



# *Operations Chief*

Division Chief John Kinsley



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# 1

## Incident Response Policy



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# Incident Response Policy - 2018

- Appendix A: Operational Doctrine Statement
- Appendix B: Incident Command
- Appendix C: Accountability
- Appendix D: Structure Fires
- Appendix E: High Rise Fires
- Appendix F: Water Supply Operations
- Appendix G: Aircraft Emergencies
- Appendix H: Hostile Events
- Appendix I: Rapid Intervention and Maydays
- Appendix J: Initial Actions for Technical Rescue
- Appendix K: Initial Actions for Hazardous Materials
- Appendix L: Initial Actions for Passenger/Heavy Rail Incidents
- Appendix M: Initial Actions for Water Rescue
- Appendix N: Initial Actions for METRORAIL Incidents
- Appendix O: Traffic Safety
- Appendix P: Vehicle Collisions
- Appendix Q: Definitions
- Appendix R: Personnel Rehabilitation
- Appendix S: Communications
- Appendix T: After Action Reporting





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# Incident Response Policy – 202x

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# 2

## Customer Focus



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# Customer Focus



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# Customer Focus – What We Do

## MCFRS Mission Statement

- "The Mission of the Montgomery County Fire and Rescue Service is to *protect* lives, *property* and the environment with comprehensive risk reduction programs and safe and effective emergency response provided by highly skilled career and volunteer service providers representing the County's diverse population."

## Incident Response Policy (page 2)

- "All operations begin with the same incident priorities: life safety, incident stabilization, and *property conservation*."







# Customer Focus – How We Do It

## MCFRS Guiding Principles

- Deliver *services to our customers* with *impartiality* and *excellence*
- Continuously *improve public confidence* and *trust*

## Operational Doctrine Statement (page 1)

- "...remember that whenever they [*personnel*] are operating as MCFRS members they represent themselves, their crew, their chain of command, MCFRS, and the County Government. All personnel have a duty to *demonstrate integrity, empathy, and compassion, especially when the situation is challenging.*"





# Customer Focus

## During Any Customer Contact

- Give the customer your undivided attention.
- Deal with the customer's situation as an urgent matter, from the time we know about it until it is over.
- Identify and act on opportunities for added value; when we go above and beyond to create a feeling that the customer was the most important person we served all day.
- Give a little extra effort, and leave the impression that we care.
- Take a moment (when appropriate) to educate the customer about what we do and why we are doing it.
- Create and sustain a positive public image.





# Organizational Opportunity Window

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- OOW
  - Paradigm shift - Victim to Customer
  - Our change to perform in a WOW! manner that exceeds Mrs. Smith's expectations
  - Perishable opportunity
  - Basic service plus added value
  - Own the problem
  - Firefighter empowerment
  - Management supports & trusts





# ICS for the Customer

- Loss Control Unit/Group
  - Fireground benchmark = *Loss Stopped*
- Occupant Services Unit/Group
  - Fireground benchmark – *Restore Normalcy*
- Public Outreach Unit/Group
  - Fireground benchmark – *Community Engaged*
- *After-the-Fire*





