

# Incident Command System (ICS 100)



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Visual 1.1  
Course Overview

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## Course Goals

- Demonstrate basic knowledge of the Incident Command System (ICS).
- Be prepared to coordinate with response partners from all levels of government and the private sector.



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Visual 1.2  
Course Overview

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## Overall Course Objectives

After completion of this course, you should be familiar with ICS:

- Applications.
- Organizational principles and elements.
- Positions and responsibilities.
- Facilities and functions.
- Planning.



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Incident Command System (ICS):  
Promoting Response Partnerships

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[music]

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Visual 1.4  
Course Overview

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**ICS Overview**



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ICS Features and Principles:  
Overview

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Music

Click on image to start the video.

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## What Is ICS?

- Is a standardized, approach to incident management applicable for all hazards
- Enables a coordinated response among various jurisdictions and agencies.
- Establishes common processes for planning and management of resources.
- Allows for integration within a common organizational structure. (Dynamic structure – not identical for every incident)



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## When Is ICS Used?

ICS can be used to manage:

- Natural hazards.
- Technological hazards.
- Human-caused hazards.
- Planned events.



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## What Is an Incident?

An **incident** is . . .

. . . an occurrence or event, natural or human-caused, that requires a response to protect life or property.



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## Why Use ICS?



1. It Works!



2. Mandates



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## National Incident Management System (NIMS)



**What? ...** NIMS provides a consistent nationwide template . . .

**Who? ...** to enable Federal, State, tribal, and local governments, the private sector, and nongovernmental organizations to work together . . .

**How? ...** to prepare for, prevent, respond to, recover from, and mitigate the effects of incidents regardless of cause, size, location, or complexity . . .

**Why? ...** in order to reduce the loss of life and property, and harm to the environment.



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## NIMS Components & ICS



Preparedness

Communications and Information Management

Resource Management

Command and Management

Ongoing Management and Maintenance

Incident Command System

Multiagency Coordination Systems

Public Information

Additional Information: [www.fema.gov/emergency/nims](http://www.fema.gov/emergency/nims)



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## Lessons Learned

Without ICS, incident responses typically:

- Lack accountability.
- Have poor communications.
- **Use unsystematic planning and management processes.**
- Are unable to efficiently integrate responders.
- **Fail to develop an Emergency Operations Plan**



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## ICS Benefits

ICS helps to ensure:

- The safety of responders, workers, and others.
- The achievement of response objectives.
- The efficient use of resources.



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## ICS Features and Principles



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Visual 1.15  
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## ICS Features: Overview

- Standardization
  - Common terminology
- Command
  - Establishment and transfer of command
  - Chain of command and unity of command
- Planning/Organizational Structure
  - Management by objectives
  - Incident Action Plan (IAP)
  - Modular organization
  - Manageable span of control
- Facilities and Resources
  - Comprehensive resource management
  - Incident locations and facilities
- Communications/Information Management
  - Integrated communications
  - Information and intelligence management
- Professionalism
  - Accountability
  - Dispatch/Deployment



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## Common Terminology – Plain English No Agency Codes

Using common terminology helps define

- Organizational functions.
- Incident facilities.
- Resource descriptions.
- Position titles.



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## Why Plain English?

- EMT = Emergency Medical Treatment
- EMT = Emergency Medical Technician
- EMT = Emergency Management Team
- EMT = Eastern Mediterranean Time (GMT+0200)
- EMT = Effective Methods Team
- EMT = Effects Management Tool
- EMT = El Monte, CA (airport code)
- EMT = Electron Microscope Tomography
- EMT = Email Money Transfer



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Visual 1.18  
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## ICS Features: Overview

- Standardization
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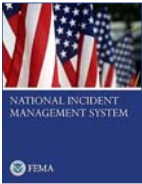
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## Command: Definition



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

At an incident scene, the Incident Commander has the authority to assume command!



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## Transfer of Command

- Moves the responsibility for command from one Incident Commander to another.
- Must include a transfer of command briefing (which may be oral, written, or both).



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## When Command Is Transferred

- A more qualified Incident Commander arrives.
- A jurisdiction or agency is legally required to take command.
- Incident complexity changes.
- The current Incident Commander needs to rest.



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## Chain of Command

Chain of command:

- Is an orderly line of authority within the response organization.
- Allows incident managers to direct and control the actions of all personnel under their supervision.
- Avoids confusion by requiring that orders flow from supervisors.
- Does not prevent personnel from sharing information outside their organizational units.



