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**INTRODUCTION**

Incident Command System  
For Fire Department Operations at  
High-Rise Structure Fires

The High-Rise Structure Fire module describes an organization designed to provide effective management and control of essential functions at fires occurring in larger multi-story buildings. Such fires present significant management, logistical and safety problems. The size and complexity of the interior spaces, the enclosed nature of the hazard area, and the limited and sometimes arduous access to the fire area all contribute to the problems faced by suppression forces. The serious life hazard to occupants and firefighters, endangered by fire and smoke and presented with limited evacuation options, allows little room for error or disorganization. Additionally, most structures are equipped with various environmental, fire, and life safety systems which require support and control. The organizational structure described in this module is consistent with the standardized all-risk Incident Command System (ICS) organizational elements and operating requirements. It varies in design, however, in providing specialized positions and modifications to regular position task descriptions. These variations are designed to address the unique problems of high-rise fire incidents.

Large multi-story buildings represent a broad class of structures not all of which will meet the definition of "high-rise" as adopted by practice or fire/building code in any given jurisdiction. For simplicity and due to the general focus on tall, multi-story structures, the generic term *high-rise* is used.

Although the focus of the document is the control and support of fire suppression forces, the document recognizes the importance of coordinating incident management with responders of other disciplines and technical support personnel, such as medical, law enforcement, public works, building engineers, and system technicians. An effective incident management system must provide an integrated multi-discipline approach. The ICS model, while capitalizing on the strength of basic fireground command, provides an overall structure that allows the successful integration of multiple disciplines.

Systems, as used in this document, refer to all of the engineered elements of a structure, which serve to make it habitable by the regular occupants. Examples include water, electrical, HVAC (heating, ventilation and air conditioning), and elevators. Systems also refer to all of the alarm, communication, fire sprinkler, standpipe, smoke control, and life safety features, which may be, either separate or integrated. Buildings will present fire fighters with an endless variety of system arrangements, from minimal to extensive and complex. Recognizing the vital nature of building systems to life safety, as well as their vulnerability to the effects of fire, this ICS module specifies systems control responsibility.

The high-rise fire problem is characterized special difficulties presented by aboveground, limited access fire fighting. Organizational control, personnel accountability and safe practices are paramount concerns and are addressed by this ICS module through adherence to standard ICS command and control features, while modifying some positions and responsibilities to address the special problems. Operations at a major high-rise incident will required the significant logistical support that would characterize any major fire incident involving one hundred or more fire fighters dispersed over a large incident over many hours or days. Effective logistical support and a responsive organization are an absolute requirement for effective fire control and safe operations. ICS Logistics Section functions are emphasized and modifications to reflect the urban and vertical environment are made in the ICS module.

**Section 1 - Objectives & Scope of Plan**

**1.1 OBJECTIVES**

To ensure adequate and coordinated efforts to minimize loss of life and property through efficient utilization of fire and other resources in event of a high-rise fire.

To provide the organizational framework necessary to effectively manage mutual aid resources under a single High-Rise Incident Action Plan.

Note: This plan does not dictate or restrict the operations of any single department. Successful integration of responding personnel and resources for emergency scene operations, however, will depend on standardized training and effective leadership.

**1.2 SCOPE OF PLAN**

This plan has been prepared to provide a countywide approach to a **mutual aid** high-rise fire. The premise of this plan is that:

- Few, if any, fire departments have the resources to properly respond to a significant high-rise incident, and
- Command of large incidents should emphasize the basic tenants of the Incident Command System

The variations incorporated for high-rise incidents are described below:

**Modular Organization Development**

**INITIAL RESPONSE ORGANIZATION**

The Incident Commander who will handle all command and General Staff responsibilities manages initial response resources.

**REINFORCED RESPONSE ORGANIZATION**

The incident commander has identified the incident as having significant potential and requiring a large resource commitment. The Incident Commander will establish some key positions.

**MULTI-DIVISION ORGANIZATION**

The Incident Commander has established most Command and General Staff positions and has established a combination of divisions and groups to reflect the location and nature of the incident.

**MULTI-BRANCH ORGANIZATION**

The Incident Commander has identified a number of actual or potential specialized incident problems and has established all command and General Staff positions and has established several branches to effectively manage the problems and resources.

**Section 2 - Command Structure**

**2.0 INITIAL PRIORITY OF ASSIGNMENT - COMPANY RESOURCES**

The success or failure of fire department operations at any emergency incident depends heavily on actions that are taken by first-arriving companies. This fact is particularly true as it applies to a high-rise emergency. It has been proven through experience that initial actions taken must fall into a priority order if the operation is to progress to a successful conclusion. As part of a countywide plan for high-rise incidents, it is paramount that these key functions are clearly identified and implemented consistently for responding companies and officers.

**Designated Incident Facilities**

Two ICS incident facilities (Base and Staging) have modified functions and locations in the high-rise incident that reflect a fire location many floors above the ground and the complexity of the incident.

High-rise priority of company assignment builds on the acronym ALS Base.

- A•** Attack/Investigation Company - A company enters the lobby, obtains whatever information is available at the location, and begins an investigation. The Attack/Investigation Company is responsible for determining the nature and extent of the emergency, communicating this information, and initiating fire suppression operations.
  
- L•** Lobby & Systems Control -will be established at every high-rise incident. Utilization of this function stresses the importance of controlling access and egress as well as building systems. Lobby Control personnel should advise personnel entering the building of the:
  1. Reported location of the fire.
  2. Safe use and control of the elevators.
  3. Routes to use within the building.
  4. Any additional information.
  5. Personnel/crew personnel accountability reporting system (PAR) for all building entrances and exits.

**NOTE:** Elevators could be utilized as a means of transportation. This determination is the ultimate responsibility of the Incident Commander (IC), however the actual operational use of the elevators and safety is directed by the Lobby Control Unit Leader.

- S•** **Staging** - The high-rise incident requires that the regular concept of Staging Areas be modified. Staging should be established two or three floors below the fire floor as long as the atmosphere could be kept clear. Staging personnel are responsible for the control and dispersal of resources (personnel and equipment) that implement the Incident Action Plan. The specific changes are described fully in the Staging Area Managers' Position Description.

**BASE** • Base - at a high-rise incident resembles a ground level staging area early in the incident and provides a specific location for parking of apparatus and stockpiling of resources. The base area also becomes the first point of Resource Status/Check-in, an important element in managing the resources required for a large or escalating incident. A major fire in a high-rise building will require the Base to be expanded and to perform the functions of an Incident Base supporting large numbers of personnel. The nature of the urban/suburban environment and the ability of an agency to rotate personnel back to stations may impact the manner in which the Base functions. Base should be located away from building to provide safety from falling glass and debris.

All officers must anticipate needs and initiate requests to support tactical and support operations *prior* to the time of actual *need*. For this reason, officers involved with high-rise incidents must keep these priorities of initial company assignment in mind.

## **2.1 COMPONENTS OF THE ICS-HIGH RISE INCIDENT COMMAND SYSTEM**

The Incident Command System components, which provide the basis for effective ICS operation, do not vary in any significant manner in application to the high-rise incident. These components are:

- Common Terminology
- Modular Organization
- Integrated Communications
- Unified Command Structure
- Consolidated Action Plans
- Manageable Span-of-Control
- Pre-designated Incident Facilities
- Comprehensive Resource Management

The variations incorporated for high-rise incidents are described below.

## **2.2 MODULAR ORGANIZATION DEVELOPMENT**

The order in which the ICS organizational structure develops may vary with the type and nature of the incident. A series of examples of modular development follow which are included to illustrate a typical method of expanding the incident organization at a high-rise incident to reflect the size and complexity of the incident and the available resources at a given time in the incident.

### **INITIAL RESPONSE ORGANIZATION**

The Incident Commander who will handle all Command and General Staff responsibilities manages initial response resources.

### **REINFORCED RESPONSE ORGANIZATION**

The Incident Commander has identified the incident as having significant potential and requiring a large resource commitment. The Incident Commander will establish some key Command positions.

**MULTI-DIVISION ORGANIZATION**

The Incident Commander has established most Command and General Staff positions and has established a combination of divisions and groups to reflect the location and nature of the incident.

**MULTI-BRANCH ORGANIZATION**

The Incident Commander has identified a number of actual or potential specialized incident problems and has established all Command and General Staff positions and has established several branches to effectively manage the problems and resources.

**2.3 COMMAND RESPONSIBILITIES**

It will be the responsibility of Incident Commander to develop an organizational structure utilizing standard operating procedures as soon as possible after arrival and implementation of initial tactical control measures.

Designed on the premise that the jurisdictional authority of the involved agencies will not be compromised. Each agency having legal responsibility within its jurisdiction is assumed to have full command authority within its jurisdiction at all times. Assisting agencies will normally function under the direction of the Incident Commander appointed by the jurisdiction within which the incident occurs. The Incident Commander needs to consider the use of 2 IN/OUT rule in conjunction with the Rapid Intervention Crew (RIC) or Rapid Intervention Company (RIC).

**PRIORITY HIGH RISE FIRE INCIDENT POSITIONS (recommended order)**

- |                                      |                                |
|--------------------------------------|--------------------------------|
| 1. Attack/Investigation Company      | 8. Division/Group Supervisors  |
| 2. Rapid Intervention Crew/Company   | 9. Operations Section Chief    |
| 3. Ground Support Unit Leader        | 10. Ground Support Unit Leader |
| 4. Lobby Control/Systems Unit Leader | 11. Logistics Section Chief    |
| 5. Staging Area Manager              | 12. Planning Section Chief     |
| 6. Base Manager                      | 13. Medical Unit Leader        |
| 7. Safety Officer                    |                                |

During the initial phases of a high-rise incident, the Incident Commander will normally carry out three General Staff functions:

1. Operations
2. Planning
3. Logistics

Basic incident planning includes three levels:

1. Strategic level - Overall direction of the incident
2. Tactical level - Assigns operational objectives
3. Task level - Specific tasks assigned to companies

### STRATEGIC LEVEL

This level involves the overall command of the incident. The Incident Commander is responsible for the strategic level of the command structure. The action plan should cover all strategic responsibilities, all tactical objectives, and all support activities needed during the entire operational period. The Action Plan defines where and when resources will be assigned to the incident to control the situation. This plan is the basis for developing a command organization, assigning all resources, and establishing tactical objectives. The strategic level responsibilities include:

1. Determining the appropriate strategy
2. Establish overall incident objectives
3. Setting priorities
4. Develop an incident action plan
5. Obtaining and assigning resources
6. Predicting outcomes and planning
7. Assigning specific objectives to tactical level units
8. Providing for the safety, accountability, and welfare of personnel.

### TACTICAL LEVEL

Tactics identifies operational activities towards specific objectives. Tactical Level Officers (TLO) include Branch, Division, and Group. TLO are responsible for specific geographic areas or functions, and supervising assigned personnel. A tactical level assignment comes with the authority to make decisions and assignments, within the boundaries of the overall plan and safety conditions. The accumulated achievements of tactical objectives should accomplish the strategy as outlined in the Incident Action Plan.

When establishing a branch, division or group, the Incident Commander will assign each:

1. Tactical objectives
2. A radio designation (Roof Division, Division A)
3. The identity of resources assigned

## **2.4 TACTICAL ASSIGNMENTS FOR A MULTI-STORY INCIDENT**

In multi-story occupancies, divisions will usually be indicated by floor number (Division 6 indicates sixth floor). When operating in levels below grade, such as basements, the use of subdivisions is appropriate.

When a company is assigned from Staging to an operating division/group, the company will be told the location and the officer in charge. The division/group officer will be informed of which particular companies or units have been assigned to their control. It is then the responsibility of the division/group officer to contact the assigned company to transmit any instructions relative to the specific action requested.

Division/group officers will monitor the condition of the crews operating in their division/group. Relief crews will be requested in a manner to safeguard the safety of personnel and maintain progress toward the division/group objectives.



Division/group officers will insure an orderly and thorough reassignment of crews to Rehab. Crews must report to rehab intact to facilitate accountability.

The division/group officer must be in a position to directly supervise and monitor operations. This will require the division/group officer to be equipped with the appropriate protective clothing and equipment for their area of responsibility.

Division/group officers will be responsible for, and in control of, all assigned functions within their division/group. This requires each division/group officer to:

1. Complete objectives assigned by Command.
2. Account for all assigned personnel.
3. Ensure that operations are conducted safely.
4. Monitor work progress.
5. Redirect activities as necessary.
6. Coordinate actions with related activities and adjacent divisions/groups.
7. Monitor welfare of assigned personnel.
8. Request additional resources as needed.
9. Provide Command with essential and frequent progress reports.
10. Reallocate resources within the division/group.

The division/group officer should be readily identifiable and maintain a visible position as much as possible.

Each division/group officer will keep Command informed of conditions and progress in the sector through regular progress reports. The division/group officer must prioritize progress reports to essential information only.

## **2.5 CHECK-IN/ACCOUNTABILITY**

Recording responders' names, companies and assignments is an integral component of managing emergency incidents. Lack of a system for tracking resources on a high-rise incident can lead to emergency management problems and impact personnel safety. For these reasons a standard system shall be used to identify and account for the assignment of each member at the scene of an incident. The adopted method for personnel accountability is the "T-card" system. (ICS Form 219)

High-rise incidents are unique, requiring a number of check-in locations. Each company, or individual resource, is required to check-in at a number of locations, depending on assignment. The check-in requirements are summarized as follows:

- BASE**
- All resources assigned to the incident will check-in at BASE with **T-cards** (Personnel on initial arriving units will be accounted for by recovering T-cards from apparatus). Resources available will receive Location/Assignment from BASE. Units arriving before establishment of "check-in" shall have their T-cards sent to the Plans section.

- LOBBY** • All resources entering the building will check-in with LOBBY. Information exchanged will include **Resource Identification** (Jurisdiction and I.D. Number), **Time and Assignment** (Location/Assignment).

Examples: "Santa Clara Engine 2 to Staging."  
Lobby records – SNC E2 to Staging 1400 hrs.  
"Palo Alto B/C Leslie to Operations."  
Lobby records – PAF B/C Leslie to Operations 1401 hrs.

LOBBY will provide route of travel and additional information as necessary. They will also record anyone exiting the building and the exit time.

- STAGING** • All resources assigned to Operations are required to check-in with STAGING. Information recorded will include **Resource Identification** (Jurisdiction and I.D. Number), **Time-In, Assignment** (Location/Assignment), **Time-Out**.  
Examples: SJS E24, STAGING (1123), DIVISION 12 (1145)

Division/Group Supervisors are responsible for the accountability of assigned personnel and reporting the arrival and departure of units.

- PLANS** • PLANS gathers and records information necessary to track the situation and resource status of the incident. T-cards are retrieved from BASE or other check-in locations. 1) assigned positions (e.g. Safety Officer), or 2) assigned location (e.g. Division A) will generally account for resources.

Company integrity is a priority in the management of high-rise resources. While team tasks may differ, the company unit forms the basic building block for assignments. Once companies have been assigned as a single resource from BASE, every effort should be made to maintain company unity.

## 2.6 HIGH-RISE RADIO FREQUENCY NETWORK

Radio frequencies for high-rise incidents will normally be organized as follows:

### 1. Command Net

This net should link together Incident Command, key staff members, section chiefs, division/group supervisors.

### 2. Tactical Net

There may be several tactical nets. They may be established around agencies, departments, geographical areas, or even specific functions. The determination of how nets are set up should be a joint Planning/Operations function. The Communications Unit Leader will develop the plan. Tactical nets are to link field supervisors to the Operations Section Chief.

3. Support Net

A support net will be established primarily to handle status changing for resources as well as for support requests and certain other non-tactical or command functions. Support net links logistics positions (e.g. Lobby Control Unit Leader/Medical Unit Leader) to Logistics Section Chief. Other personnel may utilize the support as needed.

4. Ground-to-Air Net

A ground-to-air tactical net may be designated, or regular tactical nets may be used, to coordinate ground-to-air traffic. Operations Section Chief and Air Operations Branch will utilize this frequency to maintain coordination and control of all air operations.

5. Air-to-Air Net

Air-to-air nets will normally be predesignated and assigned for use at the incident for aircraft units working the incident (aircraft to aircraft).

3.0 ORGANIZATION AND OPERATIONS

The five major functional areas of the ICS: Command, Operations, Planning, Logistics, and Finance, do not change in the high-rise incident. All positions in the ICS organization applicable to a structure fire apply to the high-rise fire incident.

The positions and modifications are described in the position descriptions that follow. The major responsibilities and procedures for each are fully developed in the Position Manuals.

3.1 Modified ICS Positions

Certain existing ICS positions and functional units within the high-rise incident organization have additional or modified responsibilities that require full descriptions. These positions are Lobby Control Unit Leader, System Unit Leader, Ground Support Unit Leader, Base Manager, Staging Area Manager, Safety Officer, and Medical Unit Leader.

3.2 Specialized High-Rise ICS Positions

Because of the nature of a fire incident when confined in a tall building and the many-engineered elements of the building, two special functional units are identified and described. They are Lobby Control and Systems.

In recognition of the extreme hazards of this type of fire control operation and the difficulties in assuring firefighter accountability in interior operations, as well as the egress and ingress of building occupants, the Lobby Control Unit is established. This unit provides access control, entry accountability, routing, and movement control into and inside the structure. In the initial period of an incident, or in a less complex incident/building, or if modified by agency policy, the Lobby Control Unit may assume the functions of the Systems Control Unit as shown in the basic organization chart.

As incident escalates, dependent upon agency policy, a separate Systems Unit may be established. In recognition of the basic and specialized systems incorporated into all high-rise buildings, from electrical supply systems to smoke removal systems, the Systems Control Unit is established to operate, supervise and coordinate the vital operation of the building systems. Systems coordinates the efforts of various Technical Specialists who might be required to assist in the operation or repair of the systems.

The positions and modifications are described in the position descriptions that follow. The major responsibilities and procedures for each are fully developed in the Position Manuals.

**HIGH RISE FIRE INCIDENT POSITION  
DESCRIPTIONS AND FUNCTIONS**

**HIGH RISE INCIDENT BASE MANAGER** -The High-Rise Incident Base Manager is responsible for the management of all functions at the designated Base and Command Post locations. The High-Rise Incident Base Manager reports to the Logistics Section Chief or Support Branch Director (if established). The position within the organization differs from the standard ICS in that a Facilities Unit is not appropriate for this type of incident and the Base Manager reports directly to the Support Branch Director or Logistics Section Chief and may assume some of the responsibilities of the Facilities Unit position.

- a. Obtain briefing from Logistics Section Chief, Support Branch Director or Incident Commander. Participate in Support Branch/Logistics Section planning activities.
- b. Evaluate safety, layout, and suitability of previously selected Base location. Make recommendations regarding relocation if appropriate. Request necessary resources and personnel. Base should be located away from buildings to provide personnel safety from falling glass and debris.
- c. Establish Base layout and identify/post each function area as appropriate to the incident size and expected duration - Crew Ready Area, Equipment Pool, Rehabilitation Area, Command Post, Apparatus Parking, Restrooms.
- d. Establish "check-in" at Base, and collect "T-cards." Forward "T-cards" to Resource Unit Leader or Plans section.
- e. Provide safety, security and traffic control at Base and Command Post.
- f. Provide facility services - sanitation, lighting and clean up at Base and Command Post.
- g. Maintain accounting of resources in Base and periodically update Planning Section or Incident Command.
- h. As requested by Operations, Logistics or Incident Command, direct crews and equipment to designated locations.
- i. Secure operations and demobilize personnel as determined by the demobilization plan.
- j. Maintain Unit Log (ICS 214)

**HIGH RISE INCIDENT GROUND SUPPORT UNIT LEADER** - The Ground Support Unit Leader is responsible for providing transportation for personnel, equipment, and supplies; providing refilling of SCBA air cylinders and maintenance of SCBAs; providing fueling, service and maintenance of vehicles and portable power equipment and tools; and implementing the ground level traffic/movement plan at the incident including marking safe access routes and zones. The Ground Support Unit Leader reports to the Support Branch Director (if established) or the Logistics Section Chief.

- a. Obtain briefing from Logistics Section Chief, Support Branch Director or Incident Commander.
- b. Participate in Support Branch/Logistics Section planning activities.
- c. Implement traffic/movement plan, including ground level movement and building primary support stairs, as developed by Planning Section or Incident Commander.
- d. Post or mark ground level safe movement routes and outside safe refuge areas identified in the traffic/movement plan.
- e. Appoint personnel and activate transport services including stairwell, ground level, and general motor transport.
- f. Appoint personnel and activate fueling, maintenance and support of apparatus and portable power equipment and building plant as appropriate.
- g. Collect and maintain records of rented or reimbursable equipment use.
- h. Appoint personnel and activate SCBA air cylinder refilling, maintenance and support.
- i. Maintain inventory of support and transport vehicles, and maintenance and fuel supplies.
- j. Submit reports to Support Branch/Logistics Section or Incident Commander as directed.
- k. Secure operations and demobilize personnel as determined by the demobilization plan.
- l. Maintain unit/activity log (ICS Form 214).

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**LOBBY CONTROL UNIT LEADER** - The Lobby Control Unit Leader's primary responsibilities are: To operate a personnel/crew accounting system for all building entry and exit; control all building access points and direct personnel to correct stair/elevator or route; control and operate elevator cars; and direct building occupants and exiting personnel to proper ground level safe areas or routes. As directed by the Incident Commander or agency policy, this unit shall be assigned the responsibilities of the Systems Control Unit in the early stages of an incident, or in less complex incidents/buildings, or if modified by agency policy. The Lobby Control Unit Leader reports to the Support Branch Director/Logistics Section Chief. The unit should be prepared to provide the Incident Commander or Plans Section with current information from the personnel accounting process.

Departments and/or agencies must have policy regarding the use of elevators, stairways, or combinations of both when ascending to the upper floors in a high-rise building during a fire or reported fire operations. While the safest method of ascending to upper floors is the use of stairways, it may be necessary to explore the use of elevators for firefighting operations. This determination is the ultimate responsibility of the Incident Commander (IC). However, the Lobby Control Unit Leader directs the actual use of the elevators.

- a. Check in and obtain briefing from Logistics Section Chief or Incident Commander, as appropriate.
- b. Make entry, assess situation and establish Lobby Control position. Request needed resources.
- c. Establish entry/exit control at all building access points.
- d. Establish personnel accounting system for personnel entering/exiting the building.
- e. Assume control of elevators and provide operators. Elevator use and operating procedures will follow agency policy and Incident Commander direction.
- f. Provide briefings and information to Incident Command Post.
- g. Direct personnel to the appropriate stairways/elevator for assignment and direct evacuees and exiting personnel to safe areas or routes from the building.
- h. Perform the functions of the Systems Control Unit when directed by the Incident Commander or agency policy.
- i. Secure operations and demobilize personnel as determined by the demobilization plan.
- j. Maintain unit/activity log (ICS Form 214).

