Incident Command System (ICS):

How and Why It Works

NATIONAL TACTICAL OFFICERS ASSOCIATION

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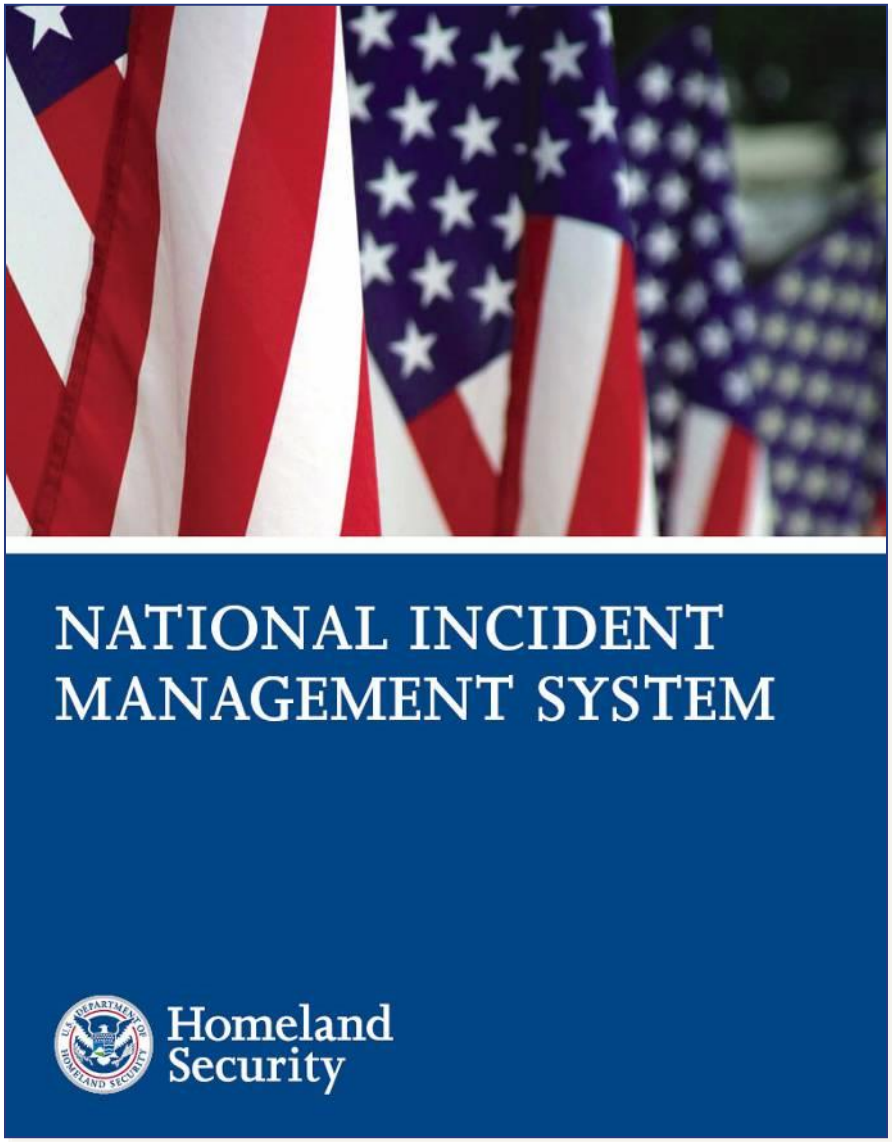

NATIONAL INCIDENT
MANAGEMENT SYSTEM
Homeland
Security

Brief Review

- Incident Command System
- Multi-Agency Coordination Systems
- Public Information

Training Level Recommendations

- **All Employees**
  - IS 100 Intro to ICS
  - IS 700 Intro to NIMS
- **First Line Supervisors**
  - IS 200 ICS for Single Resource and Initial Action Planning

Training Level Recommendations

- **Mid-Level Managers**
  - IS 800 Intro to NRF
  - ICS 300 Expanding Incidents
- **Command Personnel**
  - ICS 400 Command and General Staff

