



2010 HERRIMAN INTERFACE FIRE

MACHINE GUN FIRE 9/19/2010 1700-0230 9/20/2010

After action notes including units dispatched, channels utilized, key individuals and incident benchmarks.

**Prepared by : Salt Lake Valley Emergency Communications Center (VECC)
11/5/2010**

OVERVIEW

On the afternoon of September 19th, 2010, around 1300 hours, Salt Lake Valley Emergency Communications Center (VECC) received several reports from citizens in the City of Herriman and surrounding areas that there were large amounts of light smoke in the area. They believed it was coming over the mountain from the south of them near the military base Camp Williams. Engine and Auxiliary 103 of the Unified Fire Department were dispatched to investigate. Within several minutes units arrived in the area confirming visible smoke from south of the mountain. Units were informed there was active weapons training at Camp Williams prior to the smoke being seen. Units responded to the top of Arnold Hollow and established that the fire was not near our jurisdiction and there were several fire breaks still in place. Additionally, information was received from Utah Valley Special Service District Dispatch Center (UVSSD) that the fire was confirmed to be on Camp Williams' property and it was under control. At that time units advised they would be available for other calls but would continue to monitor the situation.

Approximately two hours later, VECC began receiving a large number of calls from citizens regarding a field on fire in the Cove area of Herriman. Most callers were reporting visible smoke only. With the information given it was believed to be the fire reported earlier at Camp Williams. However, because the Center was becoming inundated with calls, the on duty supervisors requested units respond and reassess the situation. Units were dispatched back out to the scene at 15:20 hours. After obtaining further information from Camp Williams and UVSSD, and gathering a current weather report, a full assignment was dispatched at 15:48 and Incident Command was established.

INCIDENT REVIEW

<u>DATE</u>	<u>TIME</u>	<u>BENCHMARKS</u>
9/19/2010	16:16	Staging established at station 103; 5898 W. Main Street (13100 S.)
9/19/2010	16:22	Wildland 3 arrived on scene
9/19/2010	16: 34	Request for informational Emergency Notification System (ENS) activation to be sent to Map Page 215
9/19/2010	16:53	UPD reported that they have heard explosions coming from the Camp Williams side and to advise fire units, while they confirm source.
9/19/2010	16:56	UPD confirms explosions are active bullets heated by the fire and firing.
9/19/2010	17:00	Emergency tones set on UFA Channel 2 advising of the active ammunition.
9/19/2010	17:16	Change in wind requiring a need for additional units to be sent.
9/19/2010	17:46	Dozer is requested on Clear Water and Wide Hollow Drive
9/19/2010	17:57	Visual par /Bravo
9/19/2010	18:05	Par/Alpha
9/19/2010	18:05	Visual par/Charlie
9/19/2010	18:06	PAR on Fire Ground
9/19/2010	18:06	<u>WEATHER UPDATE:</u> Gusty south winds sustained 20 mph, gusts to 30 mph, will continue through 2100-2200, once sun sets may decrease wind speed, cold front coming in will bring wind shift to nw at approximately 0500 tomorrow morning / Mike @ NOAA SLC
9/19/2010	18:08	The only evacuation orders that should be advised to callers should be cleared by Herriman CMD.
9/19/2010	18:31	<u>Division counts:</u> Alpha (11); Bravo (9); Charlie (13)
9/19/2010	18:57	Alpha division advised flare up in Step Mountain just south of High Canyon Road, Heavy smoke coming from over the ridge, negative immediate threat.
9/19/2010	19:26	Fire Crested the Hill and moves towards homes in the area.
9/19/2010	19:28	UPD confirmed Fire jumped the Break Crest Ridge, <u>EVACUATIONS</u> needed for High Canyon, Overlook Lane, and Step View Lane.
9/19/2010	19:34	<u>CREWS TO EVACUATE THE FIRE GROUND:</u> EMERGENCY TONES SET FOR ALL FIRE CREWS TO EVACUATE SOUTH AND EAST OF ROSE CANYON. ALL FIRE PERSONELL ON ARNOLD HOLLOW AND ROSE CANYON TO EVACUATE IMMEDIATELY AND STAGE AT THE MOUTH OF ROSE CANYON PARKING LOT.
9/19/2010	19:47	Bravo/Charlie Division moved to work on TAC 7

9/19/2010	19:57	Fire cresting the ridge
9/19/2010	20:02	Evacuations recommended for all areas south of Butterfield Park. Unified Police was in charge of evacuations concurrent with a ENS activation.
9/19/2010	20:04	Fire moving Alpha division advised to evacuate to the pond at Rose Canyon Cove and stage at the church.
9/19/2010	20:11	Alpha Division to check PAR
9/19/2010	20:12	Alpha division made it to a safe zone, had a good water supply. PAR with x114, x91, e103 at the junction of Step Mountain and Step Side Road. X92 made it through break of fire and went back to incident command post.
9/19/2010	20:13	X92 assisted with escorting civilians out of Junction and Arnold Hollow
9/19/2010	20:21	Status check on Alpha division – Division advised they were at a safe location. Winds were pushing the fire away. A good wet zone was still in place. Area cooling rapidly. X114, x91, x92, e103, 2 civilians (SLC firemen.)
9/19/2010	20:26	Charlie division had par.
9/19/2010	20:31	Delta division was moved to channel 5
9/19/2010	20:35	Delta division evacuated with Unified Police the area of 14444 S. Muirwood Circle (5905 w)
9/19/2010	20:39	Delta division confirmed homes on Log Wood on Fire.
9/19/2010	20:40	Charlie division confirmed home with propane tank on fire.
9/19/2010	20:40	Alpha division confirmed light fire on the alpha side of 1 structure, knock down possible.
9/19/2010	20:41	Bravo and Charlie divisions combined. All under command of Charlie division
9/19/2010	20:43	Assessment of threatened and/or involved homes performed
9/19/2010	20:43	Fire jumped fire line to Fort Pearce, moving towards log home.
9/19/2010	20:55	Charlie division command post at School House Circle
9/19/2010	21:04	Event 10 patched to channel 2 for incoming outside county units.
9/19/2010	21:13	Large flame alpha division headed west.
9/19/2010	21:16	Wind shift moved in from the south/east.
9/19/2010	21:17	Echo division advised extreme fire behavior down the ridge north west towards home on Secret Canyon Circle
9/19/2010	21:18	Incident command advised fire officially *** Machine Gun Fire ***
9/19/2010	21:32	Mandatory evacuation of all areas south of Emmeline.
9/19/2010	23:36	Alpha division: one personnel with an injury resulting from a fall.
9/19/2010	21:39	Ambulance dispatched to staging 1040
9/19/2010	22:01	All units incoming to staging to check in with Jason Ball
9/19/2010	22:07	Wind picking up to the east

