Multi-Agency Coordination System

MACS Document Control System

MACS 400-1

January 9, 2019

This document contains information relative to the Multi-Agency Coordination System (MACS) and the Incident Command System (ICS), developed by FIRESCOPE and adopted as the framework of the National Incident Management System (NIMS). ICS products are designed to be compatible with and compliant with NIMS, as directed by the National Response Plan and adopted by the FIRESCOPE Board of Directors.

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

Cal OES FIRESCOPE
Document Control
2524 Mulberry Street
Riverside, Ca 92501-2200
(951) 782-4174
Fax (951) 782-4239
www.firescope.caloes.ca.gov

The information contained in this document has been approved by the Fire and Rescue Service Advisory Committee/FIRESCOPE Board of Directors for application in the statewide California Fire and Rescue Mutual Aid System.

This material is a development of the FIRESCOPE Program.

CONTENTS

DOCUMENT CONTROL SYSTEM OVERVIEW

INTRODUCTION

A number of operational manuals, guidelines, forms, training materials, and other materials have been produced by FIRESCOPE in support of the Incident Command System (ICS) and the Multi-Agency Coordination System (MACS).

All agencies have the need for some or all of these publications. The publications are updated and reviewed periodically to ensure that all users have standard and current publications. To accomplish this, a Document Control Unit has been established within FIRESCOPE to provide support to all agencies in the preparation, control, and modification of official MACS and ICS publications and related documents.

The FIRESCOPE Task Force will task the California Office of Emergency Services (Cal-OES) representative as the liaison to the Document Control Unit to facilitate publication of documentation which is consistent in organization and appearance and minimize documentation tasks by personnel at local agency documentation control points. Use of basic guidelines and formats for documentation and adherence to a standardized numbering system will simplify the writing and preparation of documents and assist personnel in identifying and retrieving documents. FIRESCOPE will notify agencies through Cal-OES when new documents and materials are available. Agency Fire Chiefs or their representatives are responsible for notifying their members when new or revised documents are available on the FIRESCOPE website.

This manual presents procedures for production, distribution, and filing of operational manuals and other publications. It outlines the functions that will be performed by the Document Control Unit to achieve control procedures for agencies that pertain to receipt, filing, and distribution of MACS and ICS publications.

DOCUMENT CONTROL SYSTEM FUNCTIONS

The functions of the Document Control Unit are as follows:

Develop and Maintain Documentation Policies and Procedures - It is the responsibility of the FIRESCOPE Task Force to prepare changes pertaining to MACS and ICS documentation procedures. The FIRESCOPE Task Force is responsible for the development of technical content and approval through the FIRESCOPE decision process.

Assign Document and Form Numbers - The FIRESCOPE Task Force shall assign the appropriate number to all new publications and forms and advises the Document Control Unit. Document numbers are assigned within the framework of a numbering system as described within this document

Assist in Preparation of Documents - The Document Control Unit is available to provide editing, typing, and proofing support to those preparing documentation. This includes editing and proofing documents submitted for publication.

Document and Form Production - The Document Control Unit is responsible for maintaining reproducible masters of documents. This includes limited reproduction of non-standard documents and posting on the website. The unit arranges for printing, including delivery of camera-ready documents to the printer and accepting delivery of reproducible masters from the printer.

Maintenance of Electronic Distribution Lists - The Document Control Unit will maintain electronic distribution lists for dissemination of new and revised documents to FIRESCOPE partner agencies and Regional and Area Coordinators. It is the responsibility of the agencies to reproduce copies, distribute and maintain control of the materials received from the Document Control Unit.

Maintenance of Documents - Suggestions or requests for modifications to existing documents, including the addition of new documents, are routed to the FIRESCOPE Task Force.

File Documents and Forms - It is the responsibility of the Documentation Control Unit and the Task Force to maintain a file of all documents, forms and other publications.

Processing Requests for Printed Documents - Requests for documents not available for download from the FIRESCOPE website will be processed according to existing procedures regarding reimbursement for the production and handling of documents.

Publish Index of Current Documents - The Document Control Unit will maintain a master index of all publications and update this information on the website.