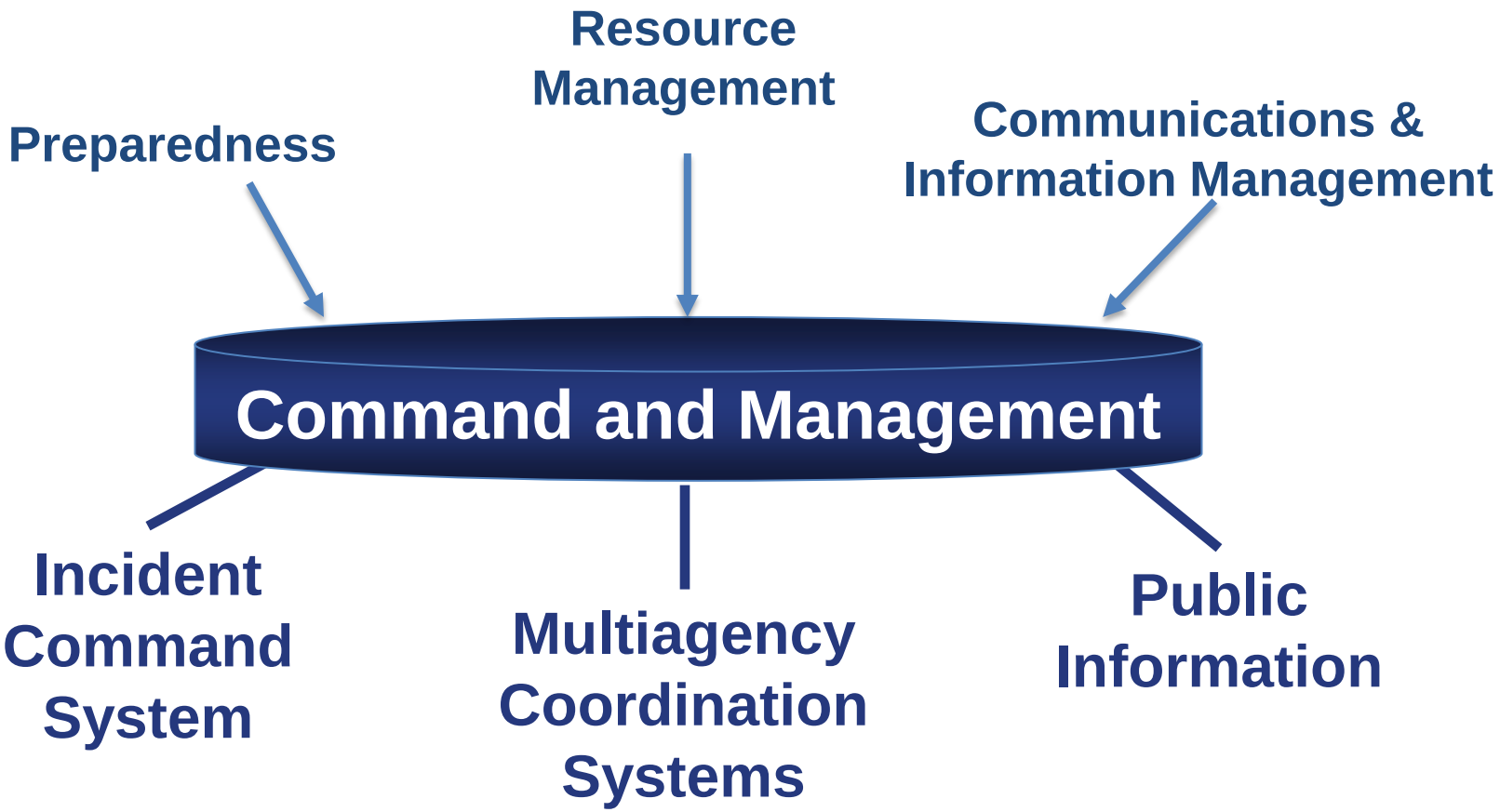
Training Level Recommendations

- **EOC Staff**
  - Position Specific Training
    - Operations Section Chief
    - Logistics Section Chief
    - PIO / JIC

Training Level Recommendations

- **Training Staff**
  - HSEEP or Master Exercise Practitioner Program
  - L449 ICS TTT

Command and Management Elements



Command

Understanding Command & Coordination

- The act of directing, ordering, or controlling by virtue of explicit statutory, regulatory, or delegated authority.