9/19/2010	22:10	Alpha division: Fire lying down. High canyon winds pushing fire more actively around Step Mountain
9/19/2010	22:16	Extreme fire behavior seen on Spring Canyon moving west to the gully.
9/19/2010	22:16	Weather Update: Gusty south winds over the night, dry cold front arrives approximately 0500 a.m. Winds will begin blowing northwest, a higher humidity and cooler temperatures, wind may pick up overnight gusting to 30 mph, may get into the low 40's over night/ Mike @ NOAA SLC.
9/19/2010	22:19	Homes on Rose Summit need protection, Lone peak requesting additional resources.
9/19/2010	22:20	Weather Update: RED FLAG till 050, gusty south winds, low humidity, wind southwest 30-40 mph overnight till cold front late tomorrow, humidity below 15%, critical once again on Tuesday.
9/19/2010	22:34	Delta Division: PAR
9/19/2010	22:37	First involved structure extinguished. One additional structure burning freely. Hot spots controlled.
9/19/2010	22:53	Delta Division: Protecting homes on Log Cabin.
9/19/2010	22:57	Step Mountain will be line.
9/19/2010	22:58	Confirmed two structures, multiple vehicles lost. Exposures currently stable.
9/19/2010	23:00	Request for addition dozer to respond to scene, South end of Vista Springs.
9/19/2010	23:03	Units advised dozer not available until a.m.
9/19/2010	23:03	Utah County confirmed fire had not crested Eagle Mountain.
9/19/2010	23:46	Heavy fire near 3 houses on Friendship
9/19/2010	23:53	E103 fire approaching the road and flash fuel. Just to the east it will hit heavier fuel.
9/20/2010	00:06	Heavy fire flares up. Threatening 8 homes on Vista and Friendship. Flames 150 – 200 feet from the homes.
9/20/2010	00:16	Fire moving quickly east towards Rose Summit.
9/20/2010	00:21	Charlie Division: Charlie looking good. Lines that are being built by auxiliaries and dozers are holding.
9/20/2010	00:29	Alpha Division: Fire behaving as expected, moving towards the road appears to be holding.
9/20/2010	00:36	Alpha Division: One structure confirmed minor damage, 3 confirmed smoke exposures, will require daylight for additional assessment.
9/20/2010	01:22	Alpha Division: Winds shifting at their location 30 – 40 mph, not seeing what fire doing at this time.
9/20/2010	01:43	Alpha Division: Winds beginning to shift out of the north. Flames have dissipated, pushing west. No structures threatened only small spot fires. Crews need fuel.
9/20/2010	02:13	TANGO DIVISION Created. Will work off TAC7 (will be dozer work)

TYPES OF NOTIFICATIONS MADE

- ✚ Working Fire
- ✚ Utilities
- ✚ VECC Administrators
- ✚ UFA PIO
- ✚ UFA Command Staff
- ✚ UFA Investigators
- ✚ Valley Battalion Chiefs
- ✚ Area Police Agencies
- ✚ Utah County Police/Fire
- ✚ Mutual Aid Requests
- ✚ Weather Reports
- ✚ Move up Notifications
- ✚ Communications with Unified Police/EOC
- ✚ Communications Chief
- ✚ Technical Services
- ✚ Evacuations

ENGINES			LADDERS	AUXILIARIES		ADMINISTRATORS		MISC.	TRANSPORTS	
*DME82	E121	ME31	L120	X102	X91	BC11		*****HT121	MA101	
**DME85	ME122	ME35	L110	X103	X92	BC12		MIT51	GC784	
E101	E191	ME54	ML105	X104	X83	BC13		MIT52	MA103	
E102	E192	ME55	ML110	X114	XT11	INV5		WILD 3	MA106	
E103	E21	***PC36	L111	X119		OPS1		UPD	MA107	
E106	ME22	ME119	MT83	X121		SAFE1		DPD		
E107	E55	ME32		X22		FC4		***HB13***		
E112	E56	ME82		X31		FC6				
E114	E72	**PC35**		X54		PIO1				
ME115	E72			X54		UFA190				
E116	E81			X55		FC3				
ME117	ME31			X61						

*Davis Metro Engine 82

** Park City Engine 35**

**Davis Metro Engine 85

*****Heavy Tower 121 (Utah County)

***Park City Engine 36

***Heavy Brush 13 (Utah County) ***

SUPPORT STAFF 9/19/2010	FIRE DISPATCHERS 9/19/2010	FIRE DISPATCHERS (cont.)	Assigned Channels
William Harry – Executive Director	Michelle Barnes - Channel 3/4 15-23	Patricia Nielsen Ch 3 23-3/ Ch1 3-7	Channel 2 - Incident Command
Mike Veenendaal - Fire Ops Mgr	Ilene Smith Ch 1 1500-2300	Amy Wright Ch 4 23-3/ Metro 3-7	Channel 11 - Staging
Gigi Smith – Police Ops Mgr	Tamira Garrett Ch 2 1500-2300	Shelly Morehouse Ch 2 23-05	Channel 5 Operations
BC Chris Kinzel - Communications Chief	Beth Todd Ch 4 1500-1600 Ch 4	Shannon Gray Ch 2 05-07	TAC 7 Operations
Missy Widdison - Fire Supervisor	ENS/EOC Duties 1600-0100		
Lin Shaffer - VECC Technical Staff	Rachael Draper Ch 11/TAC 7 1700-0100	Jill Mekenna Ch 7/11 01-05	TAC 8 Operations
William Brown - VECC Supervisor	Kristi Neiswender Ch 5 /TAC 8 1900-0300	Martin Webb Ch 5/ Ch 8 03-07	EVENT 10 PATCHED TO FIRE CH 2 FOR INTEROPERABILITY
Dannielle Harris - VECC Supervisor	Wendy London TAC 8/11 2100-2300	Wendy London Ch 1	
Deena Nygaard- VECC Supervisor	Jamie Wilken Channel 4 1600-2300		

CALL TAKERS 9/19/2010	CALL TAKERS 9/19/2010	POLICE DISPATCHER 9/19/2010	POLICE DISPATCHER 9/19/2010
Rosa Arballo 1500-1700	Jenica Bringhurst 1500-2300	Dan VanBeuge/Sandy 1500-2300	Natalie Call/Sandy 2300-0700
Rachael Draper 1500-1700	Christopher Kirby 1700-1800	Tony Bueno/Midvale-CHPD 1500-2300	Holly Kirby /Midvale-CHPD 2300-0700
Christy Chadick 1500-1700	Sarah Miles 1700-2000	MeKenna Meldrum/WJPD 1500-2300	Celina Gale-Larsen WJPD 2300-0700
Diana Thoman 1500-1700	Keith Stott 1700-1900	Becky Fullmer/MCPD 1500-2300	Kim Berry/MCPD 2300-0700
Kari Gardner 1500-2300	Jonathan Schilling 1900-2100	Nicole Dugard/SJ-DRAPER 1500-2300	Kristen Whitney/SJ-DRAPER 2300-0700
Crystal Groce 1500-1700	Celina Gale-Larsen 2100-2300	Heather Chilton/SSL 1500-2300	Cody Coggle/SSL 2300-0700
Vanessa Clayton 1500-2100	Terri Ririe 2000-0000	Sarah Miles/WVDP 1500-1700	Alicia Wassmer/WVDP 1700-0700
Colby Heddlesten 1500-1900	Shelly Morehouse 2100-2300	Terri Ririe/WVII 1500 -1900	Sarah Miles/WVII 1900-0100
Anita Bennion 2100-0700	Jennifer Fuaalii 2300-0700	Keith Stott/service 1500-1700	Rosa Arballo/service 1700-1800
Marie Vigo 2100-300	Leslie Devey 2100-0400	Kristen Whitney/service 1900-2300	Erica Armstrong/Service 2300-0100
Holly Downs 0300-0700	Rosa Arballo 0400-0700	Martin Webb/ Service 0100-0300	Erica Armstrong/Rover 1500-2300
Martin Webb 2100-2300		Evan Rothwell/Rover 2300-0700	Christy Chadick/Rover 1900-2300

