Operations Chief

Division Chief John Kinsley
Incident Response Policy
Incident Response Policy - 2018

• Appendix A: Operational Doctrine Statement
• Appendix B: Incident Command
• Appendix C: Accountability
• Appendix D: Structure Fires
• Appendix E: High Rise Fires
• Appendix F: Water Supply Operations
• Appendix G: Aircraft Emergencies
• Appendix H: Hostile Events
• Appendix I: Rapid Intervention and Maydays
• Appendix J: Initial Actions for Technical Rescue

• Appendix K: Initial Actions for Hazardous Materials
• Appendix L: Initial Actions for Passenger/Heavy Rail Incidents
• Appendix M: Initial Actions for Water Rescue
• Appendix N: Initial Actions for METRORAIL Incidents
• Appendix O: Traffic Safety
• Appendix P: Vehicle Collisions
• Appendix Q: Definitions
• Appendix R: Personnel Rehabilitation
• Appendix S: Communications
• Appendix T: After Action Reporting

2019 Annual Line Officers Meeting
Incident Response Policy - 2019

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Incident Response Policy - 202x

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Customer Focus
2019 Annual Line Officers Meeting

Customer Focus
Customer Focus - What We Do

MCFRS Mission Statement

• "The Mission of the Montgomery County Fire and Rescue Service is to protect lives, property and the environment with comprehensive risk reduction programs and safe and effective emergency response provided by highly skilled career and volunteer service providers representing the County’s diverse population."

Incident Response Policy (page 2)

• "All operations begin with the same incident priorities: life safety, incident stabilization, and property conservation."
Customer Focus - How We Do It

MCFRS Guiding Principles

• Deliver *services to our customers* with *impartiality* and *excellence*
• Continuously *improve public confidence* and *trust*

Operational Doctrine Statement (page 1)

• "...remember that whenever they [personnel] are operating as MCFRS members they represent themselves, their crew, their chain of command, MCFRS, and the County Government. All personnel have a duty to *demonstrate integrity, empathy, and compassion, especially when the situation is challenging.*"
During Any Customer Contact

• Give the customer your undivided attention.
• Deal with the customer’s situation as an urgent matter, from the time we know about it until it is over.
• Identify and act on opportunities for added value; when we go above and beyond to create a feeling that the customer was the most important person we served all day.
• Give a little extra effort, and leave the impression that we care.
• Take a moment (when appropriate) to educate the customer about what we do and why we are doing it.
• Create and sustain a positive public image.
Organizational Opportunity Window

• OOW

  • Paradigm shift - Victim to Customer
  • Our change to perform in a WOW! manner that exceeds Mrs. Smith’s expectations
  • Perishable opportunity
  • Basic service plus added value
  • Own the problem
  • Firefighter empowerment
  • Management supports & trusts
ICS for the Customer

• Loss Control Unit/Group
  • Fireground benchmark = *Loss Stopped*

• Occupant Services Unit/Group
  • Fireground benchmark – *Restore Normalcy*

• Public Outreach Unit/Group
  • Fireground benchmark – *Community Engaged*

• *After-the-Fire*
After Action Reporting
Learning Organization - AARs

2019 Annual Line Officers Meeting
Learning Organization - AARs

IRP Appendix T

- Hotwash
- Written AAR
- Enhanced AAR
- Significant Incident Investigation Report

Significant Incident

1. Any structure fire where the fire extended past the room/area of origin.
2. Any collision with a complex or extended extrication.
3. Any hazmat incident where suited-entry was required.
4. Any incident where technical rescue assets were used.
5. Any declared mass casualty incident.
6. Any other call for which the Incident Commander believe lessons and/or recommendations should be shared.

RearView

- https://sites.google.com/view/rearview/home
Learning Organization - AARs

FCGO 19-02 - Significant Incident Reporting on FireApp

2019 Annual Line Officers Meeting
FireApp Reporting
02-01AMIII, Incident Reporting Requirements and Records Management

- Unit Reports
- Incident Reports

Section 6 c

The **career Battalion Chief or the LFRD Chief**, as appropriate, must ensure that all reports in their battalion/department are completed in a timely manner.

