

Incident Response System- An overview

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What do we see in a disaster situation?

- **Overwhelming Needs**
- **Competing Priorities**
- **Destroyed or damaged communication /transportation**
- **A rapid influx of relief providers**
- **Highly stressed local Government & Non-Government institutions**
- **A status of chaos**

What do we see in a disaster situation?

- **Duplication of efforts**
- **Inappropriate assistance**
- **Inefficient use of resources**
- **Bottlenecks and Impediments**
- **Slow reaction to changing conditions**
- **Frustration of relief providers, officials and survivors**
- **Media**
- **VIP visits**
- **Rumors**

What do we need to do?

- **Assess**
- **Plan**
- **Coordinate**
- *Implement*
- **Monitor**

Asses

- **Assess the Situation**
- **Identify critical needs and target resources to those needs**
- **Set Priorities**

Plan

- **Plan & strategize – Create a framework and mechanism/platform for strategic decision making**
- **Facilitate and mobilize the relief assistance**
- **Consolidate, manage and disseminate information**

Coordinate, Implement & Monitor

- **Coordinate**
- **Realign Priorities**
- **Facilitate Implementation**
- **Monitor**

WHAT IS IRS

- IRS is a mechanism which reduces ad-hocism in response through a well conceived team.
- It incorporates all the tasks that may need to be performed during the response.
- It identifies and pre-designates officers to perform various duties and get them trained in their roles.
- It is a flexible system and only those Sections/Branches may be activated in the team which are required to meet the disaster situation.

WHY IRS

- A number of shortcomings noted in handling big disasters in the past and scope for a lot of improvement;
- Because of sudden ad-hoc arrangements that had to be made suddenly to manage disasters there was a lack of accountability;
- There was a lack of an orderly systematic planning process;
- There was unclear chain of command and supervision;

Why IRS

- Communication was poor because of lack of a proper communication plan, inefficient use of available systems and use of conflicting codes and terminology;
- No predetermined method / system to effectively integrate inter agency requirements into the disaster management structures and planning process;
- Lack of coordination between the first responders and freelancing individuals / NGO's with specialized skills during the incidents;
- Lack of use of common terminology for different resources resulting in improper requisitioning and improper resource mobilization etc;

Why IRS

An urgent need for a proper and a well prepared response system which would have;

- Well thought out pre designated role for each member of the response team;
- Systematic and complete planning process;
- System of accountability for the team members;
- Clear cut chain of command;
- Proper and coordinated communication set up;
- System of effectively integrating independent agencies into the planning and command structure without infringing on the independence of the concerned agencies;

Advantages of IRS

If IRS is put in place, stakeholders trained and made aware of their role, it will greatly help to reduce chaos and confusion during the response phase.

Every one will know;

- what all needs to be done
- who will do it? and
- who is in command?, etc.

It would be pertinent to point out here that the IRS is a flexible system and all the sections / branches / units need not be activated at the same time. Various sections / branches / units can be activated only on as required basis.

How IRS helps?

- **Develop a unified approach that eliminates gaps and duplication**
- **Appropriate division of responsibilities**
- **Accountability through monitoring & evaluation**
- **Promote relief assistance supportive of recovery and long term development**
- **Be transparent**
- **Documentation of all transaction**

Principles & Features of Incident Response System

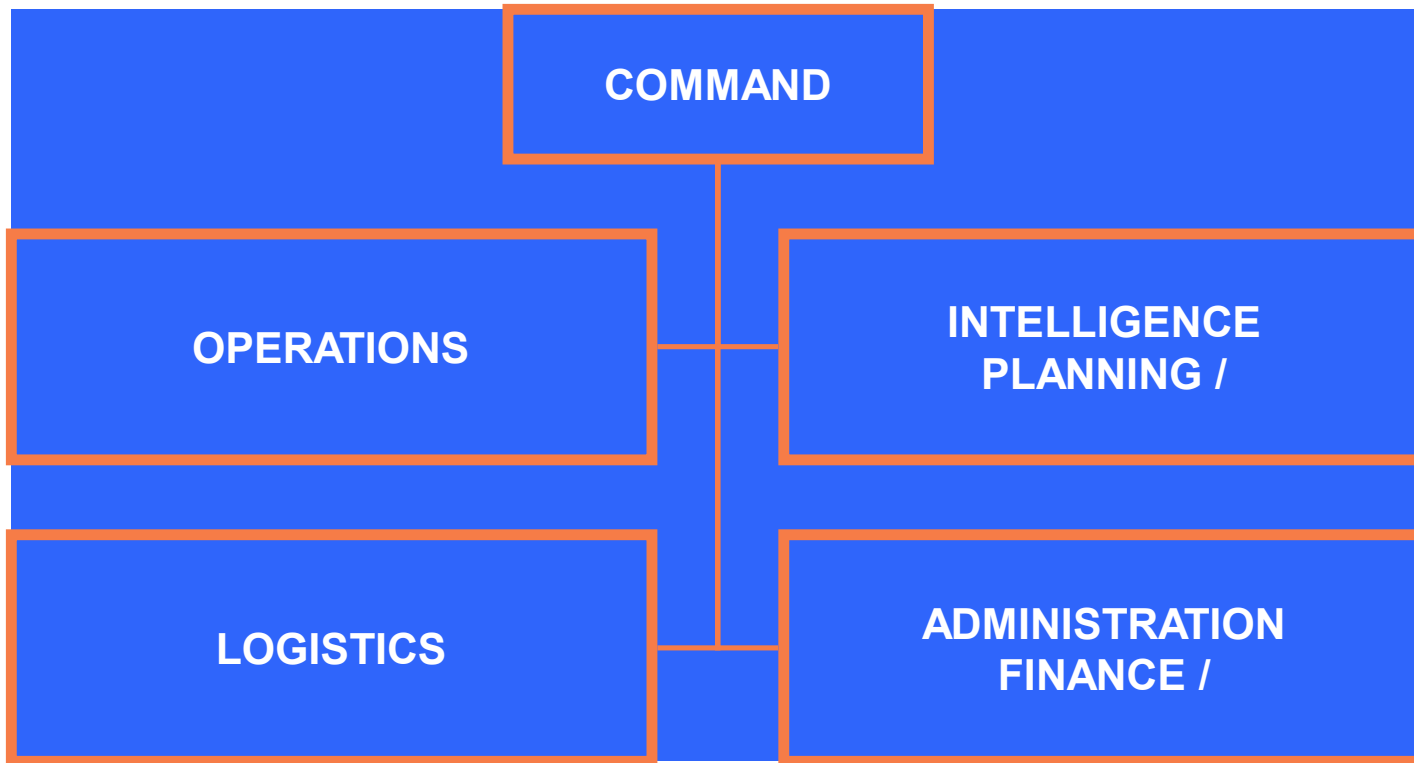
KEY FEATURES

- Management by objectives
- Unity of command and chain of command
- Transfer of command
- Organizational flexibility
- Span of control
- Area command
- Unified command
- Common terminology
- Accountability
- Integrated communications
- Resource management
- Incident action plan