EVENT RADIO COMMUNICATIONS PLAN			Incident Name Machine Gun			Date/Time Prepared 19-Sep-10		Operational Period Date/Time SEPT 19 2010		
Ch #	FUNCTION	RADIO DISPLAY	ASSIGNMENT	RX Freq	RX Tone/NAC	TX Freq	Tx Tone/NAC	Mode A, D or M	REMARKS	
	DISPATCH	VECC FIRE 1	VECC MAIN	800 MHz		800 MHz		A	DISPATCH Monitored by VECC	
	COMMAND	VECC FIRE 2	UFA COMMAND	800 MHz		800 MHz		A	UFA ICP Monitored by VECC / Channels patched for Interop.	
	COMMAND	UCAN EVENT 10	UFA COMMAND	800 MHz		800 MHz		A		
	OPERATIONS	VECC TAC 7	DIVISION A	800 MHz		800 MHz		A	DIVISION Monitored by VECC	
	OPERATIONS	VECC TAC 8	DIVISION B/E	800 MHz		800MHz		A	DIVISION Monitored by VECC	
	OPERATIONS	VECC TAC 9	DIVISION D	800 MHz		800 MHz		A	DIVISION Monitored by VECC	
	STAGING	VECC STAGE 11	STAGING	800 MHz		800 MHz		A	STAGING Monitored by VECC	
	EOC	SLCO EOC 1	EOC	800 MHz		800 MHz		A	RESOURCE COORDINATION	
Prepared By (Communications Unit) VECC Beth Todd (801) 244-0523					Incident Location: Herriman County Salt Lake County State UT Latitude 40.514647 N Longitude -112.032480 W					
Remarks: Patch between Fire 2 and Event 10 made on the VECC UFA Fire Console										

EVENT RADIO COMMUNICATIONS PLAN			Incident Name Machine Gun			Date/Time Prepared 20-Sep-10		Operational Period Date/Time SEPT 20 2010		
Ch #	FUNCTION	RADIO DISPLAY	ASSIGNMENT	RX Freq	RX Tone/NAC	TX Freq	Tx Tone/NAC	Mode A, D or M	REMARKS	
	DISPATCH	VECC FIRE 1	VECC MAIN	800 MHz		800 MHz		A	DISPATCH Monitored by VECC	
	COMMAND	VECC FIRE 2	UFA COMMAND & DIVISION A & B	800 MHz		800 MHz		A	UFA ICP & Div A/B Monitored by VECC / Channels patched for Interop.	
	COMMAND	UCAN EVENT 10		800 MHz		800 MHz		A		
	OPERATIONS	VECC FIRE 5	DIVISION D	800 MHz		800 MHz		A	DIVISION Monitored by VECC	
	OPERATIONS	VECC TAC 7	DIVISION C	800 MHz		800 MHz		A	DIVISION Monitored by VECC	
	OPERATIONS	VECC TAC 8	DIVISION E	800 MHz		800MHz		A	DIVISION Monitored by VECC	
	OPERATIONS	VECC STAGE 11	MEDICAL & STAGING	800 MHz		800 MHz		A	DIVISION Monitored by VECC	
	EOC	SLCO EOC 1	EOC	800 MHz		800 MHz		A	RESOURCE COORDINATION	
	NUIFC OPS	FS AIR/GND 2	AIR OPS	VHF		VHF		A	NUIFC OPS	
	NUIFC CMD	LAKE MTN	COMMAND 1	VHF		VHF		A	NUIFC COMMAND-Southside	
	NUIFC CMD	FAIMONT	COMMAND 2	VHF		VHF		A	NUIFC COMMAND-Northside	
	OPERATIONS	SOA (PORT RPTR)	OPS	VHF168.775		VHF164.9125		A	Site Repeater	
Prepared By (Communications Unit) VECC Beth Todd (801) 244-0523					Incident Location: Herriman County Salt Lake County State UT Latitude 40.514647 N Longitude -112.032480 W					
Remarks: Patch between Fire 2 and Event 10 made on the VECC UFA Fire Console. 100 watt VHF Quantar set up to duplicate the Rx/Tx frequencies of the Lake Mountain Repeater so the SLCO side units could communicate with the Utah Co side units (provided by MITS2 VHF Quantar)										

EVENT RADIO COMMUNICATIONS PLAN			Incident Name Machine Gun			Date/Time Prepared 22-Sep-10		Operational Period Date/Time SEPT 22 2010 0700-1900	
Ch #	FUNCTION	RADIO DISPLAY	ASSIGNMENT	RX Freq	RX Tone/NAC	TX Freq	Tx Tone/NAC	Mode A, D or M	REMARKS
	DISPATCH	VECC FIRE 1	VECC MAIN	800 MHz		800 MHz		A	DISPATCH
	OPERATIONS	VECC TAC 6	DIVISION A	800 MHz		800 MHz		A	DIVISION
	OPERATIONS	VECC TAC 7	DIVISION B	800 MHz		800MHz		A	DIVISION
	OPERATIONS	VECC TAC 8	DIVISION E	800 MHz		800 MHz		A	DIVISION Monitored by VECC
	EOC	SLCO EOC 1	EOC	800 MHz		800 MHz		A	RESOURCE COORDINATION
	NUIFC OPS	FS AIR/GND 2	AIR OPS	VHF		VHF		A	NUIFC OPS
	NUIFC CMD	LAKE MTN	COMMAND 1	VHF		VHF		A	NUIFC COMMAND-Southside
	NUIFC CMD	FAIMONT	COMMAND 2	VHF		VHF		A	NUIFC COMMAND-Northside
	OPERATIONS	SOA (PORT RPTR)	OPS	VHF168.775		VHF164.9125		A	Site Repeater
	INTEROP	NUIFC TAC 6	OPS/DIV A	VHF		VHF		A	NUIFC OPS Patched to VECC TAC 6
	INTEROP	NUIFC TAC 7	OPS/DIV B	VHF		VHF		A	NUIFC OPS Patched to VECC TAC 7
	INTEROP	NUIFC TAC 8	OPS/DIV E	VHF		VHF		A	NUIFC OPS Patched to VECC TAC 8
	INTEROP	VECC TAC 9	OPS	800 MHz		800 MHz		A	Patched to SOA Repeater
Prepared By (Communications Unit) SLCFD Val Thometz COMS (801) 541-3661					Incident Location: Herriman County Salt Lake County State UT Latitude 40.514647 N Longitude -112.032480 W				
Remarks: Link to Lakemtn Repeater provided by MITS2 VHF Quantar, TAC 8 Interop patch, TAC 9 to SOA Repeater Patch - MITS2, TAC 6 and 7 Interop patch MITS1, WiFi provided to Unified Command by MITS2, WiFi provided to USFS Type 3 team by MITS1									

