

# **EMERGENCY INCIDENT MANAGEMENT SYSTEM**

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## **ESTABLISHMENT AND OPERATIONS OF “COMMAND”**

### **Purpose**

This procedure identifies standard operating guidelines that can be employed in establishing Command. The system provides for the effective management of personnel and resources providing for the safety and welfare of personnel. It also establishes procedures for the implementation of all components of the Incident Management System for structural/fire operations. Incident Command procedures must be used for all HazMat incidents.

### **Command Procedures are designed to:**

1. Fix the responsibility for Command on a specific individual through a standard identification system, depending on the arrival sequence of members, and officers.
2. Ensure that a strong, direct, and visible Command will be established from the onset of the incident.
3. Establish an effective incident organization defining the activities and responsibilities assigned to the Incident Commander and to other individuals operating within the Incident Management System.
4. Provide a system to process information to support incident management, planning, and decision making.

### **Responsibilities of Command**

The Incident Commander is responsible for the completion of the tactical priorities. The tactical priorities are:

1. Remove endangered occupants and treat the injured.
2. Stabilize the incident and provide for life safety.
3. Conserve property.
4. Provide for the safety, accountability, and welfare of personnel. This priority is ongoing throughout the incident.

## **Functions of Command**

The functions of Command include:

1. Assume and announce Command and establish an effective operating position. The Command Post: A Command Post is generally established because of an incident's size or complexity. The Command Post's location should be announced as soon as possible so personnel with specific function assignments will know where to report. The I.C. should be visible, but must not feel anchored to the C.P. The I.C. will need to, from time to time, take an up close "quick look" to make sure things are going the way he has planned.
2. Rapidly evaluate the situation (size up).
3. Initiate, maintain, and control the communications process.
4. Identify the overall strategy, develop an incident action plan, and assign companies and personnel consistent with plans and standard operating procedures.
5. Develop an effective Incident Management Organization.
6. Provide tactical objectives.
7. Review, evaluate, and revise (as needed) the incident action plan.
8. Provide for the continuity, transfer, and termination of Command.

The Incident Commander is responsible for all of these functions. As Command is transferred, so is the responsibility for these functions. The first five (5) functions must be addressed immediately from the initial assumption of Command.

## **Communications**

Command shall control all emergency communication.

1. Command shall insure:
  - A. Continuous two way communication is maintained.
  - B. All sectors are aware of operational objectives and changes affecting their area of responsibility.
  - C. Regular status reports are provided by those immediately under him/her.
2. Status reports to the Communication Center shall include:

- A. Operating positions
  - B. Progress in achieving assigned objectives
  - C. Present and future support needs.
3. Major incidents, communications between sector officers and company officers will follow the same pattern.
  4. Command is normally the only unit on the scene to communicate with the communications center. Individual units will not normally relay information unless directed to do so.
  5. Request for additional equipment is to be handled through Command.
  6. All other radio traffic must be directed to companies, sector officers, or Command.
  7. The only exception to this is EMERGENCY TRAFFIC.

Channel 1 is designated as the main channel for the Fire Department. Channel 2 is the fireground channel that shall be used for all fireground operations. When responding to an alarm, channel 1 will be used. Channel 2 shall be monitored on the portable radio.

At smaller incidents, communication shall be between the company officers and the incident commander using either channel 2 or face to face.

At large incidents, radio communication shall be between the incident commander and personnel designated as sector officers. All other communication shall be face to face when practical.

Orders issued by the incident commander should be brief and task-oriented. Messages should be repeated to assure the message was received/transmitted correctly. All further transmissions should be limited to reporting completed tasks, difficulties encountered which will cause delays, require more equipment/manpower to complete, or a change in tactics.

## **Procedure**

### **Establishing Command**

The first fire department member or unit to arrive at the scene shall assume Command of the incident. The initial Incident Commander shall remain in Command until Command is transferred or the incident is stabilized and terminated.

1. The first unit or member on the scene must initiate whatever parts of the Incident Management System are needed to effectively manage the incident scene.

2. A single pump incident (trash fires, single patient E.M.S. incidents, etc.) may only require that unit acknowledge their arrival on the scene.
3. For incidents that require the commitment of multiple units, the first unit or member on the scene must establish and announce "Command", and develop an Incident Command structure appropriate for the incident.