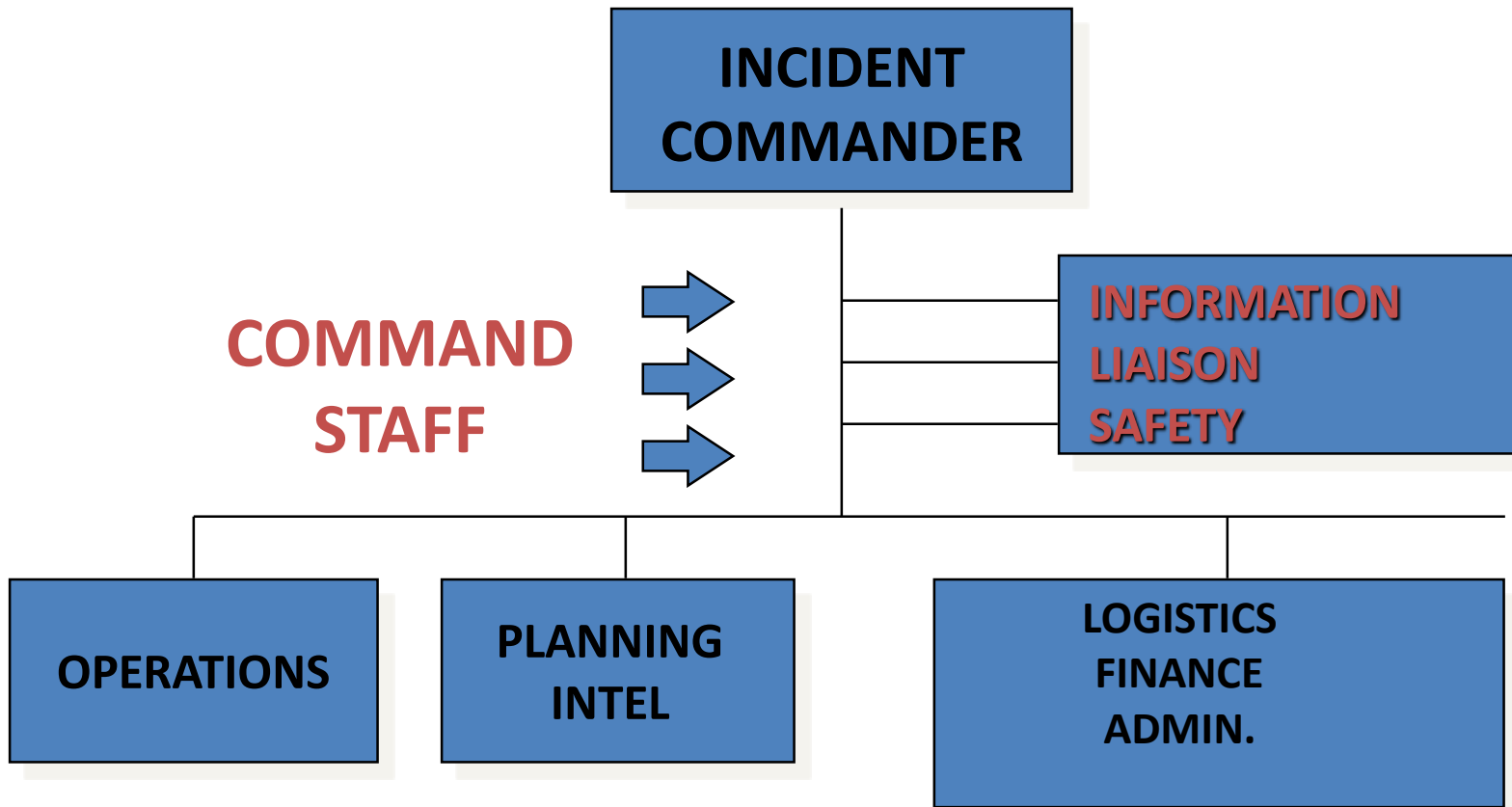
IRS features

- IRS has the flexibility and adaptability to be applied to a wide variety of incidents and events, both small and large.

PRIMARY I.R.S. MANAGEMENT FUNCTIONS



THE COMMAND STAFF:



THE GENERAL STAFF:

**INCIDENT
COMMANDER**



OPERATIONS

PLANNING

**LOGISTICS/FINANCE
ADMIN.**

GENERAL STAFF POSITIONS

IRS Features & Principles

- Clear OBJECTIVES and PRIORITIES
 - MBO (Government Policy, Incident Objectives, Strategies & Tactical Assignments)
- FIVE MANAGEMENT FUNCTIONS
- ACCOUNTABILITY:
 - Span of control,
 - Unity of command,
 - Check-in, Clear demarcation of responsibilities, Reporting mechanisms, Assessments etc

IRS Features & Principles

- **COMMON TERMINOLOGY**
- **ORGANISATION-Modular &Flexible**
- **RESOURCE MGMT- kind &types, ordering, dispatching, tracking etc**
- **INTEGRATED COMMUNICATIONS**
- **Establishment &Transfer of COMMAND**
- **Free Flow of Information but decisions as per chain of command**
- **STANDARDIZED &PROFESSIONAL TRAINING**

IRS-Features & Principles

- OPERATION PERIOD
- INCIDENT ACTION PLAN—
STRATEGY MEETING,
PLANNING MEETING,
OPERATIONS BRIEFING

FUNCTIONAL RESPONSIBILITY

- Command

Over all responsibility. The incident commander is responsible for all incident or event activity. IC may perform all functions or delegate authority to others. Delegation does not, however, relieve the IC from overall responsibility.

FUNCTIONAL RESPONSIBILITY

- Operations

Direct tactical actions. The operations section is responsible for directing the tactical actions to meet incident objectives.

FUNCTIONAL RESPONSIBILITY

- Planning / Intelligence

Collect / analyze data, prepare action plan.

Planning section is responsible for

- collection, evaluation and display of incident information,
- maintaining status of resources,
- preparing the Incident Action Plan and
- incident related documentations.

FUNCTIONAL RESPONSIBILITY

- Logistics

Provide support. The logistic section is responsible for providing adequate services and support to meet all incident or event needs.

FUNCTIONAL RESPONSIBILITY

- Finance / Administration

Cost Accounting & Procurement. This section is responsible for

- keeping track of incident related costs, personnel and equipment records and
- administering procurement contracts associated with the incident or event.