Statistics

- **Incoming Calls**
 - **Total of 1448 incoming telephone calls processed between 1200 hours on 9/19/2010 and 0400 hours on 9/20/2010 – Approximately 3 times normal call volume**
 - 756 911 calls
 - 656 10-digit lines (801-840-4000)
 - 36 Alarm Company calls
 - **Longest call waiting in queue was 2:02 (10-digit lines)**
 - **Longest 911 call waiting in queue was 1:24**
 - **Average talk time:**
 - 1400 9/19/2010 – 0300 9/20/2010 was 2:08
 - 1900 9/19/2010 – 0300 9/20/2010 was 2:16
 - During this time 355 CAD calls were created (not including on site calls made by PD)
 - 620 total skills calls were answered (this only includes incoming admin/w911/911 calls and DOES NOT include things like ring-downs or DN)
 - Roughly 57% of calls received were processed (room for error includes informational calls created by dispatchers)
 - **125 calls held in queue longer than a 10 second call answering threshold**
- **Staffing**
 - **During the hours of 1500 9/19/2010 to 0700 9/20/2010 a total of 70 personnel assisted in managing this incident**
 - 23 Call-Takers
 - 15 Fire Dispatchers
 - 24 Police Dispatchers
 - 8 Support personnel
- **CAD Administration**
 - **First call with a unit assigned was at 12:56 on 9/19/2010 – Smoke in the Area – C5338754**
 - Note: Citizens calling regarding the smoke were received prior to this, however information at the time was that the fire was on the Utah County side and it was under control
 - **Primary CAD call used during the incident was created at 15:18 on 9/19/2010 and was closed out at 09:14 on 9/26/2010 – C5338994**

- **136 CAD reports were generated related to the fire or were calls that impacted or were impacted by the fire**
 - 86 of the 136 were created between 12:56 on 9/19/2010 and 03:00 on 9/20/2010
- **During the time period of 1200 9/19/2010 – 0400 9/20/2010 we created a total of 1031 CAD calls (including on-sight and information reports)**
 - 799 between 1500 – 0300
 - 469 between 1900 – 0300
- **8 new units created for CAD tracking as they were deployed for the incident**
 - Davis Metro 82 & 85
 - Park City 35 & 36
 - Utah Valley XT11 & HB13
 - UASI MITS 1 & 2
- **Communications**
 - Increased number of managed/monitored fire channels to 8 by 20:47 on 9/19/2010 and gradually scaled back to normal number of channels/dispatchers by 9/22/10
 - Interoperability channels (event channels) were patched to the Command channel and Operations channels as needed for out of county units
 - VECC Fire Manager and the Communications Chief responded to assist with Move-Ups and overall incident management for VECC
 - Other VECC management, administrative, and technical services personnel responded for support
- **Emergency Notification System – Evacuation Notifications**
 - **1st Evacuation**
 - Total of 179 Candidates (320 calls made) – 64.06% success rate
 - 205 Successful (person or voicemail)
 - 10 Busy
 - 62 Error (Operator Intercept, Disconnected etc)
 - 35 No Answers
 - 8 Hang-ups before listening to the message
 - **2nd Evacuation**
 - Total of 431 Candidates (814 calls made) – 65.36% success rate
 - 532 Successful (person or voicemail)
 - 10 Busy

- 211 Error (Operator Intercept, Disconnected etc)
- 47 No Answers
- 14 Hang-ups before listening to the message
- **Since the fire:**
 - Over 2200 cell/VoIP registrations to VECCs website (as of 11/5/2010)
 - 138+ out of VECCs area – referred to other locations

CENTER CALL VOLUME INFORMATION

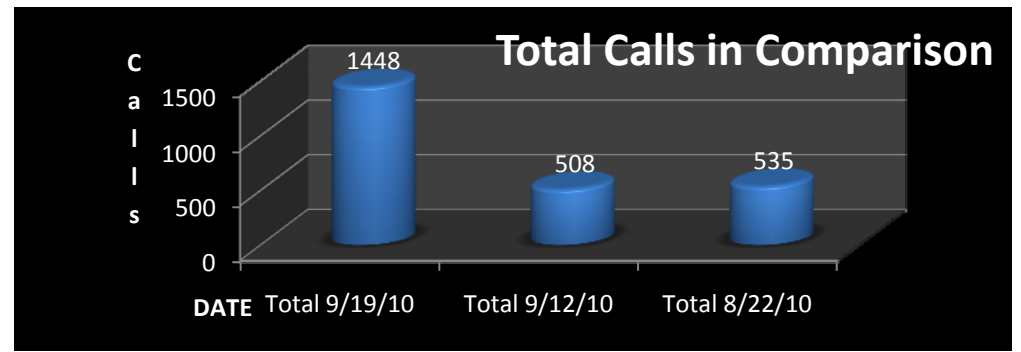
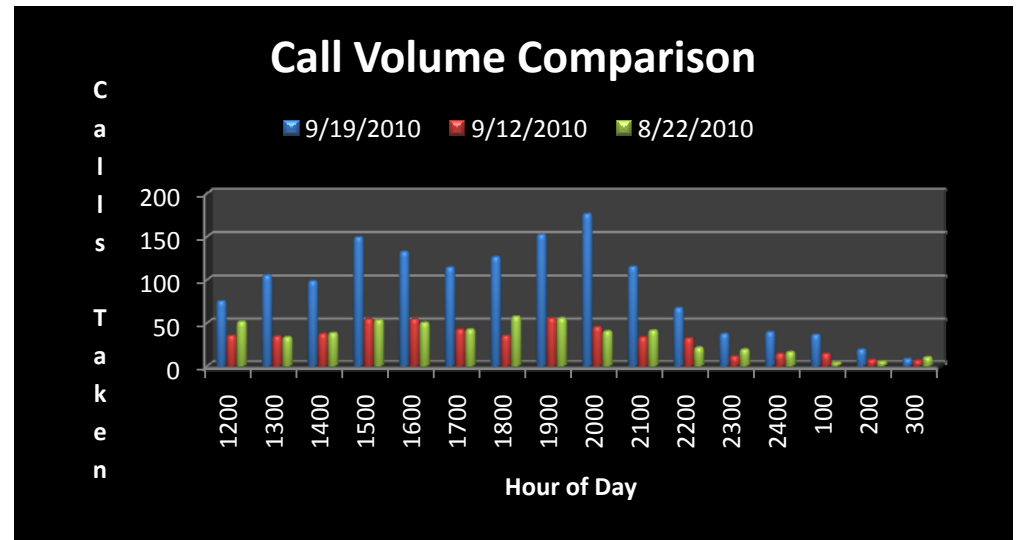
Call Volume Per Hour for Period of 12:00 on 9/19/2010 to 04:00 on 09/20/2010

Hour	Admin	Alarm	911	Total	Not Answered	Call Type	# Over Threshold	Max Delay	Notes
1200	34	7	34	75	1	911	2	:39	911
1300	52	4	49	105	1	alarm	7	2:02	Admin
1400	43	3	52	98			11	:38	911
1500	64	4	81	149			29	1:07	Admin
1600	63	5	64	132	1	admin	3	:53	911
1700	57	1	56	114			0		1st Evacuation
1800	47	5	74	126			10	1:06	911
1900	54	1	97	152	1	911	31	1:24	911
2000	96	1	79	176	3	admin	32	1:57	Admin - 2nd Evacuation
2100	53	2	60	115			0		
2200	36	0	31	67			0		
2300	19	0	18	37			0		
2400	17	1	21	39			0		
100	8	1	27	36			0		
200	8	1	10	19			0		
300	5	0	3	8			0		
Total	656	36	756	1448	7		125		