Coordination

Understanding Command & Coordination

- The process of providing support to the command structure, and may include incident prioritization, critical resource allocation, communications systems integration, and information exchange.

Incident Command System

What is ICS?

- Is a standardized, on-scene, all-hazard incident management concept.
- Allows its users to adopt an integrated organizational structure that matches the complexities and demands of incidents.
- Permits seamless integration of responders from all jurisdictions.
- Can be used for incidents of any type, scope, and complexity.

ICS Features

- **Standardization**
  - Common Terminology
- **Command**
  - Establishment and Transfer of Command
  - Chain of Command and Unity of Command
  - Unified Command

ICS Features

- **Planning/Organizational Structure**
  - Management by Objectives
  - Incident Action Plan (IAP)
  - Modular Organization
  - Manageable Span of Control

ICS Features

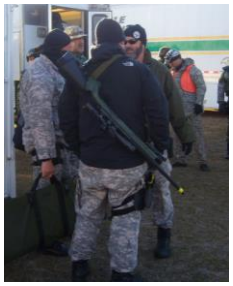
- **Facilities and Resources**
  - Comprehensive Resource Management
  - Incident Locations and Facilities
- **Communications/Information Management**
  - Integrated Communications
  - Information and Intelligence Management

ICS Features

- **Professionalism**
  - Accountability
  - Dispatch/Deployment

ICS Functions

Incident Command



Operations

Planning

Logistics

Finance/
Administration

Incident Commander

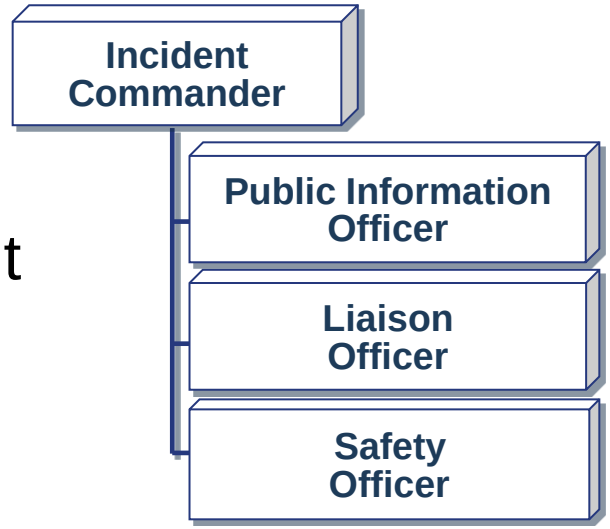
- Provides overall leadership for incident response.
- Delegates authority to others.
- Takes general direction from agency administrator/official.

Incident Command Post

- The location from which the Incident Command directs operations.
- Generally located at or in the immediate vicinity of the incident site.