INCIDENT MANAGEMENT



UNITY AND CHAIN OF COMMAND

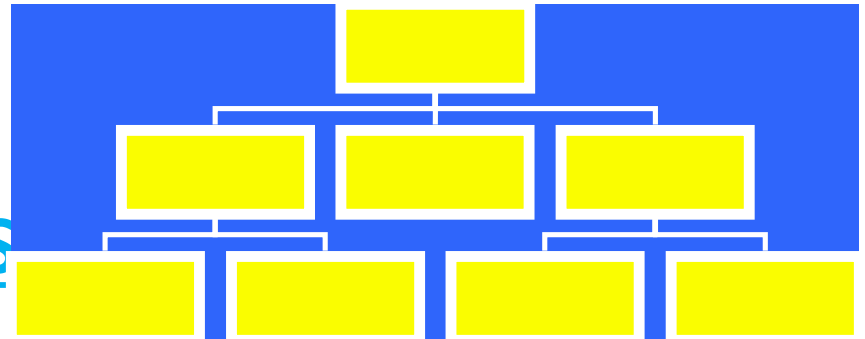
UNITY OF COMMAND -
HAVE A CLEAR LINE OF SUPERVISION



IT MEANS THAT EVERY INDIVIDUAL HAS
A DESIGNATED SUPERVISOR

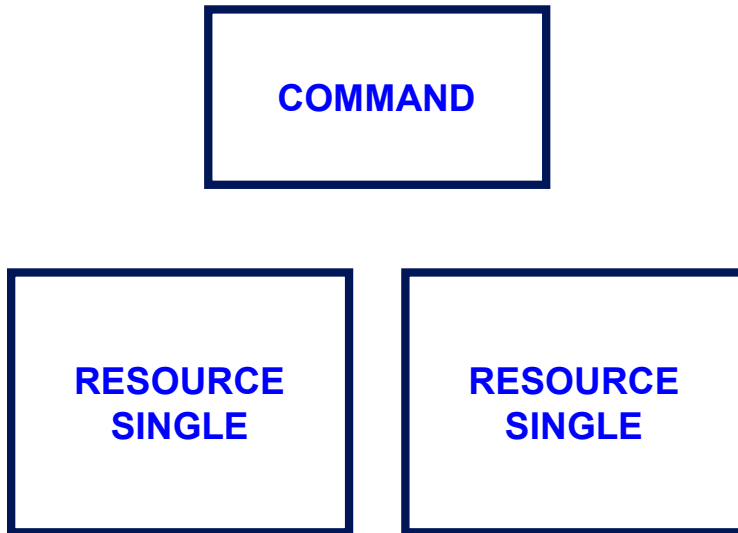
UNITY AND CHAIN OF COMMAND

**CHAIN OF COMMAND -
ORDERLY
RANKING OF
MANAGEMENT POSITIONS
IN LINE OF AUTHORITY**

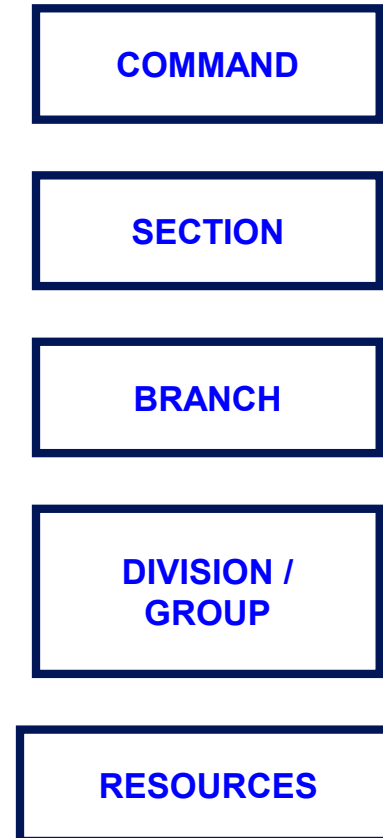


INCIDENT OPERATIONS ORGANIZATION

SMALL INCIDENT ORGANIZATION



LARGE INCIDENT ORGANIZATION



- **Command:** The act of directing, ordering and/or controlling resources by virtue of explicit legal, agency, or delegated authority.
- **Section:** That organization level having functional responsibility for primary segments of incident operations, such as: operations, planning, logistics, finance/administration.

- **Branch:** That organizational level having functional/geographic responsibility for major segments of incident operations.

The branch level is used in operations and logistics and is organizationally between the section and division/group.

- **Division:** Divisions are used to divide an incident into geographical areas of operation.

Divisions are established when the number of resources exceeds the span-of-control of the operations chief.

A division is located with the Incident Command System organization between the branch and the task force/strike team.

- **Unit:** That organizational element having functional responsibility for a specific incident planning, logistical, or financial activity.
- **Resources:**
 - 1) Personnel, equipment, services and supplies available, or potentially available, for assignment to incidents.
 - 2) The natural resources of an area, such as timber, grass, watershed values, recreation values, and wildlife habitat.

ESTABLISHMENT OF COMMAND

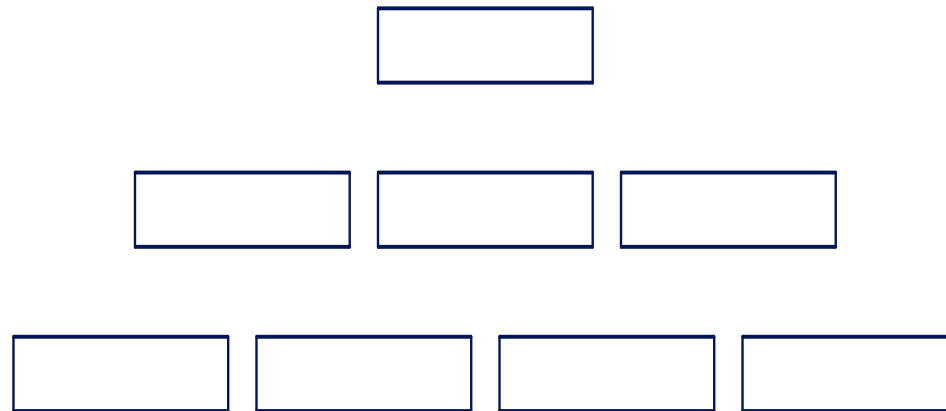
- COMMAND AT AN INCIDENT IS INITIALLY ESTABLISHED BY THE HIGHEST RANKING AUTHORITY AT THE SCENE THAT HAS JURISDICTION FOR THE INCIDENT.