CALL VOLUME COMPARISON

In Comparison to Average Call Volumes

Hour	Total 9/19/10	Total 9/12/10	Total 8/22/10
1200	75	35	51
1300	105	34	33
1400	98	37	38
1500	149	54	53
1600	132	54	50
1700	114	42	42
1800	126	35	57
1900	152	55	55
2000	176	45	40
2100	115	33	41
2200	67	32	21
2300	37	11	19
2400	39	14	16
100	36	14	4
200	19	7	5
300	8	6	10
Total	1448	508	535



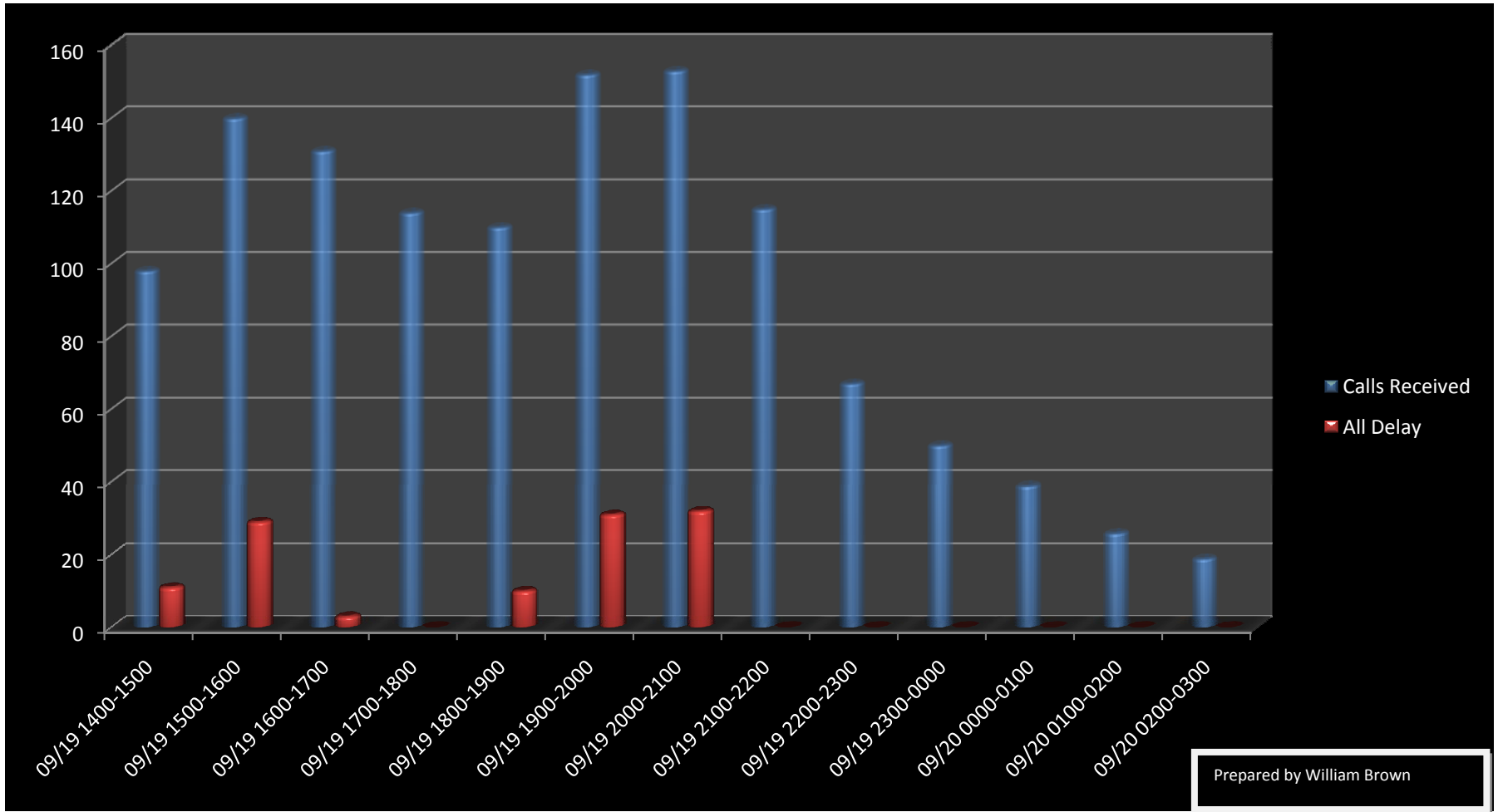
INFORMATION PRESENTED ON BELOW CHARTS

- The chart is broken up in hourly increments to express when the “storm hit”
- The “Calls Received” and “All Delay” columns are in light blue because they are the numbers used to obtain the “% All Delay” column
- The “Staffing CT” column is colored according to projected staffing requirements. (Green=extra staffing, White/Gray=required, Red=understaffing)
- As you can see from the final graph at the bottom, when calls went into queue the most we had the most calls, least call takers, and this shows that dispatchers truly pulled some weight.

Time	Calls Received	Staffing CT	Staffing PD	Staffing FD	All Delay	911 Delay	% ALL DELAY
09/19 1400-1500	98	8 of 8	10	4	11	8	11.22%
09/19 1500-1600	140	9 of 9	10	4	29	21	20.71%
09/19 1600-1700	131	9 of 9	10	4	3	3	2.29%
09/19 1700-1800	114	7 of 8	10	5	0	0	0.00%
09/19 1800-1900	110	6 of 8	10	5	10	6	9.09%
09/19 1900-2000	152	5.5 of 8	11	6	31	31	20.39%
09/19 2000-2100	153	5 of 9	11	6	32	20	20.92%
09/19 2100-2200	115	8 of 10	11	7	0	0	0.00%
09/19 2200-2300	67	8 of 10	11	7	0	0	0.00%
09/19 2300-0000	50	5 of 6	10	6	0	0	0.00%
09/20 0000-0100	39	5 of 6	10	6	0	0	0.00%
09/20 0100-0200	26	4 of 5	9	6	0	0	0.00%
09/20 0200-0300	19	4 of 4	9	6	0	0	0.00%
TOTALS	1214				116	89	9.56%

Prepared by William Brown

2010 HERRIMAN INTERFACE FIRE



CAD Calls Related to Machine Gun Fire from 12:00 9/19/2010 - 00:00 9/22/2010

LT Call ID	Nature	Date	Time	Notes	Disposition
C5338754	Smoke in the Area	9/19/2010	12:56	Multiple Calls, Multiple loc	E103 dispatched
C5338990	Smoke in the Area	9/19/2010	15:18	Multiple Calls, Multiple loc	E91 dispatched
C5338994	Field Fire (Field 2)	9/19/2010	15:20	Call used for event	Units dispatched
C5339032	Fire Information	9/19/2010	15:48	116 running tandem	Informational
C5339044	Field Fire	9/19/2010	15:51	Multiple Calls, Multiple loc	Duplicate
C5339057	Misc	9/19/2010	15:54	Fire xferred from UPD	Duplicate
C5339058	Misc	9/19/2010	15:54	Fire xferred from UPD	Duplicate
C5339065	Field Fire	9/19/2010	15:58	Fire xferred from UPD	Duplicate
C5339066	Field Fire	9/19/2010	15:58	Fire xferred from UPD	Duplicate
C5339070	Field Fire	9/19/2010	16:01	Fire xferred from UPD	Duplicate
C5339090	Field Fire	9/19/2010	16:08	Fire xferred from UPD	Duplicate
C5339129	Field Fire	9/19/2010	16:25	Fire xferred from UPD	Duplicate
C5339176	Move Up	9/19/2010	16:57	MA21 to 91	Informational
C5339178	Move Up	9/19/2010	16:58	E72 to 91	Informational
C5339198	Smoke in the Area	9/19/2010	17:05	Sandy - Smoke near park	ME32 dispatched
C5339214	Move Up	9/19/2010	17:18	E102/E119/E106/E107 to 103	Informational
C5339215	Fire Information	9/19/2010	17:18	Channel 11 for Staging	Informational
C5339218	Fire Information	9/19/2010	17:20	Staging/Divisions - Unit Movements/Assignments	Integrate w/C5338994
C5339223	Move Up	9/19/2010	17:22	110 to 114	Informational
C5339238	Fire Public Assist	9/19/2010	17:28	C/wanting to pick up dog	Taken care of by comp
C5339245	Police Information	9/19/2010	17:31	Evacuate area & Shelter info	Informational