ORIGIN AND MAINTENANCE OF DOCUMENTS

Types of Publications - The following types of documents will be numbered for ease of identification and indexing:

a. Operations manuals
b. Position descriptions
c. Lesson plans
d. Administrative and planning manuals
e. Forms
f. Briefing packages
g. Operational guidelines, procedures, and job aids

Document Numbering System - Each document will be assigned a Publication (MACS or ICS) number. The FIRESCOPE Task Force is responsible for the assignment of document numbers. The major subject categories and assigned blocks of numbers are described on Page 5.

A single numbering system for manuals will be used. The format for document numbers in this series is MACS or ICS XXX-X. A MACS or ICS number is given to all formal administrative and technical publications. The first three digits identify the general subject area. The fourth digit is assigned sequentially to different documents in the same subject area. There is a unique number for every different title in the series.

<u>Form Numbering</u> - All forms are given a form number. Two types of forms are currently in use:

    a. Multi-Agency Coordination System (MACS) forms for use at designated agency dispatch centers and local coordination facilities, primarily to provide a standard method of receiving and transferring information within the system. For MACS forms, the format is MACS XXX(X-XX).

    b. Incident Command System forms for use by units of the ICS operating at the scene of an incident. For ICS forms the format is ICS XXX(X-XX).

In the event that original numbering blocks designated for forms is exhausted, the Task Force may consider utilizing a decimal point sub-numbering system to continue the series (Examples:222.1, 222.2, etc..). All attempt will be made to adhere to the original numbering system whenever possible.

DOCUMENT PROPOSALS, DISTRIBUTION AND FILING

<u>Document Proposals</u>

Proposals by FIRESCOPE members to adopt new documents or propose revisions to existing documents shall be summarized for efficiency of the Decision Process using the following templates.

- **White Paper**: White Papers are intended to provide a recommendation based on findings that is aligned with the current plan of work or to change the plan of work. These proposals shall be acted on by the appropriate level of FIRECOPE according to Decision Process requirements. A "White Paper" is only needed if the language in the adopted Plan of Work is insufficient to summarize the proposal for the Decision Process.

- **Implementation Plan**: An implementation plan shall be created for each proposal within the White Paper or separately to clearly identify the end state of a completed project and its impact. All approved projects should remain as Current Business until full implementation has been confirmed by the responsible group within FIRESCOPE.

- **FIRESCOPE Quarterly Briefing**: Defined in detail below the Task Force chair shall provide a draft at each Operations and Board of Director's meeting and incorporate input and changes needed prior to publication and distribution.

Current versions of the templates shall be maintained by the FIRESCOPE Task Force Chair.

<u>Distribution Procedures</u>

When a new and/or revised document has been developed and approved through the FIRESCOPE Decision Process, the Cal OES representative on the Task Force will direct the Document Control Unit to post the document(s) on the FIRESCOPE website. On the website's main menu, the document(s) will be permanently placed under the *"Documents"* tab and temporarily under the *"What's New"* tab for a period of one year.

The dissemination and implementation of new and/or revised policy, procedural and developmental documents is critical to maintaining the effective execution of Cal OES Fire and Rescue Branch operations, the Incident Command System (ICS), Multi-agency Coordination System (MACS), and the State's Master Mutual Aid System. To that end, the FIRESCOPE Task Force will prepare a "FIRESCOPE Quarterly Briefing" to be disseminated to the California fire service, its federal partners, and other affected stakeholders once approved by the FIRESCOPE Board of Directors during their regularly scheduled meetings in January, April, July and October of each year. Each dated "FIRESCOPE Quarterly Briefing" will contain the following information:

- An advisory message to agency Fire Chiefs and designated stakeholders.
- An Executive Summary of work which has been approved through the FIRESCOPE Decision Process.
- A summary statement for each item that details the impact to the State's Master Mutual Aid System, MACS or ICS.
- Links to FIRESCOPE approved documents.

FIRESCOPE, through Cal OES, will send the "FIRESCOPE Quarterly Briefing" to the recipients listed in Appendix D (FIRESCOPE Electronic Distribution List) advising them that new or revised documents have been posted to the website. The "FIRESCOPE Quarterly Briefing" will include hyperlinks and a QR code to quickly access the FIRESCOPE document(s) as an alternative to retrieving the documents from the FIRESCOPE website. The QR code shall link to the "Quarterly Briefings" tab where current and past documents can be found.

