

ASHEVILLE POLICE DEPARTMENT POLICY MANUAL

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INTRODUCTION

The following guidelines are established to provide for organized and orderly response to demands that exceed the routine response capabilities of on-duty officers. Critical incident response should follow the structure of the National Incident Management System, of which the Incident Command System is a component. There are numerous special operations, emergencies, and unexpected situations that may require a concentration of resources and specialized expertise not achieved through conventional response methods.

POLICY STATEMENT

It is the policy of the Asheville Police Department (APD) to adopt the provisions of the National Incident Management System (NIMS) in advanced planning for and in approach to critical incidents. All major incident responses, regardless of whether they are routine or emergency in nature, will adhere to NIMS protocols.

DEFINITIONS

After Action Report: a compiled report containing information and analysis of the response to incidents requiring the implementation of an incident management system.

Command Post: a centralized base of operation established near the site of an incident at which primary command functions are executed.

Event Operational Guideline: the overall plan for the management of an incident, which may include the identification of operational resources and assignments.

Incident Command System: a system for command, control, and coordination of a response that provides a means to coordinate the efforts of individual persons and agencies as they work towards stabilizing an incident while protecting life, property, and the environment.

Incident Commander: the authority on the scene that assumes the command functions of a critical incident.

Unified Command: during a multi-jurisdictional incident, a representative from each affected organization appoints a representative to be a liaison for the agency's interests within the established Incident Command System.

RULES AND PROCEDURES

1100.1 INCIDENT COMMAND SYSTEM ACTIVATION

- A. The Incident Command System (ICS) facilitates the organization, control, and effective use of personnel and resources of agencies working to stabilize an incident. The ICS designates a clear point of control and may be expanded or contracted to meet the situation. Not all components of the ICS need to be activated when the system is in operation.
- B. A single command should be used when the incident is a law enforcement operation within the department's jurisdiction. The most qualified ranking supervisor on the scene will be designated as the Incident Commander and have overall responsibility for the incident.
- C. A unified command system should be used when the incident is within a single jurisdiction and more than one agency shares management responsibility or when it is multi-jurisdictional in nature. A representative from each affected organization will be appointed to represent that agency's interest and contribute its resources for the purpose of incident stabilization and management. [46.1.3 e]

- D. The ICS should be implemented in response to situations that require coordination and control of personnel and/or equipment beyond the scope of routine response, including, but not limited to, the following: [46.2.1 a] [46.1.10 c]
1. Incidents involving multiple agencies.
 2. Multijurisdictional incidents.
 3. Large pre-planned special events, such as parades or other large gatherings.
 4. When an emergency situation or major crime warrants increasing the number of responding personnel by activating additional members or components of the department.
- E. The ICS should also be considered for use in response to department calls for service, which requires the response of numerous department members, units, or specialty teams, for example, hostage/barricaded subjects, homicides, and special operations. [46.1.3 a]

1100.2 INCIDENT COMMAND

- A. The Incident Commander sets objectives and priorities and has overall responsibility for the incident or event. The Incident Commander may designate staff to manage components of the ICS as needed.
- B. As an incident grows, Incident Command may be transferred as needed to the most qualified person on the scene. A change in commander requires a full briefing for the incoming Incident Commander.
- C. The Incident Commander will:
1. Activate the ICS after evaluating and assessing the incident.
 2. Establish a command post. [46.1.3 b]
 3. Be responsible for the overall direction and deployment of department members necessary to restore order, including designating members to assume the duties of section chiefs for operations, logistics, planning, and finance as needed.
 4. Establish a staging area, if necessary. [46.2.1 a] [46.1.3 f]
 5. Coordinate overall emergency activities.
 6. Obtain support from other agencies, if necessary, and coordinate department activities with outside agencies. [46.1.3 d]

7. If necessary, designate a Public Information Officer (PIO) for media relations. The PIO is responsible for providing information deemed in the interest of the public. Media briefings will be conducted as necessary. [46.1.3 g] [46.1.10 a]
 8. Maintain the safety of all department employees. [46.1.3 h]
 9. Maintain command of the members responding to the incident.
 10. Prepare a documented After Action Report [46.1.3 i]
- D. The department will not destroy personal or abandoned property unless it possesses an immediate risk of danger to officers or members of the public. The department will coordinate to have any items determined necessary to be seized, picked up, and transferred to a secure location via a property retrieval group.

1100.3 OPERATIONS SECTION

- A. The Operations Section Chief is responsible for conducting tactical operations to carry out the Incident Action Plan, developing tactical objectives, and organizing and directing resources. These responsibilities may include:
1. Establishing perimeters and ensuring that proper security measures have been taken to control points of entry and exit. [46.2.1 a] [46.1.4 a] [46.1.10 d]
 2. Conducting evacuations. Should circumstances of an incident require the evacuation of persons from an area, officers will conduct such action with the safety of the citizens in mind. [46.2.1 a] [46.1.4 b] [46.1.10 d]
 3. Maintaining command post and scene security. [46.2.1 a] [46.1.4 c]
 4. Providing for detainee transportation, processing, and confinement. [46.1.4 d]
 5. Designation of a property retrieval group, if necessary.
 6. Coordinating traffic control. [46.1.4 e]
 7. Direct handling of investigations, surveillance, missing persons, juveniles, and follow-up investigations of crimes committed during or resulting from the occurrence. [46.1.4 f]

