



Western Cape
Government



WESTERN CAPE INCIDENT COMMAND SUMMIT

MULTI AGENCY COORDINATION SYSTEMS

GOODWOOD DISASTER RISK
MANAGEMENT CENTRE

20 JUNE 2013

Session Objectives

1. Explore the Concepts of Incident Command and Incident Management.
2. Discuss ICS and MACS in the Context of NIMS Incident Command and Management.
3. Discuss the Importance of Public Information in the Context of Incident Command and Management.
4. Use of MACS in the Western Cape.

The concepts of Incident Command and Incident Management

Incident Command System

Unified Command

Area Command (Unified Area Command)

Multi-agency Coordination Systems (MACS)

Emergency Operations Centers (EOCs)

The management system used to direct all operations at the incident scene. The Incident Commander (IC) is located on scene at an Incident Command Post (ICP) at the incident scene.

An application of ICS used when there is more than one agency with incident jurisdiction. Agencies work together through their designated Incident Commanders at a single ICP to establish a common set of objectives and strategies, and a single Incident Action Plan.

Established as necessary to provide *command authority* and coordination for two or more incidents in close proximity. Area Command works directly with Incident Commanders. Area Command becomes Unified Area Command when incidents are multijurisdictional. Area Command may be established at an EOC facility or at some other location other than an incident ICP.

An activity or a formal system used to *coordinate resources and support between agencies or jurisdictions*. A MAC Group functions within the MACS. MACS interact with agencies or jurisdictions not with incidents. MACS are useful for regional situations. A MACS can be established at a jurisdictional EOC or at a separate facility.

Typically your JOC, DMC, ProvJOC, etc. EOC's are used in varying ways at all levels of government and within private industry to provide coordination, direction and control during emergencies. EOC facilities can be used to house Area Command and MACS activities as determined by agency or jurisdiction policy.

Incident Command

- Command = the authority to make someone or something do something.
- In reference to an emergency or disaster incident, command refers to the authority to make someone or something do something ***in light of the response requirements that exist.***
- Each task requires somebody or some agency to perform it, and for each of these tasks to be performed, there has to be somebody to give the order.
- Must be an established legal (statutory) or established authority.

Incident Management

- Ensuring that the incident is handled in an appropriate manner / all response requirements met.
- A mechanism built in to guide or facilitate tasks in an organized manner.
- Incorporated suite of systems, tools, and procedures by which key information may be obtained, required resources and staff matched to the response needs of the affected area, and communication facilitated.

Effectively-Managed Incident

Emergency Manager:

- **Creates a common operating picture.**
- **Minimizes confusion.**
- **Operates under established and singular authority.**
- **Centralizes, manages, and accounts for resources.**
- **Is efficient.**
- **Addresses the needs of all stakeholders, including the public.**

ICS and MACS in the Context of NIMS Incident Command and Management



3 Elements of Incident Command and Management

- **The Incident Command System (ICS)**
- **The Multiagency Coordination System (MACS)**
- **Public Information**

Incident Command System

- **Establishes command and control.**
- **Flexible core mechanism for coordinated and collaborative incident management.**
- **Allows for the integration of facilities, equipment, personnel, procedures, and communications operating within a common organizational structure.**
- **Enables a coordinated response among various jurisdictions and functional agencies, both public and private.**
- **Establishes common processes for planning and managing resources.**

Incident Stakeholders

- **Local Emergency Services.**
- **Local governmental departments and agencies.**
- **Mutual aid partners.**
- **Provincial / National agencies.**
- **Nongovernmental organizations (NGOs).**
- **Private-sector organizations.**
- **Public / individuals.**

The Incident Command Post

The tangible epicenter of authority for the incident

Command methods:

- Through the use of a single Incident Commander
- Through establishment of a Unified Command (UC)

ICS Functional Areas

- **Command**
- **Planning**
- **Operations**
- **Logistics**
- **Finance and Administration**
- **Intelligence / Investigations-may be a separate functional area or fall under Command or Planning.**

ICS Management Characteristics

- Common Terminology.
- Modular Organization.
- Unified Command structure
- Management by Objectives.
- Incident Action Planning.
- Manageable Span of Control.
- Incident Facilities and Locations.
- Comprehensive Resource Management.
- Integrated Communications.

Area Command

Special type of ICS organization that oversees the management of multiple incidents.

Activated only if necessary.

Incidents are usually:

- not site specific
- not immediately identifiable
- geographically dispersed
- evolve over longer periods of time

Exists “to coordinate activities above the field level and to prioritize the incident demands for critical or competing resources, thereby assisting the coordination of the operations in the field.”