**SYSTEMS CONTROL UNIT LEADER** - The Systems Control Unit Leader monitors and maintains built-in fire control, life safety, environmental control, communications and elevator systems. The Systems Control Unit may operate, support or augment the systems as required to support the incident plan. The Systems Control Unit Leader reports to the Support Branch Director, if established, or to the Logistics Section Chief. The unit may respond directly to requests from the Operations Section Chief in the manual operation of the various built-in systems. The Systems Control Unit Leader must establish and maintain close liaison with building/facility engineering staff, utility company representatives, and other appropriate technical specialists.

- a. Check in and obtain briefing from the Logistic Section Chief or Incident Commander. Obtain information on the type and current performance of built-in systems.
- b. Assess current situation and request needed personnel and resources.
- c. Request response, and make contact with, the building/facility engineer, utility company representatives, elevator service personnel and others as appropriate.
- d. Appoint personnel to monitor and operate building/facility systems display/control panels.
- e. Evaluate the status and operation of the fire and domestic water pumps and water supply. Support or repair as required.
- f. Evaluate and operate as required the heating, ventilation and air conditioning system (HVAC) and the smoke removal and stairwell protection systems.
- g. Evaluate, support and control as needed the building electrical system, emergency power plant, and security systems.
- h. Evaluate and support as needed the public address, telephone emergency phone and other building communications systems.
- i. Secure operations and demobilize personnel as determined by the demobilization plan.
- j. Maintain unit/activity log (ICS Form 214).



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**HIGH RISE INCIDENT STAGING AREA MANAGER** - The High-Rise Incident Staging Area Manager is responsible for the management of all functions at the in-building Staging Area, and reports to the Operations Section Chief. The High-Rise Incident Staging Area Manager's organizational responsibilities vary somewhat from the standardized ICS position in that the area also provides a safe refuge/support function within the building. An air cylinder exchange and a rehabilitation/aid function are typically located in the area.

- a. Obtain briefing from Operations Section Chief, or Incident Commander.
- b. Proceed to selected floors and evaluate layout and suitability. Select Staging Area floor, and advise Operations and Logistics Sections Chiefs. Request necessary resources and personnel.
- c. Establish Staging Area layout and identify/post each function area as appropriate to the incident size and expected duration - Crew Ready Area, Air Cylinder Exchange, Equipment Pool, and Rehabilitation/Aid Area.
- d. Determine, establish or request needed facility services - sanitation, drinking water, and lighting. Coordinate with Logistics Section or Systems Control Unit to maintain fresh air. Maintain Staging area in an orderly condition.
- e. Establish a check-in function for arriving and departing crews.
- f. Determine required resource levels from the Operations Section Chief.
- g. Designate area(s) for Rapid Intervention Crew or Company (RIC) to standby in a state of readiness.
- h. Maintain accounting of resources in Staging and periodically update Operations Section Chief and Resources Unit. Advise the Operations Section Chief when reserve levels reach pre-identified minimums.
- i. As requested by Operations Section Chief or Incident Commander, direct crews and equipment to designated locations.
- j. Secure operations and demobilize personnel as determined by the demobilization plan.
- k. Maintain unit/activity log (ICS Form 214).

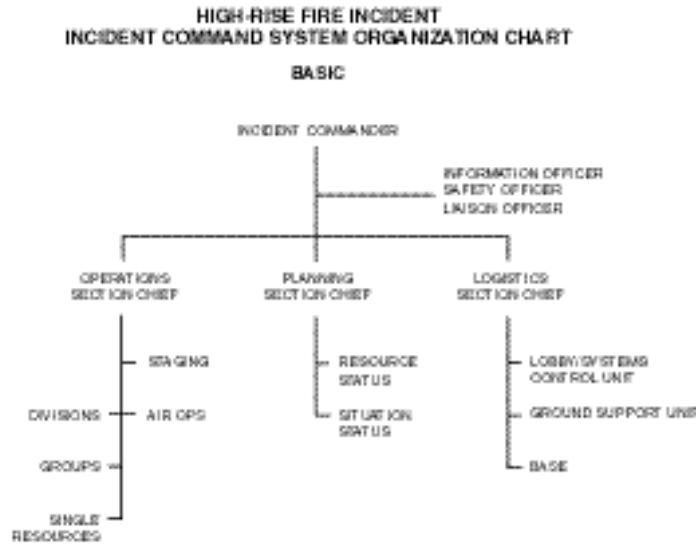
**HIGH RISE INCIDENT MEDICAL UNIT LEADER** - The Medical Unit Leader is primarily responsible for the development of the Medical Emergency Plan, for providing medical aid and transportation for injured and ill incident personnel, for providing rehabilitation (Rehab) services for incident personnel, and for preparation of reports and records. The Medical Unit may assist Operations in supplying medical care and transportation to civilian casualties, but this is normally limited to situations where civilian casualties are few or not anticipated. The Medical Unit Leader reports to the Service Branch Director (if established), or the Logistics Section Chief (see Figure 2-1). The Medical Unit Leader may interact with Agency Representatives if injuries or illness involves another agency's personnel.

- a. Obtain briefing from Logistics Section Chief, Service Branch Director or Incident Commander.
- b. Participate in Service Branch/Logistics Section planning activities.
- c. Assess current situation and request necessary resources.
- d. Prepare the Incident Medical Plan (ICS Form 206)
- e. Establish medical aid stations with EMS personnel available in Staging, arrange emergency transport units and equipment, and assign personnel.
- f. Assign personnel and equipment to Rehab locations as directed or required in the Incident Action Plan.
- g. Coordinate plans and activities with the Operations Section Medical Branch or Group.
- h. Prepare Medical Reports and forms as needed or requested.
- i. Secure operations and demobilize personnel as determined by the demobilization plan.
- j. Maintain unit/activity log (ICS Form 214).

**HIGH RISE INCIDENT SAFETY OFFICER** - The Incident Safety Officer is a member of the Command Staff and reports directly to the Incident Commander. The Safety Officer is responsible for monitoring and assessing hazardous and unsafe situations and developing measures for assuring personnel safety. The Safety Officer will correct unsafe acts or conditions through the regular line of authority. The Incident Safety Officer or his or her assistants have emergency authority to alter, suspend or terminate unsafe acts or conditions when imminent danger is involved.

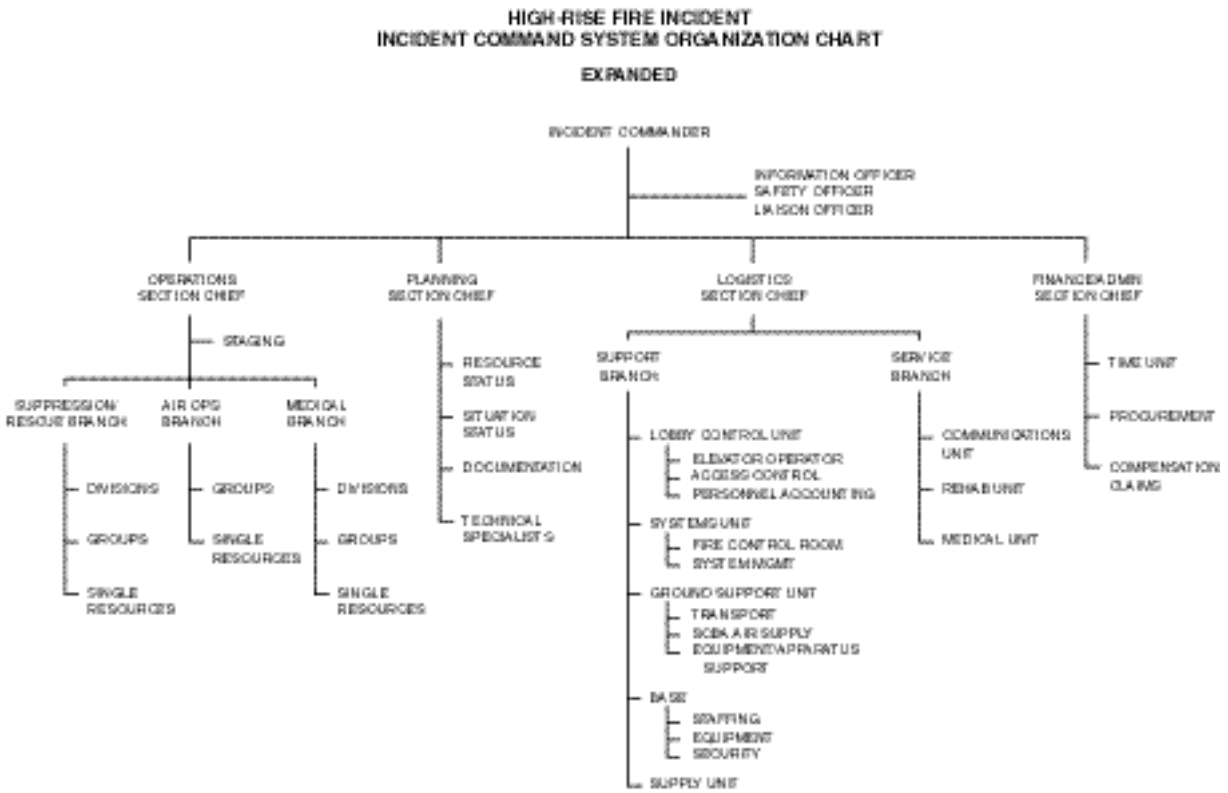
- a. Check in and obtain briefing from the Incident Commander.
- b. Assess situation and request needed personnel and resources.
- c. Participate in planning meetings.
- d. Evaluate the Incident Action Plan for organizational safety elements.
- e. Review and sign the Incident Medical Plan (ICS Form 206).
- f. Monitor the fire ground and communication channels for hazards, unsafe acts and improper activities.
- g. Take action to limit hazards or correct or stop unsafe actions.
- h. Initiate as needed, and confirm, the on-going investigation of any incident related accidents or personnel injuries.
- i. Secure operations and demobilize personnel as determined by the demobilization plan.
- j. Maintain unit/activity log (ICS Form 214).

## High-Rise Fire Incident ICS Organization Charts Basic and Expanded



# SANTA CLARA COUNTY HIGH-RISE INCIDENT PLAN

November 2001



## Incident Commander

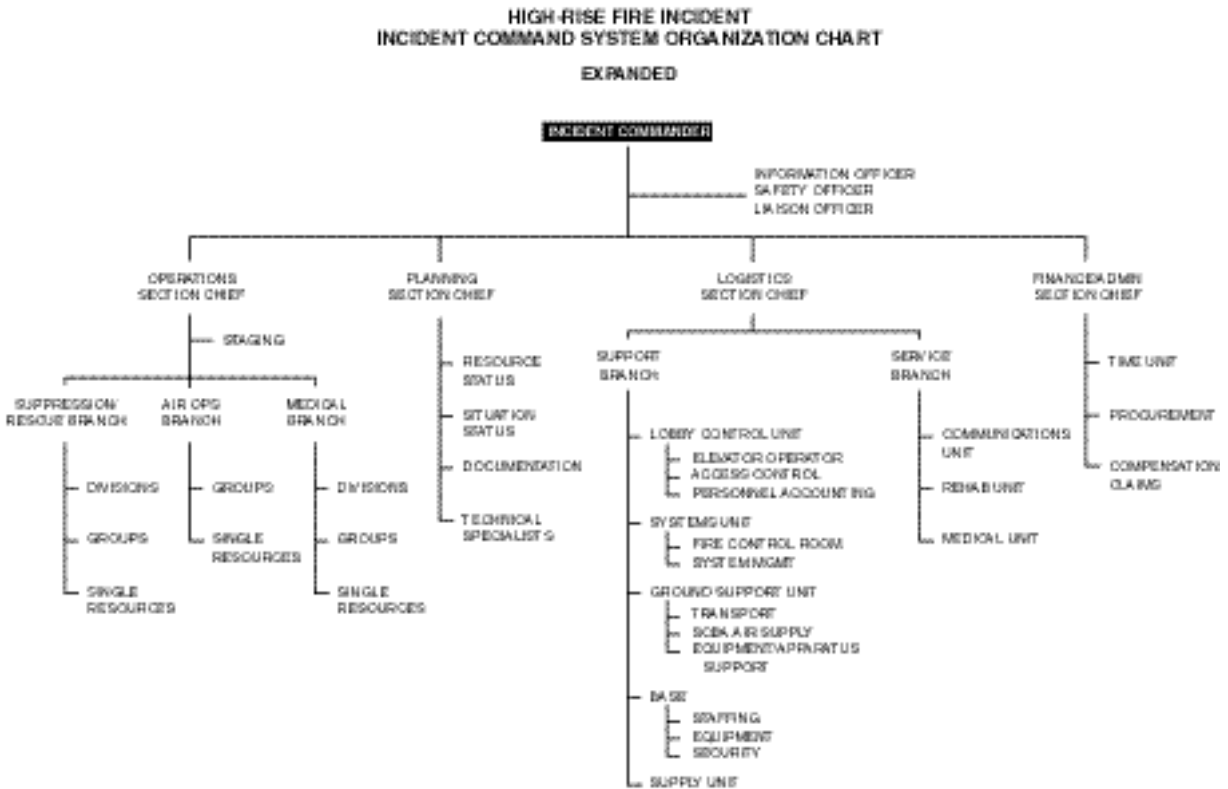
The Incident Commander is responsible for incident activities including the development and implementation of strategic decisions and for approving the order the release of resources.

Radio Call Sign " IC "

Command Frequency \_\_\_\_\_

Tactical Frequency \_\_\_\_\_

Support Frequency \_\_\_\_\_



## Incident Commander

- Obtain incident situation briefing
- Don position identification vest
- Manage total incident operations and establish command organization
- Establish command post (minimum 200 feet from building)
- Assess situation, determine scope of incident and prioritize the problem
  - Rescue/evacuation
  - Fire attack
  - Fire behavior, spread, lapping
  - Salvage
  - Ventilation
- Evaluate overall strategy on a continual basis
- Determine adequacy of resources - order as necessary
- Direct activities and maintain communications with command staff, plans, logistics, and operations
- Approve release of resources
- Maintain unit/activity log (ICS Form 214)

## Information Officer

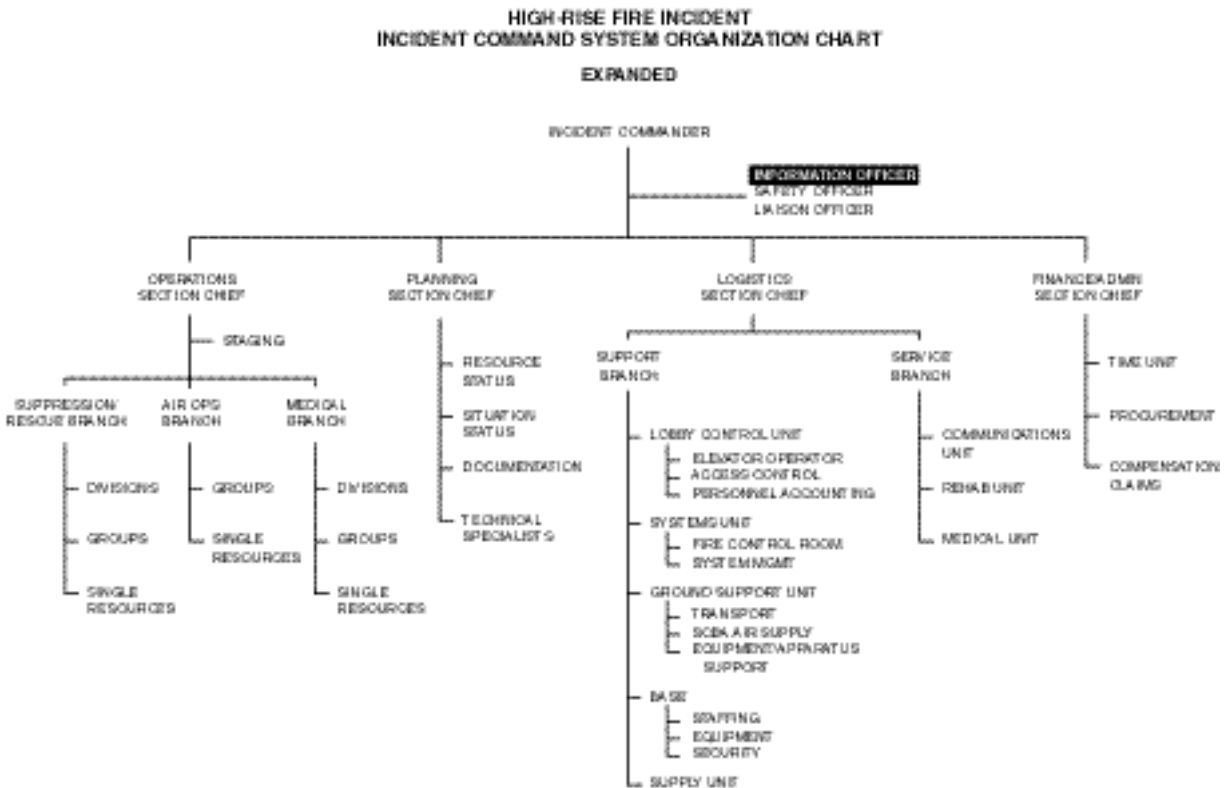
The Information Officer is responsible for the formulation and release of information about the incident to the news media and other appropriate agencies.

Radio Call Sign " IO "

Command Frequency \_\_\_\_\_

Tactical Frequency \_\_\_\_\_

Support Frequency \_\_\_\_\_





## **Information Officer**

- Obtain briefing from the I.C.
- Establish location (away from C/P) for media personnel
- Check with I.C. for constraints on news releases
- Don position identification vest
- Provide liaison between media and I.C.
- Attend necessary meetings to update information
- Arrange and prepare press briefings
- Transmit news releases to media and post in the command post within fifteen minutes after release
- Maintain unit/activity log (ICS Form 214)
- Prepare post-incident releases and/or summary information for use by media
- Forward all reports to I.C.

## Safety Officer

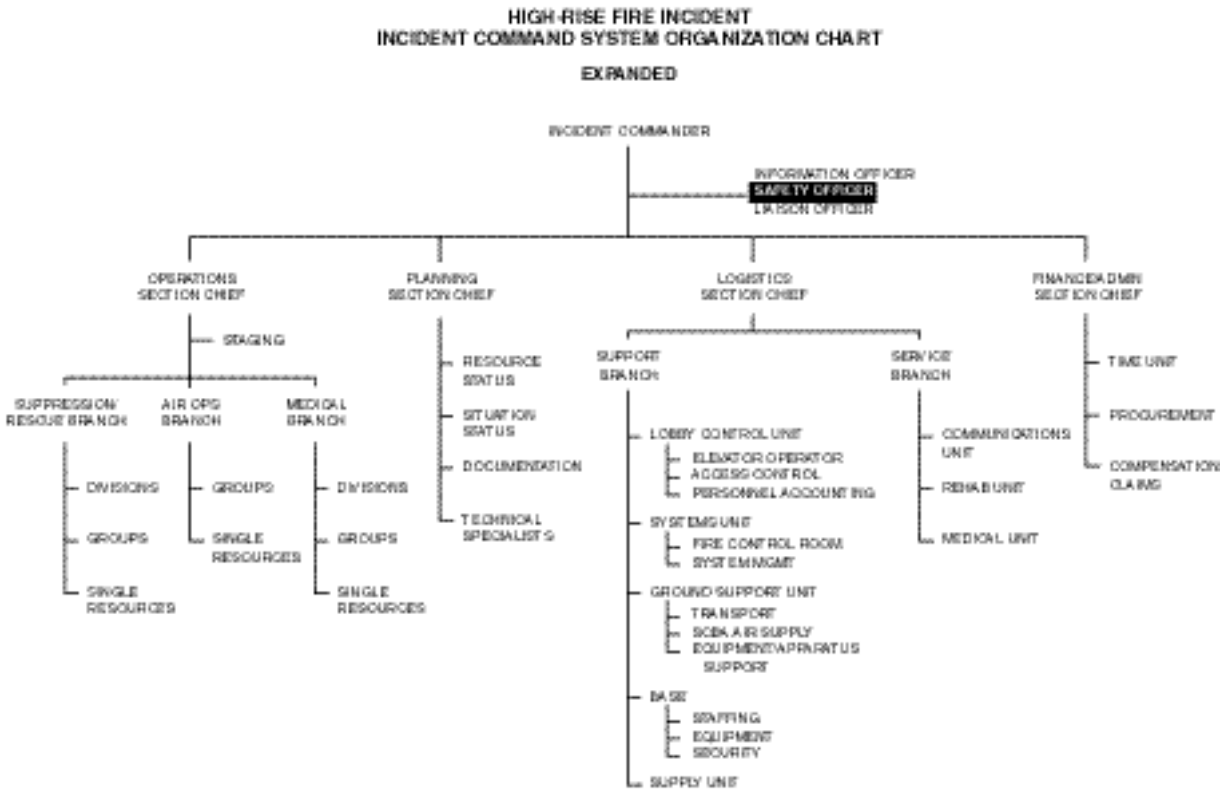
The Safety Officer is responsible for monitoring and assessing hazardous and unsafe conditions. The Safety Officer will correct unsafe acts through the chain of command or direct action.

Radio Call Sign " Safety "

Command Frequency \_\_\_\_\_

Tactical Frequency \_\_\_\_\_

Support Frequency \_\_\_\_\_



## **Safety Officer**

- Obtain situation briefing from I.C.
- Don position identification vest
- Assess situation
- Identify existing and potential hazards
- Attend planning meetings
- Keep all personnel informed of existing and potential hazards
- Correct unsafe acts or conditions and exercise emergency authority to prevent unsafe acts when immediate action is needed
- Investigate accidents within the incident area
- Maintain unit/activity log (ICS Form 214)
- Forward all reports to I.C.