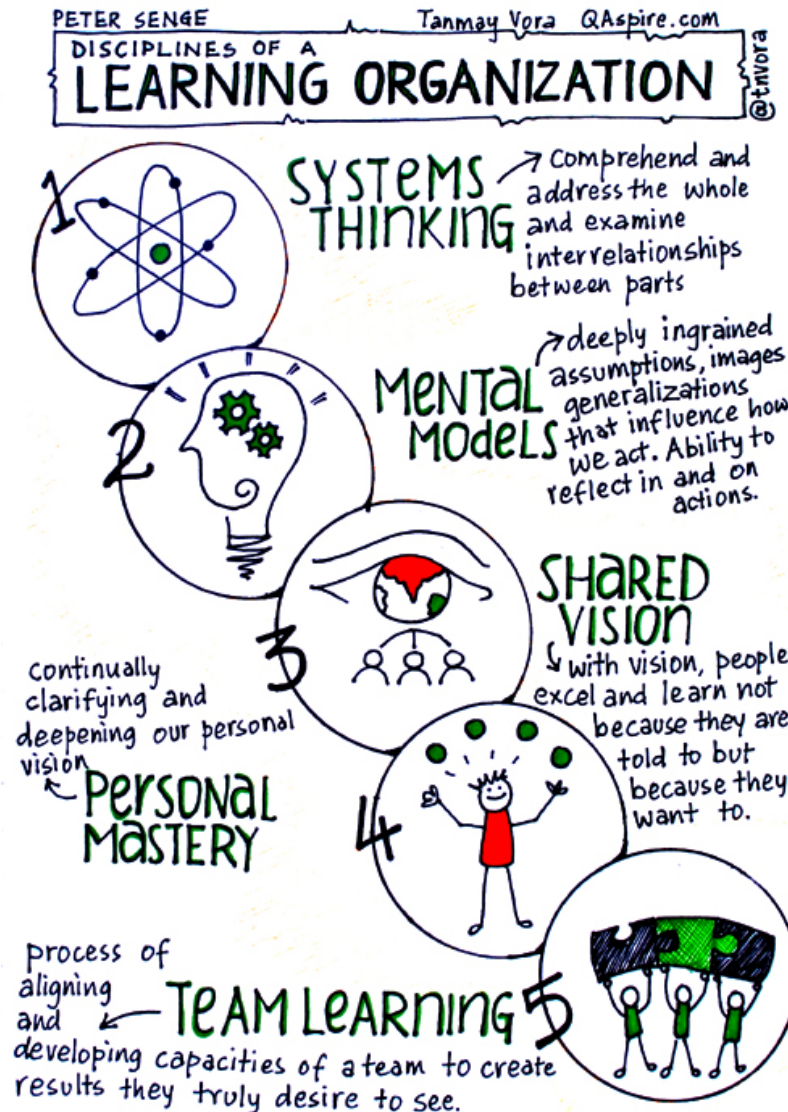
# 3

## After Action Reporting





# Learning Organization - AARs



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# Learning Organization - AARs

## IRP Appendix T

- Hotwash
- Written AAR
- Enhanced AAR
- Significant Incident Investigation Report

## Significant Incident

1. Any structure fire where the fire extended past the room/area of origin.
2. Any collision with a complex or extended extrication.
3. Any hazmat incident where suited-entry was required.
4. Any incident where technical rescue assets were used.
5. Any declared mass casualty incident.
6. Any other call for which the Incident Commander believe lessons and/or recommendations should be shared.

## RearView

- <https://sites.google.com/view/rearview/home>





# Learning Organization - AARs

## FCGO 19-02 – Significant Incident Reporting on FireApp

Incident # 12-0104269-0 Date: 09/17/2012 14:41:07 Location: RESCUE 2 @ 11435 GRANDVIEW AVE ;MCG

Basic Owner/Entity Loss/Casualty Fire Structure Hazmat Wildland Weather Narrative

Exit

Logoff

Account

Activity

Reports

Incident

Unit

Intray

Validate

Unlock

**Narrative**

This is a test

Significant Incident?

Believe lessons and/or recon  
Hazmat incident where suite

**Significant Incident?**

Search Full Menu

None	Believe lessons and/or recommendations should be shared	Collision with a complex or extended extrication
Declared mass casualty incident	Hazmat incident where suited-entry was required	Incident where technical rescue assets were used
Structure Fire, extended past room/area of Origin		





# 4

## FireApp Reporting



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# FireApp Reporting

## 02-01AMIII, Incident Reporting Requirements and Records Management

- *Unit Reports*
- *Incident Reports*

### *Section 6 c*

The **career Battalion Chief or the LFRD Chief**, as appropriate, must ensure that all reports in their battalion/department are completed in a timely manner.

### *Section 6 d*

The **on-duty station officer**... must ensure that all personnel complete and submit the appropriate RMS reports in a timely manner.

### *Section 6 f*

**All personnel** must accurately, completely, and promptly enter the required information and reports into the RMS.





# FireApp Reporting

## 02-01AMIII, *Incident Reporting Requirements and Records Management*

### *Section 7 a*

Incident and Unit Reports must be completed **following the incident** but **no later than the end of the shift or duty period.**

### *Section 7 e*

Under **extenuating circumstances** (e.g. an incident occurring immediately prior to the end of shift or duty period), the Battalion Chief or LFRD Chief may grant an extension for the completion of the Incident or Unit Report. That **extension must not exceed seven (7) days** from the date/time of the incident.

#### Activities Scheduled

0700-1200, Outstanding Unit & Incident Report Close out, All Stations

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# FireApp Reporting

Exit

Logoff

Account

Activity

Reports

Incident

Unit

Intray

Validate

UnLock

FEI

**Incomplete Incidents Based on Report Lock or Officer In Charge**

Incident #	Exp.	Shift	Station	Date	Location
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**Incomplete Units Based on Report Lock or Officer In Charge**

Unit	Incident #	Shift	Dispatch Date	Clear Date	Location
------	------------	-------	---------------	------------	----------

☐ Complete  
☒ Incomplete

Days Prior (365 max)  
3

----- OR -----

From  
Select a date 15

To  
Select a date 15

----- OR -----

Unit

Unit Station

Shift

Unit Officer In Charge

Run Query

My Incomplete Reports

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## Hazard Zone Operations



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# Hazard Zone Operations

- IDLH
- Hazard Zone
- Isolation Zones - Hot/Warm/Cold
- FCGO 16-07 Respiratory Protection / Cancer Risk Reduction
- 26-06AMII Respiratory Protection Policy
- **Where Respiratory Protection is Required:** IDLH AND Hazardous and/or toxic atmospheres
  - IDLH refers to chemical hazards
  - Hazardous and/or toxic means and environment that may present or contain respiratory hazards during MCFRS activities, including, but not limited to, those related to overhaul, hazardous materials, EMS, and cause & origin operations".
- **OVERHAUL**
- **CANCER RISK**