LT Call ID	Nature	Date	Time	Notes	Disposition
C5339260	Fire Information	9/19/2010	17:40	118 now ML118	Informational
C5339279	Fire Information	9/19/2010	17:51	Resources avail from Lone Peak Fire District	Info given to Chief 7
C5339316	Cell Hang-up	9/19/2010	18:16	Open line, Herriman address	Given to UPD
C5339322	Telephone Pub Asst	9/19/2010	18:17	Questions about animal evacuation	Given Butterfield Park info
C5339332	Public Assist	9/19/2010	18:24	Unknown	Given to UPD
C5339340	Medical	9/19/2010	18:27	Unknown	Welfare Check done by ME119
C5339360	Cell Hang-up	9/19/2010	18:43	Reporting location ref: fire	Given to UPD
C5339412	Fire Smell	9/19/2010	19:15	Smell of smoke in WV	L75 dispatched
C5339428	Juvenile Problem	9/19/2010	19:28	Juveniles hiking up to fire	Given to UPD
C5339454	Fire Information	9/19/2010	19:42	Fire headed for home	Info given to BC13 - Per BC13 have them evacuate
C5339460	Shed Fire	9/19/2010	19:44	Flames & smoke in Riverton	See C5339461
C5339461	House Fire	9/19/2010	19:44	Flames & smoke in Riverton Loc of fire-approx 500 ft away	Working fire - Units dispatched
C5339468	Fire Information	9/19/2010	19:46	away	Advised to evacuate if needed
C5339469	Fire Information	9/19/2010	19:47	Command on TAC7	Requesting monitor and record channel
C5339473	Fire Information	9/19/2010	19:48	Fire heading toward homes	Info given to fire dispatchers
C5339476	911 Hang-up	9/19/2010	19:48	Abandoned call, no answer	Given to UPD
C5339479	Fire Information	9/19/2010	19:50	72 & 61 at 91	Informational
C5339491	Structure Fire	9/19/2010	19:54	Chevron in WJ	Dumpster fire only
C5339493	Dumpster Fire	9/19/2010	19:54	Chevron in WJ	Duplicate
C5339496	Fire Information	9/19/2010	19:55	Hikers on the trail near fire	Info given to BC13
C5339498	Dumpster Fire	9/19/2010	19:56	McDonalds in WV	E73 dispatched, but actually duplicate to C5339491
C5339513	Field Fire	9/19/2010	20:02	Fire on 2 sides of residence	Residence evacuating
C5339522	Press Call	9/19/2010	20:06	Info on House Fire	See C5339461

LT Call ID	Nature	Date	Time	Notes	Disposition
C5339529	Fire Information	9/19/2010	20:11	Fire near homes	Info given to fire dispatchers
C5339530	Police Information	9/19/2010	20:11	Evacuation info	Per Riverton Sgt
C5339538	Move Up	9/19/2010	20:16	SLME3 to 105	Informational
C5339540	Move Up	9/19/2010	20:17	SLME11 to 121	Informational
C5339545	Fire Information	9/19/2010	20:18	Fire near homes	Residence evacuating
C5339554	Fire Public Assist	9/19/2010	20:21	2 people unable to evacuate	EOC notified
C5339567	Fire Information	9/19/2010	20:24	Fire near homes	Info given to fire dispatchers
C5339572	Fire Information	9/19/2010	20:26	Fire near homes	Info given to fire dispatchers
C5339578	Field Fire	9/19/2010	20:27	Fire near homes	Advised to evacuate - EOC notified
C5339586	Medical	9/19/2010	20:30	Hand injury loading horse	Units dispatched - Pt went POV
C5339593	Cell Hang-up	9/19/2010	20:32	Abandoned call, no answer	Given to UPD
C5339631	Fire Information	9/19/2010	20:47	Echo Div on TAC 8	Informational
C5339636	Fire Information	9/19/2010	20:49	Fire near homes	Residence evacuating
C5339641	Agency Assist	9/19/2010	20:52	SJ AC has some corrals to use	Info given to EOC
C5339676	Police Information	9/19/2010	21:11	Vehicles back into evac area	Requesting units to block access
C5339681	Message	9/19/2010	21:13	Help transporting horses	Informational
C5339683	Fire Information	9/19/2010	21:14	Residence not evacuating	Info given to Command
C5339688	Move Up	9/19/2010	21:16	MA121 to 103	Informational
C5339703	Agency Assist	9/19/2010	21:25	Draper PD sending units	Informational
C5339708	Agency Assist	9/19/2010	21:28	WJPD sending units	Informational
C5339737	Public Assist	9/19/2010	21:43	Elderly residence needs help evacuate	Info given to Command
C5339740	Fire Information	9/19/2010	21:44	Info ref: leaking propane tank	Info given to Command
C5339748	Press Call	9/19/2010	21:53	NBC New York	See C5338994
C5339763	Fire Information	9/19/2010	22:03	Stables for horses	Info given to EOC
C5339768	Fire Information	9/19/2010	22:07	Questions ref: open routes	Info from EOC given to caller

LT Call ID	Nature	Date	Time	Notes	Disposition
C5339775	Fire Information	9/19/2010	22:15	Residence not evacuating	Info given to EOC
C5339780	Message	9/19/2010	22:21	WVPD sending units	Informational
C5339781	Agency Assist	9/19/2010	22:22	Help locating evacuees	In from UPD - all parties accounted for
C5339786	Fire Information	9/19/2010	22:25	Residence haven't evacuate	Info given to EOC
C5339796	Cell Hang-up	9/19/2010	22:34	Child voice heard	In process of evacuating, child playing w/phone
C5339805	Public Assist	9/19/2010	22:39	Stables for horses Facility open for small	Info given to EOC
C5339813	Fire Information	9/19/2010	22:47	animals	Info given to EOC
C5339850	Move Up	9/19/2010	23:31	MA123 to 120	Informational
C5339904	Police Information	9/20/2010	0:31	Road Closures	Informational
C5339958	Fire Information	9/20/2010	1:35	Stables for horses	Info given to EOC
C5339960	Fire Information	9/20/2010	1:39	ME41 BLS until MA43 returns	Informational
C5339984	Agency Assist	9/20/2010	2:29	Info for UPD Evacuated residence	Given to UPD
C5339995	Fire Information	9/20/2010	2:53	w/questions	Info given to Command

