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FIRE SUPPRESSION: DEPARTMENT OPERATIONS CENTER (DOC) PROCEDURES,
STANDARD INSTRUCTION 02, SECTION 24

I.   PURPOSE

The Department Operations Center (DOC) provides a location and environment to assist, as necessary, with Fire-Rescue resources and operations prior to, during, and following the response and recovery phases of major emergencies, special events, or periods of high activity. This group is tasked with assisting the Incident Commander(s) in the field with logistical and other needs encountered. In addition, DOC management staff will monitor the level of activity occurring on a City-wide basis and make decisions and adjustments as necessary to ensure the proper level of Fire-Rescue service is being provided.

Command and control of the incident or event will always be the responsibility of the Incident Commander (IC) in the field. The activation of the DOC is primarily to support the IC in the field... Direct incident support for major incidents or events can be provided by All Hazard Incident Management Team (AHIMT) personnel. Requests for AHIMT support will be made by the IC through normal resource ordering channels.

II.   SCOPE

This policy shall apply to all SDFD Personnel.

III.   AUTHORITY

The Fire Chief in coordination with the Assistant Fire Chief of Operations, Deputy Chief Shift Commanders authorizes the information within this policy.

IV.   POLICY

> A.   City of San Diego Emergency Operations Center (EOC)
>
> > 1.   The City Emergency Operations Center (EOC) provides a similar function as the DOC, but on a City-wide basis for all departments
> > 2.   SDFD generally staffs two positions in the EOC
> >
> > > a.   The primary position is commonly staffed by a Deputy Chief, and the aide position is staffed by an Administrative Assistant.
> >
> > 3.   The basic function of the EOC is to provide city management level guidance and direction to Department Operations Centers during periods of city-wide emergency operations and large scale special events
> > 4.   Generally, incident information is compiled in the DOC and is communicated to the EOC which is then shared with other departments, the Operational Area, and the State as appropriate
>
> B.   Authority
>
> The Director of the DOC is authorized to act as a designee of the Fire Chief for all operations, staffing, and resource ordering decisions once authorization has been given to activate the DOC.

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C.   DOC Functions

The following functions are performed, as needed, to accomplish the mission of the DOC:

1.   Receive, evaluate, and disseminate incident or event information.
2.   Receive and process updates from the Incident Commander(s).
3.   Provide emergency information and instructions to the Senior Public Information Officer (PIO). Following operational guidelines, the PIO will release information to the news media and schedule press conferences as appropriate.
4.   Provide updates and situation reports to the Fire-Rescue representative in the City EOC, if activated, as required.
5.   Maintain records and documentation of DOC activities.
6.   Communicate with other DOC's, the City EOC, and other outside agencies involved with the emergency response as necessary.
7.   When required, coordinate the internal drug delivery program per the City Readiness Initiative (CRI) Policy.

D.   Division Priority Identification

1.   Once activated, the DOC identifies the priorities for all SDFD divisions (i.e. Operations, Communications, Logistics, etc)
2.   Each division head will accept the priorities and provide necessary staff and support to sustain fire-rescue service levels during the activation period

E.   Maintenance and Revision of Guidelines

1.   When required, coordinate the internal drug delivery program per the CRI Policy.
2.   It is the responsibility of the SDFD Special Operations Division to maintain the SDFD DOC Manual
3.   Periodic review and revision will occur as necessary, not to exceed three years
4.   Maintenance and Revision of the DOC Manual is the responsibility of the DOC Coordinator, assigned to Special Operations
5.   DOC staffing assignments within the DOC Manual shall be kept current at all times
6.   Copies of the DOC Manual will be stored at the following locations:

    a.   City EOC for reference by the SDFD representative
    b.   The DOC

        1)   A digital version of the DOC Manual will be maintained and available on the Incident Management software application in use at the time, under the *Resource* section, or other applicable location, within the software application.