## Liaison Officer

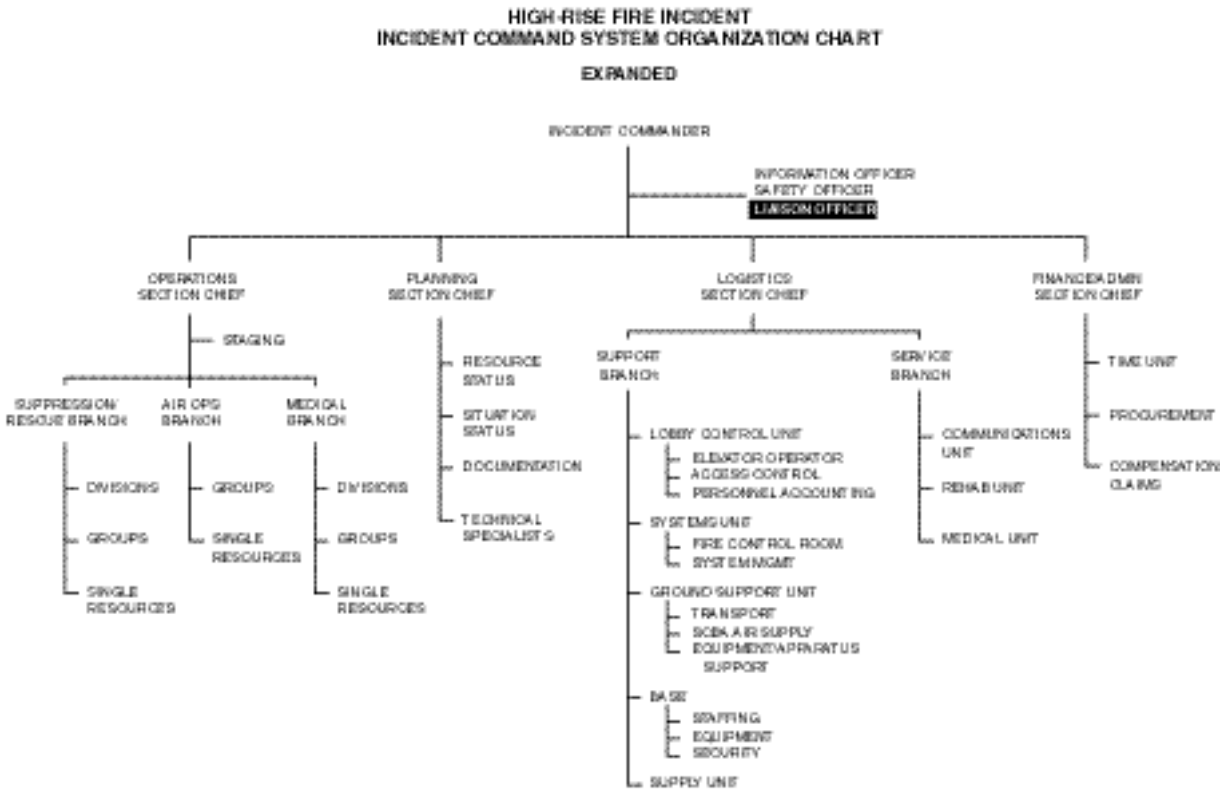
The Liaison Officer is the point of contact for assisting cooperating agency representatives, including other fire agencies, Red Cross, law enforcement, and public works.

Radio Call Sign                   **“ Liaison ”**

Command Frequency           \_\_\_\_\_

Tactical Frequency            \_\_\_\_\_

Support Frequency             \_\_\_\_\_



## **Liaison Officer**

- Obtain situation briefing from I.C.
- Don position identification vest
- Assess situation
- Act as contact point for assisting and cooperating agencies: Law Enforcement, PG&E, Red Cross, etc.
- Establish a point of contact for outside agencies at base
- Establish a continual communications link between yourself and the I.C., and between yourself and other liaison counterparts
- Respond to requests and complaints from incident personnel regarding inter-organizational problems
- Act as buffer for those wanting to see the I.C.
- Act as host for political persons
- Maintain unit/activity log (ICS Form 214)

## Operations Section Chief

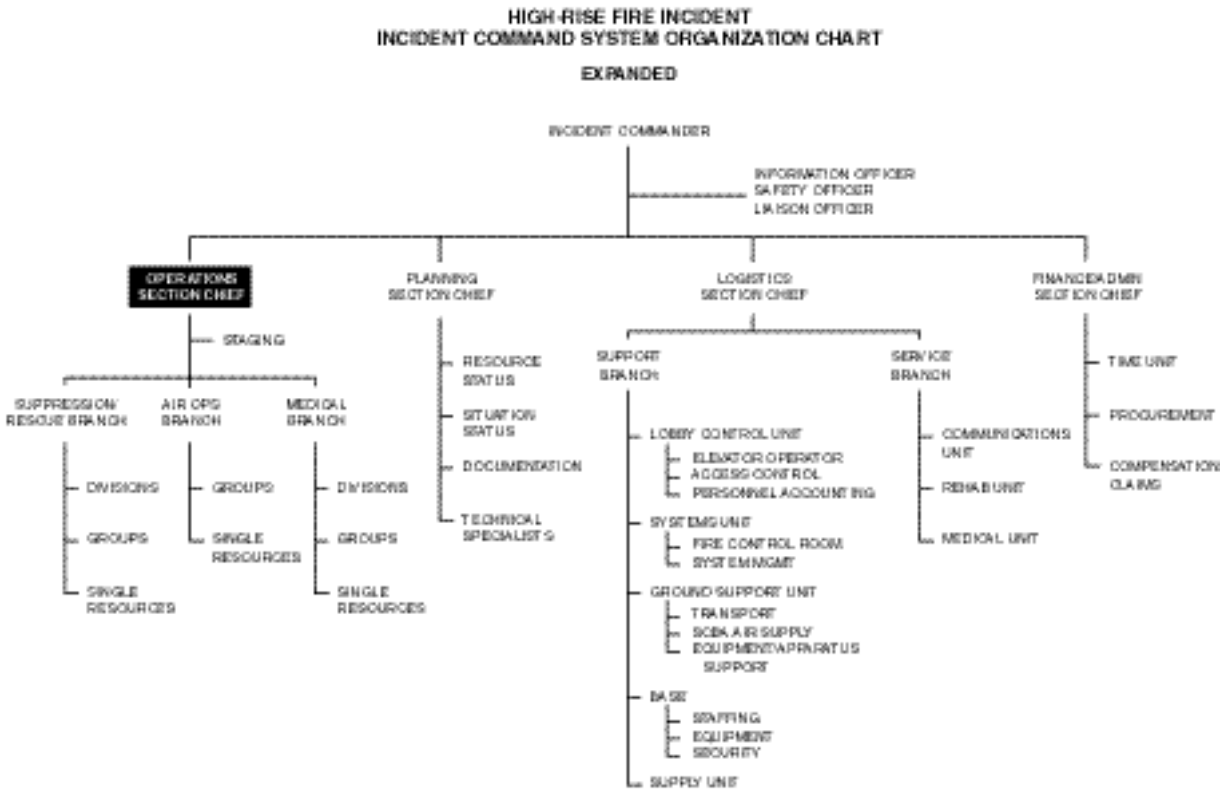
The Operations Section Chief is responsible for the management of all operations directly applicable to the primary mission. He/she activates and supervises elements in accordance with the action plan.

Radio Call Sign                      **“ Operations “**

Command Frequency                 \_\_\_\_\_

Tactical Frequency                 \_\_\_\_\_

Support Frequency                 \_\_\_\_\_



## Operations Section Chief

- Obtain situation briefing from I.C.
- Don position identification vest
- Appoint and brief staff, as needed
  - Branch/div/group supervisor
  - Rehabilitation unit
  - Rescue group
  - RIC/RIT
  - Staging area manager
  - Ventilation group
  - Evacuation group
- (Air operations and medical unit may or may not be assigned to the operations section; consult I.C.)
- Supervise emergency operations
- Establish communication procedures with I.C. and subordinates
- Develop emergency action portion of incident action plan with general staff
- Establish operational area above ground in proximity of the fire suppression activities
- Attend meetings, as necessary
- Determine need for immediate and anticipated resources
- Request periodic progress reports from division/group supervisors
- Maintain unit/activity log (ICS Form 214)

## Staging Area Manager

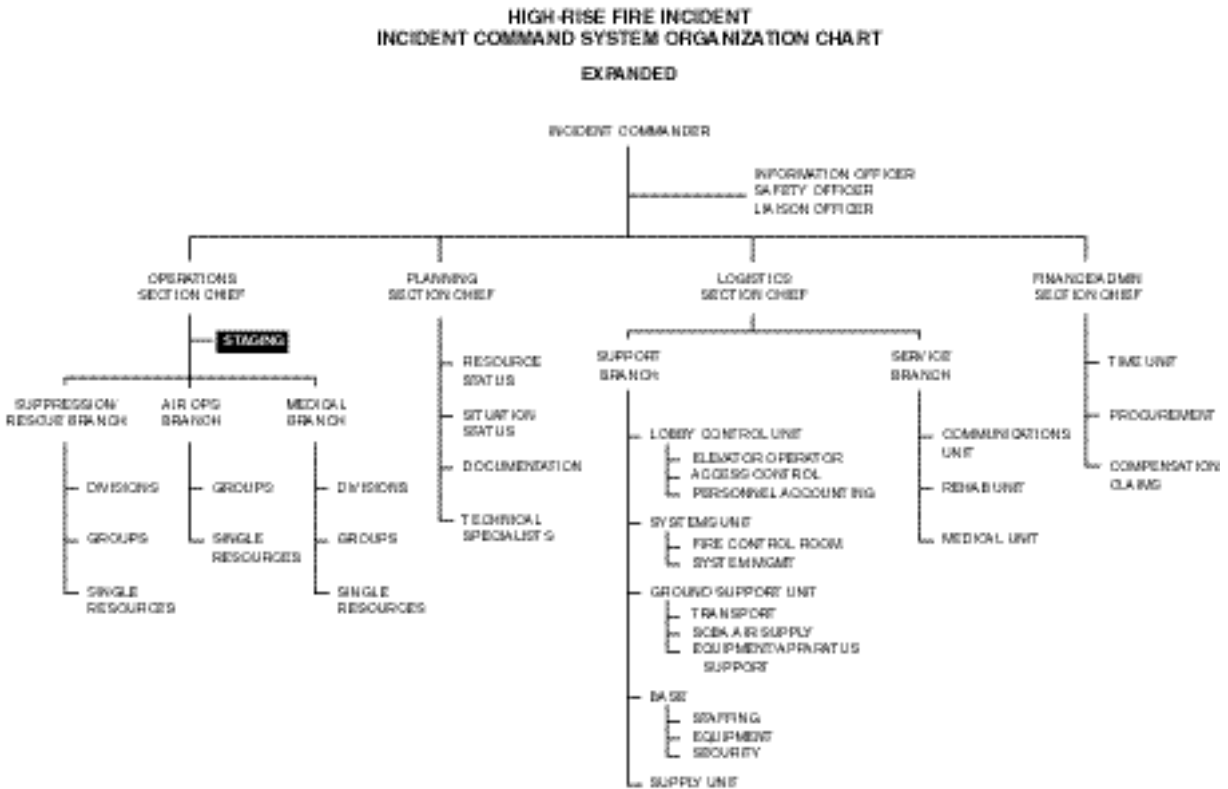
The Staging Area Manager is responsible for documenting the check-in and checkout of companies, and the establishment of equipment and personnel reserves in support of operations.

Radio Call Sign                      **“ Staging ”**

Command Frequency                 \_\_\_\_\_

Tactical Frequency                 \_\_\_\_\_

Support Frequency                 \_\_\_\_\_





## Staging Area Manager

- Obtain situation briefing from operations section chief
- Don position identification vest
- Assess situation
- Establish communications procedure
- Locate, prepare and identify location of staging area  
(Two floors below the fire, next to the stairwell)
- Establish “rehabilitation unit” as needed
- Manage all staging area activities
  - Reserve personnel area
  - Reserve equipment area
  - Full air bottles
  - Empty air bottles
  - Check-in and check-out
    - Check-in time      - check-out time      - assignment
    - company            - officer in charge      - no. of members
- Utilize “tool cache” equipment if available
- Advise Operations Section Chief when operational
- Maintain predetermined resource inventory; consider equipment and time limitations
- Anticipate and advise on changing resource requirements
- Maintain unit/activity log (ICS Form 214)

## Suppression/Rescue Branch Director

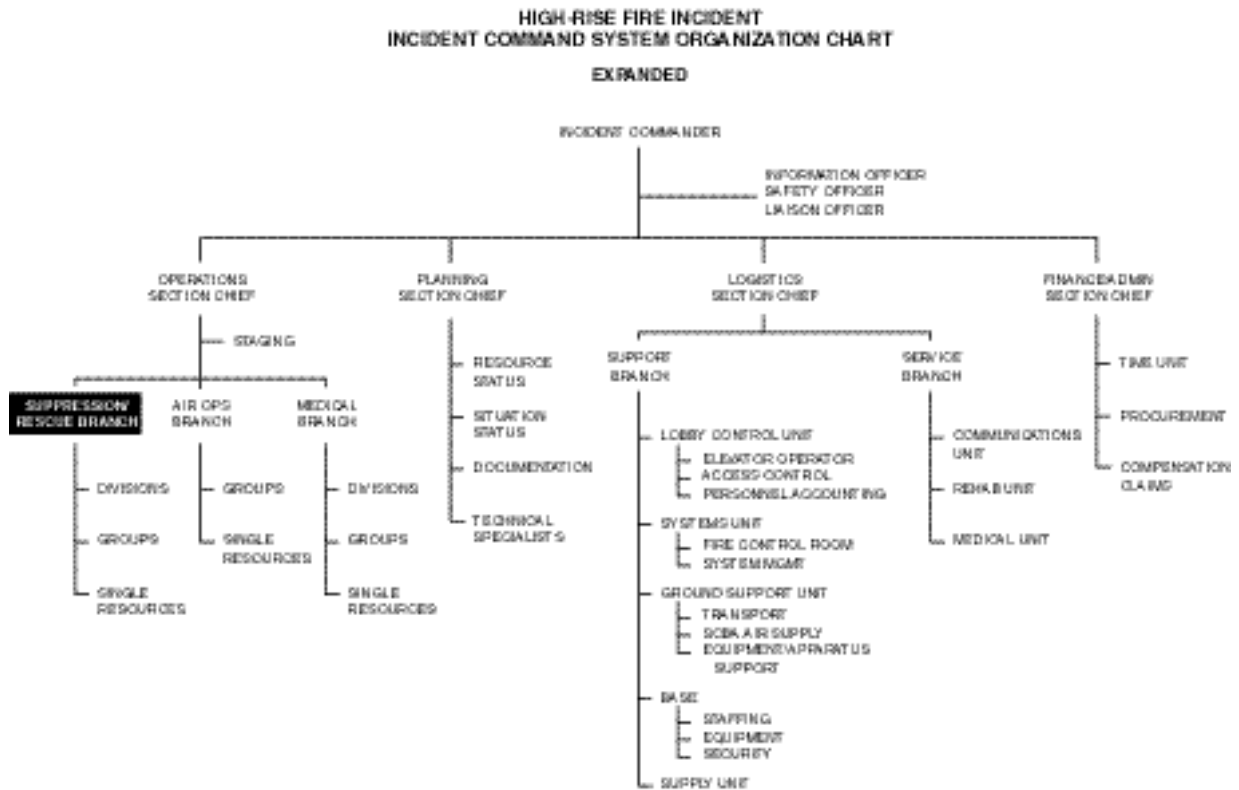
The Suppression/Rescue Branch Director is responsible for the development and implementation of the suppression and rescue operation of the Incident Action Plan. This includes the direction and execution of branch planning for the assignment of resources within the branch. The Branch Director reports to the Operations Section Chief and supervises the appropriate divisions, groups and single resources.

Radio Call Sign                      “ **Suppression/Rescue Branch** ”

Command Frequency               \_\_\_\_\_

Tactical Frequency                \_\_\_\_\_

Support Frequency                 \_\_\_\_\_



## **Suppression/Rescue Branch Director**

- Obtain incident situation briefing from Operations Section Chief
- Don position identification vest
- Review division/group assignment lists (ICS Form 204) for divisions/groups within the branch
- Modify lists based upon effectiveness of current operations
- Assign specific work tasks to division/group supervisors
- Resolve logistical problems reported by subordinates
- Maintain unit/activity log (ICS Form 214)

## Division (Floor #) Supervisor

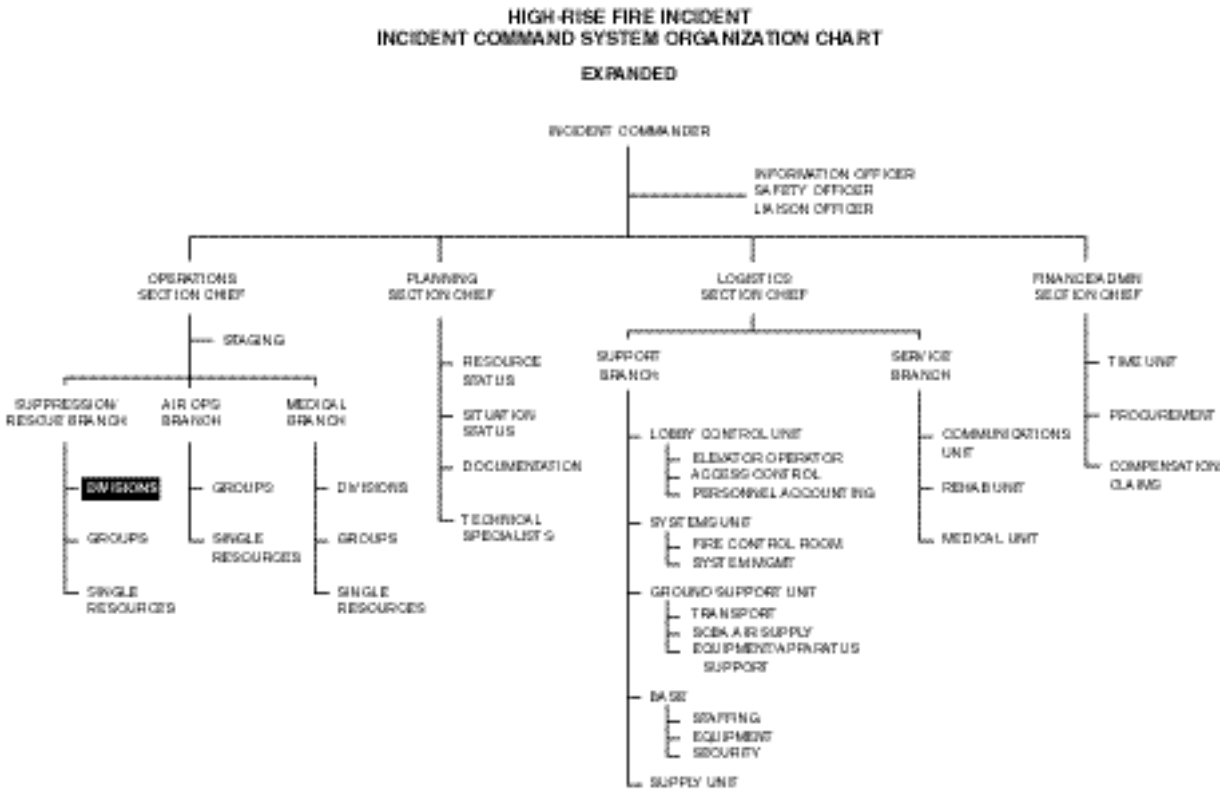
The Division Supervisor is responsible for the implementation of the assigned portion of the action plan, assignment of resources and reporting of progress within the division.

Radio Call Sign " Division \_\_\_\_\_ "

Command Frequency \_\_\_\_\_

Tactical Frequency \_\_\_\_\_

Support Frequency \_\_\_\_\_



## **Division (Floor #) Supervisor**

- Obtain situation briefing from Operations Section Chief
- Don position identification vest
- Command geographical functions
- Keep personnel together and informed of changes in status and assignment
- Assign tasks on a company basis, and be specific as to the area of responsibility
- Continually evaluate conditions of the division and keep Operations Section Chief informed
- Maintain unit/activity log (ICS Form 214)
- Coordinate activities with adjacent divisions and groups

## Rescue Group Supervisor

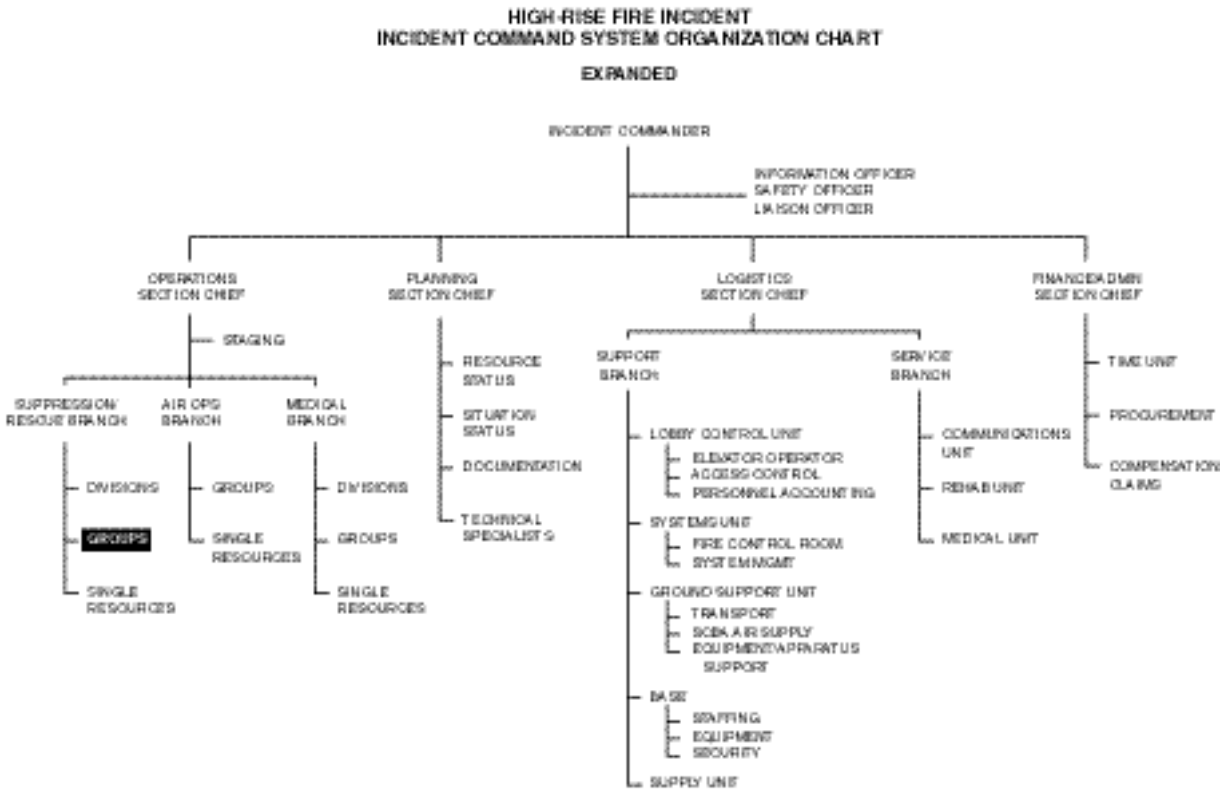
The Rescue Group Supervisor is responsible for the implementation of the assigned portion of the action plan, and assignment of resources and reporting progress of the rescue group.

