

# **Tempe Fire Department Policies and Procedures**

## **Incident Analysis**

### **411.00**

#### **Rev 5-6-96**

### **PURPOSE**

As the fire service continues to become more complex and diversified, it is essential that we continue to analyze our effectiveness in the community. We prepare for operations through training, education, and experience. It is our responsibility to support our mission and values statement by continuing to seek effectiveness, efficiency, and economy through ongoing incident analysis.

### **POLICY**

An incident analysis program affords an opportunity to review the effectiveness of actions and procedures in their actual application to real incidents. This is achieved by:

- Evaluating overall operational effectiveness.
- Evaluating safety procedures.
- Determining the success or failure of tactical objectives and/or policy and procedures.
- Sharing specific knowledge that might be beneficial.

The information obtained from an incident analysis will be used by company officers and staff teams to:

- Reinforce the incident management system.
- Evaluate current training programs and/or identify training needs.
- Evaluate current policies and procedures.
- Identify safety issues.
- Identify and prioritize planning needs for the future.
- Identify equipment problems/concerns.
- Evaluate fire prevention inspection and public education effectiveness.
- Evaluate documentation and records management policies.
- Exchange significant information with other agencies.
- Maintain flexibility and an open mind to new or proven methods.

### **PROCEDURE**

An incident analysis shall be conducted following all incidents outlined in this policy and procedure. The analysis will take place within the time frame given for each type of incident analysis.

Incident analysis will be conducted in a positive and professional manner.

It is often necessary for an operation or task to be challenged during an analysis. This is a useful tool to better understand factors or events that contribute to decision making and it affords the opportunity to convey verbally your intended goals and objectives for the operation.

An incident analysis will be conducted in one of three ways:

- Company Level
- Informal
- Formal

## **Company Level**

Company level analysis is highly encouraged and should already be a standard communication tool for all company officers. It is appropriate for significant incidents involving single companies as well as two company stations where both companies participated at the incident.

Company level analysis promotes unity and teamwork, enhances communication, improves company performance, and is a useful tool for evaluating the health and welfare of crew members following certain traumatic incidents.

Company level analysis can take place while returning from a call using the headsets, at the fire station, or any location that provides privacy. Any crew member can request an analysis from his/her company officer. Review the operation and discuss:

- Assigned tasks.
- Unusual problems or concerns.
- What went well.
- What didn't go well.
- Safety issues.
- What could have been done different.

Use the information to evaluate company training activities, learn new techniques, or even to share lessons or experiences with other crews.

## **Informal**

An informal analysis is used following smaller multiple company incidents (i.e., 2-1 or 1A structure, medical, or special operation incidents). The incident commander or a designated representative will arrange for and conduct the informal analysis. A company officer can make a request to the incident commander for an informal analysis. An informal analysis at the discretion of the incident commander can take place in one of three forms:

### **On Scene**

An incident commander may present an analysis with key companies or crews while they are on scene. The advantage to this is that crews are present and all aspects of the call are fresh in everyone's mind. The disadvantage to this might occur at medical incidents when crew members may be away from the scene caring for patients.

If an analysis is going to take place while on scene it is the responsibility of Command to:

- Meet in a safe area even if you have to relocate to another area.
- Consider the impact of company down time.
- Consider public perception.
- Confer with the Police Department if the analysis might hinder their operations.

### **Training Center**

An analysis to key incident officers, companies, and support personnel at the training center.

The analysis will occur within three shifts of the incident. A formal incident analysis may be requested for any unusual incident identified by the incident commander, training deputy chief, or other staff officers.

### **Fire Station**

In-service analysis to key officers and/or companies at a fire station.

The analysis will occur within three shifts of the incident. A formal incident analysis may be requested for an unusual incident identified by the incident commander, training deputy chief, or other staff officers

### **Formal**

A formal incident analysis will be presented following all:

- Multiple alarm structure fires.
- Multiple alarm brush fires.
- Multiple alarm EMS incidents.
- Multiple alarm special operations incidents.
- Major disaster drills.
- Any unusual incident identified by the incident commander or other staff officers.