Allows all levels of government and all disciplines to work together efficiently

Defines:

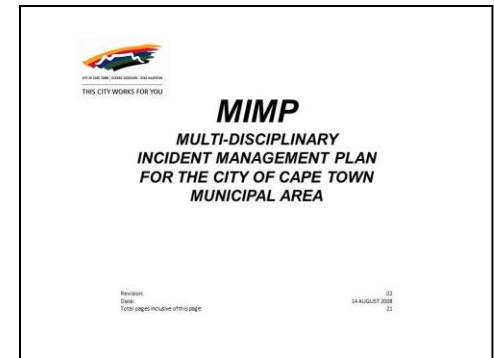
- Business practices
- Standard operating procedures
- Processes and protocols by which participating agencies will coordinate their interactions

MACS Elements can include

- Pre-emergency administrative systems and controls.
- Emergency response systems and procedures.

Or simply be:

- An agreement to operate within an interagency mutual aid agreement.



MACS could be as simple as a teleconference.

or:

It may require an assembled group and associated support systems.

MACS Functions

- **Situation Assessment.**
- **Incident Priority Determination.**
- **Critical Resource Acquisition and Allocation.**
- **Support for Relevant Incident Management Policies and Interagency Activities .**
- **Coordination With Other MACS Elements .**
- **Coordination With Elected and Appointed Officials.**
- **Coordination of Summary Information .**

The MAC Group

Agency Administrators/Executives or their designees brought together to form MAC Groups

May also be known as:

- Multiagency committees.
- Emergency management committees.
- Others.

Does not have any direct incident involvement.

Often located away from the incident site(s).

Can function virtually.

May require a support organization.

The Importance of Public Information in the Context of Incident Command and Management



Public Information

- **Consists of the processes, procedures, and systems to communicate timely, accurate, and accessible information on the incident's cause, size, and current situation to the public, responders, and additional stakeholders.**
- **Must be coordinated and integrated across jurisdictions, agencies, and organizations; among National, Provincial, District, and Local governments; and with NGOs and the private sector.**
- **Helps to ensure that lifesaving measures, evacuation routes, threat and alert systems, and other public safety information are coordinated and communicated to numerous audiences in a timely, consistent manner.**
- **Managed within the NIMS and ICS structure by the PIO.**

The PIO

- **A member of the Incident Command staff advises the IC/UC on all public information matters relating to the management of the incident.**
- **Handles inquiries from the media, the public, and elected officials; emergency public information and warnings; rumor monitoring and response; media relations; and other functions required to gather, verify, coordinate, and disseminate accurate, accessible, and timely information related to the incident.**
- **Create coordinated and consistent messages.**

Joint Information System (JIS)

- **Provides a mechanism to organize, integrate, and coordinate information to ensure timely, accurate, accessible, and consistent messaging across multiple jurisdictions and/or disciplines.**
- **Includes the plans, protocols, procedures, and structures used to provide public information.**
- **The JIC is a central location that facilitates operation of the JIS.**
- **JICs may be established at various levels of government or at incident sites.**

Public Information Cycle

- **Gathering Information**
- **Verifying Information**
- **Coordinating Information**
- **Disseminating Information**

Use of Multi Agency Coordination System in the Western Cape.

Situation

Between 24 January and 7 February 2013 the following situation existed in the Western Cape:

- **Clanwilliam/Cederberg-(Type 2 incident wildfire incident).**
- **Franschoek(Type 2 incident wildfire incident).**
- **Kluitjieskraal(Type 3 wildfire incident).**
- **Wortelgat- (Type 3 wildfire incident).**
- **Kamanassie-(Type 3 wildfire incident).**
- **Several type 4 and 5 incidents reported on a daily basis in the province.**

Weather conditions were expected to worsen and raise the Fire Danger Index Rating to extremely high levels.

Important considerations

Other important factors considered during decision making:

- **Critical human and property values at risk.**
- **Incidents expected to continue over extended operational periods.**
- **Incidents sharing similar and limited critical resources.**
- **Difficulties with inter-incident resource allocation.**
- **Mutual aid agreements evoked.**
- **Incidents spread over large geographical area and across municipal boundaries.**

Challenges identified

- **Lack of objectives for certain incidents.**
- **Non collective approach in developing strategies to achieve Incident Objectives.**
- **Lack of information flow and coordination between agencies involved in the incident.**
- **Not all agencies have an understanding of each other's priorities and restrictions.**
- **Statutory responsibilities neglected or omitted.**
- **Combined efforts of all agencies were not optimised as they performed their assignments under different incident action plans resulting in duplication of effort, increased cost and potential conflict.**

MACS function during the period

1. **WCDMC set priorities between incidents and allocated critical resources according to the priorities established by the Unified Command.**
2. **WCDMC ensured that agency policies, priorities, constraints and guidance are made known to Incident Commanders.**
3. **Supported the logistics for the above:**
 - **15 Additional teams brought in from other provinces (370 staff within 48 hours-remained in province for 14 days)**
 - **Aerial fire fighting, redeployment of aircraft to priority areas, SAAF support (30 aircraft in air on the afternoon of 1 February 2013).**

Conclusion

- **Incident Management is about managing an incident, regardless of size or magnitude. It is a strategy to ensure order during the life of the incident.**
- **The system is doomed to fail if all responders cannot work together to achieve the objectives of the incident.**

“Bringing order to chaos !!!!!”

Thank you

Contact Us



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BETTER TOGETHER.

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