Radio Call Sign                      **“ Rescue Group ”**

Command Frequency                 \_\_\_\_\_

Tactical Frequency                 \_\_\_\_\_

Support Frequency                 \_\_\_\_\_



## **Rescue Group Supervisor**

- Obtain situation briefing from Operations Section Chief
- Don position identification vest
- Identify rescue priorities
- Inform subordinates regarding strategy, tactics, and assignments
  - Number of floors to be searched and course taken
  - Smoke conditions
  - Marking signals, equipment, and door stops
- Establish communication method and reporting location
- Coordinate activities with adjacent groups/divisions
- Determine need for resources
- Report resource status changes as required
- Request progress reports from team leaders
- Notify Operations Section Chief upon completion of search activities on each floor/area
- Maintain unit/activity log (ICS Form 214)

## Salvage Group Supervisor

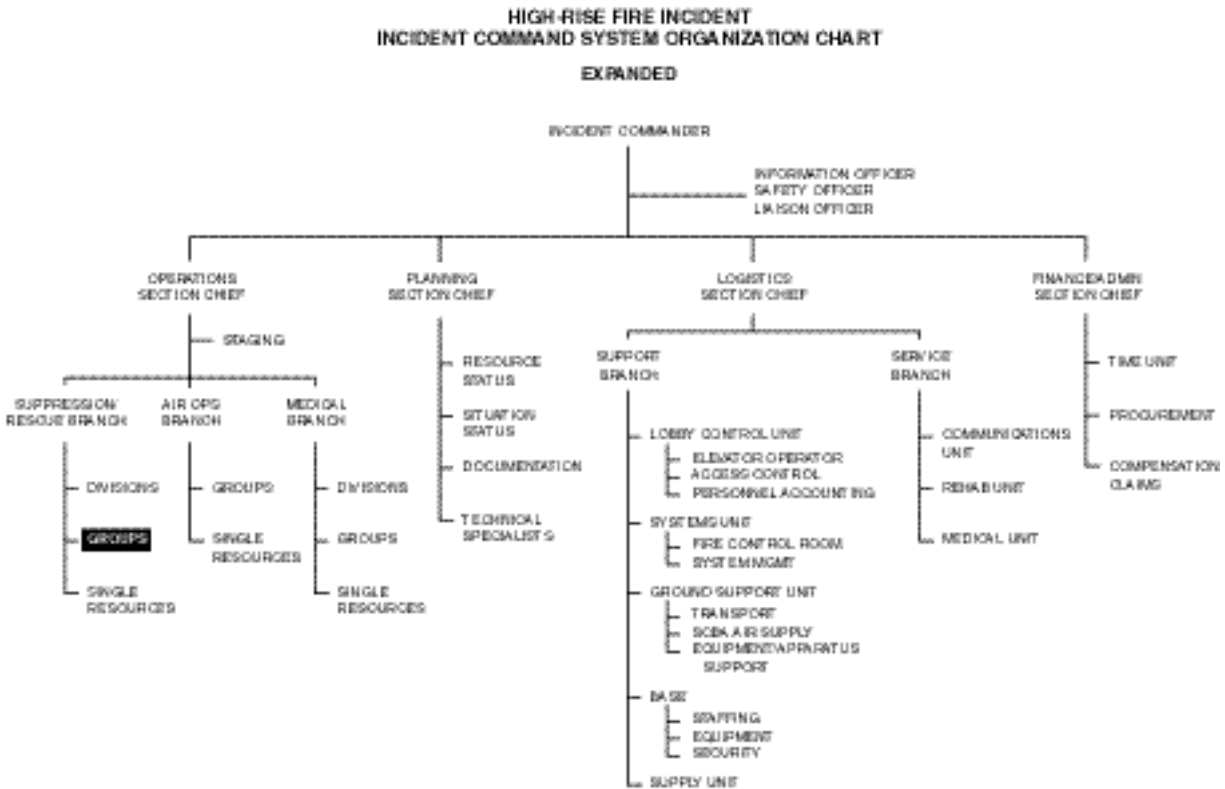
The Salvage Group Supervisor is responsible for the implementation of the assigned portion of the action plan, and assignment of resources and reporting progress of the salvage group.

Radio Call Sign                      **“ Salvage Group ”**

Command Frequency                      \_\_\_\_\_

Tactical Frequency                      \_\_\_\_\_

Support Frequency                      \_\_\_\_\_





## **Salvage Group Supervisor**

- Obtain situation briefing from Operations Section Chief
- Don position identification vest
- Establish communication procedures
- Coordinate all salvage operations
- Assess situation and determine need for resources
- Obtain needed equipment
- Inform subordinates regarding strategy, tactics, and changes
- Request periodical status reports from officers assigned to your group
- Maintain unit/activity log (ICS Form 214)

## Ventilation Group Supervisor

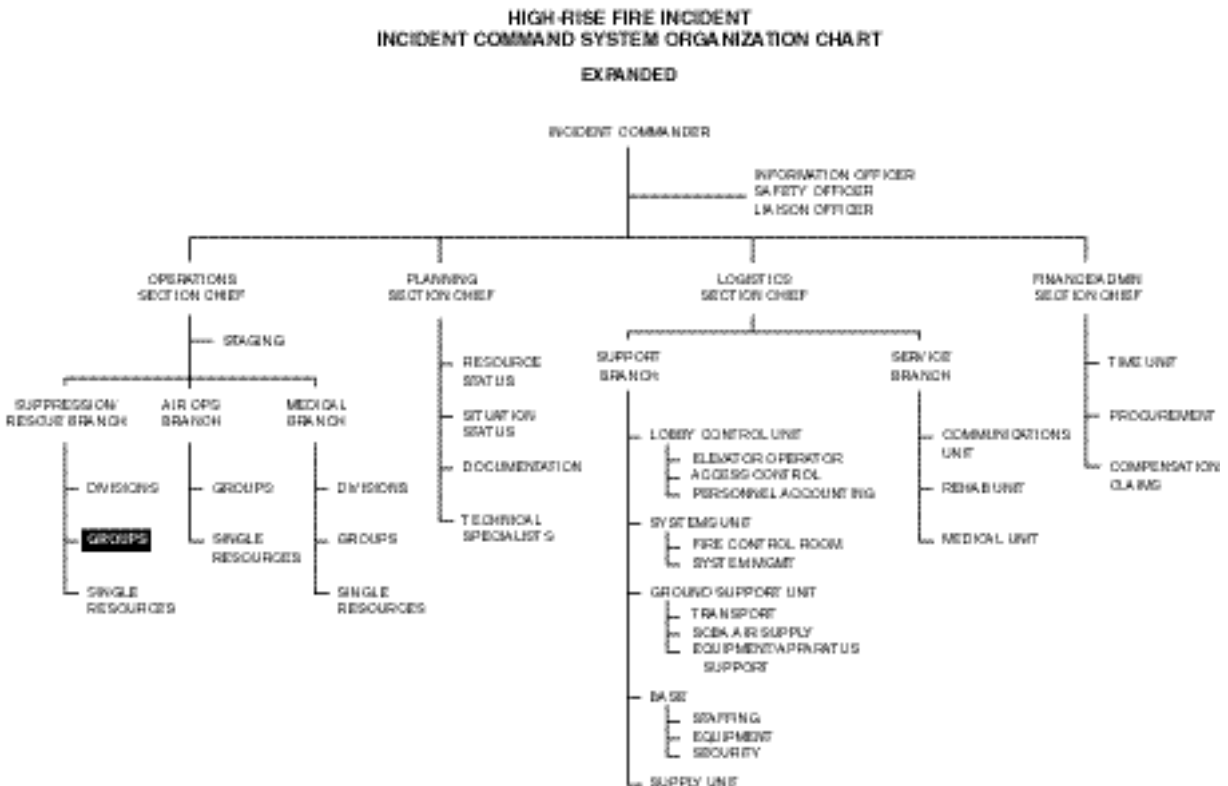
The Ventilation Group Supervisor is responsible for the implementation of the assigned portion of the action plan, and assignment of resources and reporting progress of the ventilation group.

Radio Call Sign                      **“ Ventilation Group ”**

Command Frequency                      \_\_\_\_\_

Tactical Frequency                      \_\_\_\_\_

Support Frequency                      \_\_\_\_\_



## **Ventilation Group Supervisor**

- Obtain situation briefing from Operations Section Chief
- Don position identification vest
- Establish communications procedure
- Identify ventilation needs and check all floors above the fire
- Assess dangerous situations (backdraft, evacuations, etc.)
- Coordinate activities with adjacent divisions/groups
- Consider cross ventilation by opening windows or breaking them (be aware of wind direction)
- Consider vertical ventilation via a stair shaft that exits to the roof
- Supplement with the use of positive pressure ventilation (smoke blowers)
- Consider using building HVAC system  
(consult pre-plan, I.C., lobby control, and/or building engineer)
- Advise Operations Section Chief if windows are to be broken
- Maintain unit/activity log (ICS Form 214)

## Evacuation Group Supervisor

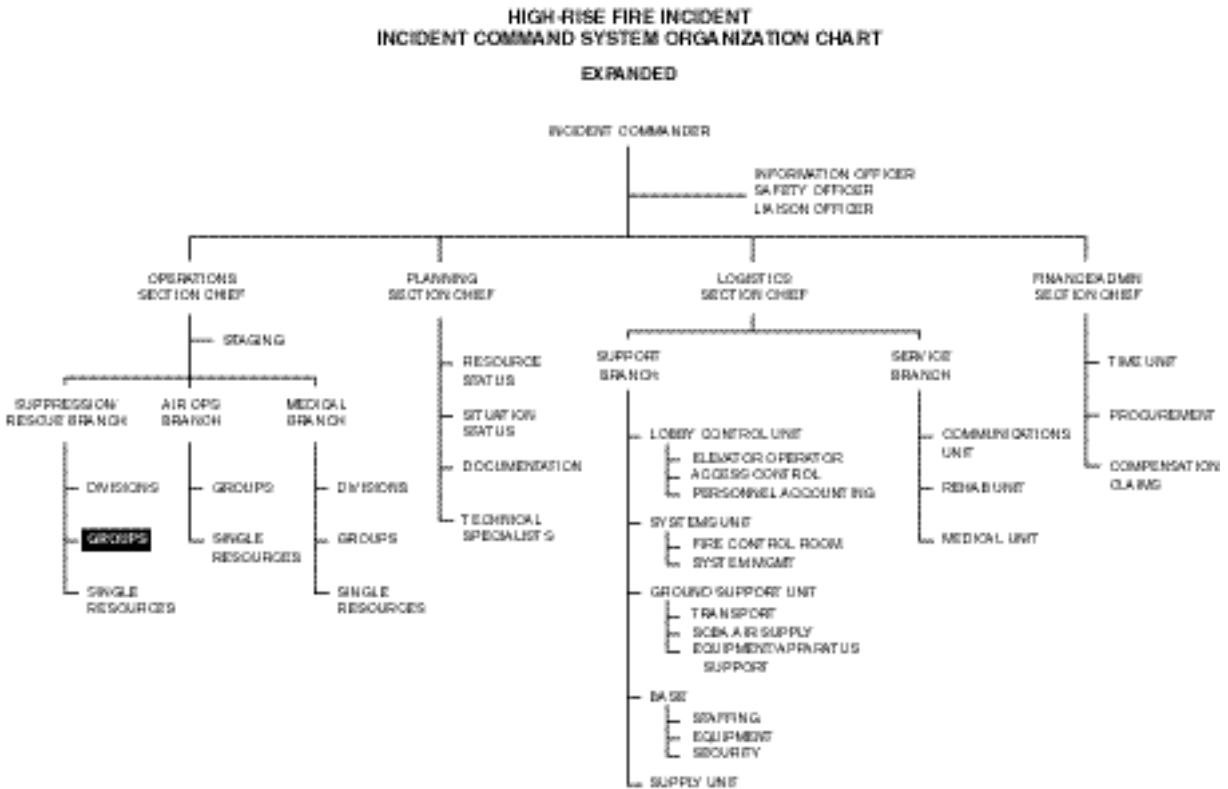
The Evacuation Group Supervisor is responsible for the implementation of the assigned portion of the action plan, and assignment of resources and reporting progress of the evacuation group.

Radio Call Sign " Evacuation Group "

Command Frequency \_\_\_\_\_

Tactical Frequency \_\_\_\_\_

Support Frequency \_\_\_\_\_



## **Evacuation Group Supervisor**

- Obtain situation briefing from Operations Section Chief
- Don position identification vest
- Establish communication procedures
- Establish priorities:
  - Ambulatory or non-ambulatory
  - Relocate to safe area or total evacuation
- Establish a safe location and route of travel for evacuees
- Use the non-injured to assist the injured during evacuation
- Ensure that fire personnel manually control the elevators before using
- Coordinate activities with adjacent divisions/groups
- Request progress reports from team leaders
- Maintain unit/activity log (ICS Form 214)

## Air Operations Branch Director

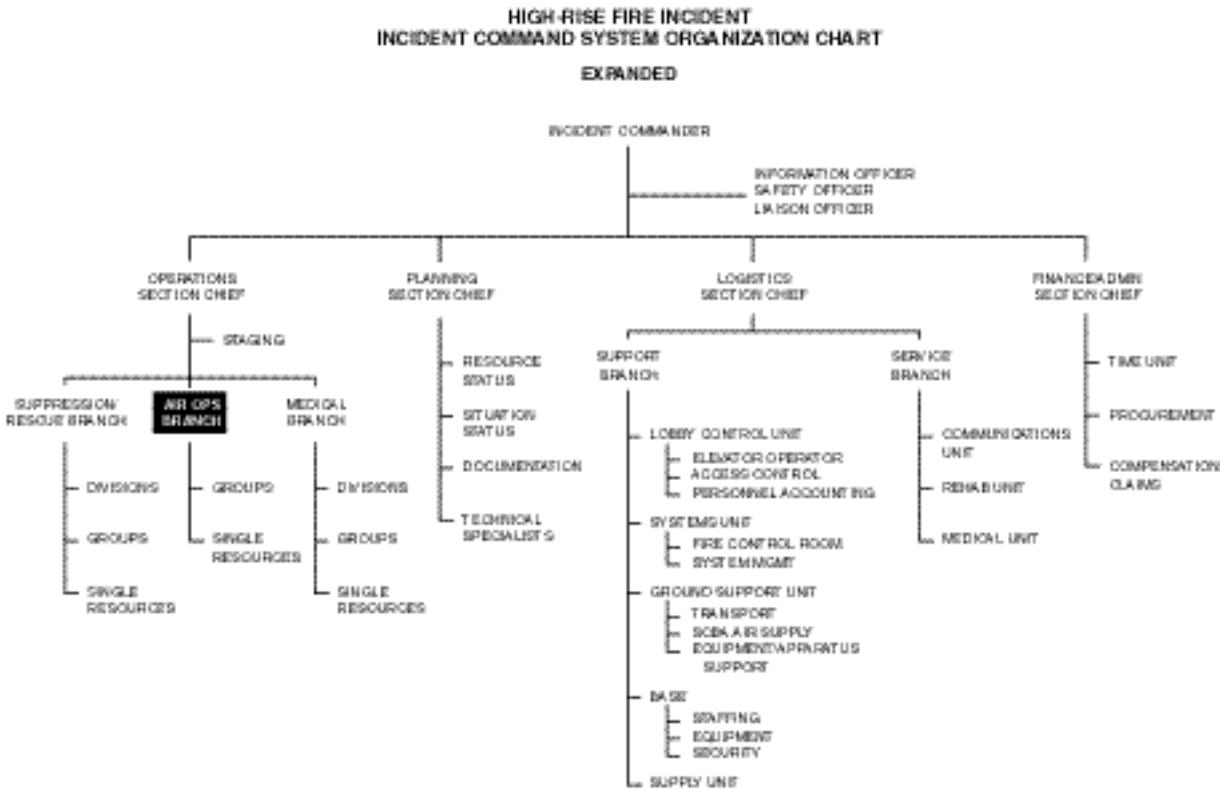
The Air Operations Branch Director is responsible for preparing the air operations portion of the action plan, and providing logistical support to helicopters operating at the incident.

Radio Call Sign                      **“ Air Operations “**

Command Frequency                \_\_\_\_\_

Tactical Frequency                 \_\_\_\_\_

Support Frequency                 \_\_\_\_\_



## **Air Operations Branch Director**

- Obtain situation briefing from Operations Section Chief
- Don position identification vest
- Establish communications procedure
- Manage all helicopter activities
- Consult with Operations Section Chief regarding planned and potential missions
- Locate and identify helispots and your location  
(should be accessible to helispot but removed)
- Assess resource needs:
  - Air ambulance
  - Helicopter tender (lights, fuels, etc.)
  - Helitac personnel
  - Relief pilots
  - Landing sites
- Organize resources to support air operations
- Coordinate operations with other branches
- Maintain unit/activity log (ICS Form 214)

## Medical Branch Director

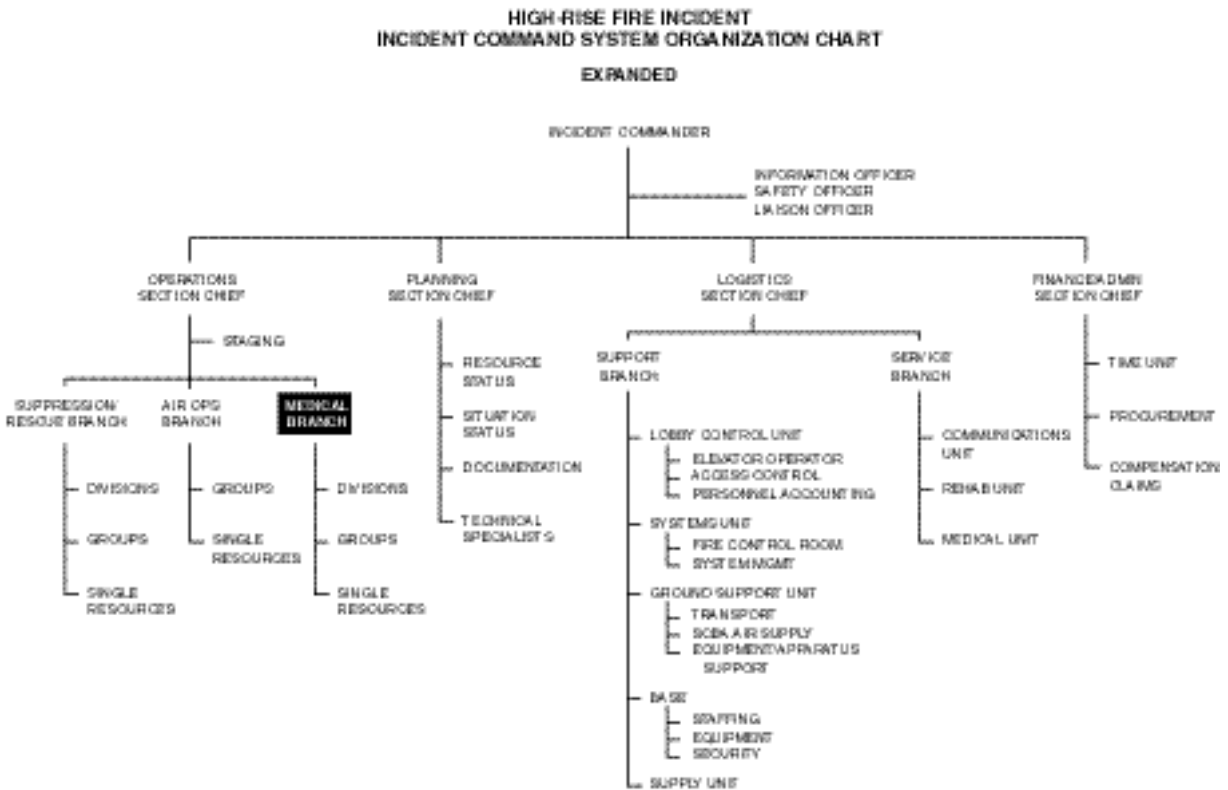
The Medical Branch director is responsible for the implementation of the portion of the Incident Action Plan appropriate to the Medical Branch. This includes the direction and execution of branch planning for the assignment of resources within the branch. The Branch Director reports to the Operations Section Chief and supervises the Group/Division supervisors and assigned single resources.

Radio Call Sign                      **“ Medical Branch ”**

Command Frequency                      \_\_\_\_\_

Tactical Frequency                      \_\_\_\_\_

Support Frequency                      \_\_\_\_\_





## **Medical Branch Director**

- Obtain incident situation briefing from Operations Section Chief
- Don position assignment vest
- Supervise Medical Branch operations
- Review division/group assignments. Modify assignments based upon effectiveness of current operations.
- Assign specific work tasks to Division/Group Supervisors and assigned resources
- Resolve logistical problems reported by subordinates
- Report to the Operations Section Chief on branch activities
- Maintain unit/activity log (ICS Form 214)

## Medical Group Supervisor

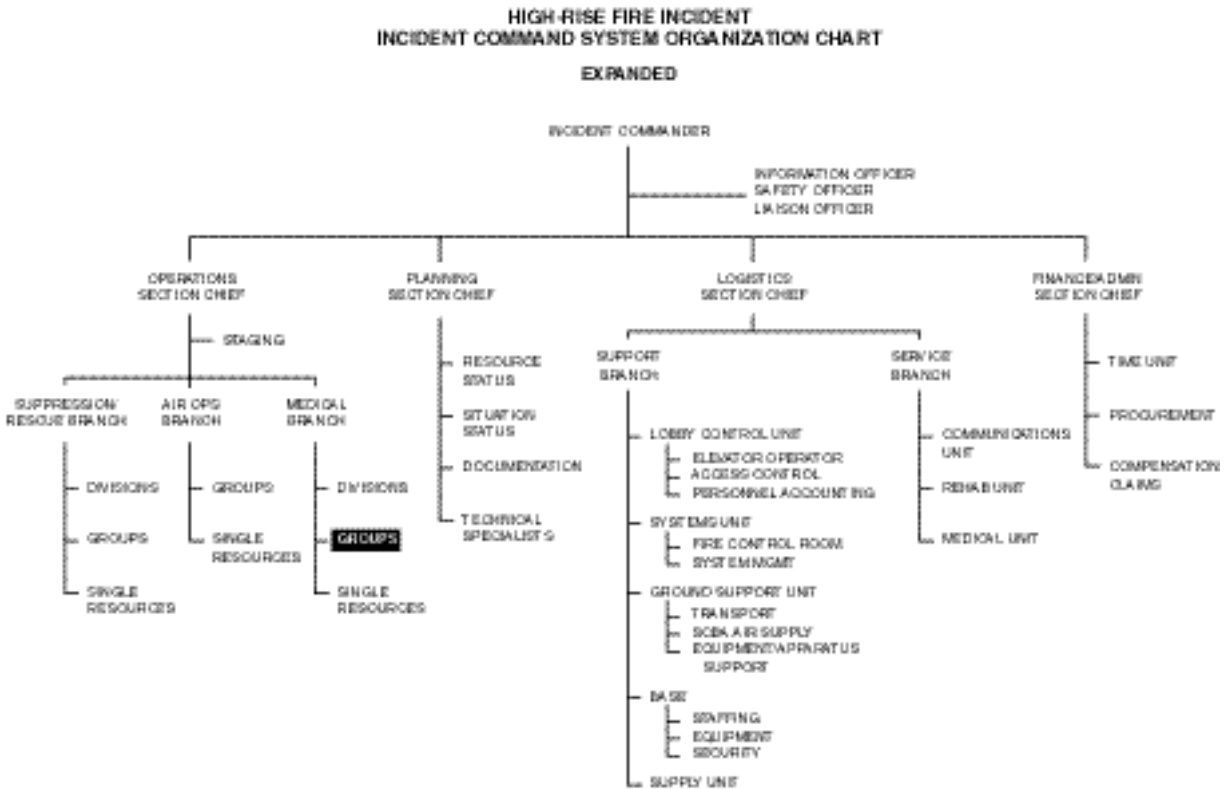
The Medical Group Supervisor is responsible for the implementation of the assigned portion of the action plan, and assignment of resources and reporting progress of the medical group.

