



**INFORMATION COORDINATION CENTER
PROCEDURES GUIDE**

MACS 412-1

MULTI-AGENCY COORDINATION SYSTEM PUBLICATION

AUGUST 1, 1980

This document contains information relative to the Incident Command System (ICS) component of the National Interagency Incident Management System (NIIMS). This is the same Incident Command System developed by FIRSCOPE.

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

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Information Coordination Center Procedures Guide

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INTRODUCTION

This Information Coordination Center Procedures Guide describes procedures to be used at the Operations Coordination Center (OCC) for the information function. These procedures are intended to guide the operation and to supplement existing agency, State, and Federal directives and guidelines that are currently in use. The guide deals specifically with the operations procedures for reports and services available from this function.

This position is designed to satisfy the needs for a regional information function as part of the Multi-Agency Coordination System (MACS). This activity involves establishing and operating an information center at the OCC to service the public, media and other governmental agencies. The activity will provide summary information from agency/incident public information officers, and reports to the OCC will be able to identify to the media and other government agencies, local agency sources for additional information.

The function is intended to provide, at one location, certain specific summary information for incidents within Southern California. It is not intended to modify any agency policies and operating practices pertaining to the release of public information.

FUNCTIONS

Following are the functions to be performed:

1. To prepare and release summary information to the news media and participating agencies in Southern California. Examples of the types of information would be:
 - a. Total number of major incidents.
 - b. Total number of personnel and suppression resources assigned.
 - c. General geographic location of major incidents and incident names.
 - d. Responsible agencies for each incident and names of assisting agencies.
 - e. Total acreage thus far reported to the OCC.
 - f. Total number of injuries/losses, etc. reported to the OCC.
 - g. Summary of regional weather picture as appropriate as provided through fire weather.
 - h. Individual incident Information Officers and phone numbers or phone numbers of the appropriate agency contact.
 - i. Compile items of interest for release; such as number of gallons of retardant used the previous day, "Largest Air Show in _____", crews from as far away as _____, etc.

The above are only examples and the information officer in charge should take the initiative to provide other special interest items.

Tactical or specific operational information will not be released. The following are examples of information that should not be released without authorization from the responsible agency:

- a. Aircraft crashes or accidents.
 - b. Serious ground accidents.
 - c. Fatalities or major injuries.
 - d. Any other information that might be sensitive from an agency standpoint.
2. Assist news media that visit the OCC and provide information on the OCC/MACS. Make sure that joint agency involvement is stressed in dealings with the media. Media representatives should not be allowed to tour the OCC facility without an escort as this could disrupt critical operations. Get clearance before entering the command center floor.
 3. Assist in arranging news conferences, briefings, preparing informational materials, etc., when requested by MACS or OCC representatives.
 4. Handle all matters relating to public affairs (VIP tours, etc.). Act as the escort for agency tours and contacts (The lead contact should be a representative of the requesting agency if possible.).

MODES OF OPERATION

Four operating modes have been established for the Multi-Agency Coordination System:

Modes 1 and 2: Reflect a non-critical regional situation. This position will not be activated and summary information will not be released to the news media. SITSTAT will provide phone numbers for the agency contact or information centers on ongoing incidents.

Mode 3: The OCC Support and Services Manager will confer with agency representatives and determine the need to activate this function. If activated, the OCC Support and Services Manager will arrange for staffing as needed. Minimum staffing will be one agency qualified information officer.

Mode 4: Mode 4 means the function will automatically be activated (See procedures for activation under Mode 3 above.).

FREQUENCY OF SUMMARY INFORMATION RELEASES

Modes 1 and 2: No summary information will be released.

Mode 3 and 4: Summary information will be provided to the agencies every four hours or whenever a major or unusually newsworthy event takes place.