86**Related CAD Calls Created between 12:00 9/19/2010 and 03:00 9/20/2010**

LT Call ID	Nature	Date	Time	Notes	Disposition
C5340054	Suspicious Person	9/20/2010	5:52	Suspicious Person	Given to UPD
C5340071	Fire Information	9/20/2010	6:19	Water Tender information	Info given to Command
C5340073	Fire Information	9/20/2010	6:23	Reptile removal info	Informational
C5340085	Cell Hang-up	9/20/2010	6:33	Misdial	Given to UPD
C5340120	House Fire	9/20/2010	7:04	Rekindle of house involved	Info given to Command

LT Call ID	Nature	Date	Time	Notes	Disposition
C5340196	Accident	9/20/2010	8:12	Non-injury	Given to UPD
C5340364	Move Up	9/20/2010	9:50	ME119 to 104	Informational
C5340374	Cell Hang-up	9/20/2010	9:58	Open line	Given to UPD - Child playing on phone
C5340429	Move Up	9/20/2010	10:29	ME122 to 114	Informational
C5340508	Move Up	9/20/2010	11:11	ME119 to 104	Informational
C5340609	Move Up	9/20/2010	11:56	ME114 to 105	Informational
C5340666	Field Fire	9/20/2010	12:26	Smoke visible	ME32 dispatched - area checked w/no problem
C5340786	Field Fire	9/20/2010	13:22	Hot spots	Info given to Command
C5340969	Natural Gas Leak	9/20/2010	14:49	Construction accident	Info given to Command - Units dispatched
C5341058	Cell Hang-up	9/20/2010	15:16	Open line	Given to UPD
C5341061	Field Fire	9/20/2010	15:18	Hot spots	Info given to Command - Units dispatched
C5341080	Field Fire	9/20/2010	15:24	Hot spots	Info given to Command
C5341133	Fire Information	9/20/2010	15:48	Field fire	Info given to Command
C5341136	Field Fire	9/20/2010	15:49	Hot spots	info given to Command
C5341676	Fire Pub Assist	9/20/2010	19:39	Get loaned equipment back	
C5341682	Medical	9/20/2010	19:42	Dog bite / Stabbing	In from UPD - Units dispatched
C5341712	Field Fire	9/20/2010	19:54	Hot spots	Info given to Command
C5341932	House Fire	9/20/2010	21:46	Fire on deck	Units dispatched
C5341944	Suspicious Vehicle	9/20/2010	21:57	Unknown	Given to UPD
C5341978	Fire Information	9/20/2010	22:23	Page 103 out of 121	Informational

LT Call ID	Nature	Date	Time	Notes	Disposition
C5342272	Fire Alarm	9/21/2010	6:04	Residential alarm	In from UPD - Unit dispatched
C5342274	Telephonic Pub Asst	9/21/2010	6:05	Alarm due to smoke	Informational
C5342284	Move Up	9/21/2010	6:26	E106 at 103	Informational
C5342290	Fire Alarm	9/21/2010	6:46	Alarm due to smoke	Additional to C5342274 & C5342272
C5342338	House Fire	9/21/2010	7:29	Rekindle of house involved	Information given to Command
C5342440	Fire Information	9/21/2010	8:28	MA61 responding from 62	Informational
C5342674	Smoke in the Area	9/21/2010	10:44	Hot spots	Info given to Command
C5342729	Medical	9/21/2010	11:22	Smoke inhalation	Units dispatched
C5342781	Fire Information	9/21/2010	11:51	Hot spots	Info given to Command
C5342789	Animal in Custody	9/21/2010	11:53	Animal in custody	Given to UPD
C5342807	Fire Information	9/21/2010	12:01	E103/MA103 BLS only	Informational
C5343000	Fire Information	9/21/2010	13:34	Page 62 out of 61	Informational
C5343091	Smoke in the Area	9/21/2010	14:19	Hot spots	Info given to Command
C5343181	Smoke in the Area	9/21/2010	14:53	Hot spots	
C5343214	Fire Information	9/21/2010	15:10	Smoke in the area	
C5343230	Telephonic Pub Asst	9/21/2010	15:17	Smoke in the area	Info given to Command
C5343253	Fire Information	9/21/2010	15:26	Hot spots	Info given to Command
C5343319	Public Assist	9/21/2010	15:51	Residence did not evacuate low on food	Info given to Chief Black
C5343727	Fire Information	9/21/2010	18:41	Testing fire alarm	Informational
C5343770	Move Up	9/21/2010	18:56	E114 to ICP	Informational
C5344008	Fire Information	9/21/2010	20:45	page 103 out of 121	Informational
C5344028	Fire Information	9/21/2010	20:51	E54 Non-Transport BLS	Informational
C5344171	Suspicious Person	9/21/2010	21:58	Male at power box	Given to UPD

24 Related CAD Calls Created between 06:00 9/21/2010 and 00:00 9/22/2010

136 Total Number of CAD calls related to or impacting Machine Gun from between 12:00 09/19/2010 and 00:00 9/22/2010

DCC Activation Information for Machine Gun Fire on 9/19/2010

	1st Call				2nd Call		
Candidates Total	179				431		
Calls Total (2 attempts)	320				814		

Results		Totals			Totals		
Busy	10	10	3.13%		10	10	1.23%
Disconnected (problem w/call - No Tri-tone detected)	15	15	4.69%		55	55	6.76%
Error		47				156	
Operator Intercept Message (Phone # changed, disconnected number or call did not go through w/Tri-Tone detected etc)	39		12.19%		135		16.58%
Failure (Phone disconnected - No message or tone)	8		2.50%		21		2.58%
Hang Up		47				147	
During the Greeting Message	8		2.50%		14		1.72%
Voicemail (*See note below)	39		12.19%		133		16.34%
No Answer	35	35	10.94%		47	47	5.77%
Successful**		166				399	
Person who answered question**	49		15.31%		65		7.99%
Voicemail Left	82		25.63%		300		36.86%
Hung Up During the Act. Message - But did not answer the question	35		10.94%		34		4.18%
Total	320	320			814	814	

**Number that followed the instructions and answered the question on the 1st call attempt

Successful	166				399
Hang-up/Voicemail	39				133
Total	205				532
Successful Percentage	64.06%				65.36%

DCC Activation Information for Machine Gun Fire on 9/19/2010 (cont.)