Radio Call Sign                      **“ Medical Group ”**

Command Frequency                 \_\_\_\_\_

Tactical Frequency                 \_\_\_\_\_

Support Frequency                 \_\_\_\_\_



## **Medical Group Supervisor**

- Obtain situation briefing from Operations Section Chief
- Don position identification vest
- Establish communication procedures
- If necessary, assign adjunct with medical personnel
- Assess situation
- Appoint and brief staff, as needed
  - Triage team leader
  - Treatment team leader
  - Transportation team leader
  - Morgue team leader
- Establish communications procedure with team leaders and request periodic progress reports
- Coordinate location of triage, treatment, ambulance loading, and morgue areas with team leaders
- Establish coordination with rescue and evacuation group supervisors
- Contact coroner via chain of command
- Maintain unit/activity log (ICS Form 214)

## Planning Section Chief

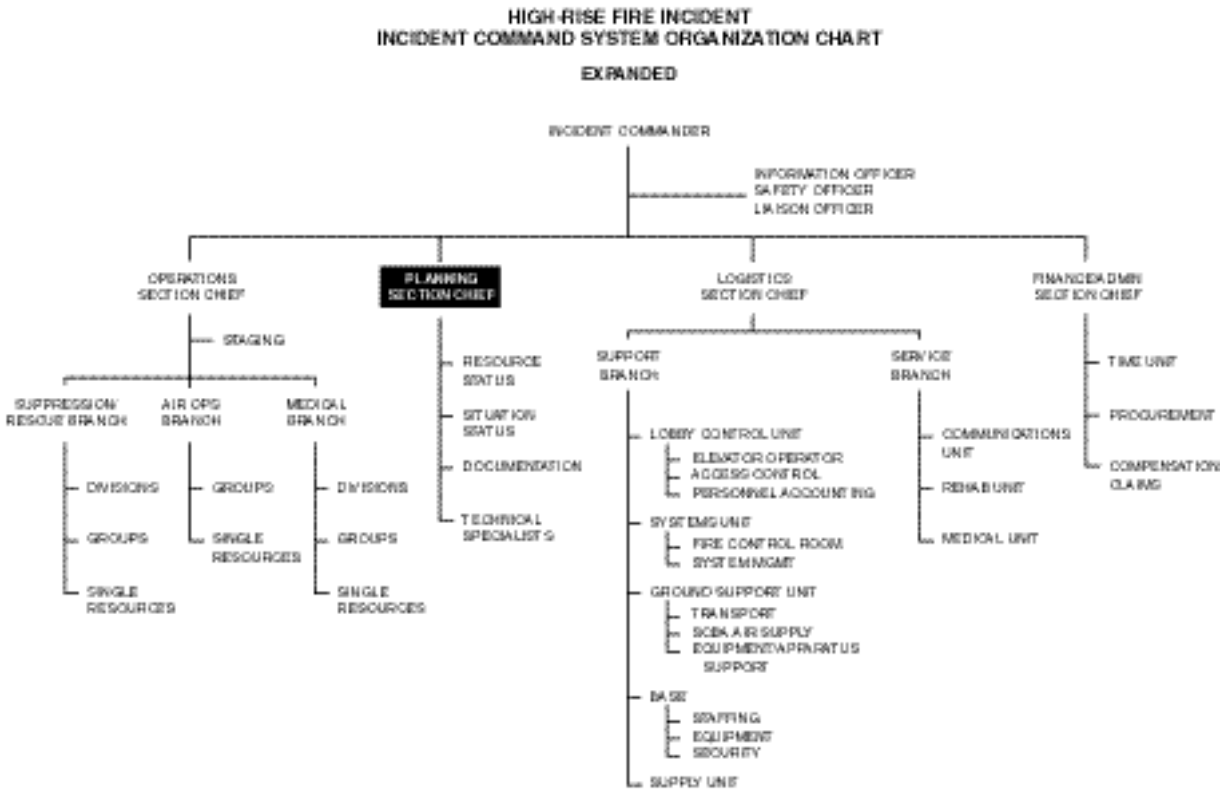
The Planning Section Chief is responsible for the collection, evaluation, dissemination, and use of information concerning the incident including resources status, situation status, and event prediction.

Radio Call Sign                      **“ Plans ”**

Command Frequency                \_\_\_\_\_

Tactical Frequency                 \_\_\_\_\_

Support Frequency                 \_\_\_\_\_



## Planning Section Chief

- Obtain situation briefing from Incident Commander
- Don position identification vest
- Establish communication procedures
- Assist the I.C. in planning overall strategy for containment of incident
- Appoint and brief staff, as needed
  - Situation unit leader
  - Resource unit leader
  - Technical specialist
  - Incident dispatch team (IDT)
- Attend incident action briefing sessions
- Develop Incident Action Plan (I.A.P.) with alternatives and consult with I.C.
- Prepare, reproduce, and distribute I.A.P.
- Coordinate with Logistics Section Chief to exchange resource status information
- Monitor and display resource and situation status data
- Provide continuous supervision of the plan section
- Maintain unit/activity log (ICS Form 214)

## Resource Unit Leader

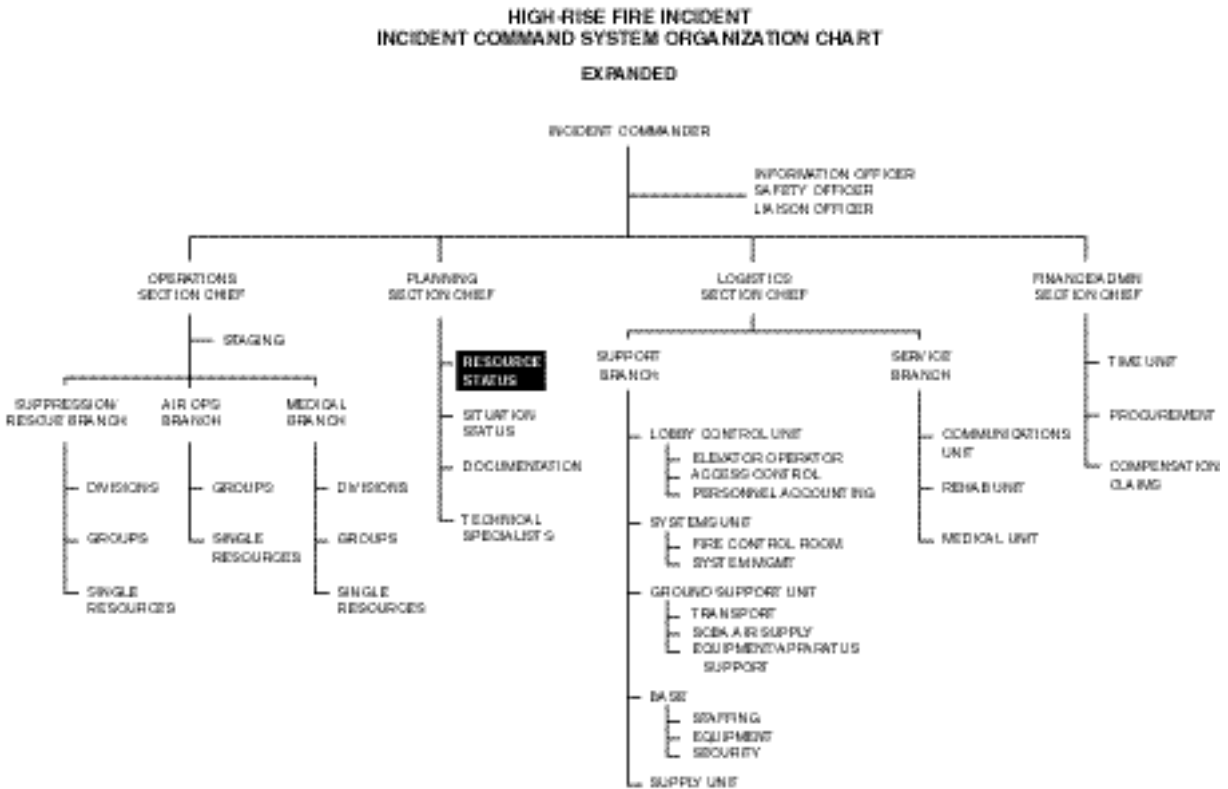
The Resource Unit Leader collects information on incident resources as needed. Provides information on resource limitations, and documents resources through records and logs.

Radio Call Sign                      **“ Resource Unit ”**

Command Frequency                 \_\_\_\_\_

Tactical Frequency                 \_\_\_\_\_

Support Frequency                 \_\_\_\_\_



## **Resource Unit Leader**

- Obtain situation briefing from Planning Section Chief
- Don position identification vest
- Establish check-in function at Base. Utilize "T-cards" as established in the County Mutual Aid Plan
- Obtain "T-cards" from the check-in recorder at Base
- Maintain "T card" accountability system throughout incident
- Prepare Organizational Assignment documents for incident (ICS 203 and 207)
- May function as Demobilization Unit Leader. Return "T cards" to resources as required.
- Maintain unit/activity log (ICS Form 214)

## Situation Unit Leader

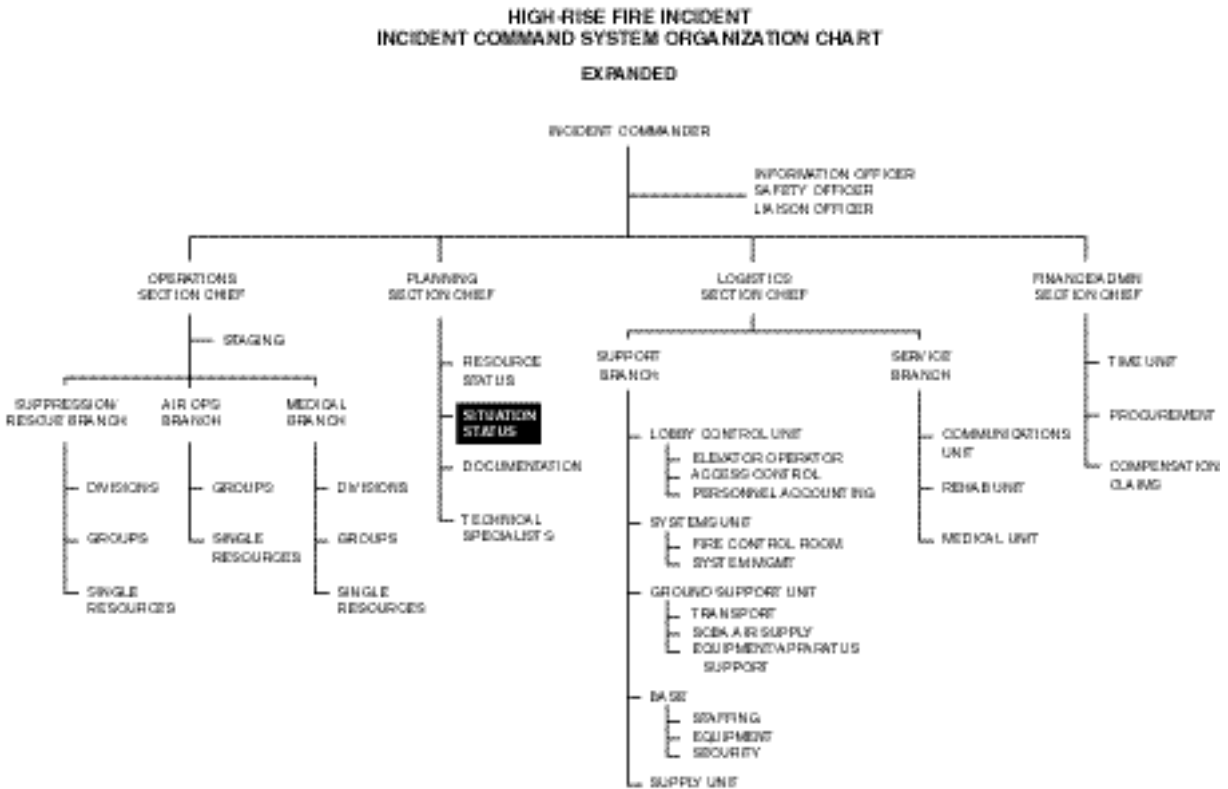
The Situation Unit Leader is responsible for the collection and organization of incident situation information and the evaluation, analysis, and display of that information for use by ICS personnel.

Radio Call Sign                      **“ Situation Unit ”**

Command Frequency                 \_\_\_\_\_

Tactical Frequency                 \_\_\_\_\_

Support Frequency                 \_\_\_\_\_





## **Situation Unit Leader**

- Obtain situation briefing from Planning Section Chief
- Don position identification vest
- Establish communication procedure
- Maintain a diagram of the incident, depicting the concerned structure, pertinent structure components, and the fire location  
(The diagram should identify where specific companies are assigned, divisional boundaries, command officers, and resources in reserve)
- Maintain unit/activity log (ICS Form 214)

## Documentation Unit Leader

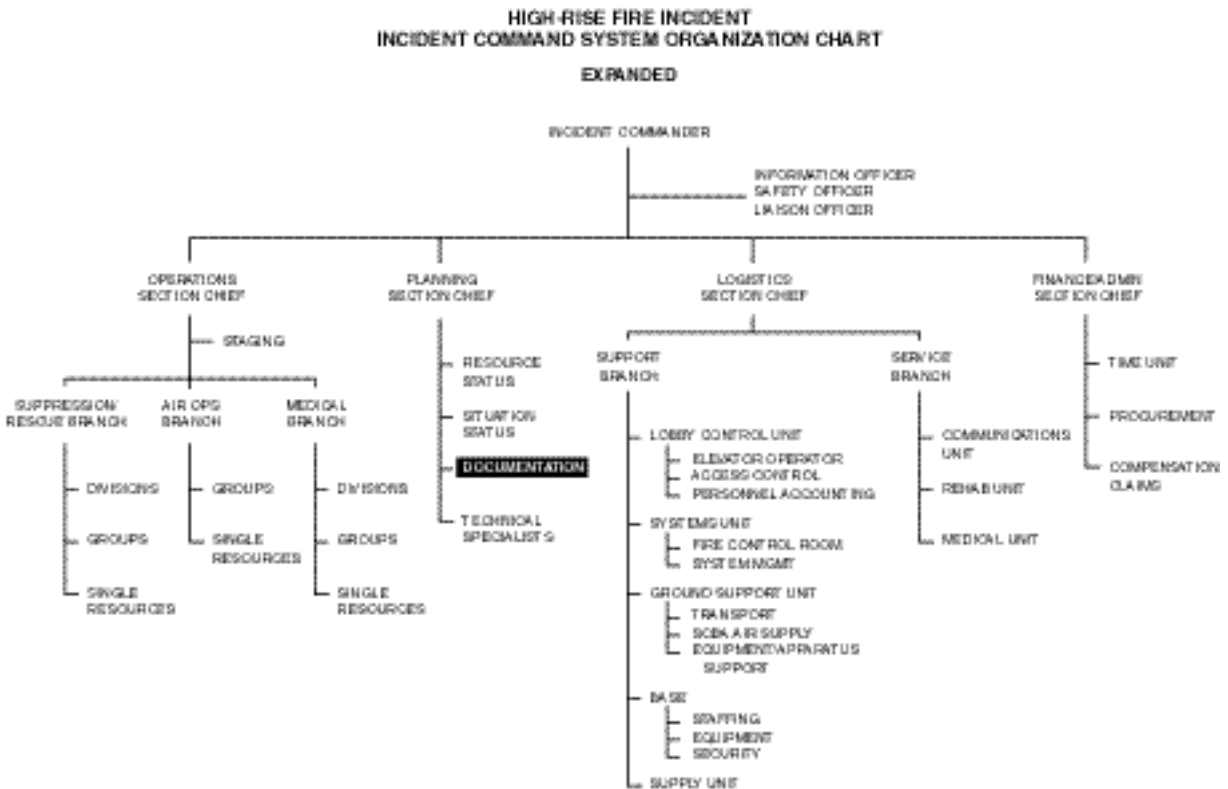
The Documentation Unit Leader is responsible for the maintenance of accurate, up-to-date incident files. The Documentation Unit will also provide duplication services. Incident files will be stored for legal, analytical, and historical purposes.

Radio Call Sign                      **“ Documentation ”**

Command Frequency                      \_\_\_\_\_

Tactical Frequency                      \_\_\_\_\_

Support Frequency                      \_\_\_\_\_



## **Documentation Unit Leader**

- Obtain incident situation briefing from Planning Section Chief
- Review unit leader responsibilities
- Don position identification vest
- Set up work area; begin organization of incident files
- Establish duplication services, if required
- File all official forms and reports with the host agency
- Provide incident documentation as requested
- Maintain unit/activity log (ICS Form 214)

## Technical Specialist

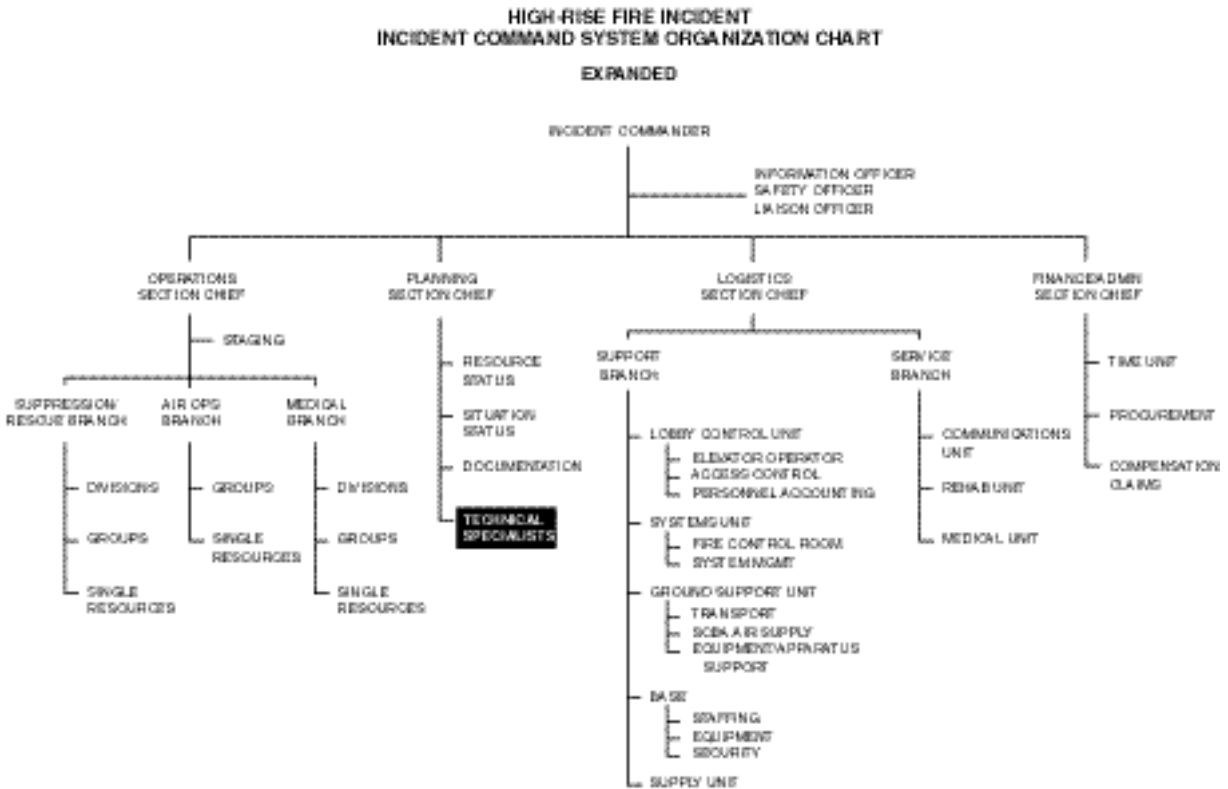
Technical Specialists are advisors with special skills needed to support the incident operation. The Technical Specialist may be used as an aide within any unit under the direction of the Planning Section.