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## Unity of Command

Under unity of command, personnel:

- Individuals should report to only one incident supervisor.
- Receive work assignments only from the assigned supervisor.



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Visual 1.24  
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## ICS Features: Overview

- Standardization
    - Common terminology
  - Command
    - Establishment and transfer of command
    - Chain of command and unity of command
  - Facilities and Resources
    - Comprehensive resource management
    - Incident locations and facilities
  - Communications/Information Management
    - Integrated communications
    - Information and intelligence management
  - Professionalism
    - Accountability
    - Dispatch/Deployment
- Planning/Organizational Structure**
- Management by objectives
  - Incident Action Plan (IAP)
  - Modular organization
  - Manageable span of control



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Visual 1.25  
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## Management by Objectives



Priorities for incident objectives are:

- #1: Life Safety
- #2: Incident Stabilization
- #3: Property/Environmental Preservation



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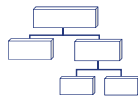
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## ICS Organization

Differs from day-to-day organizational structures and positions by:

- Using unique ICS position titles and organizational structures.
- Assigning personnel based on expertise, not rank. For example, a director may not hold that title when deployed under an ICS structure.



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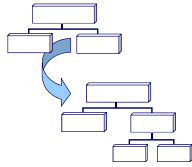
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## Modular Organization

Incident command organizational structure is based on:

- Size, type, and complexity of the incident.
- Specifics of the hazard environment created by the incident.
- Incident planning process and incident objectives.



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Visual 1.28  
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## Incident Action Planning

Every incident must have an Incident Action Plan (IAP) that:

- Specifies the incident objectives.
- States the activities.
- Covers a specified timeframe, called an operational period.
- May be **oral or written**.



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Visual 1.29  
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## Elements of an Incident Action Plan

Every IAP must have four elements:

- What do we want to do?
- Who is responsible for doing it?
- How do we communicate with each other?
- What is the procedure if someone is injured?



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Visual 1.30  
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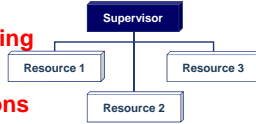
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## Manageable Span of Control

Span of control:

- Pertains to the number of individuals or resources that one supervisor can manage effectively during an incident.
- Is key to effective and efficient incident management.

▪ Accomplished by organizing Resources into Teams, Groups, Branches or Sections



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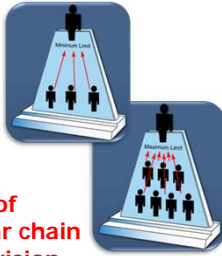
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## ICS Management: Span of Control

ICS span of control for any supervisor:

- Is between 3 and 7 subordinates.
- Optimally does not exceed 5 subordinates.



ICS addresses lack of accountability and unclear chain of command and supervision



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Visual 1.32  
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## ICS Features: Overview

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- Communications/Information Management
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  - Information and intelligence management
- Professionalism
  - Accountability
  - Dispatch/Deployment



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Visual 1.33  
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Incident Facilities  
Virtual Tour

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Music

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Visual 1.34  
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### Incident Facility Map Symbols

Incident Command Post	Staging Area	Base	Camp, Helibase, and Helispot
			   H-3

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### Incident Facilities: Summary

- A single Incident Command Post should be established on all incidents—even small ones!
- Incidents may require additional facilities (e.g., a call center).
- Areas may be predesignated incident facilities for the surrounding community (e.g., shelters, staging areas, helibases, medical centers).

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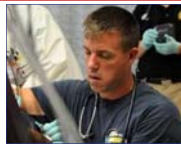
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## Resources: Definition

**Resources** are personnel and major items of equipment, supplies, and facilities available or potentially available for assignment to incident operations and for which status is maintained.

**Resources does not refer to available of FUNDING**



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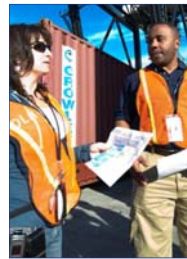
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## Resource Management

Resource management includes processes for:

- Categorizing resources.
- Ordering resources.
- Dispatching resources.
- Tracking resources.
- Recovering resources.
- Reimbursing other organizations.