    c.   Fire Headquarters in the Special Operations storage room

       d.   The DOC Coordinator will ensure the availability of the manuals at any alternate DOC location during activation

   7.   DOC Management Staff shall refer to the applicable position checklists for their position(s).

       a.   These checklists will be available in the DOC Manual and/or incident management application software

       b.   Hard copy checklists are also included the position kits designed to provide instruction for fulfilling the duties of respective positions

F.   SDFD DOC Locations

   1.   Primary – Level I, Fire Communications Center, 3750 Kearny Villa Road

   2.   Primary – Level II & III, Development Services Center Building, 1222 First Ave. Basement level.

   3.   Alternate – Regional Public Safety Training Center, 2580 Kincaid Rd. Building 608

   4.   Alternate – Fire-Rescue Headquarters, 1010 Second Ave. Suite 400

   5.   Meeting rooms and work spaces will be utilized as necessary DOC Activation Guidelines

G.   DOC Activation
The following are general guidelines for situations that may warrant activation of the DOC:

   1.   Emergency Activation:

       a.   The City EOC is activated

       b.   A major disaster has occurred, or is imminent

       c.   The City goes to Operational Condition ORANGE (HIGH) or greater

           1)   ORANGE (HIGH): An imminent likelihood of terrorist activity, violent protests, or other significant event

           2)   RED (SEVERE): A terrorist attack, violent protest, or other significant event has or is occurring

       d.   A major emergency is beyond the control of local resources (including automatic and mutual aid resources)

       e.   Simultaneous multiple alarms are in active operations, with no immediate projection for control

       f.   Emergency operations (within or outside the city) are requiring a large commitment of SDFD resources over an extended period of time

       g.   Whenever it is deemed necessary or prudent by the Fire Chief, Assistant Fire Chiefs or the Duty Chief

   2.   Planned Activations:

      a.   A scheduled high profile event that the Fire Chief determines warrants activation of the DOC

      b.   Threat of civil disturbances or demonstrations related to local, regional, or national events

H.   Authority to Activate the DOC:

The following staff members are authorized to activate the DOC:

1.   The Fire Chief, or designee
2.   An Assistant Fire Chief
3.   The Duty Chief
4.   Shift Commander
5.   Ranking Chief Officer in the case of a clear disaster situation and the above personnel cannot be reached

I.   Levels of Activation

The DOC can be activated in a series of progressive levels or it can be activated directly to a level deemed appropriate for the situation. The Chief Officer initiating the activation of the DOC will determine the proper staffing pattern and location.

Generally, Level I activations will start in the conference room at FCC. If the operation outgrows this location, it will move to the basement under Station 1. Level II and III activations will start in the basement location at 1222 First Ave.

The Activation Level Table on the following page is to serve as a general guide:

DOC Level	Risk	Event Examples	General DOC Response/Actions
I	Low	• Extreme Fire Weather Forecast • Severe Storm Prediction • Localized Incident – involving at least one other City Dept. • Anticipated short duration, less than one operational period	• Duty Chief partially activates DOC • Notify Fire Chief of activation and conditions • Notify relevant division heads • Monitor situation for escalation • Establish DOC security
II	Medium	• Moderate earthquake with damage to infrastructure • Major wildland or structure fire with serious City impact • Anticipated duration to exceed one operational period • Proclamation of Local State of Emergency	• Duty Chief partially activates DOC • Notify Fire Chief of activation and conditions • Request Staff Notification • Notify Area Fire Coordinator of DOC activation and current situation • Complete an ICS 209 and communicate with the EOC • Monitor/Ensure the use of Incident Management (IMTs) • PIO will establish a Joint Information Center as necessary • Establish DOC security