The first arriving fire department unit activates the Command process by giving an initial radio report. The Radio Report should include:

1. Unit designation of unit arriving on scene.
2. A brief description of the incident situation (i.e. building size, occupancy, HazMat spill, multi-vehicle accident, working fire multiple patients, etc.).
3. Brief description of action taken.
4. Any obvious safety concerns.
5. Assumption, identification, and location of Command.
6. Request or release resources as required.

### **Passing Command**

**Command shall not be passed to an officer who is not on the scene.**

When a Higher Ranking Officer arrives at the scene at the same time as the initial arriving company, the Higher Ranking Officer should assume Command of the incident.

Should a situation occur where a later arriving Higher Ranking Officer cannot locate or communicate with Command (after several radio attempts), they will assume and announce their assumption of Command and initiate whatever actions are necessary to confirm the safety of the missing crew.

### **Transfer of Command**

Command is transferred to improve the quality of the Command organization. The following guidelines outline the transfer of Command process.

1. The first fire department member arriving on the scene will automatically assume Command. This will normally be a Company Officer, but could be any fire department member up to and including the Fire Chief.

2. The first arriving Company Officer will assume Command after the transfer of Command procedures have been completed (assuming an equal or higher ranking officer has not already assumed Command).
3. The first arriving Higher Ranking Officer or Chief should assume Command of the incident following transfer of Command procedures.
4. Announce on the radio that a change of Command has occurred.
5. Assumption of Command is discretionary for the Fire Chief.

**Within the chain of Command, the actual transfer of Command will be regulated by the following procedure:**

1. The Officer assuming Command will communicate with the person being relieved by radio or face-to-face. Face-to-face is the preferred method to transfer Command.
2. The person being relieved will brief the officer assuming Command indicating at least the following:
  - A. Incident conditions (fire location and extent, HazMat spill or release, number of patients. The person assuming command should conduct his own size-up after assuming command.)
  - B. Incident action plan.
  - C. Progress toward completion of the tactical objectives.
  - D. Safety considerations.
  - E. Deployment and assignment of operating companies and personnel.
  - F. Appraisal of need for additional resources.
3. The person relieved of Command should review the tactical worksheet with the Officer assuming Command. This sheet provides the most effective framework for Command transfer as it outlines the location and status of personnel and resources in a standard form that should be well known to all members.

**The person being relieved of Command will be assigned to best advantage by the Officer assuming Command.**

The arrival of a ranking officer on the incident scene does not mean that Command has been transferred to that officer. Command is only transferred when the outlined transfer of Command process has been completed.

**The Incident Commander has the overall responsibility for managing an incident. Simply stated, the incident Commander has complete authority and responsibility for the incident.**

Anyone can affect a change in incident management in extreme situations relating to safety by notifying Command and initiating corrective action.

## Command Options - Structure Fires

1. **Nothing Showing Mode.** These situations require investigation by the first arriving unit or officer. Other responding units stage in an uncommitted manner. Normally the officer or senior firefighter can go with their company to check while utilizing his portable radio to continue command or have the driver handle (share) “Command” communications.
2. **Fast Attack Mode.** These situations require immediate action to stabilize the situation. The Command shall assist the company while utilizing his portable radio to retain Command or by having the driver handle command. This mode will last only a few moments resulting in:

The situation being stabilized.

Command being transferred to another officer who can assume a normal Command position.

Situation is not stabilized and command must remove himself to a normal Command position.

3. **Command Mode.** This situation requires strong Command operations. Such incidents by virtue of their size, complexity, or potential of loss require strong, direct, overall command from the outset. In such cases, the incident commander will initially establish a Command.

A tactical worksheet shall be initiated and utilized to assist in managing this type of incident.

## **EMERGENCY INCIDENT MANAGEMENT**

### **A. GENERAL**

1. This section of the Standard Operating Guidelines has been written to comply with OSHA, EPA, and NFPA standard relating to incident command systems, fire department organization and response, and safety system implementation at an emergency scene. Specifically, this section meets or exceeds the requirement set forth in NFPA 1500 (Chapters 2 and 6) and NPFA 1561. In addition, this section partially fulfills the requirements of the Federal Government's National Incident Management System. The county wide adopted NIMS agreement follows this policy.

### **B. IMPLEMENTATION**

1. The Fire District has adopted an Incident Management System to manage all emergency incidents. The system has been designed to meet the particular characteristics of the District based upon its size, complexity and operating environment.

2. The goal of the standard operating guidelines set forth in this Section include the requirements for implementation of the Incident Management System. The previous Section describes the options that are available for application according to the needs of each particular situation.