REASONS TO TRANSFER COMMAND

1. A **MORE QUALIFIED PERSON** ASSUMES COMMAND
2. A JURISDICTIONAL OR AGENCY CHANGE IN COMMAND IS **LEGALLY REQUIRED OR MAKES GOOD MANAGEMENT SENSE**
3. **PERSONNEL TURNOVER ON LONG INCIDENTS**

IRS ORGANIZATION

FLEXIBILITY



**NEEDS OF INCIDENTS WILL
DETERMINE THE
REQUIRED ORGANIZATION**

GENERAL GUIDELINE:

DO NOT COMBINE ORGANIZATIONAL UNITS. ONE PERSON MAY SUPERVISE MORE THAN ONE UNIT

PLANNING / INTELL SECTION CHIEF

~~RESOURCE &
SITUATION UNIT
J. Smith~~

RESOURCE
UNIT
J. Smith

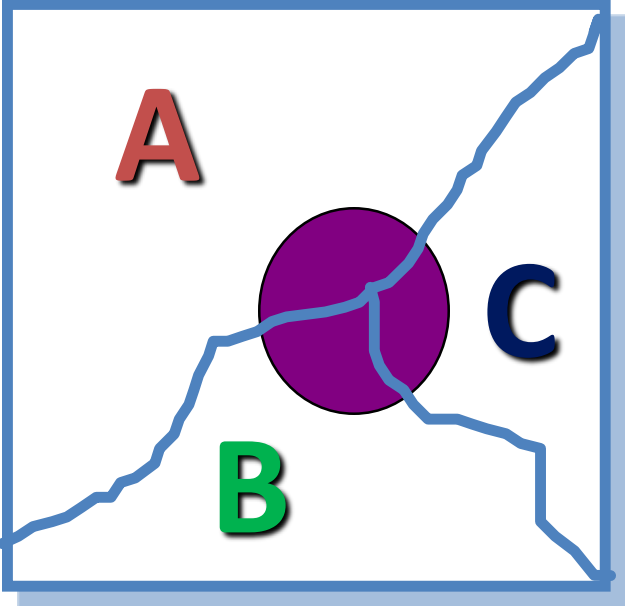
SITUATION
UNIT
J. Smith

UNIFIED COMMAND

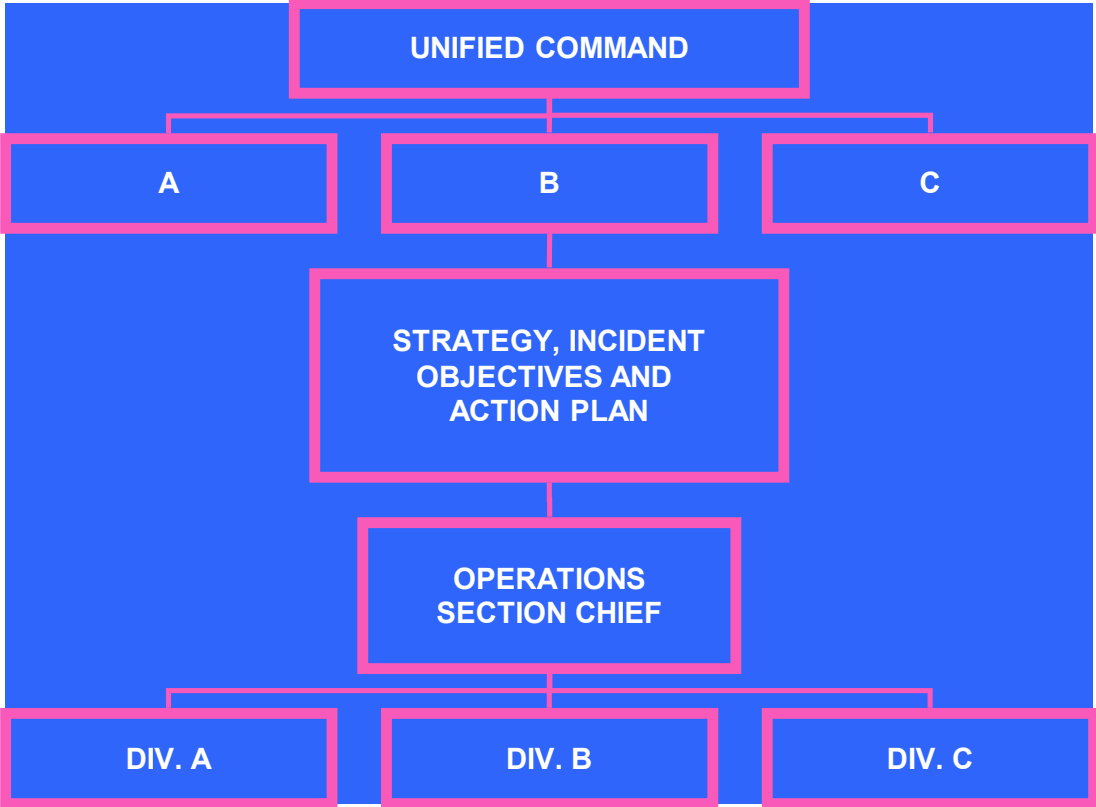
- Unified Command is an ICS management process which allows all agencies who have jurisdictional or functional responsibility for the incident to jointly develop a common set of incident objectives and strategies.

This is accomplished without losing agency authority and responsibility.

MANAGING AN INCIDENT USING UNIFIED COMMAND



**HAZARDOUS
MATERIALS
INCIDENT**



Principles of Unified Command

- One set of objectives is developed for the entire incident.
- A collective approach for developing strategies to achieve incident goals. Improved information flow and coordination between all jurisdictions and agencies involved in the incident.
- All agencies with responsibility for the incident have an understanding of each other priorities and restrictions.
- No agency's authority or legal requirements will be compromised or neglected.

Principles of Unified Command

- Each agency is fully aware of the plans, actions and constraints of the others.
- The combined efforts of all agencies are optimized as they perform their respective assignments under a single Incident Action Plan.
- Duplicative efforts are reduced or eliminated, thus reducing cost and chances for frustration and conflict.

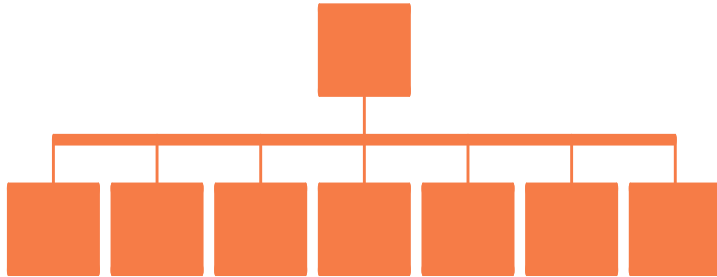
UNDER UNIFIED COMMAND THERE WILL ALWAYS BE:

1. **ONE INCIDENT COMMAND POST**
2. **A SINGLE COORDINATED INCIDENT ACTION PLAN**
3. **ONE OPERATIONS SECTION CHIEF** (OFFICER IN CHARGE, SUPERVISOR, ETC.)