Radio Call Sign " \_\_\_\_\_ "

Command Frequency \_\_\_\_\_

Tactical Frequency \_\_\_\_\_

Support Frequency \_\_\_\_\_



## **Technical Specialist**

- Obtain situation briefing from Planning Section Chief
- Don position identification vest
- Establish communication procedure
- Report directly to the Planning Section Chief
- Confer with specialists outside the fire department and relay information
  - Hazardous materials team
  - Meteorologist
  - Environmental impact
  - Flow control
  - Structural engineer
  - Other:
- Maintain unit/activity log (ICS Form 214)

## Logistics Section Chief

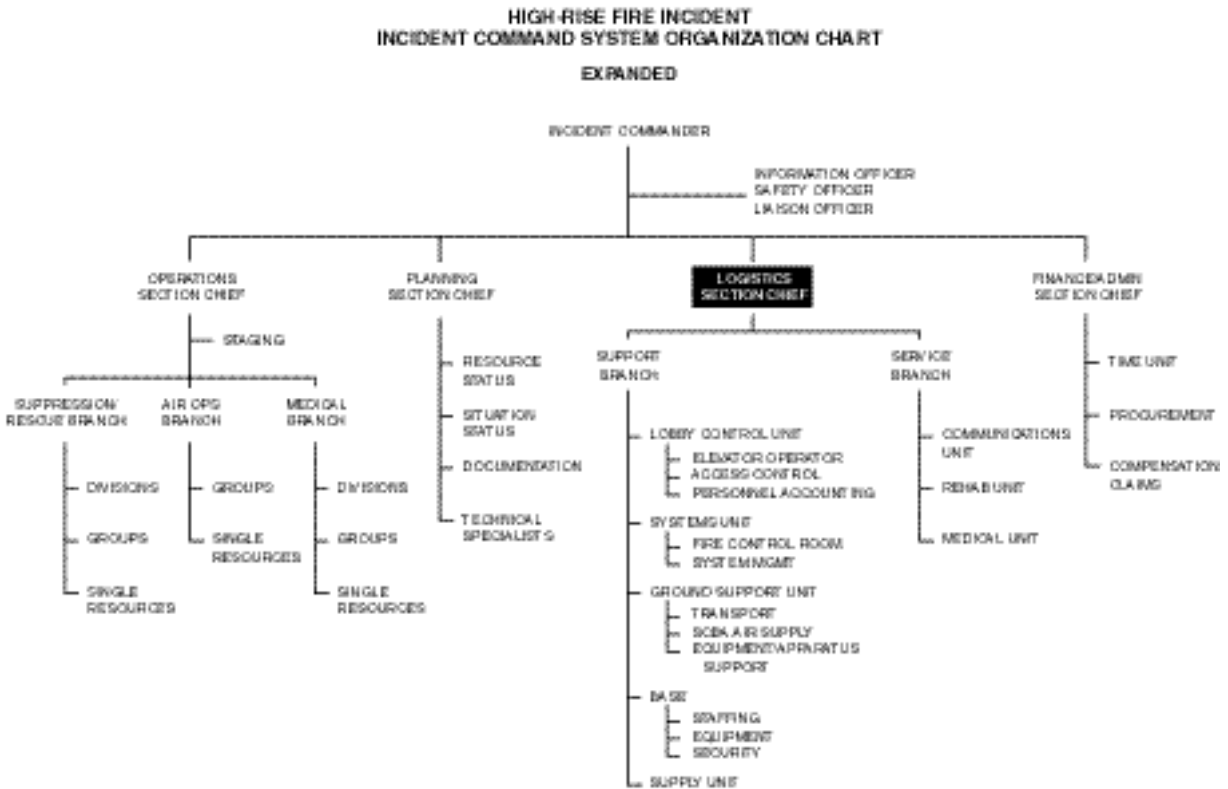
The Logistics Section Chief is responsible for providing facilities, services, and material in support of the incident. The Logistics Section Chief participates in the development and implementation of the action plan.

Radio Call Sign                      **“ Logistics “**

Command Frequency                 \_\_\_\_\_

Tactical Frequency                 \_\_\_\_\_

Support Frequency                 \_\_\_\_\_



## Logistics Section Chief

- Obtain situation briefing from the I.C.
- Don position identification vest
- Establish communication procedure. You may have the option to designate a logistics radio channel frequency.
- Determine resource level for:
  - Operations activities
  - Logistics activities
  - Reserves
- Develop plan for logistics system
- Establish and supervise the activities of lobby control, base, stairwell support, and water supply
- Coordinate with the Operations Section Chief to ensure proper flow of personnel and equipment to staging
- Keep the I.C. informed as to the need for additional alarms, so as to maintain a minimum reserve of personnel and equipment
- Maintain unit/activity log (ICS Form 214)

## Support Branch Director

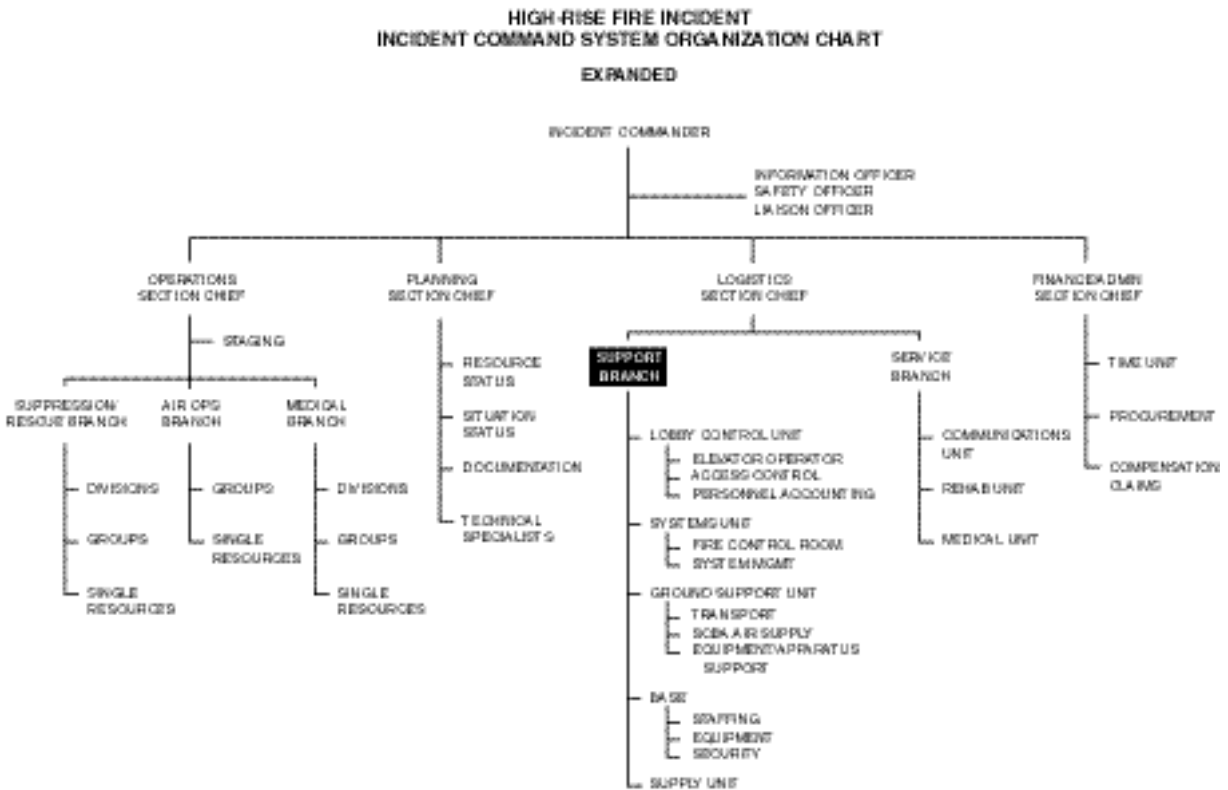
The Support Branch Director is responsible for the development and implementation of the portion of the logistics plan, in support of the Incident Action Plan. This includes the direction and execution of branch planning for the assignment of resources within the branch. The Branch Director reports to the Operations Section Chief and supervises the Unit Leaders and the Base Manager.

Radio Call Sign                      **“ Support Branch ”**

Command Frequency               \_\_\_\_\_

Tactical Frequency                \_\_\_\_\_

Support Frequency                 \_\_\_\_\_





## **Support Branch Director**

- Obtain incident situation briefing from Logistics Section Chief
- Don position identification vest
- Determine initial support operations in coordination with the Logistics Section Chief and the Service Branch Director.  
Determine if branch resources are sufficient.
- Interact with the Logistics Section Chief and Service Branch Director to resolve logistical problems reported by subordinates
- Maintain unit/activity log (ICS Form 214)

## Lobby Control Unit Leader

Lobby Control Unit Leader is responsible for the management of activities in the lobby; control of heating, air conditioning, and exhaust systems; and security of building elevators. The Lobby Control Unit Leader's primary responsibilities are as follows:

- Operate a personnel/crew accounting system for all-building entry and exit.
- Direct incident personnel to correct stairway, elevator, or route as assigned.
- Control and operate elevator cars.
- Direct building occupants and exiting personnel to proper ground level safe areas or routes.
- As directed or by Incident Commander, perform the functions of the Systems Control Unit.

Radio Call Sign

**“ Lobby “**

Command Frequency

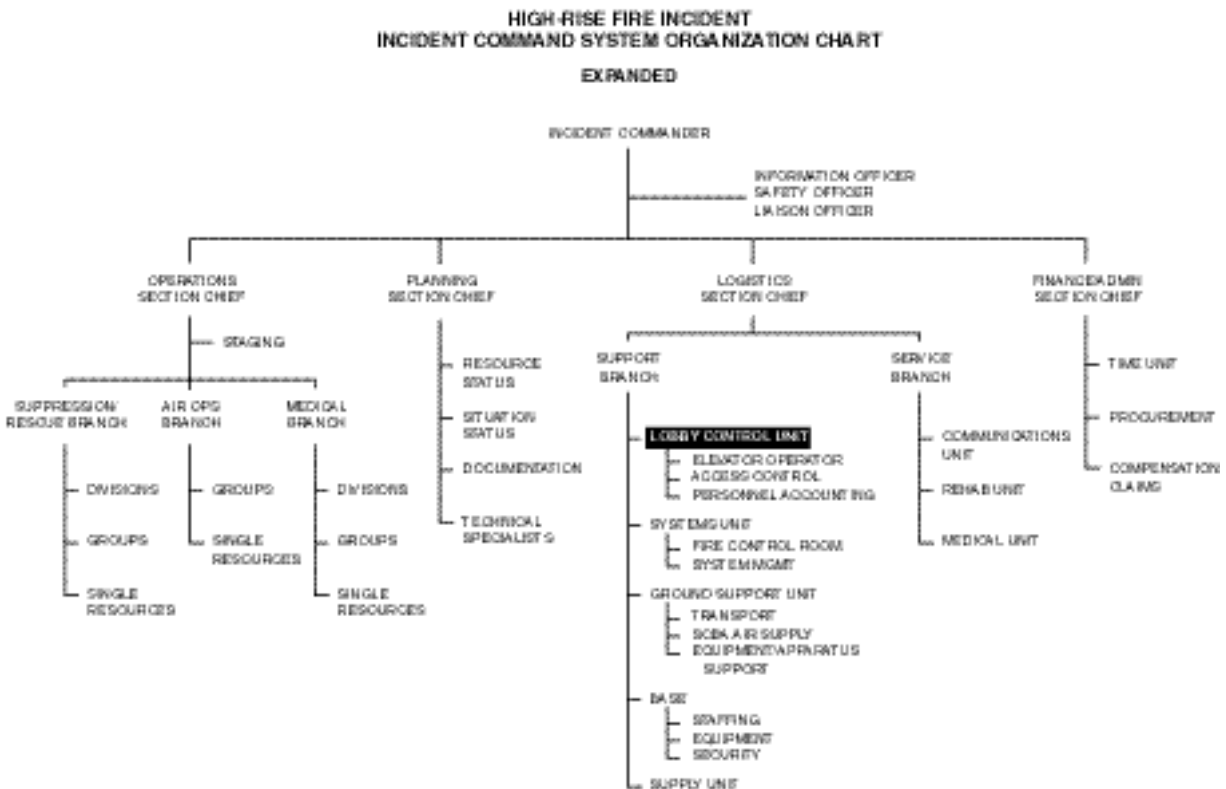
\_\_\_\_\_

Tactical Frequency

\_\_\_\_\_

Support Frequency

\_\_\_\_\_



## Lobby Control Unit Leader

- Obtain situation briefing from Logistics Section Chief
- Don position identification vest
- Establish communications procedure
- Manage base resources until base officer is established
- Manage all building entry and exit points
  - Secure elevators at lobby
  - Contact building engineer and manager
- Establish check-in and checkout procedures
- Assign officer to the fire control room to monitor building functions until systems unit leader established
  - Shut down HVAC systems
  - Monitor smoke exhaust systems
  - Monitor all building systems
  - Provide continuous water supply to automatic sprinklers and standpipes
- Establish safe stairwells and elevators to be used by fire personnel and civilians evacuating the building. Control evacuation at lobby.
- Maintain, issue, and retrieve building keys as necessary
- Maintain unit/activity log (ICS Form 214)

## Systems Unit Leader

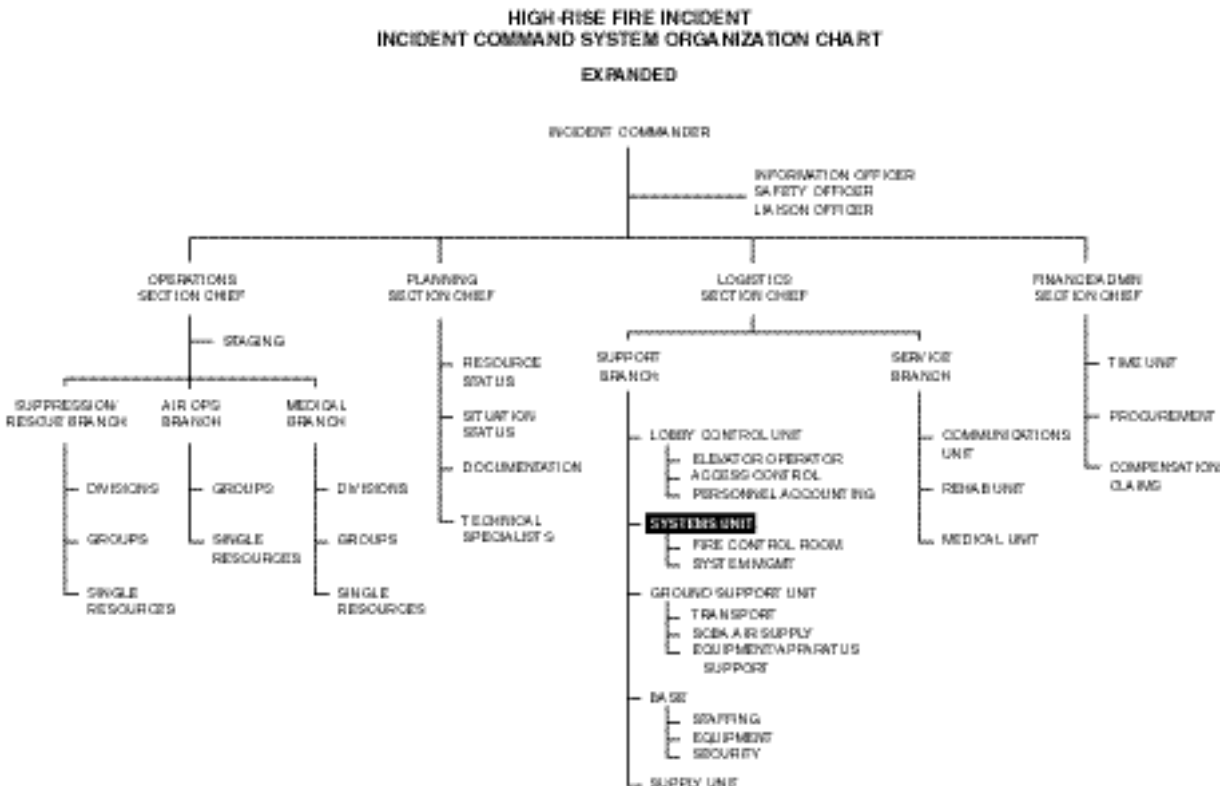
The Systems Unit Leader monitors and maintains built-in fire control, life safety, environmental control, communications and elevator systems.

Radio Call Sign " Systems "

Command Frequency \_\_\_\_\_

Tactical Frequency \_\_\_\_\_

Support Frequency \_\_\_\_\_



## **Systems Unit Leader**

- Obtain incident situation briefing from Support Branch Director
- Don position identification vest
- Obtain information on type and current performance of built-in systems
- Assess current situation and request needed personnel and resources
- Coordinate with building/facility engineer, utility company representatives, elevator service personnel, and others as appropriate
- Evaluate, support, and control systems as needed
  - Fire and domestic water pumps and waters supplies
  - HVAC systems
  - Smoke removal systems
  - Stairwell protection systems
  - Electrical systems
  - Emergency power plant
  - Security systems
  - Public address, telephone, and other communications systems
- Secure operations and demobilize personnel according to the demobilization plan
- Maintain unit/activity log (ICS Form 214)

## Ground Support Unit Leader

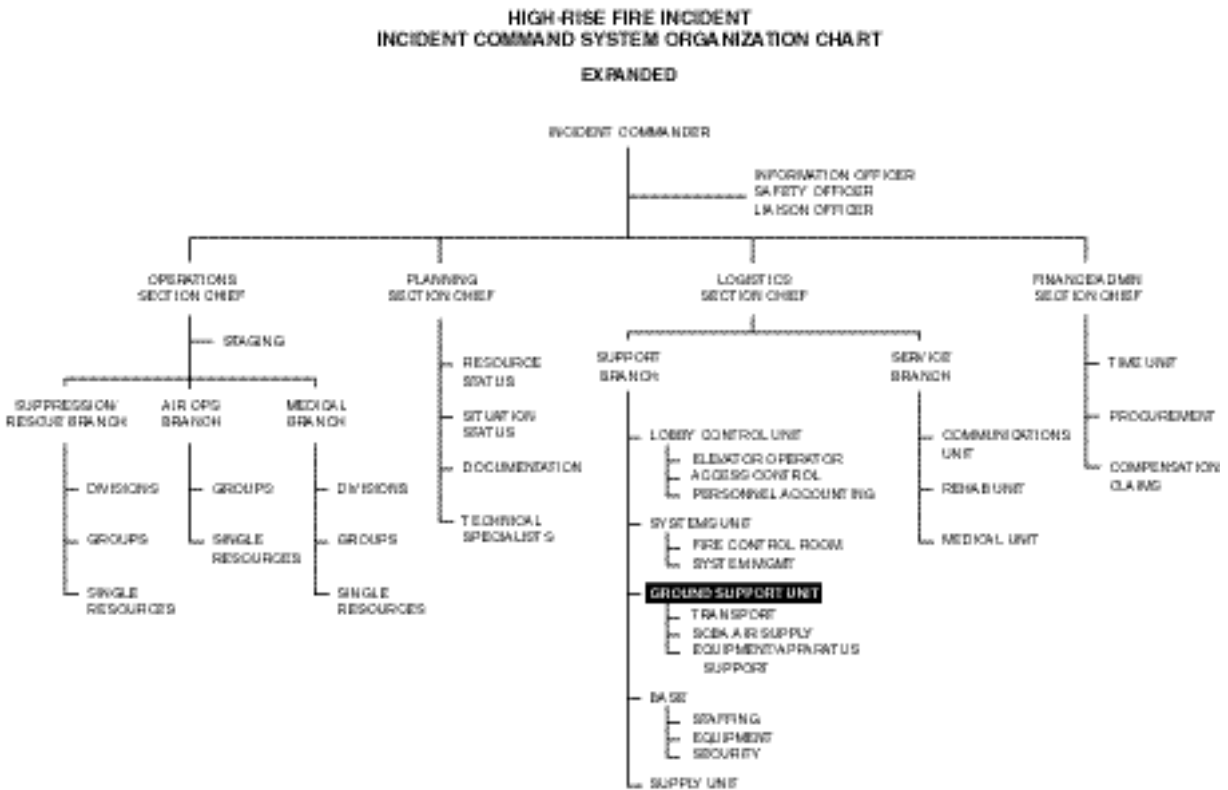
The Ground Support Unit Leader is responsible for providing transportation for personnel, equipment, and supplies; providing refilling of SCBA air cylinders and maintenance of SCBAs; providing fueling, service and maintenance of vehicles and portable power equipment and tools; and implementing the ground level traffic/movement plan at the incident including marking safe access routes and zones.

Radio Call Sign                      **“ Ground Support ”**

Command Frequency               \_\_\_\_\_

Tactical Frequency               \_\_\_\_\_

Support Frequency                \_\_\_\_\_



## **Ground Support Unit Leader**

- Obtain incident situation briefing from Support Branch Director
- Don position identification vest
- Implement traffic/movement plan
- Post or mark ground level safe movement routes and outside safe refuge areas
- Appoint personnel and activate ground support services as needed
  - Transport services (including stairwell, ground level, and general motor)
  - Fueling, maintenance and support of apparatus, portable power equipment, and building plant
  - SCBA air cylinder refilling, maintenance and support
- Collect and maintain records of rented or reimbursable equipment use
- Maintain inventory of support and transport vehicles, and maintenance and fuel supplies
- Submit reports to Support Branch Director
- Secure operations and demobilize personnel according to the demobilization plan
- Maintain unit/activity log (ICS Form 214)

## Base Manager

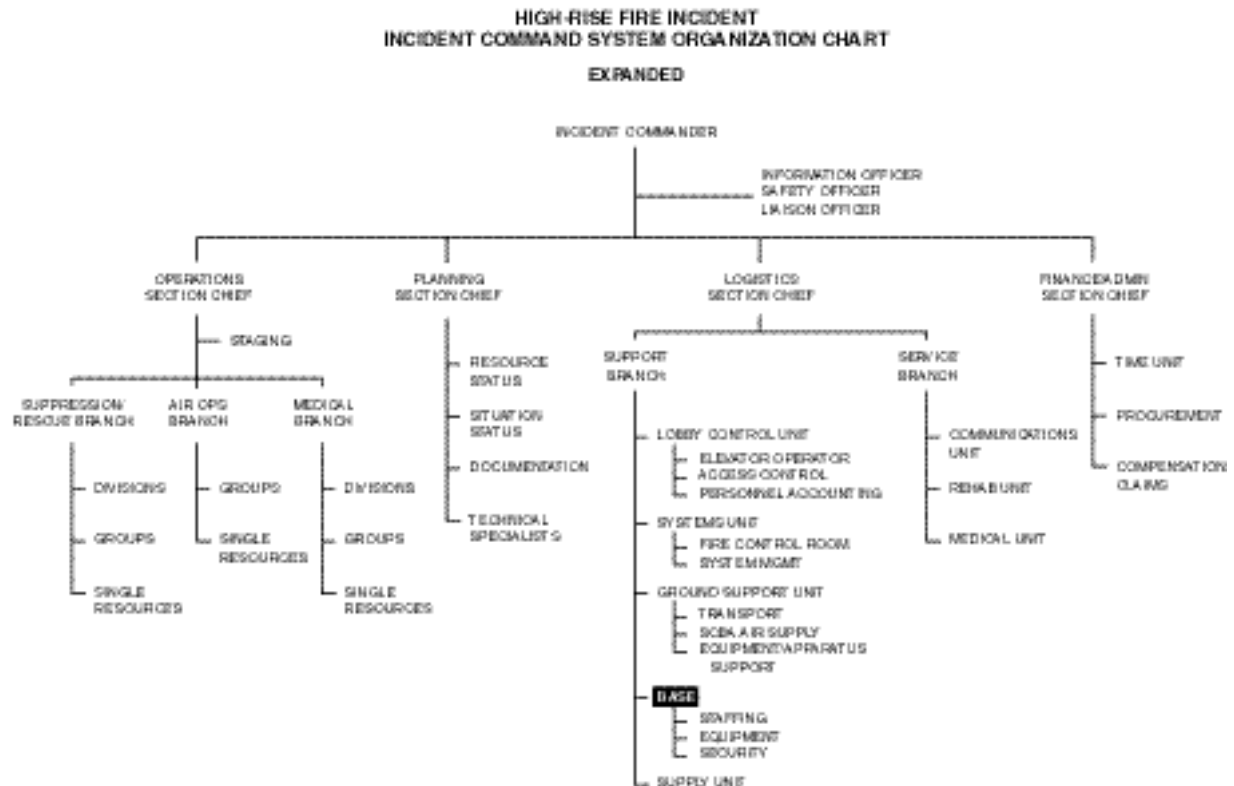
Base Manager is responsible for the establishment of a check-in and checkout procedure for incoming units and personnel. Base Manager is also responsible for the management of all functions at the designated Base and Command Post locations.