3. The District has adopted written plans, based on the Incident Management System, to address the requirements of different types of incidents that can be anticipated. These plans have attempted to address both routine and unusual incidents, and provide standardized guidelines and supervisory assignments that can be applied to the needs of different types, size, and complexity of situations. These written plans will be updated as required.

4. The Incident Management System shall be utilized at all emergency incidents. The Incident Management System shall also be applied to drills, exercises, and other situations that involve hazards similar to those encountered in actual emergency incidents and to simulated incidents that are conducted for training and familiarization purposes.

### **C. INTERAGENCY COORDINATION**

1. The Incident Management System developed by the District has taken into account other agencies that may be involved in emergency incidents. This plan has been shared with the other governmental agencies and departments which may have a role in future emergency incidents.

2. The Incident Management System developed by the District includes a plan to coordinate operations with other agencies that have jurisdiction at the incident scene. This plan includes a standard guideline to designate one incident command or to establish a unified command.

3. Where the incident is under the command authority of the Fire District, the Incident Commander shall provide for liaison and coordination with other cooperating agencies.

4. Where the incident is under the overall jurisdiction of an agency other than the Fire District, the Fire District shall utilize the Incident Management System to manage its own operations and coordinate its activities with the agency having overall jurisdiction. At incidents where extensive interaction is required, the agency having overall jurisdiction should request a designated fire department representative to be assigned to the command post to provide a liaison and coordinate activities.

#### D. THE INCIDENT COMMAND STRUCTURE

1. The Incident Management System utilized by the District provides a series of supervisory levels that are available for implementation to create a command structure. The particular levels to be utilized in each situation shall depend on the nature of the incident, and the scale and complexity of Fire District activities at the scene.

2. The Incident Management System utilized by the Fire District provides that only those elements necessary at a particular incident to be activated or deactivated as the needs of the incident change with time. The system used provides for a routine process of escalation as additional resources are utilized.

3. The Incident Commander shall determine which levels and elements of the Incident Management Systems are to be implemented in each case and shall develop the command structure for each incident by signing supervisory responsibilities according to Standard Operating Guidelines.

4. The command structure for each incident shall maintain an effective supervisory span and control at each level of organization. Effective span and control shall be determined by the ability of each supervisor or monitor the activities of assigned subordinates and to communicate effectively with them.

5. The Incident Management System defines standardized supervisory assignments. These assignments shall be activated upon assignment by the Incident Commander.

6. Standardized supervisory assignments define the role, authority and responsibilities of the assigned member. The assignment shall be defined by function or by location at the scene of the incident, or by combination of function and location. (See "Groups of Divisions".) The scope of authority that will be delegated each supervisory level shall be outlined in Standard Operating Guidelines.

7. An assignment that is defined by function shall be based on performing or supervising a particular function or set of functions.

8. An assignment that is defined by location shall be based on supervising all activities that are conducted within a designated area. The area shall be defined by standard terminology or specified by the Incident Commander at the time of the assignment.

9. The Incident Commander shall have the authority to modify standard assignments or to apply them in a manner that suits the particular needs of an incident. It shall be the responsibility of the Incident Commander to clearly identify the parameters of the assignment when deviating from the standard assignments.

## E. SYSTEM COMPONENTS

### 1. Incident Commander

a. The function of the Incident Commander is to assume responsibility for the overall management of the incident. The commander establishes the strategy and tactics for the incident and has the ultimate responsibility for the success of the incident activities. Firefighters' safety is the primary responsibility of the commander. The incident command position must be established at every incident no matter how small or whether it involves only a single resource.

b. As set forth above, the incident command position may be transferred from the first-in company officer's or firefighter's responsibility to a more senior officer. It is important that the first company officer or firefighter make good decisions on arrival. The initial Incident Commander should:

- Do a thorough size-up.
- Identify strategy and select tactics.
- Develop an initial action plan.
- Implement the action plan.
- Coordinate incident resources.
- Modify the action plan as necessary.
- Call for additional resources if necessary.
- Maintain command until it can be passed or transferred.
- Be prepared to fill a subordinate position with the incident organization.

c. At an emergency incident, the Incident Commander shall be responsible for the overall safety of all members and all activities occurring at the scene.

d. At an emergency incident, the Incident Commander shall establish an organization with sufficient supervisory personnel to control the position and function of all members operating at the scene and to ensure that the safety requirements are satisfied.

e. The initial Incident Commander, and all subsequent Incident Commanders, shall have the responsibility to:

- Assume and confirm command.