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Visual 1.38  
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## ICS Features: Overview

- Standardization
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- Facilities and Resources
  - Comprehensive resource management
  - Incident locations and facilities
- **Communications/ Information Management**
  - Integrated communications
  - Information and intelligence management
- Professionalism
  - Accountability
  - Dispatch/Deployment



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Visual 1.39  
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## Integrated Communications

Incident communications are facilitated through:

- The development and use of a common communications plan.
- The interoperability of communication equipment, procedures, and systems.



Before an incident, it is critical to develop an integrated voice and data communications system (equipment, systems, and protocols).



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Visual 1.40  
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## ICS Features: Overview

- Standardization
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    - Manageable span of control
  - Facilities and Resources
    - Comprehensive resource management
    - Incident locations and facilities
  - Communications/Information Management
    - Integrated communications
    - Information and intelligence management
- ➔ **Professionalism**
- Accountability
  - Dispatch/Deployment



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Visual 1.41  
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## Accountability (1 of 2)

- **Check-In.** All responders must report in to receive an assignment in accordance with the procedures established by the Incident Commander.
- **Incident Action Plan.** Response operations must be coordinated as outlined in the IAP.
- **Unity of Command.** Each individual will be assigned to only one supervisor.



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Visual 1.42  
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## Accountability (2 of 2)

- **Span of Control.** Supervisors must be able to adequately supervise and control their subordinates, as well as communicate with and manage all resources under their supervision.
- **Resource Tracking.** Supervisors must record and report resource status changes as they occur.



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Visual 1.43  
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## Dispatch/Deployment

At any incident:

- The situation must be assessed and the response planned.
- Managing resources safely and effectively is the most important consideration.
- Personnel and equipment should respond only when requested or when dispatched by an appropriate authority.



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Visual 1.44  
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## Incident Commander and Command Staff Functions



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Visual 1.45  
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## Management Function Descriptions

Function	Description
Incident Command	<ul style="list-style-type: none"><li>Establishes incident objectives, strategies, and priorities.</li><li>Assume overall responsibility for the incident.</li></ul>
Operations	<ul style="list-style-type: none"><li>Determines tactics and resources for achieving objectives.</li><li>Directs the tactical response.</li></ul>
Planning	<ul style="list-style-type: none"><li>Collects and analyzes information.</li><li>Tracks resources.</li><li>Maintains documentation.</li></ul>
Logistics	<ul style="list-style-type: none"><li>Provides resources and needed services.</li></ul>
Finance/ Administration	<ul style="list-style-type: none"><li>Accounts for expenditures, claims, and compensation.</li><li>Procures needed resources.</li></ul>



Visual 1.46  
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## Incident Commander

The Incident Commander is responsible for all ICS management functions until delegated.



Visual 1.47  
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Visual 1.48  
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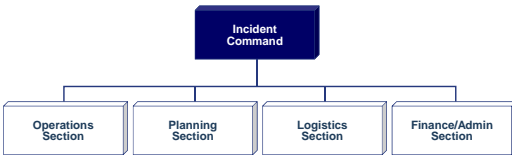
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## Delegating Incident Management Functions



**Remember:** The Incident Commander only creates those Sections that are needed. If a Section is not staffed, the Incident Commander will personally manage those functions.



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Visual 1.49  
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## Incident Commander Responsibilities

The Incident Commander is responsible for:

- Ensuring incident safety.
- Providing information to internal and external stakeholders.
- Establishing and maintaining liaison with other agencies participating in the incident.



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Visual 1.50  
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## Deputy Incident Commander

A Deputy Incident Commander may be designated to:

- Perform specific tasks as requested by the Incident Commander.
- Perform the incident command function in a relief capacity.
- Represent an assisting agency that shares jurisdiction.



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Visual 1.51  
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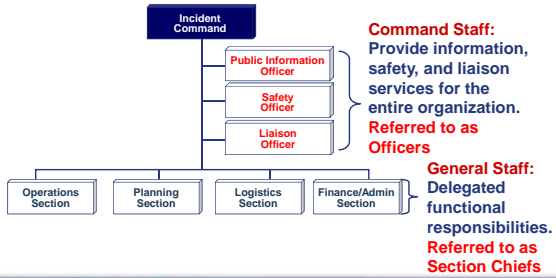
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## Expanding the Organization



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Visual 1.52  
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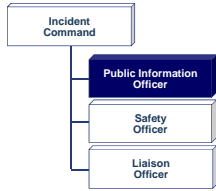
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## Public Information Officer (PIO)



The Public Information Officer:

- Advises the Incident Commander on information dissemination and media relations.
- Obtains information from and provides information to the Planning Section, the community, and the media.

