will maintain the command-post telephone position, using either the Com26 cellphone or the Battalion Chief's cellphone as the primary conduit of telephone contact between the Command Post and the Dispatch Center (and, if activated, the City EOC). This position should make the Incident Communications Telephone Number known to the Dispatcher Center and the EOC as soon as possible, and should keep the IDT Radio Dispatcher free from having to handle telephone in addition to radio traffic.

5. Communications Unit: Back-Up Radio

This position will work with and beside the primary IDT Radio Dispatcher and serve as scribe and relief to that dispatcher. It can function briefly as a Runner/Messenger but should always return and provide assistance to the primary IDT Radio Dispatcher.

6. Communications Unit: Relief/Runner

This is an extra position (or positions) that can be used to support any of the other IDT positions, most properly to ensure all Communications Unit personnel are provided the opportunity for relief and rehab. This position can also serve as a Runner/Messenger between the other positions, if not co-located, and other incident units, or can be assigned to support the Operations Chief or Branch/Division personnel (see below).

7. Communications Unit: Police DRT Liaison [if needed]

If the San Jose Police Dispatch Response Team (DRT) is working the same incident, either co-located in the same area or separated, this position will become a dedicated primary communications liaison with DRT, using either face-to-face communication, the police radio in Com26, available portable FRS radios, MDT, or other means. On the Police Radio, this position will assume the designator "Fire CP," mirroring DRT's designator of "CP."

Notes:

IDT Staffing: Most IDT responses bring between two to three dispatchers – the optimum response being one IDT dispatcher per alarm level. In-County IDT Mutual Aid can and should be used to secure a sufficient number of IDT dispatchers as demanded by incident activity. Positions should be filled as the response dictates. The senior-most IDT dispatcher may choose to combine or abandon positions if it is reasonable to do so.

Position Assumption: During most responses, IDT assignments will be coordinated by the senior-most IDT dispatcher on scene, who will serve as the incident Communications Unit Leader and will assign positions as needed. During a major incident, IDT personnel arriving should be able to assume the necessary positions in the previous order of assignment. A check-off sheet will be posted in the Comm Van and will be distributed to all IDT personnel. Arriving IDT personnel should assume the next unfilled position.

Supporting Operations Assignments: As requested/approved by the Incident Commander and if IDT staffing permits it, additional IDT personnel can be assigned to provide Radio Communications and Documentation (logging) support to the Operations Chief and/or

Branch Managers or Division Supervisors, if those positions are positioned without close proximity to hostile environments.

Situation Status Unit: Because it may require the position to access hostile environments, IDT personnel will normally not be assigned to the Situation Status (SitStat) Unit. Once HIT-29 personnel have been relieved at the Command Post by IDT, they will usually assume SitStat since they have the training and equipment to access areas IDT should not inhabit. Page 1 (Scene Sketch) of the I-201 document will most often be created by HIT29.

RACES Personnel: During some incidents we are seeing civilian RACES volunteers being activated. These volunteers can be a great resource to us. If they are activated on our incident, they should be assigned to a Logistics Radio position within the Communications Unit and included on our I214 form. Since they have their own radio network, they can communicate separately between the ICP and the EOC (or the Airport EOC) or wherever their counterparts may be located. Because of training issues, however, RACES personnel should not be used to fill any of the primary IDT positions, except that of Runner. If RACES is being used, at least one of their volunteers should be in proximity to the Communications Unit at all times. Our interaction with them will mostly be face-to-face at the ICP; although we have monitoring capabilities of their usual frequencies on the scanner in Com26.

ICS Organization: While several of our responsibilities (ReStat and Documentation) officially belong within the Plans Section in a full ICS organization, because of the nature of our support activities during incident response, we are managing then within the Communications Unit under direction of the Incident Commander. If an incident's ICS structure is expanded to include separate Plans and Logistics Sections, these positions will be properly aligned under their appropriate section and according to the proper ICS chain-of-command.

Senior-Most IDT Dispatcher: The term "senior-most IDT dispatcher" shall refer primarily to position within the Incident Dispatcher team (IDT Director, IDT Deputy Director, IDT Dispatcher) and secondarily to rank (Senior Dispatcher, Dispatcher II). In the event of a response by IDT dispatchers of the same rank, senior-most shall be determined either by seniority on the team or by agreement among the responding IDT personnel.

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