



**State of Arizona
Arizona Fire Chiefs Association**

Fire Service Mutual Aid System

**MULTI-AGENCY COORDINATION
SYSTEM (MACS)**

PROCEDURE GUIDE

June 2003

INTRODUCTION

This Multi-Agency Coordination System (MACS) Procedures Guide is intended to be used by fire and emergency service providers in Arizona. These procedures supplement existing agency, State, or Federal directives and guidelines currently in use. This guide describes the MACS Information Management System, Levels of Preparedness, and the reports and services available from Operational Areas, Regions, and from incidents.

The MACS Information Management System (IMS) is a combination of personnel, equipment, and procedures required to operate a MACS. The Fire Information Management System (FIMS) is a part of the MACS IMS.

**STATE OF ARIZONA
ARIZONA FIRE CHIEFS ASSOCIATION**

MACS Procedure Guide

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MACS Information Management System

The MACS Information Management System consists of:

1. Personnel from fire and other emergency services agencies operating in Arizona.
2. Operational Procedures as approved through the State of Arizona and Arizona Fire Chiefs Association Statewide Mutual Aid Sub-Committee.

Preparedness Levels

Three Preparedness Levels have been established for the Multi-Agency Coordination System. These levels apply to Arizona MACS operations. The decision to change levels will normally be made during a MACS conference call, or collectively by the participating agencies involved in the MACS operation.

LEVEL 1: GREEN

Reflects normal operations. In general, there are no major incidents which would require extended use of multi-agency resources. While isolated major incidents may occur, there is no significant impact on regional or statewide resources.

LEVEL 2: YELLOW

Reflects a serious situation or the potential for a serious situation. A serious situation could be a high potential incident which involves the use of resources from multiple agencies. Generally, a Level 2 condition would exist when one to three such incidents were occurring simultaneously, or when the potential for a regional or statewide emergency situation exists. Severe winter weather conditions, a forecast for high winds, or other weather-related warning could be sufficient to initiate a Level 2. The major commitment of fire suppression resources in region to an out-of-region incident would warrant a Level 2 declaration.

LEVEL 3: RED

Signifies the existence of a total statewide effort where resource use priorities require a concerted multi-agency coordination effort. A statewide MAC operation may be established in Phoenix. Agency representatives, by either conference call or in person at the State Fire & Rescue Coordination Center, should be authorized to speak for and commit resources for their agency. Signifies the existence of a total statewide effort and the commitment of national resources including military.

- a. The following MACS agencies may be represented during Level 3 operations:
 1. Arizona Division of Emergency Management (ADEM)
 2. Arizona State Land Department (ASLD)
 3. United States Forest Service (USFS)
 4. Bureau of Land Management (BLM)
 5. Bureau of Indian Affairs (BIA)
 6. National Park Service (NPS)
 7. Local Government Fire Agencies (impacted or affected)
 8. Regional Fire Rescue Coordinators (impacted or affected)

- b. The character and intensity of some Level 3 situations will impact and/or involve other agencies. The MACS Facilitator will invite those agencies to participate during Levels 2 and 3, when it will improve the following:
 1. Resource acquisition or allocation.
 2. Regional situation status information
 3. Incident priority determination
 4. State, Federal disaster coordination
 5. Political interfaces

- c. The MACS Facilitator, normally provided by the Arizona State Land Department, Fire Management Division, is responsible for conducting the Level 2 and 3 Conference Calls and the Level 3 MACS Operation.

- d. The functions of a MAC Group are:
 1. Evaluate new incidents.
 2. Prioritize all incidents:
 - Life-threatening situation
 - Real property threatened
 - High damage potential
 - Incident complexity
 3. Ensure agency resource situation status is current.
 4. Determine specific agency resource requirements.

5. Determine agency resources availability (out-of-jurisdiction assignment).
6. Determine need and designate regional mobilization centers.
7. Allocate resources to incidents based on priorities.
8. Anticipate future agency/regional/state resource needs.
9. Communicate “decisions” back to agencies/regions/incidents.
10. Review policies/agreements for regional resource allocations.
11. Review need for other agency involvement in MACS Operations.
12. Critique and recommend improvements to MACS Operations.

Actions of Participating Agencies

- Level 1 are routine; no special actions are needed.
- Level 2:
 - Make required notifications within agency as determined by policy and/or to adjacent agencies that are a part of a coordination area.
 - Provide the MACS Information Management System with a resource report (assigned & available) within one (1) hour after Level 2 notification (MACS 405).
 - Prepare for the conference call to be initiated by the MACS Facilitator, after the declaration of a Level 2.
- Level 3:
 - Above actions (as appropriate).
 - Send an agency representative to the MACS Operation location, if requested.

Homeland Security Advisory System

Five risk levels have been established by the Federal government to advise local, state, and federal agencies, as well as citizens, of the potential for terrorist attack against the United States, its territories, or interests. In addition to the three “Preparedness Levels” described above, this Homeland Security Advisory System will be utilized to advise all local agencies of the potential for terrorist attack. The decision to change homeland security alert levels will be made at the Federal level, and any changes in alert status will be disseminated from the State Fire & Rescue Coordinator through normal mutual aid channels, or during a MACS conference call. Included with each alert level are “recommended actions” provided by the International Association of Fire Chiefs, the American Red Cross, and U.S. Department of Homeland Security.