Command Staff

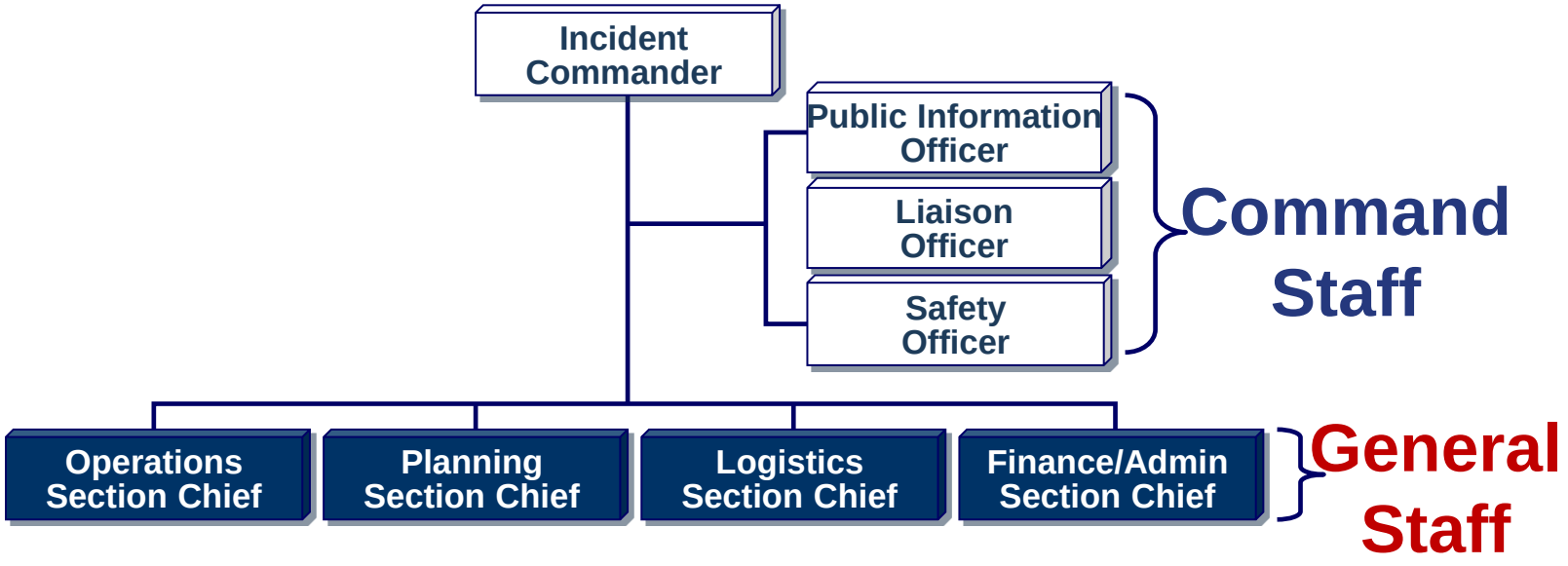
- It may be necessary for the Incident Commander to designate a Command Staff that:
  - Provides information, liaison, and safety services for the entire organization.
  - Reports directly to the Incident Commander.