Section 6 d

The **on-duty station officer**… must ensure that all personnel complete and submit the appropriate RMS reports in a timely manner.

Section 6 f

**All personnel** must accurately, completely, and promptly enter the required information and reports into the RMS.

2019 Annual Line Officers Meeting
02-01AMIII, Incident Reporting Requirements and Records Management

Section 7 a

Incident and Unit Reports must be completed following the incident but no later than the end of the shift or duty period.

Section 7 e

Under extenuating circumstances (e.g. an incident occurring immediately prior to the end of shift or duty period), the Battalion Chief or LFRD Chief may grant an extension for the completion of the Incident or Unit Report. That extension must not exceed seven (7) days from the date/time of the incident.

Activities Scheduled

0700-1200, Outstanding Unit & Incident Report Close out, All Stations

2019 Annual Line Officers Meeting
FireApp Reporting

Incomplete Incidents Based on Report Lock or Officer In Charge

<table>
<thead>
<tr>
<th>Incident #</th>
<th>Exp.</th>
<th>Shift</th>
<th>Station</th>
<th>Date</th>
<th>Location</th>
</tr>
</thead>
</table>

Incomplete Units Based on Report Lock or Officer In Charge

<table>
<thead>
<tr>
<th>Unit</th>
<th>Incident #</th>
<th>Shift</th>
<th>Dispatch Date</th>
<th>Clear Date</th>
<th>Location</th>
</tr>
</thead>
</table>

Complete
- Incomplete

Days Prior (365 max)
- 3

OR

From
- Select a date 15

To
- Select a date 15

OR

Unit

Unit Station

Shift

Unit Officer In Charge

Run Query

My Incomplete Reports

2019 Annual Line Officers Meeting
Hazard Zone Operations
Hazard Zone Operations

- IDLH
- Hazard Zone
- Isolation Zones - Hot/ Warm/ Cold

- FCGO 16-07 Respiratory Protection / Cancer Risk Reduction
- 26-06AMI Respiratory Protection Policy

- **Where Respiratory Protection is Required:** IDLH AND Hazardous and/or toxic atmospheres
  - IDLH refers to chemical hazards
  - Hazardous and/or toxic means and environment that may present or contain respiratory hazards during MCFRS activities, including, but not limited to, those related to overhaul, hazardous materials, EMS, and cause & origin operations”.

- **OVERHAUL**
- **CANCER RISK**
Hazard Zone Operations

Command Functions
- IC ultimate responsibility Safety and Health of firefighters

Strategic Decision Making Model
1. **Size-Up** the incident’s major critical factors
2. Plug those factors into a sensible Risk Management Plan
3. Develop the incident Strategy & Objectives
4. Develop an IAP that addresses Tactical Priorities with the chosen strategy

Assumption of Command
- Announce presence of IDLH, or hazardous/toxic atmosphere, or other hazards
- Define Isolation Zones
- Mandate level of PPE
- Stays in effect until IC clears Isolation Zones

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1 More

Performance Measurement/Reporting
County Executive Priorities

- Thriving Youth and Families
- A Growing Economy
- A Greener County
- Easier Commutes
- A More Affordable and Welcoming County
- Safe Neighborhoods
- Effective, Sustainable Government
Performance Measurement

PLAN
What are we going to do?

ACT
Do we need any changes? Where do we go from here?

CHECK
Have we met our expectations?

DO
Let’s do what we said!

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Performance Measurement

CountyStat

- MCFRS

2018 CFAI Accreditation

- 2018 Accreditation Peer Assessment Report
- 2018 MCFRS Self Assessment Manual

Annual CFAI Program Performance Appraisals

- FY17 Appraisal

Dashboards

- Operations Division Dashboards

2019 Annual Line Officers Meeting
Final Thoughts
Final Thoughts


Alan V. Brunacini

2019 Annual Line Officers Meeting