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OPERATIONS MANUAL

STANDARD INSTRUCTION 02 SPECIAL RESPONSE GUIDELINES

SECTION 47 OPERATIONS SUPPORT

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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) members, except lifeguards.

III. AUTHORITY

The fire chief authorizes the information within this policy.

IV. POLICY

A. Responsibilities

1. Operations support (OPS) is responsible for assisting incident command (IC) with technical and supportive systems during an escalating incident.
2. Operations support reports directly to the incident commander upon arrival at an incident.
3. 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.
4. General Duties at Vegetation Fires
 - a. On a significant vegetation fire, two operations support 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. The third operations support member will respond directly to the Emergency Command and Data Center (ECDC) to complete and submit the FMAG.
 - c. Additional duties may include:
 - 1) Set up display and accountability systems including paper maps, incident tracking, MDC/CAD displays and video downlinks
 - 2) Assist and liaison with law enforcement for the establishment of evacuation orders and warnings
 - 3) Determine fire perimeter of the incident and create electronic and/or paper maps with information
 - 4) Setup and troubleshoot command, communications and control equipment
 - 5) Monitor incident radio channels
 - 6) Assist with unit accountability and resource tracking
 - d. Share diagrams and maps with personnel involved in the incident
 - e. Maintain an ICS 214 Activity Log for the incident commander

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- f. Perform additional tasks or duties as assigned
- 5. 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. Monitor 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
- B. Response Assignments
 - 1. 1st Alarm Vegetation
 - a. Three operations support members respond (both members who are assigned PRIMARY and one member who is assigned SECONDARY, as described below)
 - 1) Two to the incident command post
 - 2) One to ECDC
 - 2. 2nd Alarm Structure
 - a. Two operations support members (PRIMARY) respond to the incident command post
 - 3. 3rd Alarm Structure or greater
 - a. Third operations support members (SECONDARY) responds to incident command post
 - 4. Other Significant Incident (Multi-Casualty, Aircraft Alert, etc.)
 - a. Two operations support members respond (PRIMARY) to the incident command post
- C. Duty Rotation Assignments
 - 1. Two operations support members per week are assigned PRIMARY (initial response) and two operations support are assigned SECONDARY (available for response).
 - 2. Duty rotation assignment schedules are posted to the Outlook Operations Support calendar.
- D. Exchange of Duty Assignments
 - 1. Personnel may exchange duty rotation assignments by finding a replacement and notifying the operations support manager of the change.

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E. Training

1. Operations support members will be required to attend training and participate in drills as directed by the operations support manager.

F. Response Times

1. Operations support must confirm response with ECDC within five minutes both on and off-duty.
2. Operations support must arrive on scene within an hour of dispatch.
3. Code Three Response
 - a. Operations support will initially respond no code to incidents
 - b. May upgrade to a code response as indicated by incident conditions, or if requested by the incident commander
 - c. If an operations support member feels they can make a significant impact on the incident, they should advise ECDC and request to be added to the incident.