

# INCIDENT COMMAND SYSTEM

## Position Manual

### LOBBY CONTROL UNIT LEADER - HIGH RISE INCIDENT

ICS-1001

July 14, 2017

This document contains information relative to the Incident Command System (ICS), developed by FIRESCOPE and adopted as the framework of the National Incident Management System (NIMS). ICS products are designed to be compatible with and compliant with NIMS, as directed by the National Response Plan and adopted by the FIRESCOPE Board of Directors.

Additional information and documentation can be obtained from the following source:

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The information contained in this document has been approved by the Fire and Rescue Service Advisory Committee/FIRESCOPE Board of Directors for application in the statewide California Fire and Rescue Mutual Aid System.

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## CHAPTER 1 CHECKLIST

### 1.1 CHECKLIST USE

The checklist presented below should be considered as a minimum requirement for the position.

### 1.2 HIGH RISE LOBBY CONTROL UNIT LEADER'S CHECKLIST

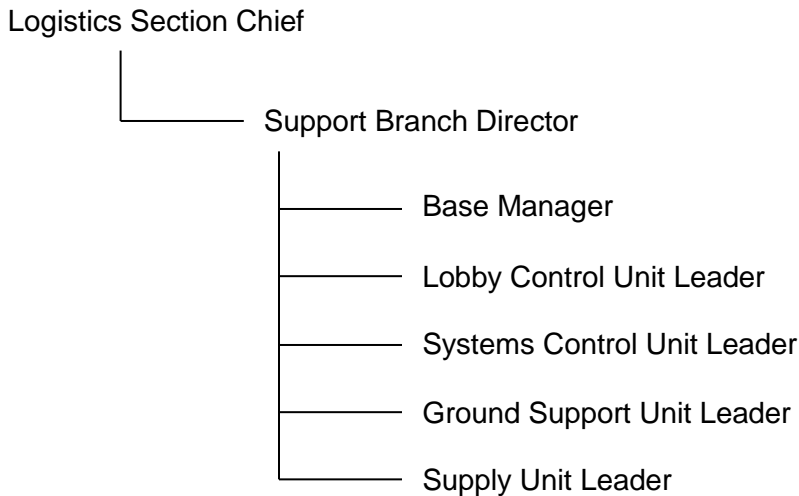
- a. Check in and obtain briefing from Support Branch Director, Logistics Section Chief, or Incident Commander (Reference ICS 420-1 FOG - Chapter 1 Common Responsibilities).
- b. Make entry, assess situation, and establish Lobby Control position.
- c. Determine needs (personnel, equipment, communications, and supplies).
- d. Obtain building access keys.
- e. Establish control of all building access/egress points.
- f. Maintain accountability for personnel entering/exiting the building.
- g. Ensure personnel are directed to the appropriate stairwell(s)/elevator(s) for assignment.
- h. Direct building occupants to evacuation routes or refuge areas.
- i. Control the elevators and provide operators if approved for use by the Incident Commander.
- j. Perform the functions of the Systems Control Unit until established.
- k. Provide briefings and information to immediate supervisor.
- l. Secure operations and release personnel as determined by the Demobilization Plan
- m. Maintain Unit/Activity Log (ICS Form 214).

## CHAPTER 2 ORGANIZATION, PERSONNEL, AND PROCEDURES

### 2.1 ORGANIZATION

- a. The High-Rise Lobby Control Unit Leader's primary responsibilities are:

1. Maintain a personnel accountability system.
  2. Control all building access points.
  3. Direct incident personnel to correct stairwell(s), elevator(s), or route(s) as assigned.
  4. Control and account for all elevators.
    - A. If approved for use by the Incident Commander provide operators.
  5. Direct building occupants to evacuation routes or refuge areas.
  6. Perform the functions of the Systems Control Unit, if not established.
- b. The High-Rise Lobby Control Unit Leader reports to the Support Branch Director (if established) or the Logistics Section Chief. The High-Rise Lobby Control Unit Leader will provide the Incident Commander or Planning Section with current information from the personnel accountability process.



2.2 PERSONNEL

The number of personnel needed to perform the functions and responsibilities of the Lobby Control Unit varies with the size and complexity of the building and/or incident. All access points must be secured or staffed to maintain safe egress, personnel accountability, and correct routing of resources. All elevators identified for use must be supplied with operators. Access control may be performed in conjunction with law enforcement and appropriate building staff.

## 2.3 MAJOR RESPONSIBILITIES AND PROCEDURES

Lobby Control shall be set up early in the incident and an initial briefing may not occur. The Unit may be assigned the responsibilities of the Systems Control Unit (Systems Control Unit Leader – High Rise Incident ICS-1002) in the early stages of an incident or in less complex buildings/incidents.

- a. Check in and obtain briefing from Support Branch Director, Logistics Section Chief, or Incident Commander.
  1. Current incident situation.
  2. Incident organization and resources assigned.
  3. Incident Communication Plan.
- b. Make entry, assess situation, and establish Lobby Control position.
  1. Determine response personnel inside the building.
  2. Access Fire Control Room, if provided. Staff as necessary.
  3. Identify stairwell(s) for access, evacuation, and resource movement.
  4. Determine elevator status, approved use, and control capabilities.
  5. Establish initial occupant evacuation routes to refuge areas and medical treatment areas.
  6. Assess communication options (i.e. emergency responders' radios, internal building communications systems, landline telephone system within the building, cell phones, etc.).
- c. Determine needs (personnel, equipment, communications, and supplies).
- d. Obtain building access keys.
- e. Establish control of all building access/egress points.
  1. All points of access into the building should be identified.
  2. Access points that are not in use should be controlled with security, fire, law enforcement personnel, or flagging tape, etc.
  3. Primary access point for arriving resources should be identified, posted, and controlled.

4. Notify the Incident Commander, Base Manager, or Ground Support Unit Leader of the primary access point.
- f. Maintain accountability for personnel entering/exiting the building.
  1. The accountability system should provide at a minimum the unit identifiers, number of members, assignment, radio channel and destination.
- g. Ensure personnel are directed to the appropriate stairway(s)/elevator(s) for assignment.
- h. Direct building occupants to evacuation routes or refuge areas.
- i. Control the elevator(s) and provide operator(s) if approved for use by the Incident Commander.
  1. Confirm Incident Commander's approval for the use of specific elevator cars or banks.
  2. Maintain coordination with the Systems Control Unit, if activated, to resolve operational problems.
  3. Control the elevators using:
    - A. Phase I "Recall Phase" – Elevators recalled will respond non-stop to the lobby and ignore all other call button requests.
    - B. Phase II "Override Phase" – Recalled elevators will respond as per Phase I, but in addition, can be placed in emergency use by firefighters.

NOTE: Some elevators may not have the Phase I/Phase II functions and may be required to be placed out of service manually.

4. Brief elevator operators.
5. Require elevator operators to wear full personal protective equipment (to include SCBA).
6. Provide elevator operators with a means of communications and appropriate equipment (i.e. extinguisher and forcible entry tools).
- j. Perform the functions of the Systems Control Unit until established.
- k. Provide briefings and information to immediate supervisor.

- I. Secure operations and release personnel as determined by the Demobilization Plan.
  
- m. Maintain Unit/Activity Log (ICS Form 214).