Radio Call Sign                      **“ Base ”**

Command Frequency                   \_\_\_\_\_

Tactical Frequency                   \_\_\_\_\_

Support Frequency                    \_\_\_\_\_





## Base Manager

- Obtain situation briefing from Logistics Section Chief
- Don position identification vest
- Establish communication procedures
- Evaluate base layout location and establish geographic identifier  
Calculate the anticipated collapse zone, and provide a safe location for apparatus and equipment parking.
- Establish check-in and check-out procedures
- Deliver needed equipment from base to lobby control
- Provide safety, security and traffic control at base and command post. Utilize police for traffic control.
- Provide facility services – sanitation, lighting and clean up at base and command post
- As requested by operations, logistics or incident command, direct crews and equipment to designated locations
- Establish base layout and identify/post each function area as appropriate to the incident size and expected duration – crew ready area, equipment pool, rehabilitation area, command post, apparatus parking, restrooms
- Evaluate area hazards and predicted weather. Identify optional location and plans as appropriate.
- Secure operations and demobilize personnel as determined by the demobilization plan.
- Maintain unit/activity log (ICS Form 214) of companies and equipment at base. Maintain records of activities and submit reports as directed.

## Supply Unit Leader

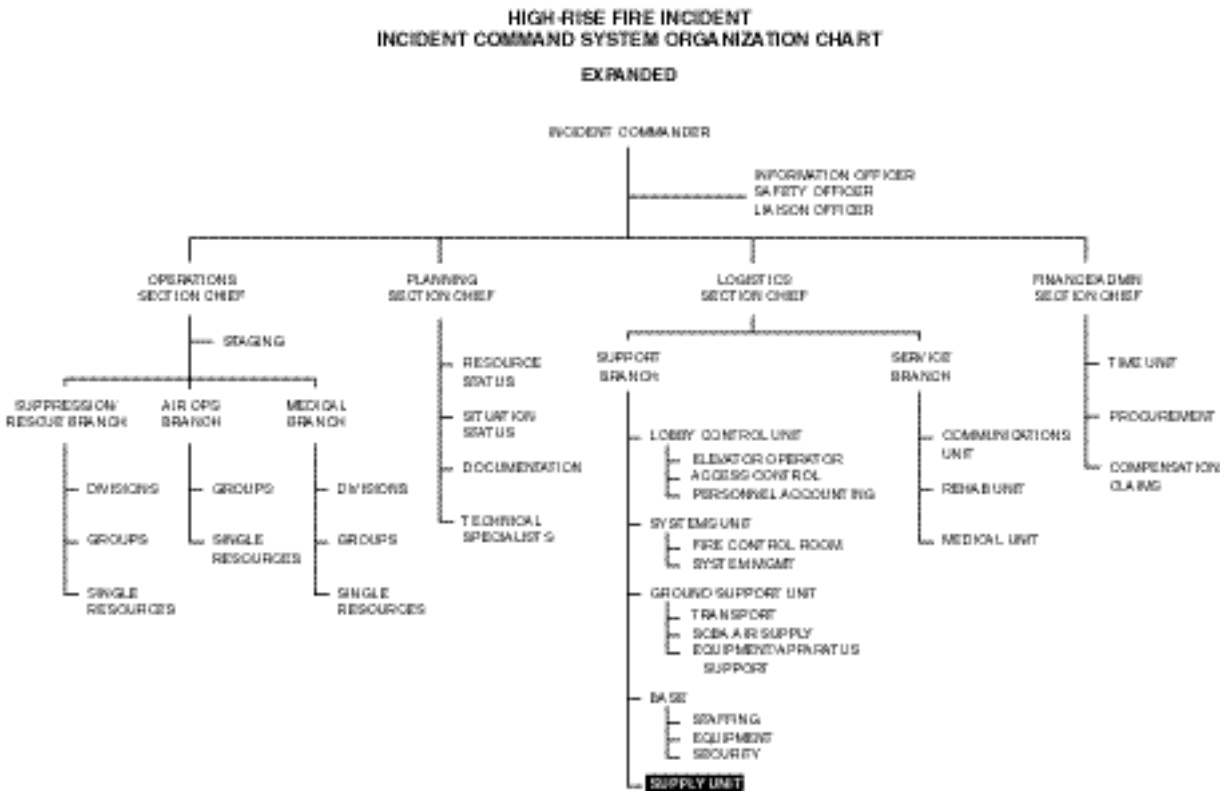
The Supply Unit Leader is primarily responsible for ordering personnel, equipment and supplies; receiving and storing all supplies for the incident; maintaining an inventory of supplies; and servicing non-expendable supplies and equipment.

Radio Call Sign                      **“ Supply ”**

Command Frequency                      \_\_\_\_\_

Tactical Frequency                      \_\_\_\_\_

Support Frequency                      \_\_\_\_\_



## **Supply Unit Leader**

- Obtain incident situation briefing from Support Branch Director
- Review unit leader
- Don position identification vest
- Determine the type and amount of supplies necessary to support the incident.
- Receive and respond to requests for personnel, supplies and equipment
- Develop and implement safety and security requirements.
- Maintain inventory of supplies and equipment
- Maintain unit/activity log (ICS Form 214)

## Service Branch Director

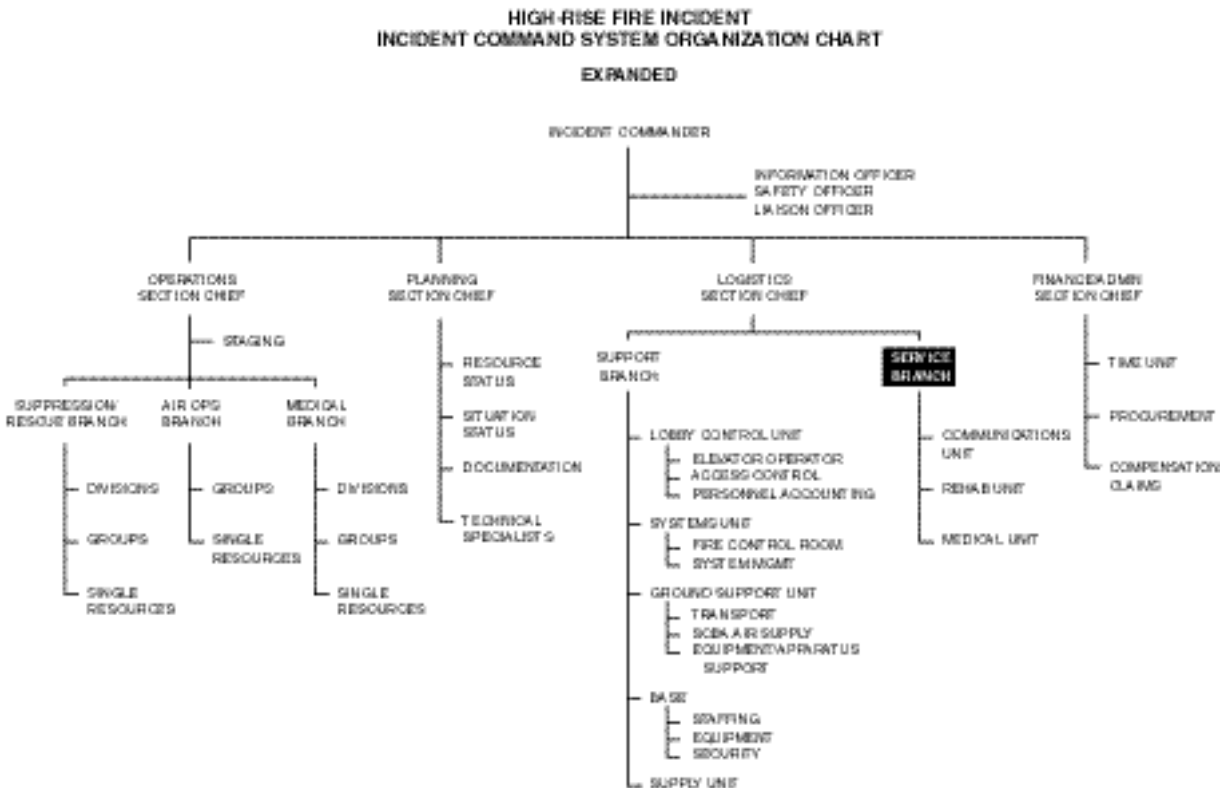
The Service Branch Director is responsible for the development and management of all service activities at the incident. The Service Branch Director supervises the operation of the Communications and Medical Unit.

Radio Call Sign                    **“ Service Branch ”**

Command Frequency                \_\_\_\_\_

Tactical Frequency                 \_\_\_\_\_

Support Frequency                 \_\_\_\_\_



## **Service Branch Director**

- Obtain incident situation briefing from Logistics Section Chief
- Don position identification vest
- Determine initial service operations in coordination with the Logistics Section Chief and the Service Branch Director.  
Determine if branch resources are sufficient.
- Interact with the Logistics Section Chief and Support Branch Director to resolve logistical problems reported by subordinates
- Maintain unit/activity log (ICS Form 214)

## Communications Unit Leader

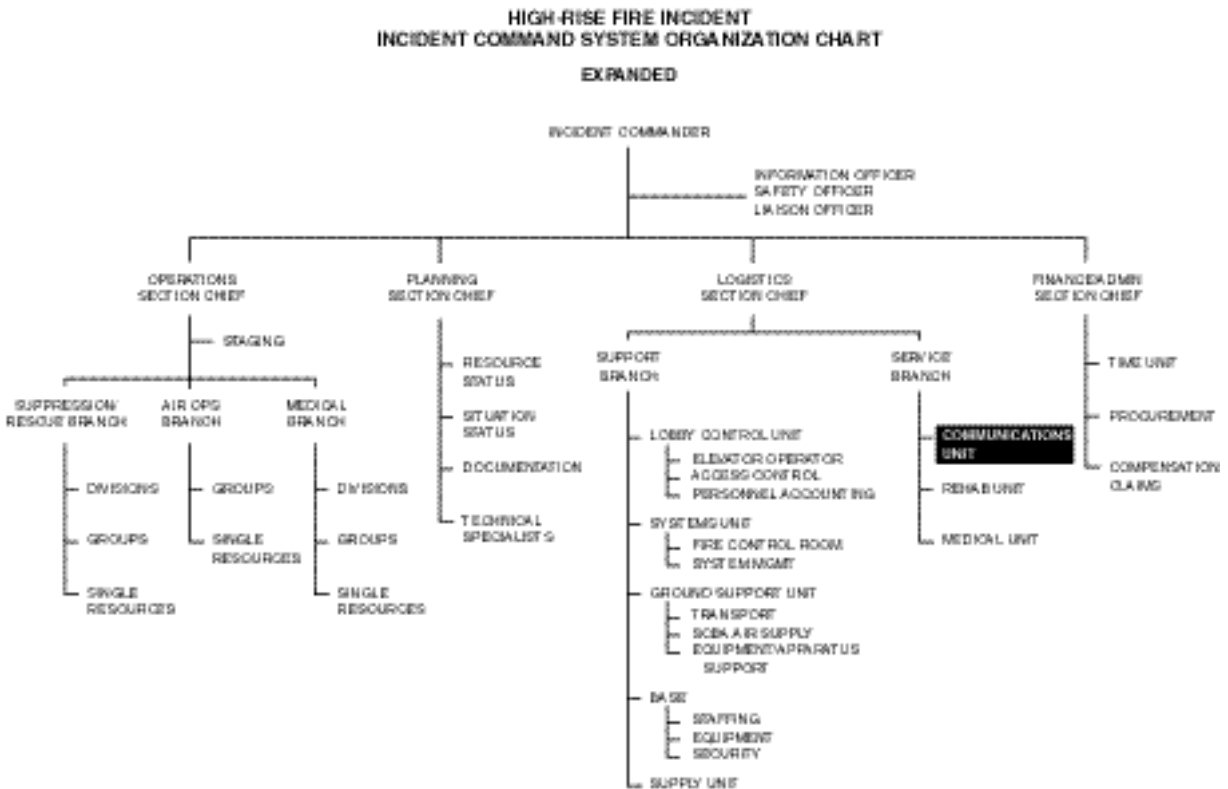
The Communications Unit Leader, under the direction of the Service Branch Director, is responsible for developing plans for the effective use and distribution of communications equipment at the scene of the incident.

Radio Call Sign                      **“ Communications ”**

Command Frequency                      \_\_\_\_\_

Tactical Frequency                      \_\_\_\_\_

Support Frequency                      \_\_\_\_\_



## **Communications Unit Leader**

- Obtain incident situation briefing from Service Branch Director
- Don position identification vest
- Determine incident needs
- Prepare and implement the incident radio communications plan (ICS 205)
- Ensure an equipment accountability system is established
- Ensure personal portable radio equipment is distributed per incident radio communications plan
- Maintain unit/activity log (ICS form 214)

## Rehabilitation Unit Leader

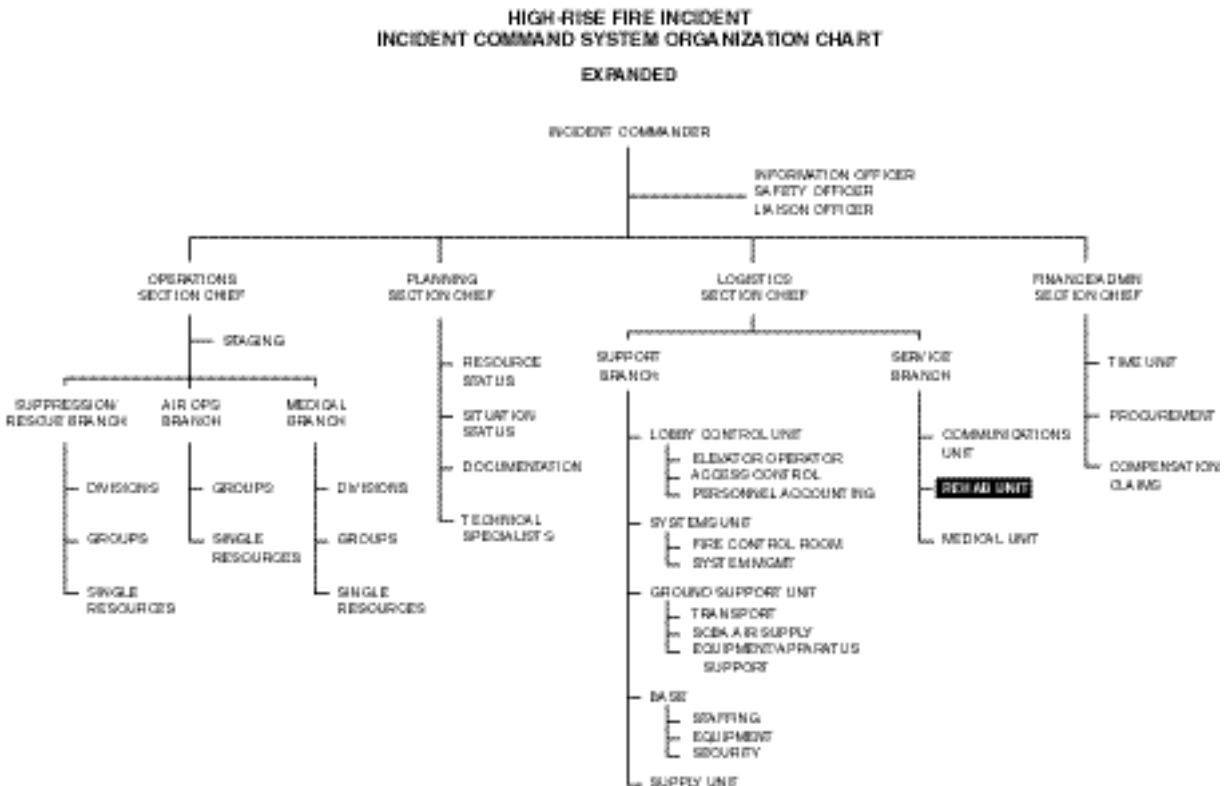
The Rehabilitation Unit Leader is responsible for providing an area of rest and first aid for personnel relieved from work assignment.

Radio Call Sign                   **“ Rehab ”**

Command Frequency           \_\_\_\_\_

Tactical Frequency           \_\_\_\_\_

Support Frequency           \_\_\_\_\_





## **Rehabilitation Unit Leader**

- Obtain briefing from staging area manager
- Don position identification vest
- Provide immediate first aid, if needed
- Locate, prepare and identify rehabilitation area
  - Location to be near staging area
  - Close to toilet facility (if possible)
- Obtain needed equipment
  - Sign materials and pen
  - Drinking water or fluid replacement drinks
  - First aid equipment
- Establish communication procedures
- Establish check-in and checkout procedures and notify staging area manager of status changes as required  
(Time-in, time-out, companies, and number of personnel)
- Coordinate rehabilitation activities with the staging area manager
- When directed, secure activities and release personnel
- Maintain unit/activity log (ICS Form 214)

## Medical Unit Leader

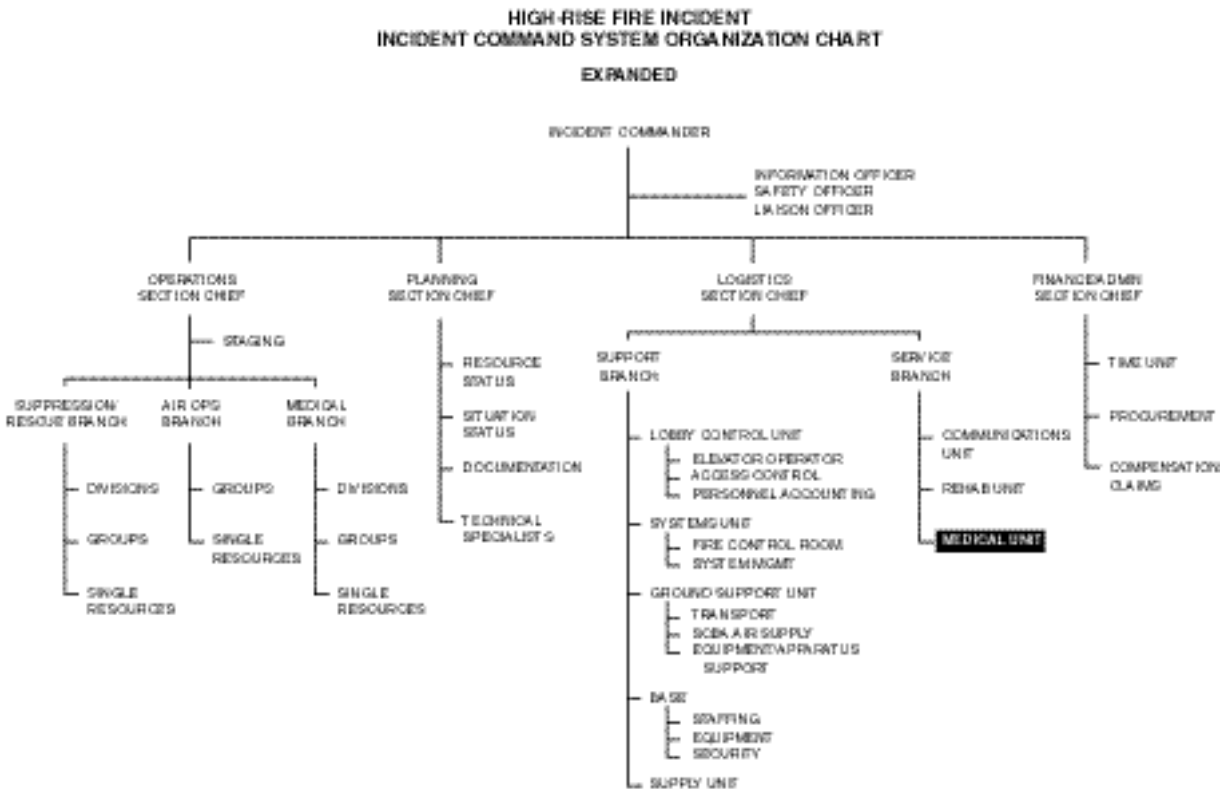
The Medical Unit Leader is primarily responsible for the development of the Medical Plan, obtaining medical aid and transportation for injured or ill incident personnel, and preparation of reports and records.