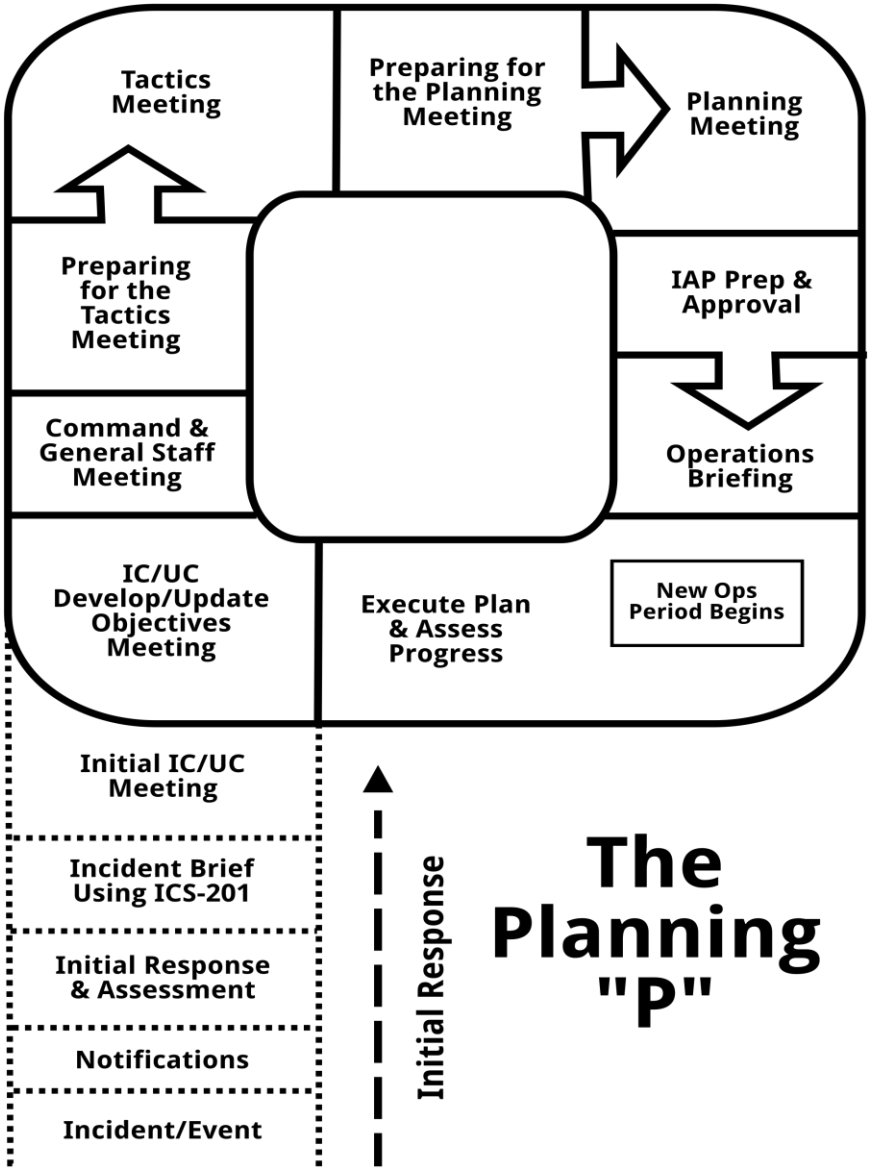


General Staff

(Section Chiefs)

- Incident management personnel organized according to function and reporting to the Incident Commander.





The Planning "P"

Unified Command

- As a team effort, Unified Command allows all agencies with jurisdictional authority or functional responsibility for an incident to jointly provide management direction to the incident.

- In Unified Command, no agency's legal authorities will be compromised or neglected.

Unified Command Benefits

- A shared understanding of priorities and restrictions.
- Improved internal and external information flow.
- A single set of incident objectives.
- Collaborative strategies.
- Less duplication of efforts.
- Better resource utilization.

Single Incident Command

Single vs. Unified Command

The Incident Commander is:

- Solely responsible (within the confines of his or her authority) for establishing incident objectives and strategies.
- Directly responsible for ensuring that all functional area activities are directed toward accomplishment of the strategy.

Unified Command

Single vs. Unified Command

The individuals designated by their jurisdictional or organizational authorities work together to:

- Determine objectives, strategies, plans, resource allocations, and priorities.
- Execute integrated incident operations and maximize the use of assigned resources.

Area Command

- Area Command is used to oversee the management of:
  - Multiple incidents that are each being handled by an Incident Command System organization; or
  - A very large incident that has multiple Incident Management Teams assigned to it.

Area Command

Primary Functions

- Provide agency or jurisdictional authority for assigned incidents.
- Ensure a clear understanding of agency expectations, intentions, and constraints.
- Establish critical resource use priorities between various incidents.
- Ensure that Incident Management Team personnel assignments and organizations are appropriate.