DOC Level	Risk	Event Examples	General DOC Response/Actions
III	High	- City-wide / Regional Emergency - Anticipated demand for Fire Department resources exceeds capability - Extensive use of Mutual Aid will be exercised - Duration expected to exceed one operational period - Communications and processing of resource requests is interfering with the FCC's ability to coordinate other emergency responses	- Full DOC Activation - Notify Fire Chief of activation and conditions - Request Staff Notification - Ensure Area Fire Coordinator is notified of DOC activation and current situation - Complete an ICS 209 and communicate with the EOC - Monitor/Ensure the use of Incident Management (IMTs) - PIO will establish a Joint Information Center - Establish DOC security
IV	Catastrophic	- The number of Mutual Aid resources requested is beyond the DOC's ability to support - Duration expected to exceed three operational periods	Request a Type I / II Incident Management Team from the Area Fire Coordinator

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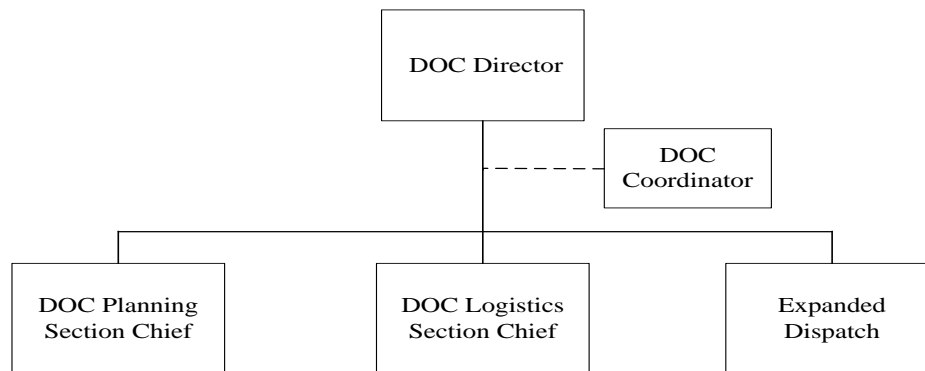| SUBJECT	SECTION	PAGE	EFFECTIVE DATE
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J.   Staffing Guidelines for DOC Activation

In order for the DOC to function, there needs to be an appropriate number of staff in place to support the emergency operations of the department. There are four levels of activation, each associated with a certain level of risk or activity. The staffing levels outlined below can be considered the minimum needed to operate the DOC effectively. Partial activations of a higher level could be considered if the situation does not warrant a full activation of the next level. These staffing levels are guidelines and can be adjusted to meet the needs of the current situation

K.   Level I

Level I activation provides the minimum amount of management and support staff needed to begin to coordinate the operations of the department as the situation status begins to grow beyond the scope of daily Fire-Rescue Standard Operating Guidelines. This level of activation assembles a management team capable of making decisions and authorizing resource requests beyond what is normally expected. This activation level provides support staff that can gather information about the current situation, track assigned resources and support the operations of the DOC. Normally this group will assemble in the conference room at FCC. If the incident gains momentum, the DOC Director will adjust the level of activation and has the latitude to move the operation to the facility at 1222 First Ave.

Level I Organizational Chart:

L.   Level II

Level II activation begins to expand the management and support staff needed to coordinate the operations of the department as the situation continues to escalate. This level of activation is needed as the number of resources being managed and the anticipated length of the operational period increases. The type and magnitude of operations now being managed require an expanded management team in order to keep pace with the current situation resource needs to maintain the desired service level. Normally this group will initially assemble in the conference room at FCC. If the incident gains momentum, the DOC Director will adjust the level of activation and has the latitude to move the operation to the facility at 1222 First Ave.

