I.   PURPOSE

The purpose of this policy is to outline the Operations Support Program.

II.   SCOPE

This policy shall apply to all sworn San Diego Fire-Rescue Department (SDFD) personnel, except Lifeguard personnel.

III.   AUTHORITY

The Fire Chief authorizes the information within this policy.

IV.   POLICY

A.   The Operations Support Team

1.   The Operations Support Team is comprised of a minimum of 10 administrative fire captains and fire engineers to facilitate a 5-week rotation.

a.   The defined positions for the Operations Support Team are:

1)   Assistant Emergency Management Coordinator
2)   Community Resource Officer
3)   Driver Training Officer
4)   In-Service Training Captain
5)   Online Education/EMS Officer
6)   Professional Standards Unit Captain
7)   Professional Standards Unit Captain
8)   Operations Support Captain
9)   Recruitment Officer
10)   Special Operations Captain

Additional positions can be allocated as Operations Support Team members with the approval of the Assistant Chief of Emergency Operations.

b.   The Operations Support Team members will rotate their duty assignments between the Primary Response Team (PRT) and the Secondary Response Team (SRT).

c.   A minimum of two Operations Support Team members per week are assigned to the PRT and two Operations Support Team members are assigned to the SRT.

d.   The duty rotation assignment schedules are posted to the Operations Support calendar and managed by the Operations Support Manager.

e.   The duty rotation for Operations Support Team members is as follows:

1)   One week assigned to the SRT
2)   One week assigned to the PRT
3)   Off-rotation for a minimum of 3 weeks
4)   The week rotation will begin Saturday morning at 0800 hours until the following Saturday morning at 0800 hours

       f.   Each member will be provided a Department take-home vehicle.

B.   Response Assignments

    1.   1st Alarm Vegetation:

        a.   When notified of a 1st Alarm Vegetation fire, the PRT and SRT Operations Support Team members respond.

          1)   The PRT responds to the Incident Command Post (ICP)

          2)   The SRT responds to the Emergency Command and Data Center (ECDC)

          Team members may communicate with each other and switch where they are responding based on their geographical locations and/or prolonged response times.

    2.   2nd Alarm Structure Fires or greater:

        a.   The PRT responds to the ICP.

        b.   The SRT will assume the responsibilities of the PRT and be available for response.

    3.   Other Significant Incident (Multi-Casualty, ASHER, etc.):

        a.   The PRT responds to the ICP.

        b.   The SRT will assume the responsibilities of the PRT and be available for response.

C.   Responsibilities

    1.   Before new personnel enter the duty rotation, they must conduct orientation training with the Operations Support Captain.

    2.   The Operations Support Team assists incident command (IC) with technical and supportive systems during an escalating incident.

    3.   Operations Support Team members report directly to the IC upon arrival at an incident.

    4.   In an initial attack and during the first operational period, operations support can fulfill roles as a display processor, resource unit leader, and plans officer.

        a.   These duties will be transferred to qualified personnel during the next operational period.

    5.   General duties at Vegetation Fires:

        a.   The PRT members will respond directly to the incident to create a fire perimeter map and gather information required for the Fire Management Assistance Grant (FMAG).

        b.   Both the SRT members will respond directly to the ECDC to complete and submit the FMAG.

          1)   Communicate with PRT to gather the required information

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      c.   Additional duties may include:

          1)   Set up display and accountability systems, including paper maps, incident tracking, Mobil Data Computer (MDC)/Computer Aided Dispatch (CAD) displays and video downlinks

          2)   Assist and liaison with law enforcement for the establishment of evacuation orders and warnings

          3)   Determine the fire perimeter of the incident and create electronic and/or paper maps with information

          4)   Set up and troubleshoot command, communications and control equipment

          5)   Monitor incident radio channels

          6)   Assist with unit accountability and resource tracking

          7)   Share diagrams and maps with personnel involved in the incident

          8)   Maintain an ICS 214 Activity Log for the incident commander

          9)   Perform additional tasks or duties as assigned

    6.   General duties at Structure Fires and other significant incidents:

      a.   Set up display and accountability systems, including paper maps, incident tracking and management systems, MDC/CAD displays and video downlinks.

      b.   Setup and troubleshoot command, communications, and control equipment.

      c.   Monitoring the incident radio channels.

      d.   Assist with unit accountability and resource tracking.

      e.   Develop maps and diagrams.

      f.   Share diagrams and maps with personnel involved in the incident.

      g.   Perform additional tasks or duties as assigned.

D.   <u>Responding to Incidents</u>

    1.   Operations Support Team members must communicate their response with ECDC within five minutes of any incident notification.

      a.   Once the team member has verbalized their response, they will be added to the incident.

      b.   The preferred method of an Operations Support Team member verbalizing their response is via the command channel. This provides the IC with situational awareness.

          1)   If unable to get through on the command channel due to high traffic volume or vital information being relayed, call the ECDC to be added to the response

      c.   The ECDC will notify the Operations Support Manager after ten minutes if any Operations Support Team members have not verbalized their response.

    2.   Operations Support Team members must arrive at scene within an hour of dispatch.

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3. Code-3 Response:

    a. Operations Support Team members will initially respond no-code to incidents.

    b. Operations Support Team members may upgrade to a code-3 response based on incident conditions or if requested by the incident commander.

E. Exchange of Duty Assignments

1. When an Operations Support Team member is unable to meet the commitment of the assigned duty rotation, they may exchange the assignment with another team member.

    a. The Operations Support Manager will be notified of the exchange.

    b. Every effort should be made to find coverage by another Operations Support Team member.

        1) In the event that no coverage is found, the Operations Support Manager shall be notified

    c. If an Operations Support Team member is unable to fulfill the role, they are not eligible for emergency duty pay (EDP).

    d. An SRT member will assume the PRT responsibilities when no other coverage for the PRT member is available.

        1) The Operations Support Manager will designate who on the SRT assumes the PRT responsibilities

    e. At the discretion of the Deputy of Special Operations, the Operations Support Manager may be assigned to backfill for a team member when no other backfill is available

F. Off-rotation responses

1. When the PRT and SRT Operations Support Team members are committed to other incidents, the Operations Support Manager will contact the off-rotation team members for coverage availability.

G. Training

1. Operations Support Team members will be required to attend a minimum of 6 monthly trainings based on the calendar year.

2. The responsibility of monthly training topics and scheduling will rotate amongst all of the Operations Support Team Members.

3. The Operations Support Manager will provide oversight of the monthly training rotation and attendance.