Area Command

Primary Functions

- Maintain contact with officials in charge, and other agencies and groups.
- Coordinate the demobilization or reassignment of resources between assigned incidents.
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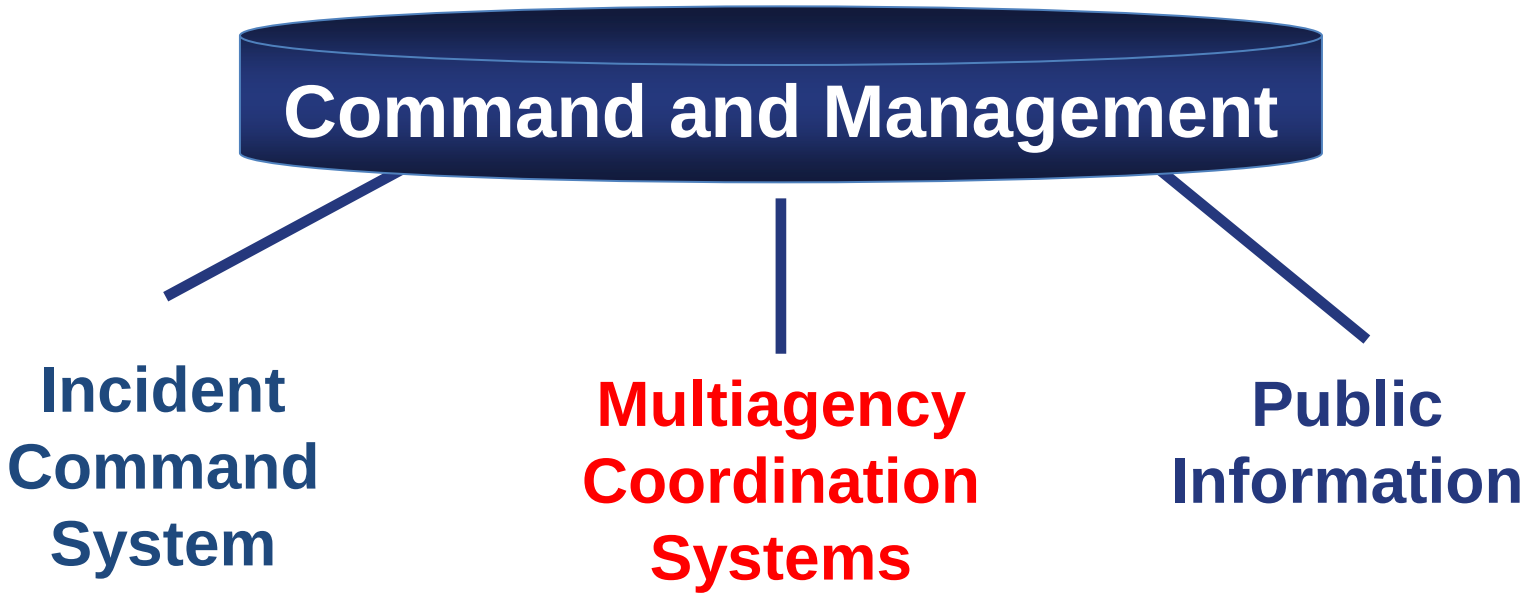
- Coordinate the demobilization or reassignment of resources between assigned incidents.

Incident Command System



Multi-Agency Coordination System (MACS)

- A system that provides the architecture to support:
  - Coordination for incident prioritization,
  - Critical resource allocation,
  - Communications systems integration, and
  - Information coordination.