In the event a Joint Information Center (JIC) is established, a Public Information Officer from Fire-Rescue may be requested to represent the department. The Fire Chief or designee will make the decision whether to participate or not. A JIC is established to ensure the consistency of public information being released.
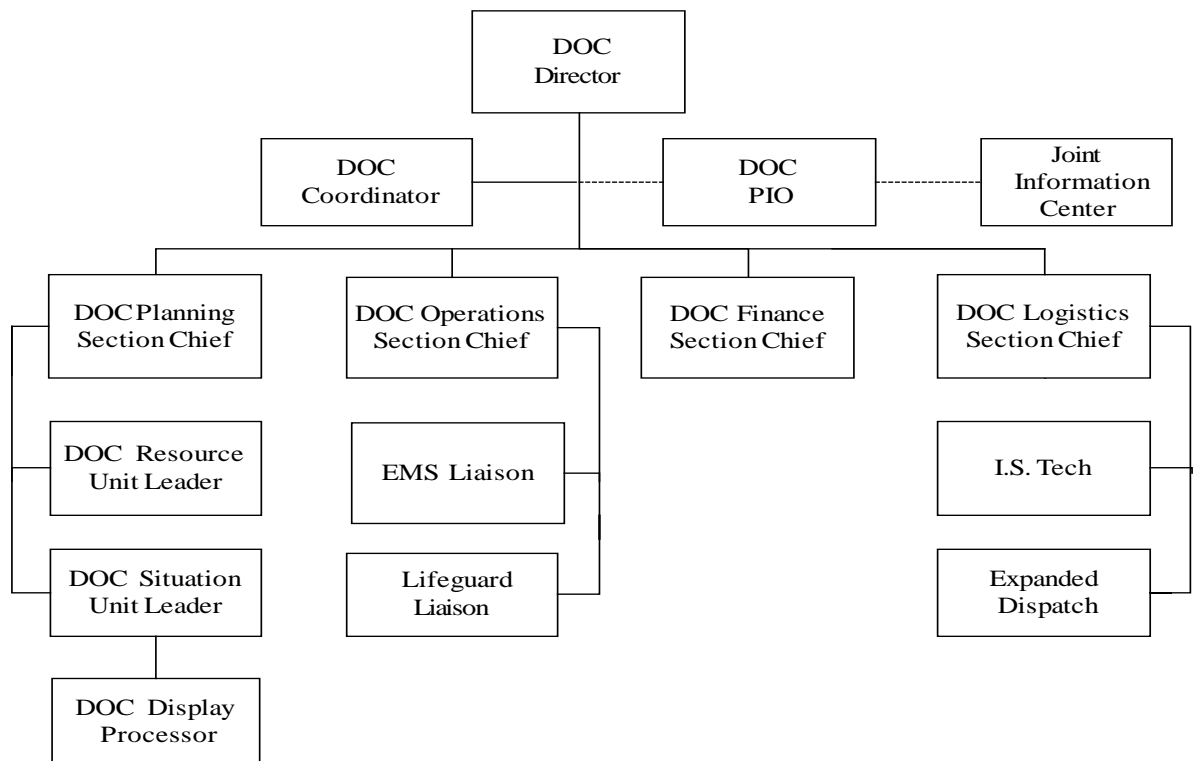
Level II Organizational Chart:
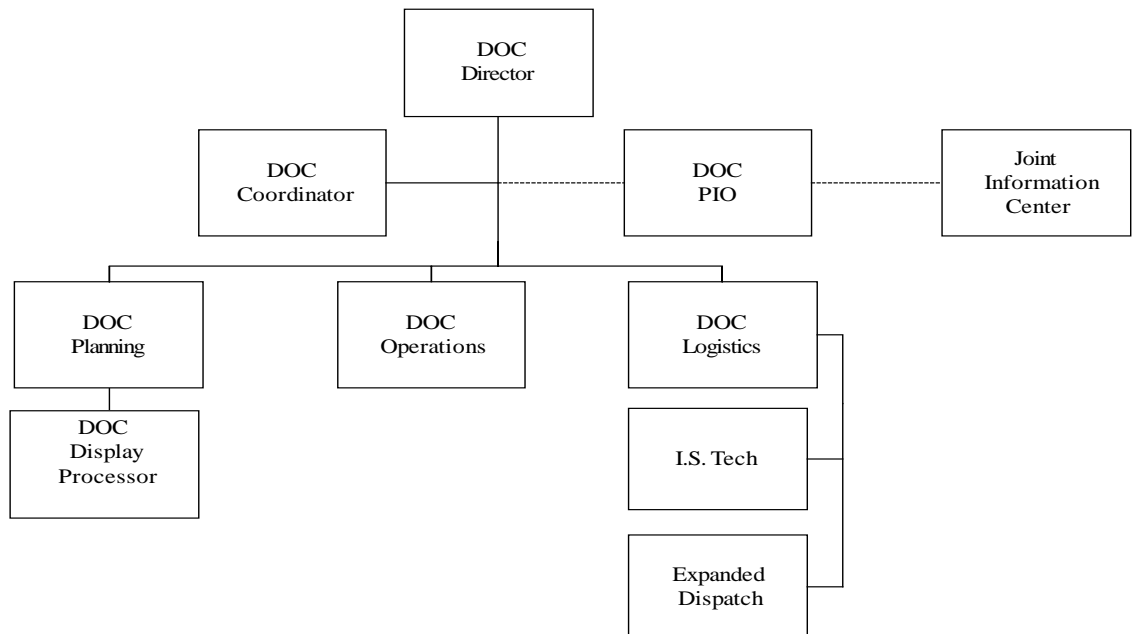
M.   Level III