- Perform situation evaluation that includes risk assessment.
- Initiate, maintain, and control incident communications.
- Develop an overall strategy and attack plan, and assign units to operations.
- Develop an effective incident organization by managing resources, maintaining an effective span of control, and maintaining direct supervision over the entire incident by creating geographic and functional sectors.
- Review, evaluate, and revise the attack plan as required.
- Continue, transfer and terminate command.

## 2. The Command Post

a. Although the Command Post (CP) may vary in type and size at different incidents, a CP provides a central, stationary location to assist in incident command and control. The CP is a field office for management functions, such as gathering, analyzing, and disseminating information.

b. A CP generally is established because an incident's size or complexity, such as high hazard operation or long-term incidents. A CP should provide a place where the IC can retain his or her sanity. Initially, the CP will be staffed by the IC and possibly an assistant. The CP location should be announced as soon as possible so that individuals with certain functional assignments know where to report. The CP should also be identified with some form of flag, light, or other easily identifiable marking.

## 3. Command Staff and Functions

The Command Staff positions are designed to provide aid and assistance in helping the IC fulfill the responsibilities associated with managing the emergency. They handle key incident activities that enable the IC to concentrate on managing the incident. Command Staff are not part of the line organization and do not count in determining the IC's span of control.

Standard Operating Guidelines shall define the rules and responsibilities for members assigned to command staff functions.

Members performing command staff functions shall operate with delegated authority and issue orders and instructions in the name of the Incident Commander. The scope of this authority shall be established in the standard operating guideline. The assigned member shall keep the Incident Commander informed of significant occurrences.

### a. Safety Officer

The Safety Officer is responsible for monitoring and assessing safety hazards or unsafe situations and developing measures for ensuring personnel safety. After identify the hazards, the information is conveyed to the IC and any necessary adjustments are made to the action plan. The Safety Officer shall be appointed when the IC cannot adequately monitor hazards or unsafe conditions due to the size, complexity or numbers of resources involved in the incident.

The Safety Officer can take **immediate** action to correct an unsafe act or practice or to remove personnel from the threat of imminent danger. Whenever this is done, the Safety Officer needs to advise the IC and affected supervisors of the action and why it was taken. If there is not a threat of imminent danger, the Safety Officer should follow the normal chain of command to get the corrective action accomplished.

Anyone serving as the incident Safety Officer must have the requisite knowledge of the factors that could affect firefighter safety. When appointed at a structural fire, the Safety Officer needs to have a thorough understanding of fire behavior, building construction, and a clear perception of how the tactical operations are affecting the structure. At a hazardous materials incident, knowledge of the product(s) involved, how to deal with it/them, and the capabilities of responders is necessary. Whatever the nature of the emergency may be, anyone given the responsibility of the Safety Officer position should have the knowledge and understanding of what dangers the incident can present to personnel.

b. Liaison Officer

An incident where multiple agencies are involved may require a Liaison Officer whose responsibilities are to provide the point of contact and coordination for assisting agencies not involved in the command function. The Liaison Officer aids in coordinating the efforts of other agencies and reduces the risk of them operating independently. Thus, each agency can do what it does best and can maximize the effectiveness of available resources.

Each agency should have an agency representative with whom the Liaison Officer can work. The Liaison Officer needs to make sure that those representing the various agencies have decision making authority. If they must contact someone else to get a decision for their agency, delays may result and have an adverse effect on the incident.

c. Information Officer

The Information Officer is responsible for the development and release of accurate and complete information regarding the incident and to serve as the point of contact for the media and other appropriate agencies requiring information directly from the incident scene.

After getting an incident briefing from the IC, the Information Officer establishes an area for the media away from the command post at a safe distance from the incident. There, the Information Officer will provide news releases, answer questions the media may have, arrange for tours or photo opportunities of the incident from safe areas, and arrange for the media to speak with the IC if incident conditions allow.

4. Functional Positions

a. Operations Officer

The function of the Operations Officer is to accomplish the strategy that the Incident Commander develops by meeting the tactical objectives. The Operations Chief directs all incident tactical operations and assist the Incident Commander in the development of the action plan.

Generally, the operations function shall refer to those tactical components of the Incident Management System that are directly involved in the rescue, fire suppression and other activities that are within the primary mission of the fire department.