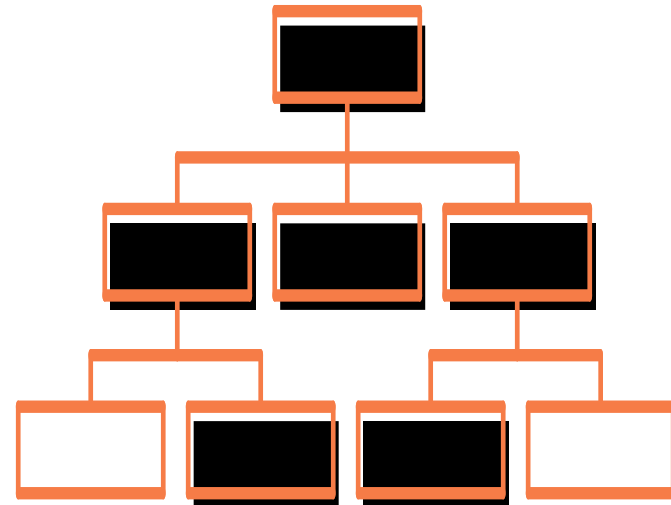
SPAN OF CONTROL

- It pertains to the **number of individuals one supervisor can effectively manage.**
Maintaining an effective span of control is particularly **important on incidents where safety and accountability are top priority.** In ICS the span of control for any supervisor falls within a range of 3 to 7.

SPAN OF CONTROL



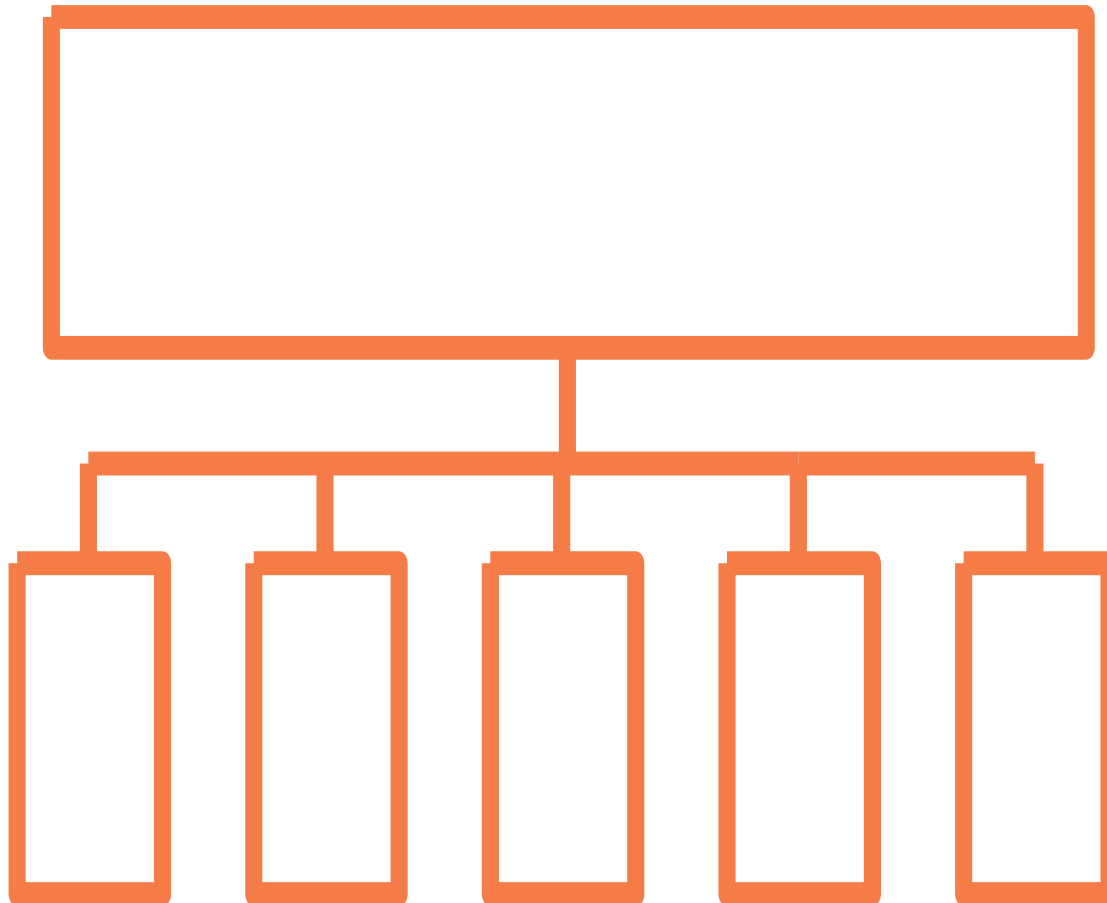
***INEFFECTIVE
AND
POSSIBLY
DANGEROUS***



***EFFECTIVE
SPAN OF CONTROL***

OPTIMUM SPAN OF CONTROL is

ONE TO FIVE



IN ICS COMMON TERMINOLOGY IS APPLIED

TO:

- 1. ORGANIZATIONAL ELEMENTS**
- 2. POSITION TITLES**
- 3. RESOURCES**
- 4. FACILITIES**

ORGANIZATIONAL ELEMENTS

- There is a consistent pattern for designating each level of the organization (e.g. sections, branches etc.)

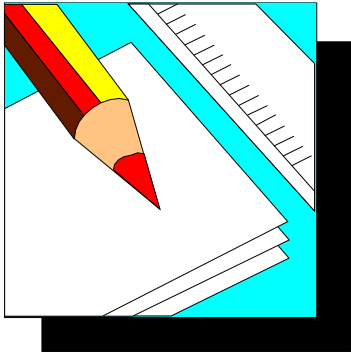
POSITION TITLES

- Those charged with management or leadership responsibility in ICS are referred to by position title such as Officer, Chief, Director, Supervisor etc

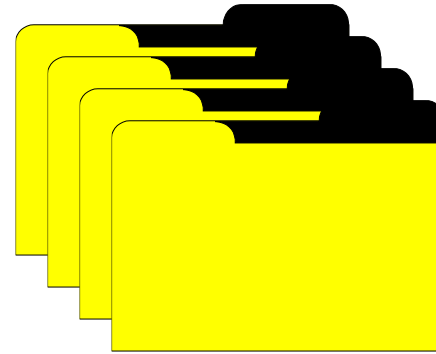
RESOURCES

- Many kinds of resources may be classified by type which will indicate their capabilities (types of helicopters).
- Type classification may be given based on tank capacity, pumping capability etc. of different engines.