Level III is a full activation of the DOC. At this level, the DOC is managing the limited resources of the department to support the operational situation and to maintain the

desired service level to the entire City. The DOC places resource requests directly with the area fire coordinator. This allows FCC to return to a normal level of service for the rest of the City while the DOC manages all operations, resources and communications for the event(s).

Additionally, this level of activation, the type and number of resources being coordinated is expected to present a challenge. Operations are expected to exceed one operational period. One or more incidents or events have reached a level of resource needs that require incident support. An Incident Management Team should be assigned to the incident or to an area to provide planning, logistical and operational support for the Incident or Area Commander. Generally, if an event warrants this level of activation, the DOC at 1222 First Ave. will be the location of choice.

Level III Organization Chart:

N. Level IV
Level IV activation is the act of requesting a Type I or Type II Incident Management Team through the Area Fire Coordinator. This recognizes the need for an expert team to assist in the management of a vast number of resources over an extended period of time. A disaster at this level would have San Diego Fire-Rescue operating in conjunction with a number of local, state and federal agencies. The operations during a disaster at this level would be complex and potentially involve hundreds of units and thousands of personnel.

O. Activating the DOC

1. Alerting Procedure

a. Once the decision has been made to activate the DOC, the County Alert Service System (CASS) will be utilized to notify appropriate staff
b. The DOC Director will authorize FCC to initiate a callback
c. The IMT position roster located in the DOC Operations Manual will be utilized to fill positions

2. FCC will notify all on-duty personnel, via the station paging systems, announcing over the Fire Dispatch administration channel, that the DOC is activating.
3. After filling DOC positions, to the extent possible, utilizing the CASS Callout System and referring to DOC Manual, the DOC Director may fill the remaining required positions using other available personnel as needed.

a. Personnel will be utilized who are trained and/or certified for the position, to the extent possible, by referring to the IMT roster located in the DOC Manual

P. Security Plan for the DOC / EOC

1. All SDFD DOC staff shall be responsible to maintain strict operational security
2. All suspicious activity will be reported to the DOC Director

a. The DOC Coordinator is responsible for maintaining the security of the facility.
b. If an alternate DOC site is utilized, the DOC Director will be responsible for ensuring security.

3. When deemed necessary, SDPD will be requested to provide an armed presence.
4. External doors will not be left open unattended.
5. Uniforms and or visible ID will be worn at all times.
6. It is the responsibility of all Fire-Rescue personnel to challenge anyone not immediately recognized.
Anyone without proper authorization will be detained or escorted out immediately.