The IC shall assign intermediate levels of supervision and organize resources following Standard Operating Guidelines based on the scale and complexity of the operations.

Supervisors assigned to operations functions shall be responsible for supervising the activities of all resources assigned under their span of control and for coordination with higher levels of the command structure and with all supervisors at the same level. The safety and health of all members shall be the primary consideration.

b. Planning Function Officer

The Planning Function Officer shall have the responsibility for the collection and evaluation of information that is needed for preparation of the action plan. Planning forecasts the probable course of events the incident may take and prepare alternate strategies for changes in or modifications to the action plan.

The Planning Officer and Incident Commander shall utilize, where available, preplans for the given structure.

c. Logistics Function Officer

The Logistics Function Officer fills the role as “supply sergeant” for the incident. Logistics provide services and supplies in support of tactical operations. Included in Logistic’s responsibilities are providing for facilities, transportation, supplies, equipment maintenance and fuel, and feeding the medical service for response personnel.

Members assigned to logistics functions shall keep the Incident Commander informed, through regular reports, on the amount, condition, location of available resources.

d. Finance Officer

Usually formerly implemented during large-scale incidents, the Finance Officer is responsible for the required fiscal documentation needed and produced as a result of the emergency. The Finance Officer also provides financial planning advice to the IC to aid in meeting any fiscal statutory requirements.

F. SUPERVISORY PERSONNEL AND RESPONSIBILITIES

1. Supervisors shall assume responsibility for activities within their span of control, including responsibility for the safety and health of members and other authorized persons within their designated areas.

2. Supervisors should be visible and recognizable to their subordinates and to other persons who would need to communicate with them. First level supervisors, such as company officers, are identified by distinctly colored helmets or other marks. Intermediate level supervisors should also be identified, particularly in situations where personnel from different agencies are directly involved in operations. Colored helmets, vests, and other means are often used to make intermediate level supervisors recognizable.

3. Supervisors should work towards assigned objectives within the overall strategy defined by the Incident Commander. They shall regularly report progress, or lack thereof, in meeting those objectives and any deviation from established plans.

4. Generally, routine progress reports should be provided at intervals of 10 to 15 minutes. If conditions change significantly at any time, information should be transmitted promptly to the higher level supervisor. Any reporting relating to the safety of personnel should have the highest priority.

5. When supervisors are in a position to recommend changes in strategy or tactics, these recommendations shall be communicated to the Incident Commander through supervisory levels.

6. Supervisors shall be alert to recognize conditions and actions that create a hazard within their span of control. All supervisors shall have the authority and responsibility to take immediate action to correct imminent hazards.

7. Supervisors at each level of command structure shall receive direction from and provide progress reports to higher level supervisors.

8. Supervisors shall coordinate their activities with other supervisors at the same level and provide direction to lower level supervisors or members within their span of control.

9. When conflicting orders are received at any level of the incident command system, the member receiving the conflicting order shall inform the member giving the order that a conflict exists. If the conflicting orders are required to be carried out, the member giving the new order shall so inform the member who provided the initial order.

10. Generally, supervisors shall man responsibility over a division or group, or a component within one of these two areas or assignments.

#### G. DIVISIONS OR GROUPS

1. A Division is an organizational level responsible for operations in a specified geographical area. A Group is an organizational level responsible for a specified functional assignment.

2. Combining resources into Divisions or Groups allows the IC to reduce the number of individuals to be supervised and communicated with.

3. In the ICS organization, Divisions and Groups function at the same organizational level. Divisions do not work for Groups and Groups do not work for Divisions.

4. Since Groups are responsible for specified functional assignments in the entire structure, such as ventilation, their responsibilities may cross divisional boundaries. When this occurs, the Division and Group supervisors need to coordinate their efforts to assure that they are not working at cross purposes and firefighter safety is being protected.

5. As Divisions are responsible for all tactical operations in their designated area not assigned to a Group, the Division Supervisor must be aware that if search and rescue needs to be accomplished, they are responsible for seeing that it is performed.

6. Division and Group Supervisors are the ICS titles assigned to those who manage this key level of the organization. Division and Group Supervisors report directly to the IC unless the incident is of such a scale that an Operations Officer has been appointed. They would then work for and report to the Operations Officer, or one of his subordinates.

