

INCIDENT COMMAND SYSTEM

Position Manual

LOBBY CONTROL UNIT LEADER- HIGH RISE INCIDENT

ICS-HR-222-3

January 28, 1999

This document contains information relative to the Incident Command System (ICS) component of the National Incident Management System (NIMS). This is the same Incident Command System developed by FIRESCOPE.

Additional information and documentation can be obtained from the following sources:

OES - FIRESCOPE - OCC
Document Control
Operations Coordination Center
2524 Mulberry Street
Riverside, CA 92501-2200
(951) 782-4174
Fax (951) 782-4239

CONTENTS

CHECKLIST 1
 Checklist Use 1
 Lobby Control (High Rise) Unit Leader Checklist 1
ORGANIZATION, PERSONNEL AND PROCEDURES 1
 Organization 1
 Personnel 2
 Major Responsibilities And Procedures 2

CHECKLIST

CHECKLIST USE: The checklist of activities below should be considered as a minimum requirement for those positions. Users of this manual should feel free to augment this list as necessary. Note that some activities are one-time actions and others are ongoing or repetitive for the duration of the incident.

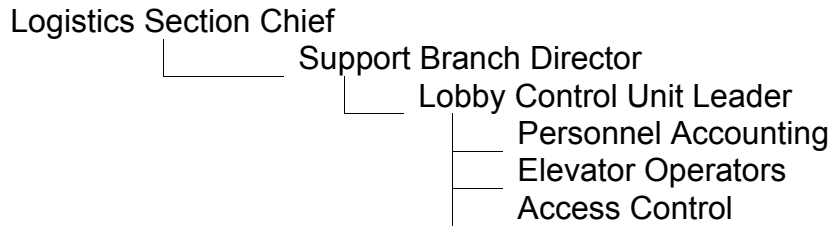
LOBBY CONTROL (HIGH RISE) UNIT LEADER CHECKLIST:

- a. Check in and obtain briefing from Support Branch Director, Logistics Section Chief or Incident Commander.
- b. Make entry, assess situation and establish Lobby Control position. Request needed resources.
- c. Establish entry/exit control at all building access points.
- d. Establish personnel accounting system for personnel entering/exiting the building.
- e. Assume control of elevators and provide operators.
- f. Provide briefings and information to Incident Command Post.
- g. Direct personnel to the appropriate stairways/elevator for assignment and direct evacuees and exiting personnel to safe areas or routes from the building.
- h. Secure operations and demobilize personnel as determined by the Demobilization Plan.
- i. If agency policy or the Incident Commander has assigned Systems Control functions to the Lobby Control Unit, the unit may respond directly to requests from the Operations Section Chief in the manual operation of the various built-in systems.
- j. Maintain Unit/Activity Log (ICS Form 214).

ORGANIZATION, PERSONNEL, AND PROCEDURES

ORGANIZATION:

- a. The Lobby Control Unit Leader's primary responsibilities are to:
 1. Operate a personnel/crew accounting system for all building entry and exit.
 2. Direct incident personnel to correct stairway, elevator, or route as assigned.
 3. Control and operate elevator cars.
 4. Direct building occupants and exiting personnel to proper ground level safe areas or routes.
 5. Control all building access points and prevent unauthorized entry or re-entry.
 6. As directed by agency policy or the Incident Commander, perform the functions of the Systems Control Unit.
- b. The Lobby Control Unit Leader reports to the Support Branch Director/Logistics Section Chief. The unit should be prepared to provide the Incident Commander or Plans Section with current information from the personnel/crew accounting record. In buildings without complex building systems, the Lobby Control Unit may perform alarm system monitoring and building communication system monitoring functions. The Lobby Control Unit Leader may organize the unit as illustrated below:



PERSONNEL: The number of personnel needed to perform the functions and responsibilities of the Lobby Control Unit (High Rise) varies with the size and complexity of the building and of the incident. All ground level access points must be secured or staffed to maintain safe egress, personnel accounting and correct routing of arriving resources. All elevators identified for use must be supplied with operators. Adequate personnel must be assigned to maintain accurate and useful accountability records. Relief requirements should be identified. Access control may be performed in conjunction with law enforcement and appropriate building staff.

MAJOR RESPONSIBILITIES AND PROCEDURES: The major responsibilities of the Lobby Control Unit (High Rise) are stated below. Following each activity are listed the procedures for implementing the activity. Note that the Lobby Control Position should be set up early in the incident and a standard initial briefing may not occur. As directed by the Incident Commander or agency policy, this unit may be assigned the responsibilities of the Systems Control Unit in the early stages of an incident or in less complex incidents/buildings.

- a. Obtain briefing from Support Branch Director, Logistics Section Chief or Incident Commander. The briefing should provide, or establish the need to identify, the listed information. In the absence of the briefing, the Lobby Control Unit Leader conducts the necessary assessment to determine needed information:
 - 1. Crews and other personnel resources currently inside the building
 - 2. Primary stairways for attack, evacuation and resource movements
 - 3. Current elevator status, use, approved use, and control capabilities
 - 4. Occupant evacuation routes to safe areas and medical treatment areas
 - 5. Incident communications channels
- b. Make entry, assess situation and establish Lobby Control position. Request needed resources appropriate to the incident and building complexity and size.
- c. Establish entry/exit control at all building access points. All points of access into the building should be identified. Access points that are not in use should be secured with security, fire, or law enforcement personnel, or flagging tape, etc. Primary access point for arriving resources should be identified, posted, and controlled. Notify the Base Manager and Ground Support Unit of the primary access point.
- d. Establish personnel/crew accounting system for personnel entering/exiting the building. The personnel accounting system should provide at a minimum the unit numbers and number of members, and the assignment/destination/route (elevator or stair). Record keeping should be done in such a manner as to allow effective transfer of the information to the Incident Command Post.

- e. Assume control of elevators and provide operators. Elevator operations must include the following actions:
 - 1. Confirmation of Incident Commander approval for the use of elevators, including specific elevator cars or banks. Follow jurisdictional agency policy regarding elevator use.
 - 2. Control of the elevators using the recall function and Firefighter Service, unless otherwise approved by the Incident Commander.
 - 3. Provide elevator operators with full protective equipment, operational instructions and communications.
 - 4. Close coordination with the Systems Control Unit to resolve routine and emergency operational problems.
- f. Direct personnel to the appropriate stairways/elevator for assignment. Direct evacuees and exiting personnel to safe areas or safe routes from the building. Coordinate with Operations Section to identify specific stairway for arriving resources and location of safe areas and medical treatment areas. Coordinate with Logistics Section/Ground Support Unit to identify safe routes to rehabilitation areas, Base, and command post.
- g. Secure operations and demobilize personnel as determined by the Demobilization Plan. Based upon the Demobilization Plan, transfer responsibility for building access and security to building management. Return control of elevators to building management.
- h. Maintain unit records and Unit/Activity Log (ICS Form 214). Provide personnel accounting records to Plans Section and unit log to Logistics Section Chief.