Radio Call Sign                      **“ Medical Unit “**

Command Frequency                      \_\_\_\_\_

Tactical Frequency                      \_\_\_\_\_

Support Frequency                      \_\_\_\_\_



## **Medical Unit Leader**

- Obtain incident situation briefing from Service Branch Director
- Don position identification vest
- Establish medical unit
- Prepare Medical Plan
- Prepare procedures for major medical emergency
- Declare major medical emergency as appropriate
- Respond to requests for medical aid, medical transportation, and medical supplies
- Maintain unit/activity log (ICS 214)

## Finance/Admin Section Chief

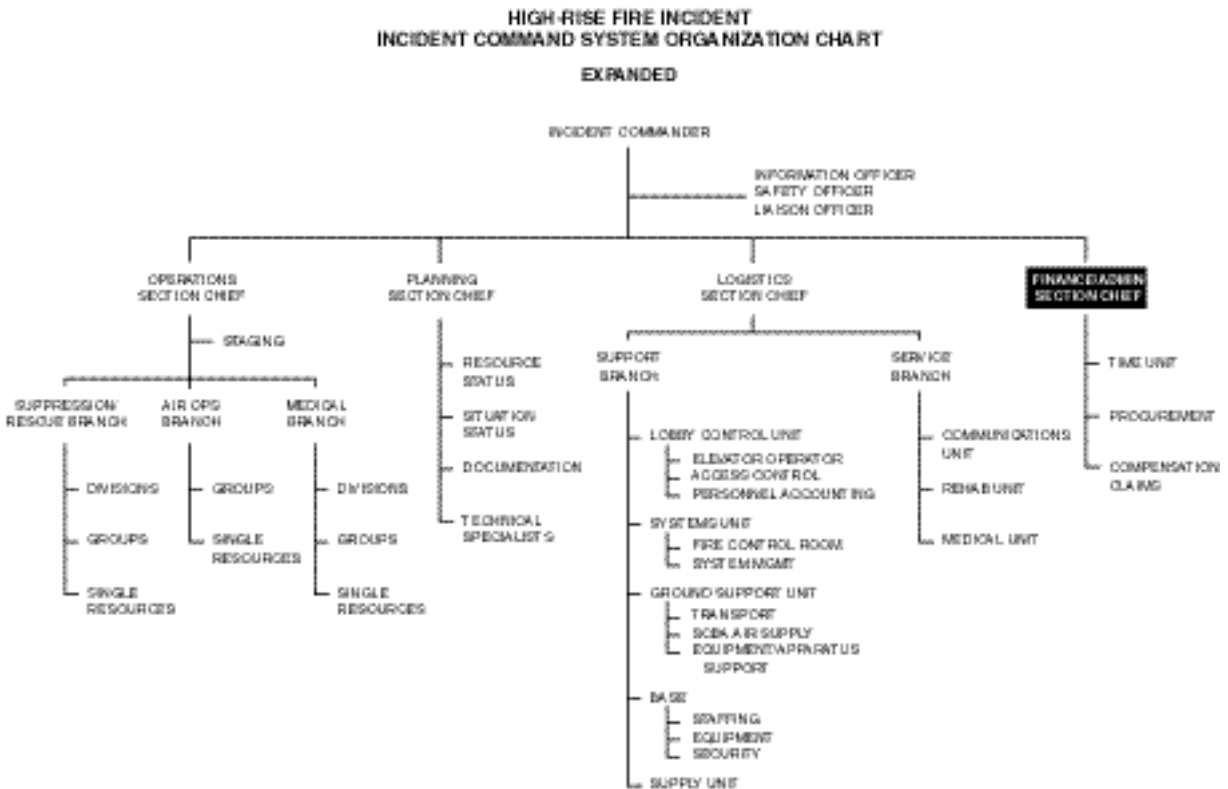
The Finance/ Admin Section Chief is responsible for all financial, administrative, and cost analysis aspects of the incident and for supervising the members of the Finance/ Administration section.

Radio Call Sign                      **“ Finance ”**

Command Frequency                      \_\_\_\_\_

Tactical Frequency                      \_\_\_\_\_

Support Frequency                      \_\_\_\_\_



## **Finance/Admin Section Chief**

- Obtain incident situation briefing from Incident Commander
- Don position identification vest
- Develop an operating plan for the finance/admin section
- Meet with assisting and cooperating agencies, as required
- Ensure that all personnel time records are accurately completed and transmitted to home agencies
- Provide financial input to demobilization planning
- Maintain unit/activity log (ICS 214)

## Time Unit Leader

The Time Unit Leader is responsible for equipment and personnel time recording and for managing the commissary operations.

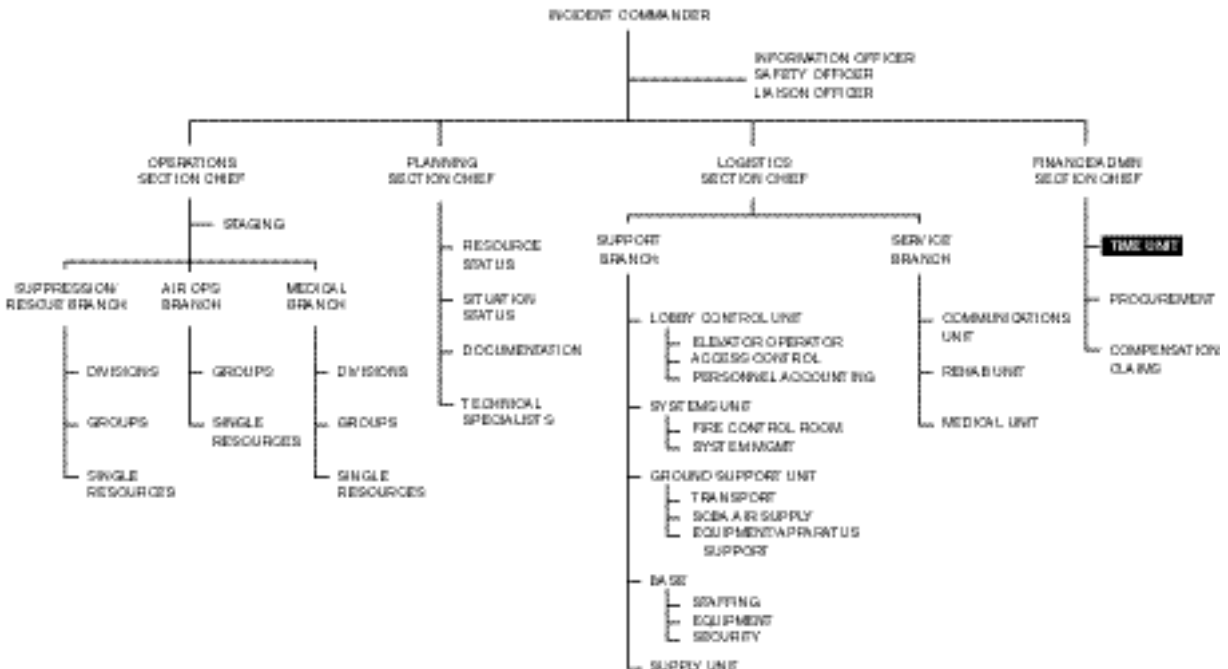
Radio Call Sign                      **“ Time Unit ”**

Command Frequency                      \_\_\_\_\_

Tactical Frequency                      \_\_\_\_\_

Support Frequency                      \_\_\_\_\_

HIGH-RISE FIRE INCIDENT  
INCIDENT COMMAND SYSTEM ORGANIZATION CHART  
EXPANDED



## **Time Unit Leader**

- Obtain incident situation briefing from Finance/ Admin Section Chief
- Don position identification vest
- Determine incident requirements for time recording function
- Ensure that daily personnel time recording documents are prepared and in compliance with agency(s) policy
- Maintain separate logs for overtime hours
- Establish commissary operation on larger or long-terms incidents as needed
- Submit cost estimate data forms to Cost Unit as required
- Maintain record security
- Ensure that all records are current and complete prior to demobilization.
- Release time reports from assisting agency personnel to the respective agency representatives prior to demobilization.
- Brief Finance/ Admin Section Chief on current problems and recommendations, outstanding issues, and follow-up requirements
- Maintain unit/activity log (ICS 214)

## Procurement Unit Leader

The Procurement Unit Leader is responsible for administering all financial matters pertaining to vendor contracts, leases, and fiscal agreements, related to the incident.

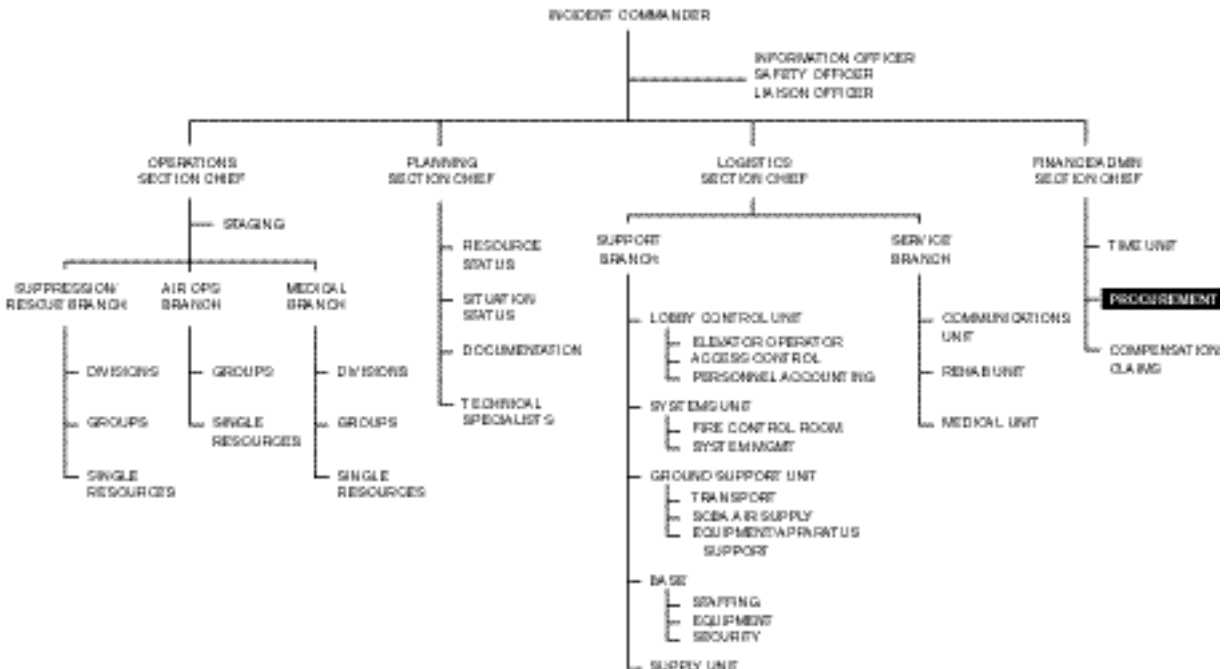
Radio Call Sign                      **“ Procurement ”**

Command Frequency                 \_\_\_\_\_

Tactical Frequency                 \_\_\_\_\_

Support Frequency                 \_\_\_\_\_

HIGH-RISE FIRE INCIDENT  
INCIDENT COMMAND SYSTEM ORGANIZATION CHART  
EXPANDED





## **Procurement Unit Leader**

- Obtain incident situation briefing from Finance/ Admin Section Chief
- Review unit leader responsibilities
- Don position identification vest
- Review incident needs and any special procedures with unit leaders, as required
- Coordinate with local jurisdiction on plans and supply sources
- Establish contracts and agreements with supply vendors
- Provide for coordination between the agency dispatch; supply unit and all other procurement organizations supporting the incident
- Maintain unit/activity log (ICS Form 214)

## Compensation/Claims Unit Leader

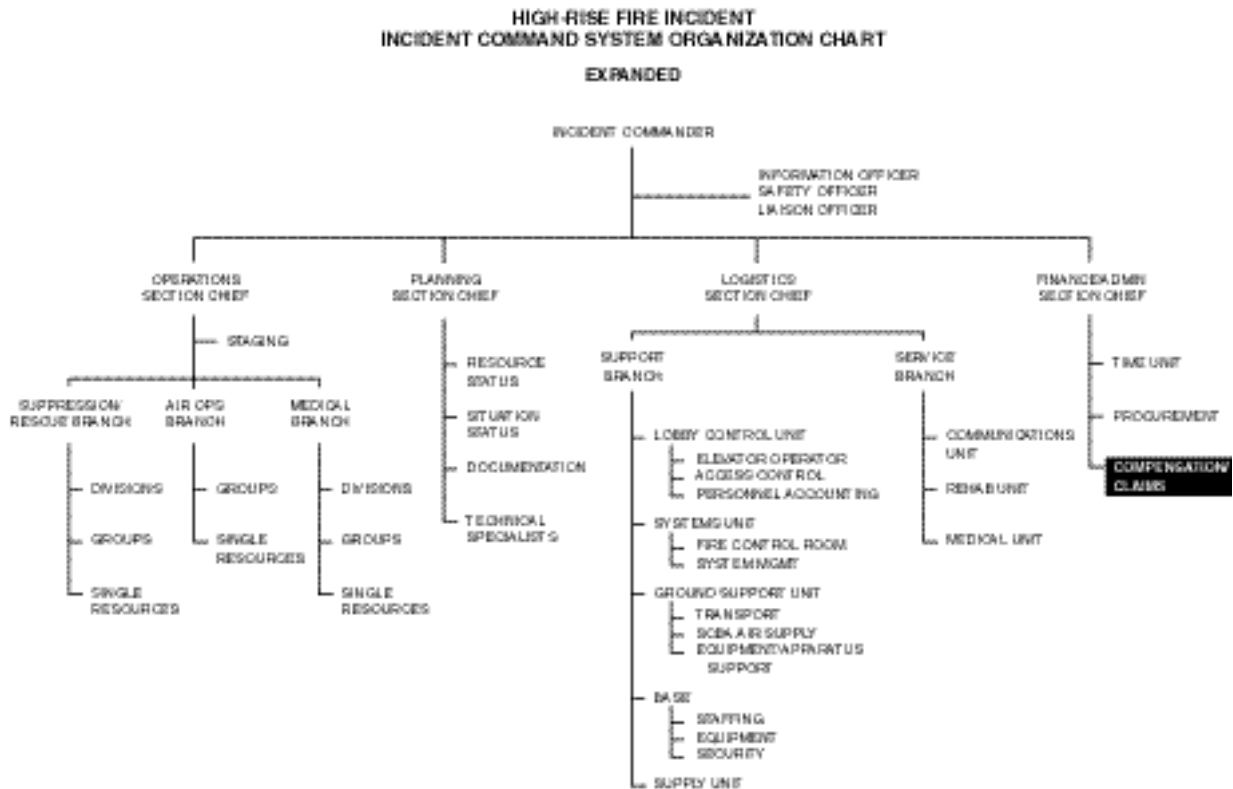
The Compensation/Claims Unit Leader is responsible for the overall management of and direction of all administrative matters that pertain to compensation for injury and claims-related activities (other than injury) for the incident.

Radio Call Sign                      **“ Claims ”**

Command Frequency                      \_\_\_\_\_

Tactical Frequency                      \_\_\_\_\_

Support Frequency                      \_\_\_\_\_



## **Comp/Claims Unit Leader**

- Obtain incident situation briefing from Finance/ Admin Section Chief
- Review unit leader responsibilities
- Don position identification vest
- Establish contact with Safety Officer and Liaison Officer
- Review the incident medical plan
- Establish a work area adjacent to the medical unit
- Ensure that all compensation for injury and claims logs and forms are routed to the appropriate agency for post-incident processing, prior to demob
- Maintain unit/activity log (ICS Form 214)

## Glossary

**Air Operations Branch Director (AOBD)** - Responsible for managing all air operations and preparing the air operations portion of action plan, and providing logistical support to aircraft operating at the incident.

**Assistant Safety Officer (ASO)** - Reports to the Safety Officer and assists in performing monitoring and assessing safety hazards, unsafe situations, and developing measures for ensuring personnel safety.

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

**Base Manager (BM)**- is responsible for management of all functions at the designated base and command post locations. The BM reports to the Logistic Section Chief or the Support Branch Director if established.

**Branch** - That organizational level having functional/geographic responsibility for major segments of incident operations. The Branch level is organizationally between IC and Section Chiefs. The intent of the position of branch director is to provide adequate span of control.

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

**Company Unity** - A term to indicate a fire company or unit shall remain together in a cohesive, identifiable working group, to ensure personnel accountability and the safety of all members.

**Communications Unit Leader** - Prepares the communication plan for the Incident Action Plan and assigns radio frequencies for the incident. They monitor and log all radio traffic.

**Division** - Organizational level having responsibility for the operations within a defined geographic area. The division level is organized between single resources, task force, and strike team.

**Documentation Unit Leader** - Responsible for collecting all reports and records from the incident.

**Emergency Traffic** - Shall be used to clear radio traffic. Clear text shall be used to identify the type of emergency "Firefighter down," "Firefighter missing," or "Firefighter Trapped," etc.

**Evacuation Group** - Responsible for coordinating the effective movement of people at risk within a structure through the identification and management of authorized routes of egress per the incident action plan.

**General Staff** - The group of incident management personnel comprised of the Operations Section Chief, Planning Section Chief, and the Logistics Section Chief.

**Ground Support Unit Leader (GSUL)** - Is responsible for providing transportation for personnel, equipment, and supplies; providing refilling/maintenance of SCBA; fueling and servicing all powered apparatus and equipment; implementing the ground level traffic/movement plan at the incident including safe routes and zones. The GSUL reports to Logistics Section Chief or the Support Branch Director if established.

# SANTA CLARA COUNTY HIGH-RISE INCIDENT PLAN

November 2001

## APPENDIX A - GLOSSARY OF TERMS

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**Group** - That organizational level having responsibility for a specified functional assignment at an incident (rescue, salvage, ventilation, evacuation, medical, etc.).

**High-Rise Strip** - The equipment removed from apparatus and carried into the scene by arriving companies (unless situation dictates otherwise):

ALL PERSONNEL ENTERING THE BUILDING ARE TO WEAR SCBAs:

- Engine -
  - At least one extra air bottle per person
  - Radio
  - Forcible entry hand tool(s)
  - High-rise hose pack/bundle (100', 1 1/2" minimum, nozzle, gated wye)
- Truck -
  - At least one extra air bottle per person
  - Radio
  - Salvage covers/Visqueen
  - Pike pole
  - Forcible entry hand tool(s)

**Incident Action Plan** - The strategic goals, tactical objectives, and support requirements for an incident. All incidents require an action plan. The action plan is not usually in written form for simple incidents. Large or complex incidents will require that the action plan be documented in writing.

**Incident Dispatch Team** - trained communications personnel who assist in the management of all communications at the incident. They report to the Communications Unit Leader.

**Information Officer (PIO)** - Responsible for obtaining pertinent information regarding an incident and disseminating that information to the appropriate agencies. This position is a member of the Command Staff.

**Incident Commander** - The individual responsible for the management of all incident operations.

**Liaison Officer** - The point of contact for assisting or coordinating agencies. This position is a member of the Command Staff.

**Lobby Control Unit Leader (LCUL)** - Primary responsibilities are to operate a personnel/crew accounting system for all building entry and exit points, direct fire personnel to correct ingress/egress points, and maintain control of building access. The LCUL operates elevator cars and directs building occupants to safe areas. In addition, the MUL will prepare reports as needed. The LCUL reports to Logistics Section Chief or the Support Branch Director if established.

**Logistics Section Chief**- Responsible for providing facilities, services, and materials for the incident. Includes Support Branch -Lobby Control Unit Leader, System Unit Leader, Ground Support Unit Leader, Base Manager, Supply Unit Leader; Service Branch - Communications Unit Leader, and Medical Unit Leader (with Rehab).

**Medical Group** - Responsible for coordination of Medical Group functions including triage, treatment, and transportation. This group implements the Incident Action Plan for care of civilians. The Medical Group reports to Operations Section Chief or Medical Branch if established.

# SANTA CLARA COUNTY HIGH-RISE INCIDENT PLAN

November 2001

## APPENDIX A - GLOSSARY OF TERMS

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**Medical Unit Leader (MUL)** - Is responsible for emergency personnel working the incident and for developing the Medical Emergency Plan. The plan will include medical aid, rehabilitation, and transportation for incident personnel. In addition, the MUL will prepare reports as needed. The MUL reports to Logistics Section Chief or the Support Branch Director if established.

**Operations Section Chief** - Responsible for all tactical operations at an incident. Includes divisions, groups, branches, task forces, and strike teams.

**Personnel Accountability Reports (PAR)** - Reports of the status, on a regular basis or after an emergency traffic request, of firefighters/companies assigned to the incident.

**Planning Section Chief** - Responsible for the collection, evaluation, dissemination, and use of information about the development of the incident and the status of resources. Includes the Resource Unit, Situation Unit, and the Technical Specialist.

**Rehab** - Responsible for providing an area of rest and first aid for personnel relieved from assigned duties. Rehab may be co-located in the staging area. Rehab reports to the Medical Unit Leader.

**Rescue Group** - Responsible for coordinating the rescue efforts of the Incident Action Plan and the assigned personnel and resources that carry out that function.

**Rapid Intervention Team (RIT)** - Team that consist of two fire personnel that monitors fire suppression crew(s) on each designated division in the event of a rescue and or emergency situation. This team will respond at the request of the Incident Commander/Operations Section Chief to perform immediate rescue operations on trapped or injured fire personnel.

**Rapid Intervention Company/Crew (RIC)** - Consist of a fire company that monitors fire suppression crew(s) on each designated division in the event of a rescue and or emergency situation. This company will respond at the request of the Incident Commander/Operations Section Chief to perform immediate rescue operations on trapped or injured fire personnel.

**Rapid Intervention Tool Cache** - Consists of selected tools to perform rescue of personnel (e.g. power saws, axes, pry bars, etc.). This cache is to be located with the RIC/RIT and available for immediate use.

**Resource Unit Leader (RSUL)** - Functional planning unit within the Planning Section. Responsible for recording the status of resources committed to an incident and evaluation of resources currently committed to an incident, the impact additional responding resources will have on an incident, and anticipated resources needed. They collect all T-cards.

**Safety Officer** - Responsible for monitoring and assessing safety hazards, unsafe situations, and developing measures for ensuring personnel safety. This position is a member of the Command Staff.

**Salvage Group** - Responsible for personnel and equipment assigned to the salvage efforts within a structure, per the Incident Action Plan.

**Section** - That organizational level having responsibility for primary segments of incident operations, such as Operations, Plans, and Logistics. The Section level is organizationally between Branch and Incident Commander.

# SANTA CLARA COUNTY HIGH-RISE INCIDENT PLAN

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## APPENDIX A - GLOSSARY OF TERMS

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**Situation Unit Leader (SUL)** - Functional unit within the Planning Section. Responsible for the analysis of the incident as it progresses. Reports to the Planning Section Chief.

**Staging** - That location where incident personnel and equipment are assigned on an immediate available status usually 2 to 3 floors below the fire.

**Staging Area Manager (SAM)**- Is responsible for the management of all functions at the in building staging area, and reports to the Operations Section Chief. Typically a rehab area (MUL) and a safe refuge (LCUL) zone is located in this area.

**Systems Control Unit Leader (SCUL)**- Monitors and maintains built-in fire control, life safety, environmental control, communications and elevator systems. This includes sprinkler systems and water supplying those systems.

**Technical Specialist** - Personnel with special skills who are activated only when needed. Technical Specialists report initially to the Planning Section, but may be assigned anywhere within the ICS organizational structure as needed.

**Vacate** - a term used to designate the immediate evacuation of all personnel in a specified area ("Vacate" the roof). The term shall be preceded by an "Emergency Traffic" to clear all radio traffic. When a "Vacate" is given personnel shall leave all hose lines and equipment and immediately leave the area. A "PAR" shall be conducted immediately following a "Vacate."

**Ventilation Group** - Responsible for coordinating the ventilation efforts and supervising personnel and equipment within the entire structure, per the Incident Action Plan.