A formal incident analysis shall be conducted within 30 days of the incident.

The training deputy chief or a designated representative is responsible for scheduling and facilitating the presentation of all formal incident analysis. This will include:

- Setting a presentation date and location within three days of the incident.
- Supervising the completion of the incident analysis packet.
- Notification of all department personnel by E-mail.
- Notification of the shift commander.
- Coordinating/scheduling with other departments or outside agencies who worked the incident.
- Arranging move-up and/or cover companies from other departments.
- Conducting the presentation.

The incident analysis packet is a tool used by the training deputy chief and/or training captain to gather information necessary for the presentation. Packets can be obtained from the administrative clerk at the Training Center.

Key officers and support staff that receive questionnaires by mail shall complete and return all requested information within one week of the incident. In most instances mail will be received and returned via Department E-mail. This time frame is essential for the completion of the analysis packet.

The shift commander is responsible for notifications to all members of their shift scheduled to attend the analysis. On duty crews or members that are not scheduled to attend the analysis are not permitted to attend unless approved by their shift commander.

Unless restricted by the training deputy chief, all off-duty members are welcome to attend formal presentations on a voluntary basis.

## **INCIDENT ANALYSIS SECTOR**

The training captain or a designated representative will respond to multiple alarm incidents and, unless otherwise assigned by incident command, will automatically establish an incident analysis sector. The sector officer will report in person to the command post to verify his/her presence and the establishment of the sector.

Incident command may request the response of the incident analysis sector/training captain to any incident if he/she feels the characteristics of the operation are such that an incident analysis would be beneficial to the department.

The term "analysis team" refers to all personnel assigned by the training captain and/or incident command to the analysis sector. The term also refers to all activities required prior to conducting a formal incident analysis. The

team will usually consist of U271 personnel (when available) and/or other assigned personnel at the discretion of incident command, the training deputy chief, or the training captain.

## **SECTOR RESPONSIBILITIES**

While on scene the incident analysis sector officer and the analysis team are responsible for fulfilling the information gathering requirements for each incident.

- Drawings of the scene and/or building layouts including sectors, apparatus placement, size, and length of hose lines, water supply, and topography of the area.
- Photographs and/or videotape of the incident.
- Obtain the incident command worksheet.
- Take notes on observations concerning scene safety, accountability, strategy and tactics, or unique problems.

## **INCIDENT ANALYSIS PACKET**

A complete incident analysis packet will be prepared on all multiple alarm incidents, major disaster drills, or on any incident identified by incident command or other staff officers.

The training captain/analysis team will develop the packet and it will generally consist of the following:

- Incident command questionnaire.
- Sector officer questionnaire.
- Company officer questionnaire.
- Fire prevention questionnaire.
- Company management district questionnaire.
- Dispatch and deployment questionnaire.
- Radio recording of the incident.
- IMS organization charts at various stages of the incident.
- Incident history printout.
- Drawings and transparencies of the scene, building layouts, apparatus placement, size and length of hoses, water supply, sectors, and topography of the area.
- Photographs and/or videotape of the incident.
- Any additional audio visual aids.
- Notes and observations recorded at the scene on safety, accountability, strategy and tactics, or unique problems.
- A list of lessons learned, what went well, what didn't go well.
- Summary of the overall incident.

Development of the analysis packet shall be completed within one week of the incident. Upon completion of the packet, it will be submitted to the training deputy chief for review with the staff teams. The staff teams will:

- Insure the accuracy and completeness of the packet.
- Develop a list of lessons learned.
- Resubmit the packet to the analysis team.

Following the presentation of the formal incident analysis the complete incident analysis packet is to be submitted to the training deputy chief. The packet, including the summary and lessons learned, then becomes part of the permanent record of the incident. All incident analysis packets will be cataloged as a standard library item at the Tempe Training Center.

Copies of the summary, the drawing, and the lessons learned will be mailed and posted at each fire station for all personnel to review.

Each quarter the training deputy chief and/or the staff teams will review packets and recommend appropriate training, identify planning needs, evaluate policies and procedures.