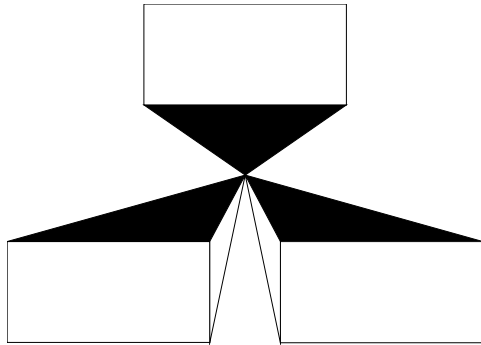
PERSONNEL ACCOUNTABILITY IS MAINTAINED THROUGH THE USE OF:



CHECK IN FORM



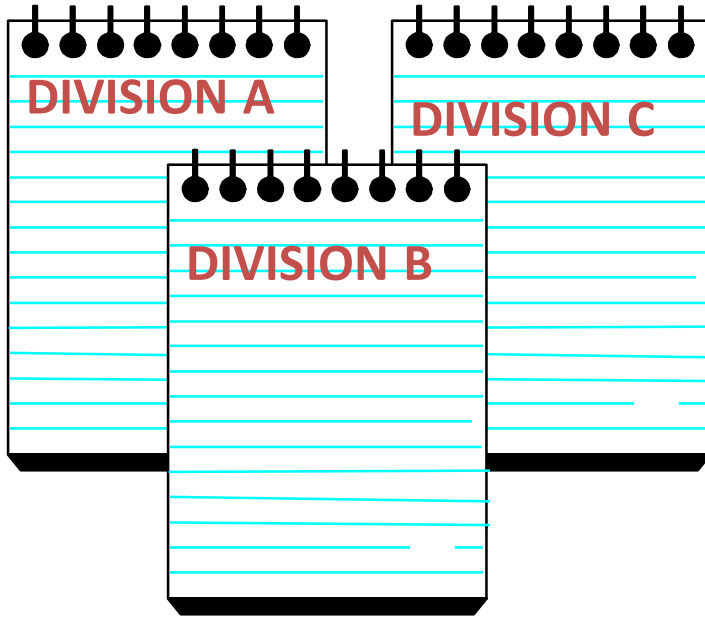
*RESOURCE STATUS
KEEPING SYSTEM*



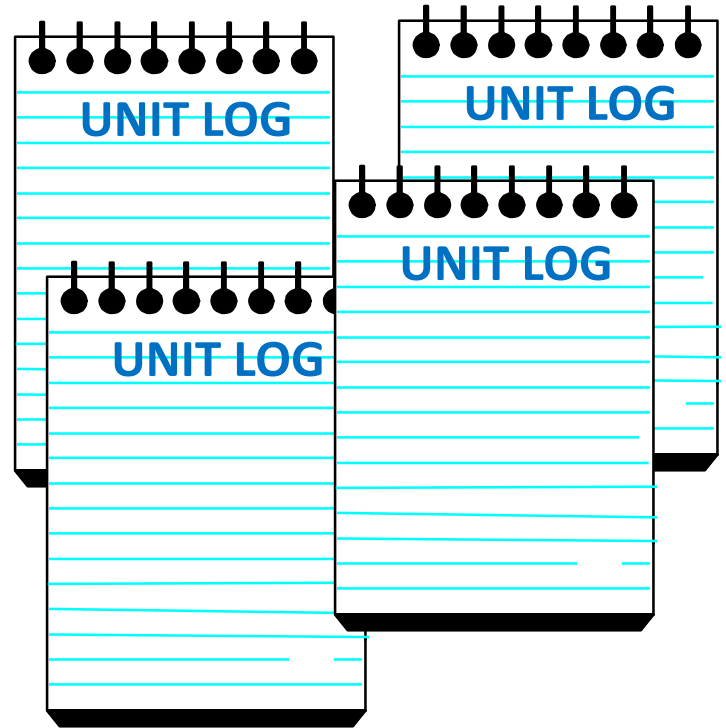
UNITY OF COMMAND

PERSONNEL ACCOUNTABILITY

IS MAINTAINED THROUGH THE USE OF:



**DIVISION / GROUP
ASSIGNMENT
LISTS**



UNIT LOGS

- **Check-in:** Mandatory for all personnel upon arrival at an incident.
- **Unity of Command:** Ensures everybody has only one supervisor.
- **Resource Status Unit:** Maintains status of all assigned resources.

- **Division / Group Assignment Lists:**
Identifies resources with active assignments in the Operations Section
- **Unit Logs:** A record of personnel assigned and major events in all ICS organizational elements.

INTEGRATED COMMUNICATIONS

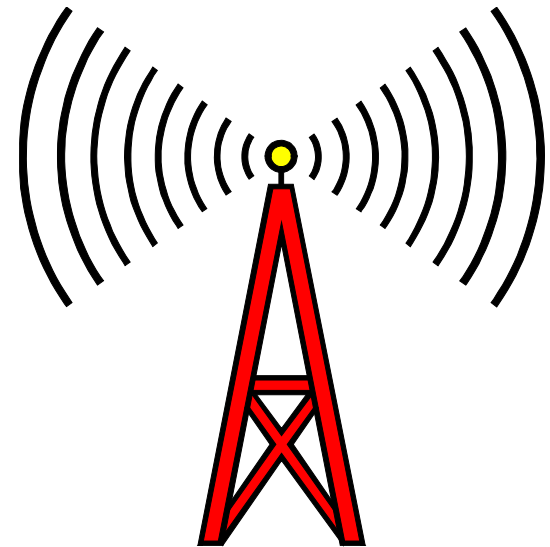
- The ability to communicate within ICS is absolutely essential.
- Communications can be looked at in at least three different ways.
 - The "hardware" systems that transfer information.
 - Planning for the use of all available communications frequencies and resources.
 - The procedures and processes for transferring information.

ICS INTEGRATED COMMUNICATIONS

- 1. COMMUNICATIONS SYSTEMS**
- 2. FREQUENCY AND RESOURCE USE
PLANNING**
- 3. INFORMATION TRANSFER
PROCEDURES**

COMMUNICATIONS NETWORKS THAT MAY BE REQUIRED

1. **COMMAND NET**
2. **TACTICAL NETS**
3. **SUPPORT NET**
4. **GROUND-TO-AIR**
5. **AIR-TO-AIR**

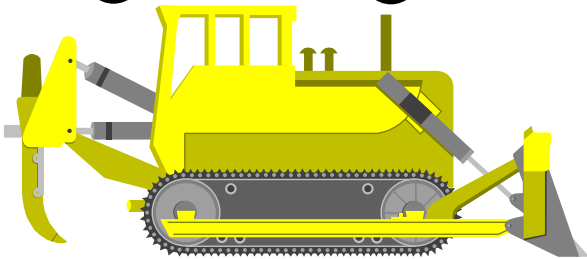
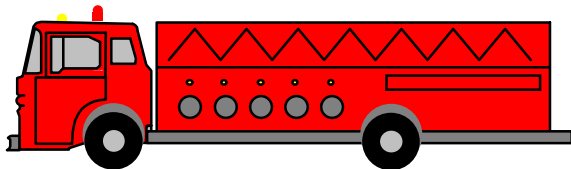


- **Command Net:** Established to link supervisory personnel from Incident Commander down to and including division and group supervisors.
- **Tactical Nets:** Established in a variety of ways, e.g., by agency, department, geographical area, or function. Tactical nets may be established for each branch, or for divisions and groups, depending on hardware and frequency availability, and specific incident needs.

