

BULLETIN

NO: 16-150
DATE: July 8, 2016
TO: All Personnel
FROM: Colin Stowell, Assistant Chief, Emergency Operations
Kevin Ester, Assistant Chief, Support Services
SUBJECT: Incident Response by Overhead Duty Assignments

This communication is intended to clarify the process by which personnel assigned to overhead roles supporting emergency operations shall respond. These roles include support functions such as Logistics, Duty Medical Support, Safety Officer, Public Information Officer and Operations Support.

The general method of notification to overhead personnel via CAD is through a process known as "Response Group Notification Paging." Through this process, notification groups, such as LOGS (all logistics staff members) are assigned by CAD to incidents automatically based on the call type (such as 2nd Alarm Structure Fire). Member(s) of that duty response group shall carry an appropriate notification device (pager/text phone), and respond to the incident on the appropriate command channel, thus placing their unit ID in the incident record and providing the IC awareness of the overhead response. Phone calls to the Emergency Command and Data Center (ECDC) to check status of the incident, or question whether a response is required is **inappropriate**. Should there be a need to gain incident information needed for support, the overhead responder shall monitor the incident radio channel(s) and make inquiries to the Incident Commander for support coordination on the command channel. Specific non-emergent incident needs can be discussed on cell phones between the Incident Commander and support personnel.

Overhead response groups should be maintaining an accurate duty roster on the shared Duty Support Calendar in Outlook. ECDC will not prompt for overhead response unless directed by the IC when a required response group does not show as responding to the incident. Should the members of a response group cover each other within the duty calendar, it is the responsibility of the group members to ensure that response expectations are fulfilled without delay.

Officers fulfilling the role of Incident Commander shall pay attention to the dynamic need for support personnel responding to the incident and cancel or augment their response as appropriate.

Any questions regarding this clarification should be directed through your chain of command.