7. The importance of a Company Officer's understanding the roles and responsibilities of Division and Group Supervisors cannot be overemphasized. Although the first arriving officer may serve as the initial IC, there is a strong likelihood that they could be reassigned to a supervisor's role as command has been passed or transferred. These COs who are not first in may well be assigned to manage a Division or Group upon their arrival. For ICS to work as a management system, COs must understand how important it is to the success of the tactical operations for the Divisions and Groups to be well coordinated and well managed. How well the COs understand and utilize the system will have a dramatic impact on the chances of success.

8. When creating a Division or Group there is some important information the IC needs to pass on to the individuals who are assigned the supervisory positions. Three critical pieces of information are:

- What area(s) they are responsible for and the tactics and objectives they need to accomplish;
- What resources they are being assigned to meet their objectives;
- Their radio designation.

9. The first responsibility any supervisor in the ICS organization has is to ensure the safety of his or her assigned personnel. Division and Group Supervisors need to keep track of their assigned resources and know where they are and what they are doing at all times if they are to protect a firefighter under his supervision. The supervisors are responsible for implementing their assigned

portion of the action plan. Doing so involves conducting an ongoing size up of how effective tactical operations are in meeting the assigned objectives and making the necessary adjustments if needed. Part of the size up should include an evaluation of how long the personnel currently assigned can operate before needing relief. The supervisor should anticipate the need so that personnel do not start dropping from exhaustion before relief is requested. The risk of death or injury to firefighters increases dramatically if they work beyond their capabilities.

10. Communications between the IC (or Operations Officer if one has been assigned) needs to be ongoing. The IC needs to receive periodic updates as to how effectively the action plan is working and whether the assigned objectives are being met. Without this information, the IC may be operating in an information vacuum and at loss as to knowing whether the action plan is working or if it needs to be modified. The supervisor should advise the IC if additional resources are required to meet the assigned objectives or whether resources can be released or reassigned. Division and Group Supervisors also need to communicate with each other to assure the tactical operations are being coordinated and firefighter safety protected.

## H. STAGING

1. As the incident escalates and the IC requests additional resources, the additional responding companies need to be given assignments. The problem is that the IC may not know immediately which company to assign which task. Therefore, in such a case a staging area will be established and incoming companies will be informed to report to a staging area and wait for assignments.

2. A staging area is a resource marshaling area where units report while waiting for a specific assignment. The unit should be ready for immediate deployment. Companies in staging should be under a control of a Staging Area Manager. If there is not an Operations Officer, the Staging Area Manager shall report directly to the IC. An incident may have more than one staging area. In an incident requiring both fire and EMS resources, there shall be a staging area for fire apparatus and a separate staging area for ambulances.

3. Like all ICS functions, staging has specific responsibilities. A Staging Area Manager should establish a check-in procedure, respond to request for resources, and keep the IC or the Operations Officer informed of the status of resources in the staging area. The staging implementation will vary just as the incident command system structure will vary. Staging at a simple incident may serve as a holding area. Companies may only be in staging for a short period of time before deployment. At a larger incident, all the responsibilities of staging will be performed and a formal management structure will be implemented.

4. A properly run staging area provides significant advantages. It allows for firefighters' safety and personnel accountability, prevents premature deployment of companies, and prevents freelancing. All of the advantages are made possible because companies are logged in and given assignments, maintaining control resources. Staging also makes it possible to minimize communications and reinforce unity of command. Staging is an excellent location for volunteers to

report to be logged in and to be formed into crews. Staging implementation also buys the IC time to properly assign and deploy resources.

## I. COMMUNICATIONS

1. The Incident Management System shall include Standard Operating Guidelines for radio communications that provide for the use of standard protocols and terminology at all types of incidents.

2. The communications Standard Operating Guidelines shall be established to support the escalation of operations from small to large or from routine to unusual without requiring major changes or transitions.

3. Standard terminology shall be established to transmit information including strategic modes of operation, situation reports, and emergency notifications of imminent hazards.

4. The communication system shall provide a standard method to transmit emergency messages and notification of imminent hazards to all levels of the incident command structure with priority over routine communications.

5. The Incident Management System shall provide Standard Operating Guidelines for communication operators and dispatches to provide support to emergency incident operations. Operators and dispatches shall be trained to function effectively within the Incident Management System.

6. The Incident Management System shall provide Standard Operating Guidelines for the utilization of communications systems, including radio channels and other capabilities that are provided.

6. The Fire District shall maintain its fire dispatch Incident Communication System in such a manner to meet or exceed the requirements of NPFA 1561, Standard on Fire Department Incident Management System.