***Hang Up w/Voicemail status - Could be either of the following situations. 1) Person answering the call did not hit a button on the phone to signify it was not a voicemail situation and then hung-up before the entire message played, or 2) the voicemail/answering machine cut the message off after it hit a message length restriction.**

****Information: There are 3 parts to a message for this particular system. 1) Computer message indicating "this is a call from Valley Emergency Communications Center, your 911, with an important message. Please hit any key on your phone to hear the message." 2) Recording of the actual message regarding the situation. 3) Computer voice asking, "Did you understand the message, push 1 for yes and 2 for no". If 1 is pushed, the system says goodbye. If 2 is pushed, then the message is repeated.**

VECC Lessons Learned Recommendations for Machine Gun Fire 9/19/2010

(Includes input from call-takers, dispatchers, supervisors, and management)

Internal Recommendations

- ✚ Purchase updated Salt Lake County Map Books to coordinate evacuation area information
- ✚ Have PIO respond to ICP for VECC integration into JIC/JIS and interact with the media
- ✚ Improve documentation of event – See Documentation below
- ✚ Change additional channel configuration to ensure dispatchers working the Major Incident Channels work in close proximity with each other and move the channels comprising unrelated incidents to the spare radio positions
 - Briefing oncoming dispatchers as to their role with the additional channels
- ✚ Utilize ICS for internal deployment of personnel
 - Once activated, hold management team meeting to initiate incident planning
 - Employees given assignments when called in
 - If additional help is needed a lead dispatcher or supervisor should be called in to assist with notifications, other incidents happening in the valley, breaks etc. throughout the course of the incident. Potentially we could also use this person to help Sender prioritize incoming calls and identify duplicate calls to help clear up the Holding Calls screen.
 - Prepare for upcoming work cycles and shift changes
- ✚ Training for dispatch personnel
 - EOC vs. IC and what information goes where
 - Critical incident training aimed at police & fire type of incidents to help dispatchers prepare for major incidents
 - Pre-Planning and training of personnel for using VECC ICS structure during major incidents
- ✚ Develop a plan for staffing call-outs in times of major incidents/emergencies
 - Add an Emergency Operations Section to the employee handbook to help employees understand expectations
 - Public Safety Employee – roles and responsibilities
 - Develop clear expectations for employees when/if they should respond

- When should the supervisor/lead dispatcher call in more personnel
- Create a DCC group for notifying employees of need for more personnel during major incidents
- ✚ Assign an assistant to the Operations Section Chief (Supervisor)

- ✚ **DCC System**
 - Increase number of cell/VoIP self-registration entries
 - Increase VECC Supervisor level of comfort in using the system
 - Modify activation process – Save all recordings and call-out areas
 - Look at ways to help identify ENS system in caller ID

- ✚ **Documentation**
 - Utilize the FEMA Incident Command Forms and put a major incident check-off list that would be utilized during events such as this.
 - Once an incident begins the specific individual will be appointed as the incident recorder. They will keep logs of notifications, benchmarks, channels requested, staffing adjustments/assignments, and call resolution/status etc.
 - Acts as Check-In Status Recorder for employees called in from off-duty
 - These logs will become part of the after action reporting process.
 - Use ICS 205 for channel assignment – VECC COML coordinates with Incident COML
 - Create CAD calls for information / requests coming from EOC or IC (or use ICS 213)

- ✚ **Communication**
 - Deploy a member of the IMT to the EOC to act as a VECC liaison
 - Create a CAD page group comprised of the Managers, Beth, Supervisors and IMT members
 - Act as primary point of contact at the EOC during the incident
 - Have IMT members attend ICS 300 & 400 classes
 - Improve communication of current information from one side of the floor to another

- Update white boards more frequently and place them in better locations for employees CT/PD to see as they are helping with calls
 - Explore possibility of creating a interactive webpage that can be viewed on the TV monitors
- Have consistent information on the white boards
- Have better location information of where field units are to better inform citizens in the area

External Agency Recommendations

- ✚ Expand notification of EOC activation to include VECC Managers, Supervisors, Technical Services, and Public Information Officer (PIO)
- ✚ Request VECC Liaison to respond to EOC
- ✚ If using specific resources for requests to VECC – VECC needs copy ahead of time
- ✚ Notification to VECC of responding outside resources (tracking/dispatching purposes) prior to the units coming up on VECC's radios
- ✚ Forward copies of ICS205 to dispatch – Dispatch to send their ICS205 to COML once on scene at the ICP
- ✚ Report status of call back to VECC on requests / calls forwarded to IC or EOC
- ✚ Clarification of expectations – EOC vs. IC and what information goes where
- ✚ DCC Notifications – Distribute checklist for agencies again to improve documentation for activations
- ✚ Training for agencies to better understand dispatch roles
 - Understanding what dispatch does and what they can do for the agencies
- ✚ Include VECC in information messages being distributed to the media / citizens
 - Includes information outlets/websites of where to refer citizens to for more information – includes those without computers
 - Distribute information of where to refer citizens to that are concerned about their loved ones
 - Inform VECC if information is distributed to the media that calls for actions from the citizens (ex: assistance for moving/sheltering animals)
- ✚ Communications links should be made with all EOCs that are activated
 - EOCs need to inform VECC Supervisor (by phone) when they are up and running

FINAL ANNOTATIONS

The execution and professionalism exhibited by all who played a part in combating this fire was exceptional. The first few hours of the fire presented typical tasks for the dispatchers. However, just prior to 1700 hours there were reports of active ammunition exploding at Camp Williams, and from that point forward many challenges were presented to the units in the field and employees working at VECC. In addition to VECC's normal call volume tripling during certain hours of the incident, the call takers and police dispatchers handled frustrated, angry, and scared citizens who were concerned for their lives and property. Each of these calls were managed with compassion and proficiency.

The Fire Dispatchers all worked quickly and efficiently to ensure that all notifications, dispatch requests, etc. were made in a timely manner. They documented key information in the narrative and notified supervisors of any critical changes. Emergency Preparation Coordinator Beth Todd handled the evacuation information and ENS activations which took a large burden off of the supervisor group. She consistently updated us on this matter and was there to provide information, make calls and answer questions.

Lin Shaffer with technical services was receptive and swift when the request was made for units from outlying counties to be created within the CAD system. This provided a way for the dispatchers to track and keep a list of all units assigned to the call. Communications between the Center and Lin were handled via e-mail as new CAD units were needed. Information about the out-of-county units was sent to Lin from the Center, and as she created and set up the responding apparatus in the CAD, she then sent the information back to the Center. Within minutes of the notification from Lin, the Fire Dispatchers were able to put the added apparatus on duty and track their movements in the CAD.

Each of the on duty supervisors were proficient and skilled, assuring the continued smooth operation of the Center. Supervisor Missy Widdison took the lead for ensuring the fire dispatch operations ran smoothly and efficiently. She supported the dispatchers with providing key information and decision-making, as well as helping coordinate all activities involving the fire dispatchers and providing vital information

to the other Supervisors and Support Staff. Supervisor Dannielle Harris worked as a liaison between the fire dispatchers and the police dispatchers, Dannielle updated evacuation white boards, ensured Vesta messages were being sent and answered questions from the floor. Additionally she handled all of the press calls and managed the day to day activities required of a supervisor. Supervisor Deena Nygaard, assisted with overflow phone calls and worked with the call takers. She also ensured shift change ran smoothly. Supervisor William Brown was essential to helping with the communications that were necessary for this incident to run smoothly. He worked as the liaison for the Center with the EOC. He helped make contact with outside agencies to bring in additional equipment, delivered and received messages from the EOC, updated unit status, and was an essential part of the fire operations group. Each supervisor assumed a different role and they worked well as a cohesive unit, ensuring operations were running efficiently.

Additionally, the liaison from the EOC, Communications Chief and VECC administration were an essential asset to the team as they arrived. Rather than taking over they became support functions, made calls, assisted with notifications, etc. They came with a positive attitude and brought treats for the floor which brightened things up. Just their presence made the employees feel that they were vested in the job and it improved the overall attitude of the floor.

This fire was not only large scale, but it was also unpredictable and often times described as having extreme fire behavior. For several of these dispatchers and supervisors this was their first incident of this kind. All employees on duty during this incident did a commendable job. They represented their profession and agency in the utmost respectable manner.