

**SAN FRANCISCO FIRE DEPARTMENT  
DIVISION OF TRAINING**

**TRAINING BULLETIN**



**TRAINING BULLETIN 13-1**

**INCIDENT SUPPORT CREW (ISC)**

## BACKGROUND

Effective management of any incident can directly impact firefighter safety and successful mitigation of an incident. As an incident develops, the IC must quickly assess, set priorities and make critical decisions that will directly affect the final outcome and overall safety of personnel at the incident. Large or complex incidents, such as high rise and BART, in which a large number of resources have been allocated can overwhelm and make it difficult for the IC to effectively prioritize, assign, track and document, and effectively communicate with companies over multiple tactical channels. When a complex incident develops and requires expansion of ICS command functions, Incident Commander's must have on scene communications and documentation support to assist with accountability and effective communications with companies on the scene.

## PURPOSE

The ISC is an all hazard incident command support function that will be used to assist Incident Commanders, Divisions, Branches, Groups or Units during complex incidents. The ISC function is most effective when initiated early in an incident.

- The ISC is able to expand and contract based on the resource needs of the incident. The need for establishing ISC will be determined by the first arriving Division Chief or higher ranking member of the SFFD Command Staff and will report directly to the Incident Commander.
- The objective of the ISC is to assist with:
  - On-scene communications
    - Monitor assigned Tac Channels
  - Documentation
    - Resource accountability
    - Resource assignments
    - Incident documentation
- The ISC may be Special Called or assigned to an on-scene Engine crew.
- Examples of incident command support for complex incidents include:
  - Multi-alarm fires
  - BART or Muni Incidents
  - Planned large scale events
  - High Rise working fires
  - Haz-Mat incidents
  - WMD incidents
  - Complex Incidents spanning more than 1 operational period

- The assigned ISC will report directly to the IC and be assigned to designated support functions within the Command Post structure. (Example given below is for High Rise Working Fire)

### Command Support Communication Plan for High Rise

