

Unit 8

***Incident Communication Centers
(ICC)***

Unit Terminal Objective

At the end of this unit, students will be able to identify COML responsibilities in establishing an Incident Communications Center (ICC) as well as manage all incident communications needs, personnel, and the ICC.

Location of an ICC

Urban considerations:

- Manage the incident from the dispatch center or an ICC?
- Locate away from high traffic areas and noise
- Locate away from radio frequency and electronic noise
- Locate close to Incident Command Post



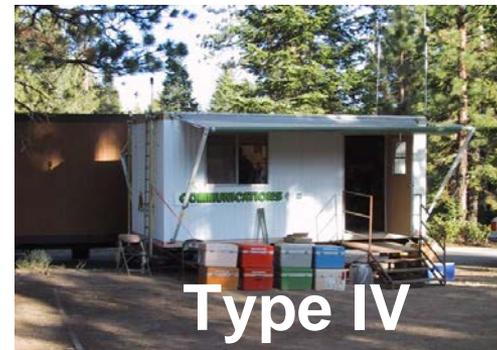
ICC Facilities

- **Mobile Communications Center**
- **Tent**
- **School or Commercial Building (hotel room)**
- **Mobile Command or Communications Vehicle**
- **Physical Configuration**
 - **Workstations-Radio, telephone, computer**
 - **Resources -Office Supplies, ICS forms, IAP, Maps**



Mobile Communication Centers

- Technical and Operational Resources
- Mobile Communications Centers



Determine Personnel Needs

- **Ensure adequate personnel**
- **Communication Technicians**
- **Technical Specialists**
- **Incident Communications Center Managers**
- **Radio Operators**
- **Message Runners**

Manage ICC Operations

- **Ensure radio traffic is monitored continuously and calls to the ICC are answered promptly**
- **Document radio/telephone activities on appropriate forms**
- **Consider a portable tape/logging recorder for recording all radio traffic**

Local Dispatch Center

- **Maintain contact with the local dispatch center through an interoperability channel or talk group**
 - **Phone Line**
 - **Internet Connection**
 - **Fax**
 - **E-mail/Scan**



Incident Within the Incident

- Prepare incident-within-an-incident response plans prior to their need. Include national medical incident protocol in response plans.
 - Auto accident with injuries involving responders
 - Firefighter suffering heat exhaustion
 - SWAT Officer is a victim of a gunshot wound
 - Dignitaries' (un) scheduled site visit



Handout 8-1: Communications Center Protocol

Handout 8-2: Medical Emergency Procedure Plan

Handout 8-3: Expanded ICS 206 Medical Plan

Determine Supply Needs

- **Maintain quantities of supplies at a level to prevent shortage of any basic needed items**
- **Maintain supplies according to:**
 - **Current resource orders**
 - **Projected growth of the incident**
 - **Projected number of personnel in the ICC**
- **General Guideline: When placing initial supply order, plan for approximately three days**

Maintain Quantity

- **Take inventory**
- **Determine battery needs**
- **Portable battery chargers in an urban environment**
- **Consider the need for cell phone chargers and other portable electronic devices**
- **General Guideline: Order 2 changes of batteries per radio, per operational period**

Exercise 8

Creating an Incident Communications System

Objectives Review

- 1. Discuss working relationships within the Communications Unit.***
- 2. Discuss methods of organizing unit personnel.***
- 3. Discuss important considerations in laying out the Communications Unit area.***
- 4. Identify and discuss the interactions between the COML and key individuals and sub-organizations.***
- 5. Identify responsibilities of the Communications Unit positions.***

Questions?