Multiagency Coordination:
A System Not a Facility

On-Scene Command

Emergency Ops Centers/ Dispatch

Multiagency Coordination

Resource Coordination Centers

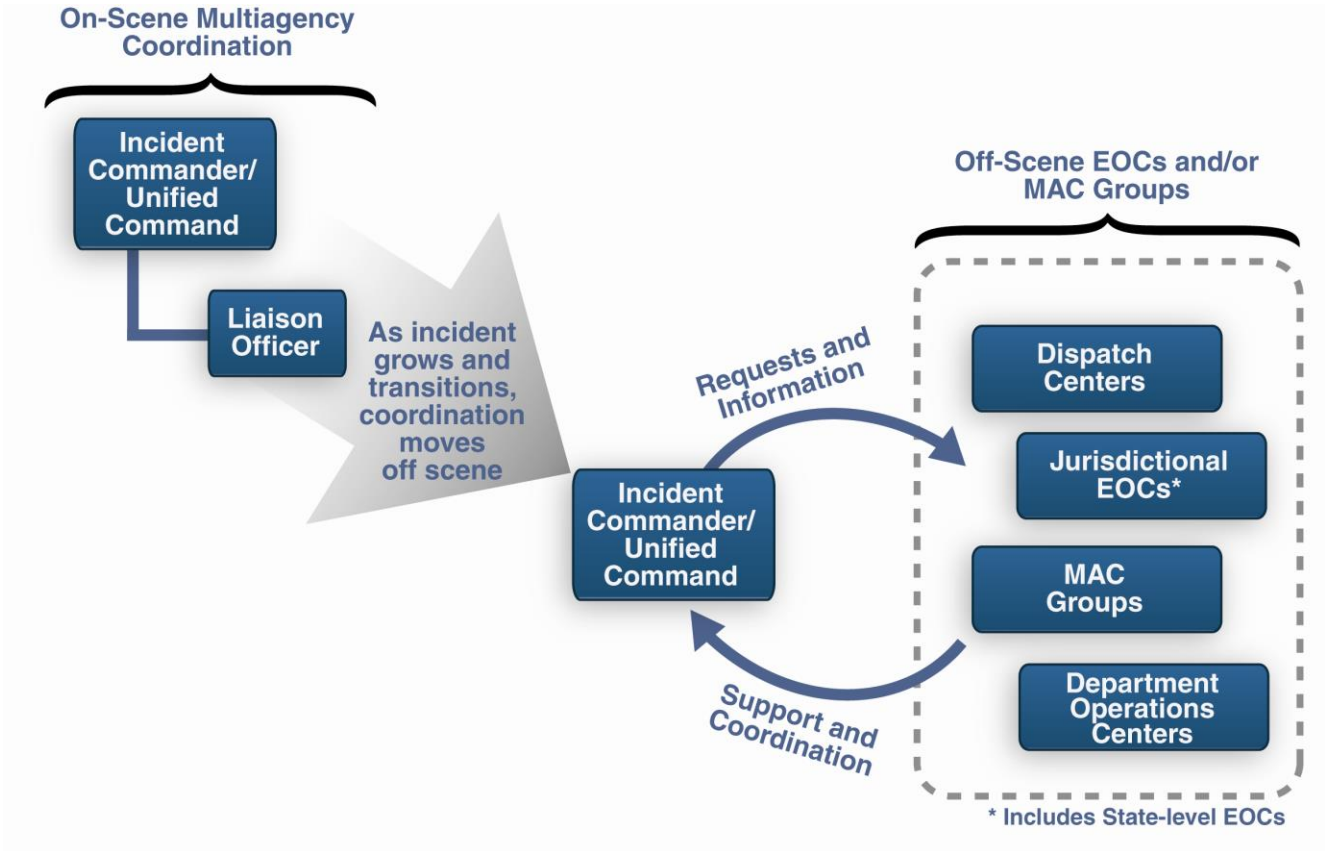
Coordination Groups/Department Operations Centers

FEMA

Emergency Operations Center (EOC)

- A central location that supports Incident Command by:
  - Making executive/policy decisions.
  - Coordinating interagency relations.
  - Dispatching and tracking requested resources.
  - Collecting, analyzing, and disseminating information.

On-Scene and Off-Scene Multi-Agency Coordination



Incident Command System

Public Information

- Public Information includes messages about:
  - Lifesaving Measures
  - Evacuations
  - Threat and Alert System Notices
  - Other Public Safety Information

Managing Public Information

- The Public Information Officer (PIO):
  - Represents and advises the Incident Command.
  - Manages on-scene media and public inquiries.

Joint Information Center

- Joint Information Center (JIC):
  - May be established to coordinate public affairs functions.
  - Serves as a focal point for coordinated and timely release of incident-related information to the public and the media.

Speaking with One Voice

- Executives/senior officials must coordinate and integrate messages with on-scene PIOs and other agencies.
- The Joint Information System (established procedures and protocols) is used to help ensure coordination of messages.

Joint Information System

- Joint Information System (JIS):
  - Helps organize, integrate, and coordinate information across multiple jurisdictions and/or disciplines with NGOs and the private sector.
  - Ensures timely, accurate, accessible, and consistent messaging.
  - Includes the plans, protocols, procedures, and structures used to provide public information.

Questions?

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