# Hazard Zone Operations

## Command Functions

- IC ultimate responsibility Safety and Health of firefighters

## Strategic Decision Making Model

1. Size-Up the incident's major critical factors
2. Plug those factors into a sensible Risk Management Plan
3. Develop the incident Strategy & Objectives
4. Develop an IAP that addresses Tactical Priorities with the chosen strategy

## Assumption of Command

- Announce presence of IDLH, or hazardous/toxic atmosphere, or other hazards
- Define Isolation Zones
- Mandate level of PPE
- **Stays in effect until IC clears Isolation Zones**





# 1 More

## Performance Measurement/Reporting



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# County Executive Priorities

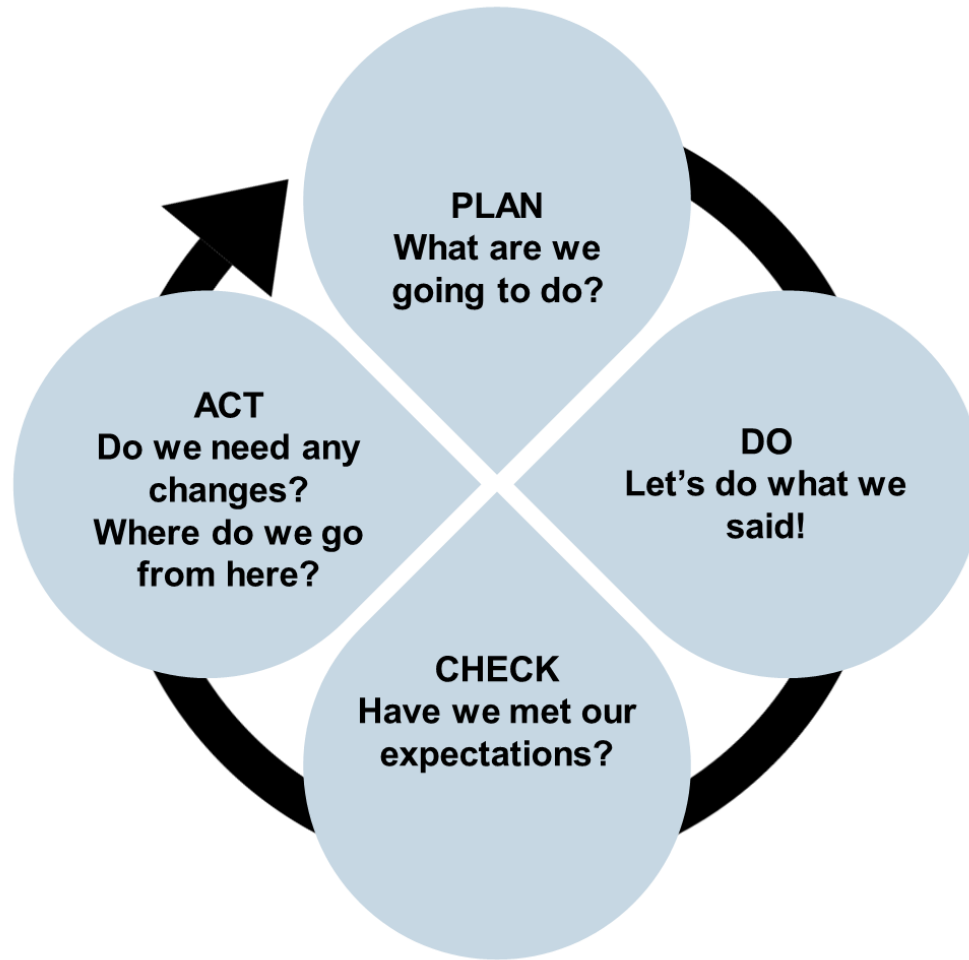
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- *Thriving Youth and Families*
- *A Growing Economy*
- *A Greener County*
- *Easier Commutes*
- *A More Affordable and Welcoming County*
- *Safe Neighborhoods*
- *Effective, Sustainable Government*





# Performance Measurement



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# Performance Measurement

## CountyStat

- [MCFRS](#)

## 2018 CFAI Accreditation

- [2018 Accreditation Peer Assessment Report](#)
- [2018 MCFRS Self Assessment Manual](#)
- [2018 MCFRS Community Risk Assessment: Standards of Cover Manual](#)

## Annual CFAI Program Performance Appraisals

- [FY17 Appraisal](#)

## Dashboards

- [Operations Division Dashboards](#)





# Final Thoughts



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# Final Thoughts





# Questions?



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