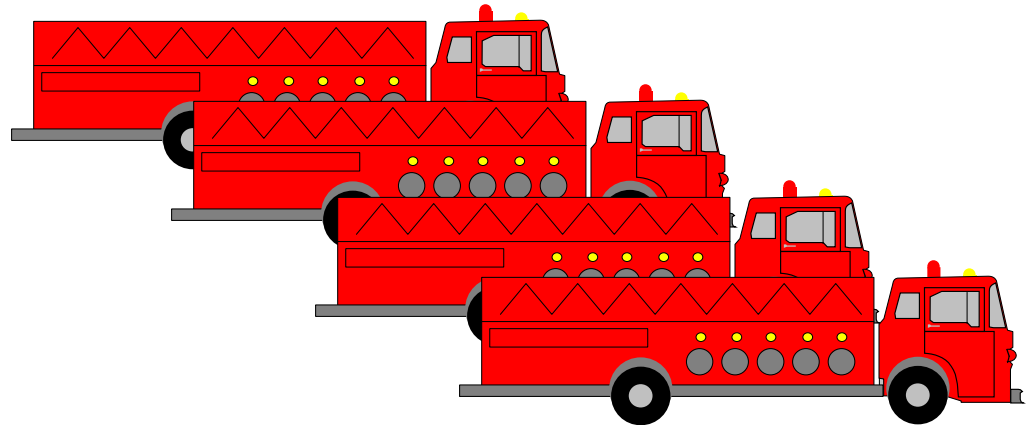
- **Support Nets:** Established on larger incidents to handle logistics traffic and resource status changes.
- **Ground-to-Air:** Established to coordinate ground-to-air traffic.
- **Air-to-Air:** Assigned for coordination between aircraft assigned to an incident.

RESOURCE MANAGEMENT IN I.R.S.

SINGLE RESOURCES
INCLUDES PERSONNEL
AND EQUIPMENT



TASK FORCES
COMBINATION OF
SINGLE RESOURCES



STRIKE TEAM
COMBINATION OF SAME
KIND AND TYPE

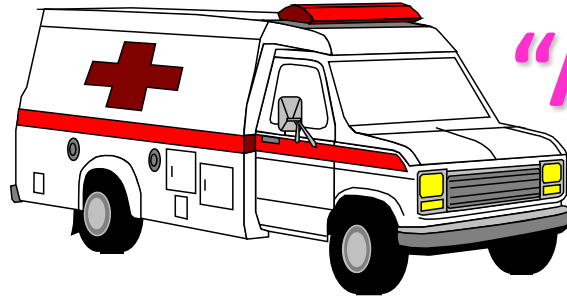
- **Single Resources:** Single Resources include both personnel and their required equipment.
- **Task Forces:** A Task Force is any combination of single resources within span of control guidelines. They are assembled for a particular tactical need, with common communications and a leader. Task Forces can be pre-determined or assembled at an incident from available single resources.

- **Strike Teams:** A Strike Team is a combination of a designated number of the same kind and type of resources with common communications and a leader. The number of resources to be used in the team will be based on what is needed to perform the function. Span of control guidelines should apply. Strike Teams can be pre-determined or assembled at an incident from available single resources.

THE USE OF TASK FORCES AND STRIKE TEAMS:

- 1. MAXIMIZES EFFECTIVE USE OF RESOURCES**
- 2. REDUCES SPAN OF CONTROL**
- 3. REDUCES COMMUNICATIONS TRAFFIC**

RESOURCE STATUS CONDITIONS IN I.R.S.

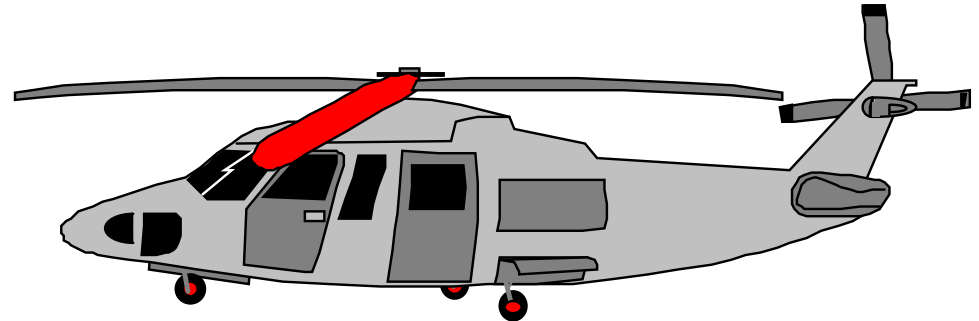


“AVAILABLE”



“ASSIGNED”

“OUT OF SERVICE”



- **Assigned:** Resources performing an active assignment
- **Available:** Resources ready for deployment
- **Out of Service:** Resources not assigned or not available