1100.4 PLANNING SECTION

- A. The Planning Section Chief is responsible for developing the action plan to accomplish the objectives, collecting and evaluating information, and maintaining resource status. These responsibilities include but are not limited to:

1. Preparing a documented incident action plan in the form of an Event Operational Guideline. [46.1.2] [46.1.5 a]
2. Gathering and disseminating information and intelligence. [46.1.5 b]
3. Identifying anticipated equipment and manpower needs.
4. Providing periodic predictions on incident potential.
5. Maintaining the maps used during the critical incident.
6. Planning post-incident demobilization. [46.1.5 d]

1100.5 LOGISTICS SECTION

- A. The Logistics Section Chief is responsible for all of the service and support needs of an incident, including obtaining and maintaining essential personnel, facilities, equipment, and supplies. These responsibilities include but are not limited to:
 1. Communications. [46.1.6 a]
 2. Securing vehicles for necessary transportation and keeping a record of assignments and availability. [46.1.6 b]
 3. Coordinating medical support. [46.1.6 c]
 4. Coordinating for specialized team and equipment needs. [46.1.6 e]
 5. Coordinating meals and similar services for personnel assigned to the incident as needed for the duration of the occurrence.
 6. Obtaining special equipment and emergency supplies as needed from available government resources. [46.1.6 d]

1100.6 FINANCE/ADMINISTRATION SECTION

- A. The Finance Section is responsible for on-site financial management, including monitoring costs, procuring special equipment, contracting with vendors, and making cost estimates of alternative strategies. These responsibilities include but are not limited to:
 1. Recording personnel time. [46.1.7 a]
 2. Establishing a shift schedule to utilize manpower in the most effective manner, if necessary.
 3. Procuring additional resources. [46.1.7 b]

4. Recording expenses. [46.1.7 c]
5. Documenting injuries and liability issues. [46.1.7 d]

1100.7 MOBILIZATION PROCEDURES [46.1.3 c]

- A. The following guidelines are established to promote orderly response to demands that exceed the routine response capabilities of on-duty police personnel, either in expertise or manpower. For all mobilizations, the on-duty Watch Commander will assume the duties of the Incident Commander until relieved by a competent authority. [46.1.3 c]
- B. Level 1 mobilization is the primary mobilization stage for serious incidents or unusual occurrences.
 1. Implementation of Level 1 mobilization may include activating the mobile command post and/or specialized teams.
 2. Level 1 mobilizations will be [initiated](#) by the Incident Commander. [The authorization for full deployment of tactical teams will follow the procedures in each team's respective policy.](#) [46.1.3 b,c]
- C. Level 2 mobilization is an extension of Level 1 mobilization. Level 2 mobilization is intended to make available to the Incident Commander additional personnel assets, regardless of whether personnel possesses specialized skills.
 1. Level 2 mobilizations may be authorized by [a Division Commander or above](#) without having previously implemented a Level 1 Mobilization.
 2. Implementation of Level 2 mobilization may include activation of off-duty investigators or Patrol Operations Division personnel.
- D. Level 3 mobilization is an extension of Level 2 mobilization and occurs when service demands exceed the response capabilities of the Asheville Police Department. Level 3 mobilizations will utilize the personnel and expertise of outside agencies working in conjunction with department members.
 1. Level 3 mobilizations must be authorized by a Bureau Commander or by the Chief of Police.
 2. The Chief of Police or designee may request the assistance of other municipal, state, or federal agencies according to [Policy 400 - Authority, Jurisdiction & Mutual Aid](#). [46.1.3 d] [46.1.10 b]
- E. Any department member receiving mobilization instructions will consider the instructions a direct order.

- F. Any department employee making contact with another employee for purposes of mobilization will provide the following information, *whenever possible*:
 - 1. The nature of the event.
 - 2. Staging instructions.
 - 3. The name of the officer in charge.
 - 4. Any necessary specialized equipment.
 - 5. Radio talk group to be used (if applicable).
- G. If emergency mobilization requires the use of the NC Department of Public Safety Viper channel to establish communications with other agencies, the Incident Commander or other designated function will request that the channel be recorded.
- H. If extensive external resources are determined to be necessary, the Incident Commander will appoint an external resource manager to monitor, document, and communicate with the responding external agencies.

1100.8 TRAINING AND PREPARATION

- A. The Patrol Operations Division Commander or designee is responsible for planning the department's response to critical incidents. The *Patrol Operations* Commander or designee will serve as an advisor to the Chief of Police or Incident Commander prior to, during, and after a critical incident. The *Patrol Operations* Commander or designee will also develop and maintain plans, resource lists, and other related information to assist during a critical incident. [46.1.1]
- B. Tactical unit commanders or their designee will conduct a quarterly documented inspection of special weapons, chemical agents, and equipment designated for use in critical incidents or responses. [46.1.8]
- C. Affected department personnel will receive documented annual training on the department's all-hazards plan, including the Incident Command System. [46.1.9 a]
- D. Biennially, a tabletop or full-scale exercise will be conducted and documented to assess the department's capabilities with the all-hazards plan and Incident Command System. [46.1.9 b]
- E. The Recruitment and Career Development Section will ensure that any promoted employee will receive the next appropriate level of incident command training during the promotion field-training program.

BY ORDER OF:

A handwritten signature in black ink, appearing to read "David J. Zack". The signature is fluid and cursive, with a long horizontal stroke extending to the right.

David Zack
Chief of Police