

**PHOENIX REGIONAL
STANDARD OPERATING PROCEDURES**

EMERGENCY OPERATIONS PLAN

M.P. 201.02

03/2021-R

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PURPOSE

The objective of the Emergency Operations Plan is to mobilize the resources of the entire Phoenix Fire Department to an elevated level when circumstances require a commitment beyond normal capabilities. The activation of this plan will cause the Fire Department Tactical Operations Center (TOC) to go into operation. Identified Command Officers will respond to that location. The general categories of situations that would cause the activation of the TOC:

- One major incident affecting a localized or widespread area.
- Two or more working incidents causing a high demand for resources at different locations.
- Numerous simultaneous incidents causing a peak demand on the entire system.
- When determined necessary by the Fire Chief or Executive Staff.

The purpose of the TOC will be to bring appropriate Command Officers and other staff together at a central location and to:

- Analyze the emergency situation.
- Determine what Fire Department and other City resources are needed for the emergency.
- Place additional apparatus in service as deemed necessary.
- Recall appropriate personnel resources as necessary.
- Make Fire Department policy regarding the department's response and management of the emergency.
- Prioritize response and resources as necessary (see Emergency Deployment, M.P. 201.02A)
- Select and provide personnel to staff the City's Emergency Operations Center if opened.

Each Division of the Fire Department is assigned specific roles and responsibilities in order to support emergency operations. It is the responsibility of each Division and Section to be prepared to function according to these guidelines whenever the need is identified.

TOC IMMEDIATE TASKS AND DECISIONS

Command Staff reporting to the TOC will be responsible for the following decisions and tasks:

- Confirm that Emergency Response Staffing Office (ERSO) is manned and prepared to initiate recall, if needed.
- Determine the need for and initiate additional staffing of the Alarm Room.
- Confirm an TOC liaison is established and functioning at the Incident Command Post(s).
- Determine the need for a TOC Liaison at the Alarm Room (preferably the Alarm Room Chief).
- Confirm that resource management has been opened to address any identified logistical needs. This may include preparation of reserve apparatus and deployment of specialized equipment.

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- Determine what fire companies need to be placed in service and activate apparatus as deemed necessary.
- Determine what personnel resources need to be recalled and initiate recall as deemed necessary.
- Determine and select reporting stations and/or locations for recalled personnel.
- Make personnel assignments as necessary.

RECALL OF OFF-DUTY PERSONNEL

Command Staff at the TOC are responsible for making the decision to initiate recall of off-duty personnel. Personnel may be recalled to stand up additional fire companies. These fire companies may be directed to respond to an incident or provide coverage for a depleted area(s). The ERSO will contact recalled personnel and advise them where to report.

The recalling of off-duty firefighting personnel will be accomplished by NXT system and/or telephone contact with the employee. A list of employees by rank and shift shall be maintained by the ERSO.

STRATEGIC PLANNING (Executive Assistant Fire Chief)

Strategic planning functions under this plan are the responsibility of the Executive Assistant Fire Chief and include the following:

- As directed by the Fire Chief, establish and maintain communications with Mayor, Council, and City Management.
- Activate personnel assigned to the Safety Unit to assist in the TOC or the incident(s).
- Assist the Fire Chief with situation analysis, policy making, and other activities.
- Coordinate the activities of the Fire Prevention Section and provide technical assistance and expertise. Maintain the capability to recall Fire Prevention personnel when needed afterhours.

MEDICAL/SUPPORT SERVICES DIVISION

The Medical/Support Services Division's responsibilities under this plan include the following:

- Initiate the Logistics Staffing Plan in preparation of additional support.
- Liaison with healthcare and hospital stakeholder partners (as needed).
- Prepare reserve apparatus. Efforts to prepare three engines, three rescues, and one ladder company should start upon activation of this plan unless otherwise directed by Command Staff in the TOC.
- Staff warehouse and provide for the delivery of needed supplies and equipment.
- Provide personnel to assist with Rehab and Mass Care functions at major incidents.
- Provide SCBA technicians to perform repairs.
- Contact Public Works to activate additional maintenance and repair personnel as needed.
- Prepare additional command vehicles as needed.

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URBAN SERVICES/TRAINING DIVISION

The Urban Services/Training Division's responsibilities under this plan include the following:

- Fire Investigations personnel will be used in the investigation of major incidents.
- Maintain a system to call back recruit firefighters and cadets to provide support for major incidents or activities.
- Coordinate with Logistics/Fleet Section on the use of recruit training fire apparatus to facilitate supplemental fire companies.
- Deploy Health Center personnel to assist at incidents or TOC with maintaining the status of injured firefighters.

HOMELAND/HR DIVISION

The Homeland/HR Division's responsibilities under this plan include the following:

- Communicate with Command and other staff to determine location, prepare and activate the TOC.
- Coordinate with other City Departments, County, State, and Federal partners.
- Coordinate any personnel actions that may be required.
- Provide staff to assist ERSO with the recall of personnel as needed.
- Initiate the Incident Management Team structure of planners, liaisons, and other staff as necessary.

TECHNOLOGY DIVISION

The Technology Division's responsibilities under this plan include the following:

- Oversee and administer regional 911 and CAD systems.
- Provide supplemental radios and other communication technical equipment.
- Establish and maintain communication link with the news media.
- Provide internal communication to Fire Department personnel as needed.
- Recall Public Affairs/Community Involvement staff to assist as necessary.
- Provide appropriate and timely public information.

OPERATIONS DIVISION

The Operations Division has the direct responsibility for the delivery of all emergency services.

The Operations Division's responsibilities under this plan include:

- Provide and manage emergency services.
- Direct the placement of additional fire companies and rescue companies in service as necessary (peak-time rescue companies first).
- Respond to the emergency scene to analyze the situation and assume a role on the Command Team as necessary.
- District Commanders may respond to the incident(s), go into service to provide supplemental Command Officer coverage, or may respond to the TOC as deemed necessary.