The Incident Commander approves information that the PIO releases.



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Visual 1.53  
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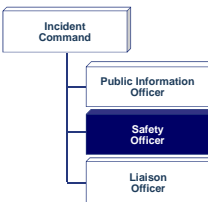
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## Safety Officer



The Safety Officer:

- Advises the Incident Commander on issues regarding incident safety.
- Works with Operations to ensure safety of field personnel.
- Ensures safety of all incident personnel.



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Visual 1.54  
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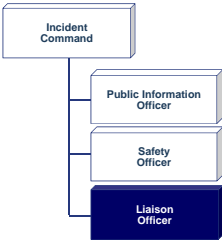
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## Liaison Officer



### The Liaison Officer:

- Assists the Incident Commander by serving as point of contact for representatives from other response organizations.
- Provides briefings to and answers questions from supporting organizations.

**Coordinates Representatives from Assisting and Cooperating Agencies**



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Visual 1.55  
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## General Staff Functions



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Visual 1.56  
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Visual 1.57  
Course Overview

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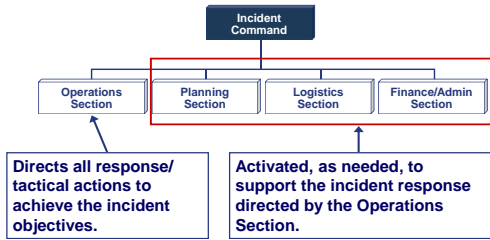
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## General Staff Overview – Expanding Incidents



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Visual 1.58  
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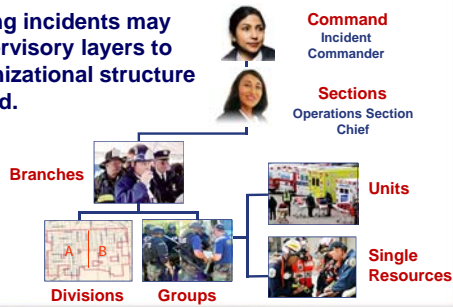
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## Expanding Incidents

Expanding incidents may add supervisory layers to the organizational structure as needed.



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Visual 1.59  
Course Overview

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## ICS Supervisory Position Titles

Organizational Level	Supervisor Title	Support Position Title
Incident Command	Incident Commander	Deputy
Command Staff	Officer	Assistant
General Staff (Section)	Chief	Deputy
Branch	Director	Deputy
Division/Group	Supervisor	N/A
Unit	Leader	Manager
Strike Team/Task Force	Leader	Single Resource Boss



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Visual 1.60  
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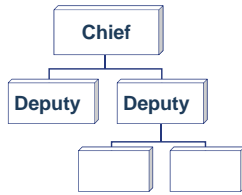
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## ICS Section Chiefs and Deputies

- Section Chiefs may have one or more deputies.
- Deputies must be as proficient and qualified as the Section Chief.



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Visual 1.61  
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## Increasing Interagency Coordination and Interoperability

When an incident involves multiple organizations, assigning Deputies from other organizations can increase interagency coordination.

**Establish Interoperability between agencies - ability to operate and communicate during a response**



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Visual 1.62  
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## Operations Section: Major Activities

- **Directs, conducts and coordinates all incident tactical operations and resources.**
- **Responsible for determining appropriate tactics.**
- **Is typically one of the first organizations to be assigned to the incident.**
- **Expands from the bottom up.**
- **Has the most incident resources.**
- **May have Staging Areas and special organizations.**



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Visual 1.63  
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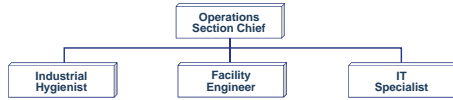
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## Operations: Single Resources

On a smaller incident, the Operations Section may be comprised of an Operations Section Chief and single resources.



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Visual 1.64  
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## Operations: Teams

Single resources may be organized into teams. Using standard ICS terminology, the two types of team configurations are:

- **Task Forces**, which are a combination of mixed resources with common communications supervised by a Leader.
- **Strike Teams**, which include all similar resources with common communications supervised by a Leader.