INCIDENT ACTION PLAN

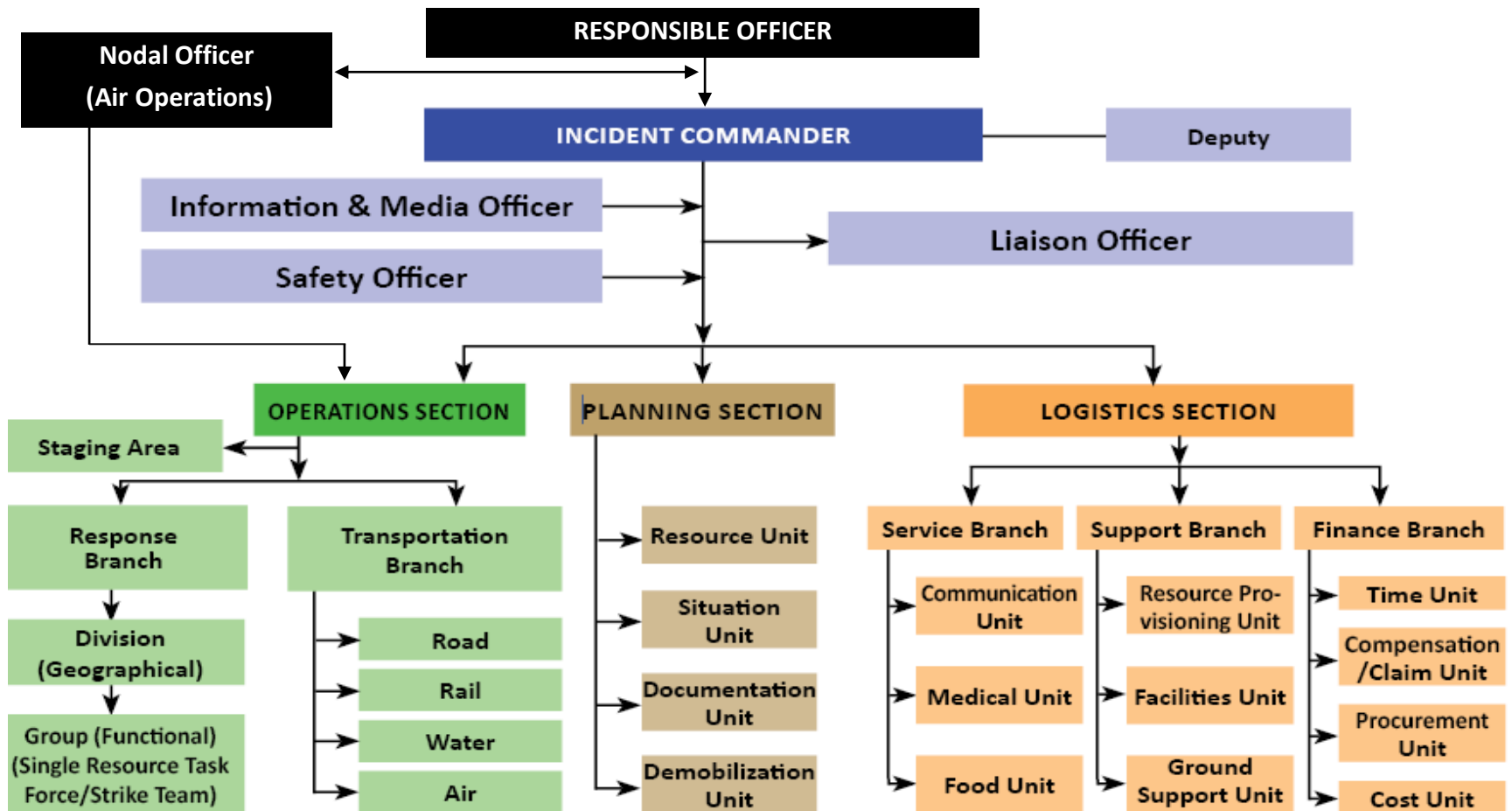
Every incident needs an action plan.

- The **purpose of the plan** is to provide all incident supervisory personnel with appropriate direction for future actions.
- The plan may be **oral** or **written**.

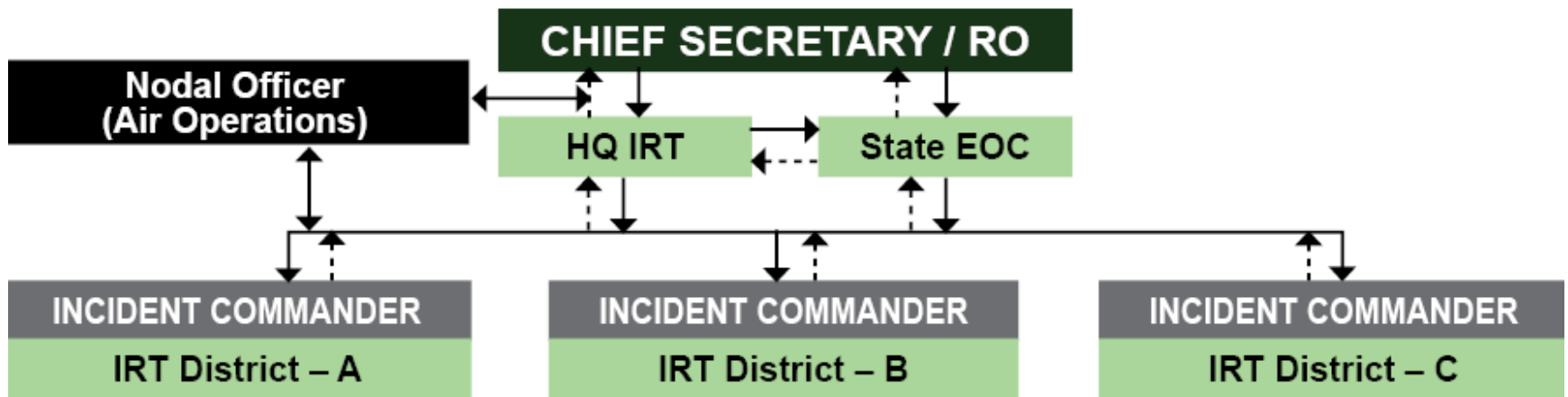
WRITTEN ACTION PLANS ARE IMPORTANT WHEN:

1. **THE INCIDENT WILL OVERLAP AN OPERATIONAL PERIOD CHANGE**
2. **TWO OR MORE JURISDICTIONS ARE INVOLVED**
3. **SUBSTANTIAL ACTIVATION OF THE I.C.S. ORGANIZATION**

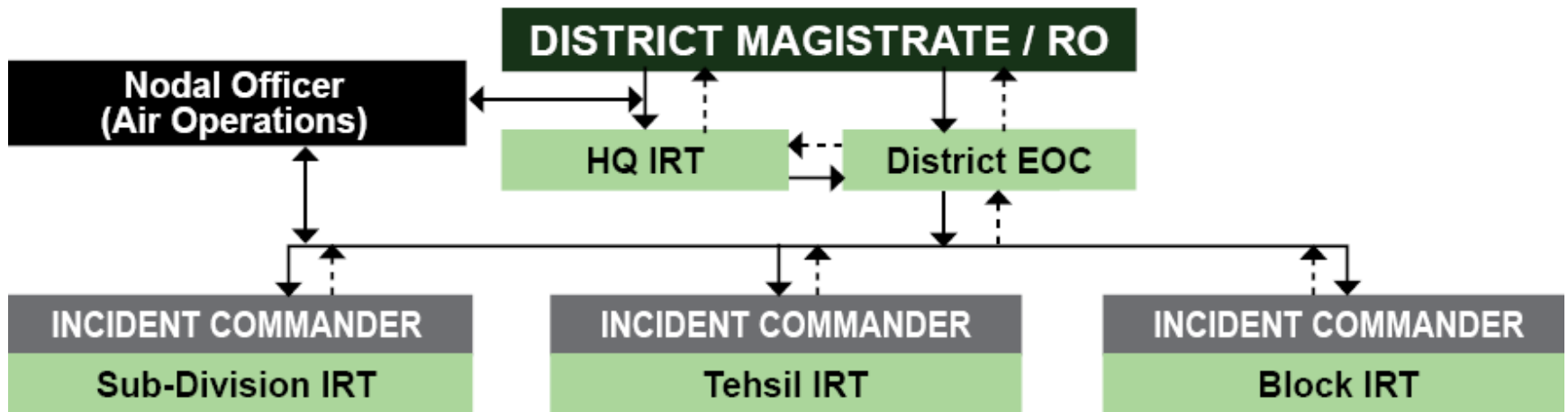
IRS Orgn. Structure



IRS at State Level



IRS at District level



Thank you