The five risk levels are described on the next page.

**Federal Homeland Security Advisory System
Recommended Actions**

<p>SEVERE (RED)</p> <p>Severe Risk of Terrorist Attacks</p>	<p><i>Complete recommended actions at lower levels, and:</i></p> <ul style="list-style-type: none"> • Work with local community leaders, emergency management, government agencies, community organizations, and utilities to meet immediate needs of the community. • Assign emergency response personnel and pre-position and mobilize specially trained teams or resources. • Be prepared to work with a dispersed or smaller work force. • Increase or redirect personnel to address critical emergency needs • Monitor, redirect, or constrain transportation systems. • Adhere to any travel restrictions announced by local governmental authorities. • Contact businesses/schools to determine status of work/school day. • 100% identification check (i.e. driver's license retained at front office) and escort of anyone entering fire station. • Close public and government facilities. • Be alert to suspicious activity and report it to proper authorities immediately. • Ensure mental health counselors available for employees. • Listen to radio/TV for current information/instructions.
<p>HIGH (ORANGE)</p> <p>High Risk of Terrorist Attacks</p>	<p><i>Complete recommended actions at lower levels, and:</i></p> <ul style="list-style-type: none"> • Contact other key emergency response organizations to confirm their emergency response plan procedures. • Coordinate necessary security efforts with Federal, State, and local law enforcement agencies or any National Guard or other appropriate armed forces organizations. • Have emergency supplies on hand, shelters readied, and review procedures. • Ensure communication plan is understood/practiced by all department members. • Review emergency plans to include continuity of operations and media materials. • Determine need to restrict access to fire department property, fire stations, and other key local business facilities. • Determine whether private security firm support/reinforcement is required. • Take additional precautions at public events and possibly consider alternative venues or even cancellation. • Prepare to execute contingency procedures, such as moving to an alternate site or dispersing workforce. • Be alert to suspicious activity and report it to proper authorities. • Exercise caution when traveling.

<p>ELEVATED (YELLOW)</p> <p>Significant Risk of Terrorist Attacks</p>	<p><i>Complete recommended actions at lower levels, and:</i></p> <ul style="list-style-type: none"> • Coordinate emergency plans as appropriate with nearby jurisdictions. • Assess whether the precise characteristics of the threat require the further refinement of preplanned Protective Measures. • Implement, as appropriate, contingency and emergency response plans. • Check telephone and pager numbers and e-mail addresses in your communication plan and update as necessary. • Develop alternate routes of transit for emergency evacuation and practice them. • Contact private security firm for security risk assessment and to determine availability of support/reinforcement • Increase surveillance of critical locations. • Be alert to suspicious activity and report it to proper authorities.
<p>GUARDED (BLUE)</p> <p>General Risk of Terrorist Attacks</p>	<p><i>Complete recommended actions at lower levels, and:</i></p> <ul style="list-style-type: none"> • Establish alternate staging locations. • Ensure emergency communication plan updated and needed equipment is purchased. • Check communications with designated emergency response or command locations. • Review and update emergency response procedures. • Provide the public with any information that would strengthen its ability to act appropriately. • Be alert to suspicious activity and report it to proper authorities.
<p>LOW (GREEN)</p> <p>Low Risk of Terrorist Attacks</p>	<ul style="list-style-type: none"> • Develop a comprehensive disaster/emergency response plan. • Refine and exercise as appropriate preplanned Protective Measures. • Ensure personnel receive proper training on the Homeland Security Advisory System and specific preplanned department or agency Protective Measures. • Institutionalize a process to assure that all facilities and regulated sectors are regularly assessed for vulnerabilities to terrorist attacks and all reasonable measures are taken to mitigate these vulnerabilities.

MACS Information Management System

This section describes the kinds of information reported to the MACS Information Management System from all MACS Coordination Points.

1. ICS 209
2. MACS 405

Incident Reports

TYPE REPORT	CONDITIONS
1. Initial ICS 209	<ul style="list-style-type: none"> • When more than 15 single resources from all involved agencies will be committed for more than one (1) hour to an incident. • Any incident that would significantly affect agency resource availability. • Any incident that would be of particular interest to the MACS.
2. Update ICS 209	<ul style="list-style-type: none"> • Once during each established operational period; i.e., 0700 and 1900. • Special request by MACS
3. Final ICS 209	<ul style="list-style-type: none"> • When less than 15 single resources remain assigned to incident. • When the incident no longer has any significant effect on agency resource availability.
4. Assigned/Available resources (MACS Form 405)	<ul style="list-style-type: none"> • Following the declaration of Level 3 or 4. • Update on twelve (12) hour intervals. • Upon special request by MACS.
5. Incident Map	<ul style="list-style-type: none"> • During incident, fax or e-mail maps to the appropriate MACS as soon as they become available.