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Visual 1.65  
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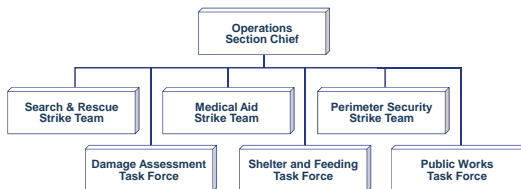
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## Sample Strike Teams and Task Forces



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Visual 1.66  
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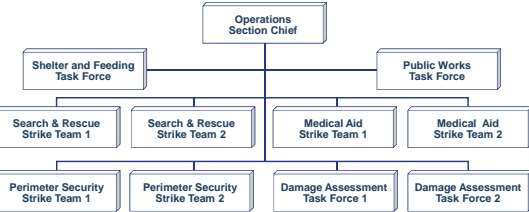
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## Operations: Too Many Teams!

Additional levels of supervision must be added as the number of teams expands.



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Visual 1.67  
Course Overview

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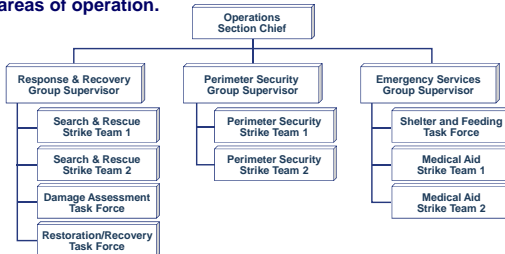
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## The Solution: Add Functional Groups

Groups, led by a Supervisor, are used to perform functional areas of operation.



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Visual 1.68  
Course Overview

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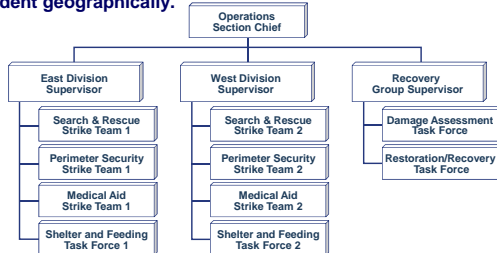
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## Geographic Divisions & Groups

Divisions, led by a Supervisor, are used to divide an incident geographically.



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Visual 1.69  
Course Overview

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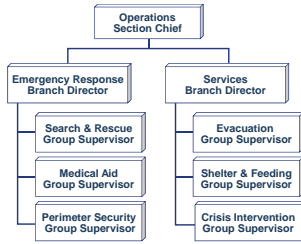
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## Complex Incidents

Adding Branches helps to:

- Supervise Groups and Divisions.
- Further reduce span of control.



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Visual 1.70  
Course Overview

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## Planning Section: Major Activities

- Collecting, evaluating, and displaying incident intelligence and information.
- Preparing and documenting Incident Action Plans (IAP).
- Tracking resources assigned to the incident.
- Developing plans for maintaining all incident documentation (i.e. maps, incident action plans)
- Developing plans for demobilization.



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Visual 1.71  
Course Overview

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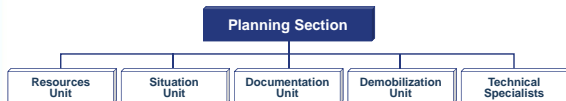
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## Planning Section: Units



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Visual 1.72  
Course Overview

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## Logistics Section: Major Activities

- **Ordering, obtaining, maintaining, and accounting for essential personnel, equipment, and supplies.**
- **Providing communication planning and resources.**
- **Setting up food services for responders.**
- **Setting up and maintaining incident facilities.**
- **Providing support transportation.**
- **Providing medical services for injured personnel.**
- **Provide facilities, services and material to support incident**



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Visual 1.73  
Course Overview

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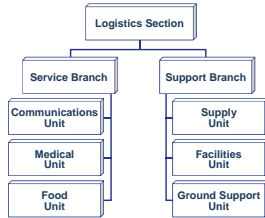
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## Logistics Section: Branches and Units

- **The Logistics Section can be further staffed by two Branches and six Units.**
- **The titles of the Units are descriptive of their responsibilities.**



**Medical Unit- responsible for the development of the medical plan, obtaining medical aid and transportation for injured and ill incident personnel**



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Visual 1.74  
Course Overview

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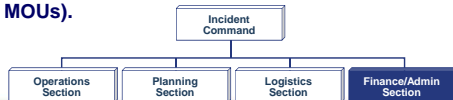
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## Finance/Administration Section: Major Activities

The Finance/Administration Section is responsible for:

- **Contract negotiation and monitoring.**
- **Cost analysis, timekeeping**
- **Handling claims and compensation for injury or damage to property or facilities at an incident.**
- **Documentation for reimbursement (e.g., under MOUs).**



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Visual 1.75  
Course Overview

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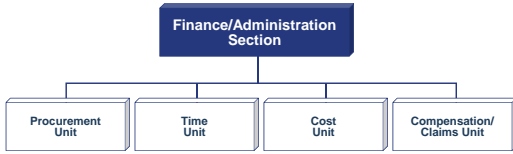
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## Finance/Administration Section: Units



Visual 1.76  
Course Overview

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## Unified Command



Visual 1.77  
Course Overview

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## Unified Command

The Unified Command organization consists of the multiple Incident Commanders from the various jurisdictions or organizations operating together to form a single command structure. (speak as one voice)



Visual 1.78  
Course Overview

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## Unified Command Benefits

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



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Visual 1.79  
Course Overview

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## Unified Command Features



- A single integrated incident organization
- Co-located (shared) facilities
- One set of incident objectives, single planning process, and Incident Action Plan
- Integrated General Staff – Only one Operations Section
- Coordinated process for resource ordering



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Visual 1.80  
Course Overview

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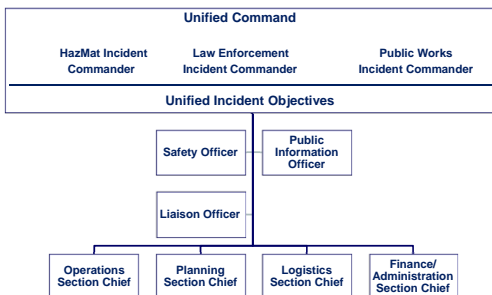
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## Possible Organization



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Visual 1.81  
Course Overview

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## Making Unified Command Work

- Include key community response personnel.
- Make sure that first responders know their legal and ethical responsibilities.
- Learn ICS.
- Train and exercise together.



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Visual 1.82  
Course Overview

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## Incident Coordination



Coordination activities include:

- Establishing policy.
- Collecting information.
- Establishing priorities.
- Resolving resource issues.
- Facilitating support.
- Synchronizing public messages.



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Visual 1.83  
Course Overview

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## Joint Information Center

The Joint Information Center (JIC):

- May be established to coordinate public information activities.
- Serves as the central point of contact for all news media.



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Visual 1.84  
Course Overview

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## Course Summary – Putting It All Together



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Visual 1.85  
Course Overview

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## Assuming Accountability

ICS requires that you be accountable for:

- Abiding by policies, procedures, and guidelines.
- Working on objectives outlined in the Incident Action Plan.
- Ensuring unity of command and chain of command by taking directions from your incident supervisor.
- Managing your stress and being professional during the incident.



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Visual 1.86  
Course Overview

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## Dispatch/Deployment and Check-In



Do you know the  
procedures for:

- Being dispatched/  
deployed to an  
incident?
- Checking in at the  
incident scene?



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Visual 1.87  
Course Overview

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## Initial Briefing



Briefings should include:

- Situation assessment.
- Job responsibilities.
- Identification of coworkers.
- Location of work area. .
- Instructions for obtaining resources.
- Operational periods.
- Required safety procedures.

Analysis and Sharing of Information are important component of ICS



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Visual 1.88  
Course Overview

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## Recordkeeping

- Print or type all entries.
- Enter dates by month/day/year format.
- Enter date and time on all forms and records. Use local time.
- Fill in all blanks. Use N/A as appropriate.
- **Don't create own unique reporting formats**
- **Use military time.**

All incidents require some form of recordkeeping



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Visual 1.89  
Course Overview

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## Demobilization

At the end of your assignment:

- Complete all tasks and required forms/reports.
- Brief replacements, subordinates, and supervisor.
- Evaluate the performance of subordinates.
- Follow check-out procedures.
- Return any incident-issued equipment or other nonexpendable supplies.
- Complete post-incident reports, critiques, evaluations, and medical followup.
- Complete all time records or other accounting obligations.



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Visual 1.90  
Course Overview

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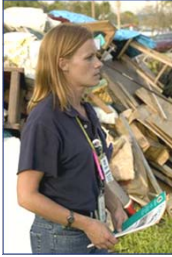
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## Making ICS Work!



ICS works when everyone commits to:

- Following the chain of command.
- Reporting critical information.
- Waiting to be dispatched.



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Visual 1.91  
Course Overview

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**THANK YOU**



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Visual 1.92  
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