A comprehensive communication plan is essential to the effective implementation of FIRESCOPE products. Therefore, agency administrators or their designated representatives will be responsible to ensure that the documents outlined in "FIRESCOPE Quarterly Briefing" are disseminated and systematically implemented within their respective organizations. Representatives responsible for facilitating Geographical Area Coordination Centers, Regional and Operational Area meetings, and conference calls, in California, are strongly encouraged to include the "FIRESCOPE Quarterly Briefing" as an agenda item to review and validate the implementation of new documents and decisions.

Issues or concerns associated with the implementation of FIRESCOPE products should be directed to the FIRESCOPE Executive Coordinator through the Operational and Regional Area Coordinators. For quality control purposes, participating agencies and stakeholders should routinely provide feedback and input designed to enhance or strengthen the FIRESCOPE document distribution process. Within the FIRESCOPE organization, the "FIRESCOPE Quarterly Briefing" will be distributed by the Task Force Chair to the Chairs of the Board of Directors and the Operations Team who will in turn disseminate it to the representatives seated on their respective organizational bodies.

Task Force members with liaison responsibilities to the FIRESCOPE Specialist Groups/Working Groups shall ensure that the "FIRESCOPE Quarterly Briefing" is shared with the Chairperson and members assigned to all Specialist and Working Groups.

Notifications of new material via established FIRESCOPE social media platforms may be utilized at the discretion of the Task Force, and in accordance with current FIRESCOPE Social Media policy.

Filing Procedures

An annual Master Document Control List will be maintained by the FIRESCOPE Document Control Unit and the Task Force Secretary. Its purpose is to maintain a record of all approved documents and materials produced by FIRESCOPE. The following information will be recorded on the Master Document Control List:

- Date of Document
- Document Number
- Title of Document
- Document Distribution Date (Placed on the website)

As a backup to the website server, the Master Document Control Lists and original copies of all ICS and MACS documents produced will be electronically organized, filed and stored at the Document Control Unit located at the Operations Coordination Center (OCC) in Riverside, California. Any collaborative software products will be archived biannually by the Task Force Secretary or designee. The file containing MACS and ICS documents shall be organized as follows:

- Original documents shall be ordered numerically by document number.
- Original documents within each series shall be placed in electronic folders.
- Work submitted through Decision Process, whether approved or not, shall be organized by year, including the FIRESCOPE Quarterly Briefing and Master Document Control Lists.

DOCUMENT NUMBERING SYSTEM FOR PUBLICATIONS

INDEXES AND GLOSSARIES (000-099)

> 000 Index
> 010 Glossaries
> 020 Resources Listing

OPERATIONAL SYSTEM DESCRIPTIONS AND PLANNING (100-199)

> 100 Multi-Agency Coordination System (MACS)
> 110 Operations Coordination Center (OCC)
> 120 Incident Command System (ICS)
> 130-154 (Not Currently Assigned)
> 155   Structural Firefighting
> 156   Wildland Firefighting
> 157   Emergency Medical Services
> 158   Aviation
> 159   Safety
> 160   High Rise
> 161   Hazardous Materials
> 162   Urban Search and Rescue
> 163   Communications
> 164   Information Technology
> 165   Predictive Services

166	Geographic Information Services
167-199 (Not Currently Assigned)

SYSTEM ORGANIZATIONS, FUNCTIONS AND PROCEDURES (200-299)

200-239 Incident Command System Forms
240 Command
241 Planning Section
242 Operations Section
243 Logistics Section
244 Finance Section
245-254 (Not Currently Assigned)
255	Structural Firefighting
256	Wildland Firefighting
257	Emergency Medical Services
258	Aviation
259	Safety
260	High Rise
261	Hazardous Materials
262	Technical Search and Rescue
263	Communications
264	information Technology
265	Predictive Services
266	Geographic Information Services
267-299 (Not Currently Assigned)

TRAINING (300-399)

300-309 Multi-Agency Coordination System
310-319 Operations Coordination Center
320-329 Incident Command System Unit Training Courses
330-339 Incident Command System, General

340-354 (Not Currently Assigned)
355	Structural Firefighting
356	Wildland Firefighting
357	Emergency Medical Services
358	Aviation
359	Safety
360	High Rise
361	Hazardous Materials

362	Technical Search and Rescue
363	Communications
364	Information Technology
365	Predictive Services
366	Geographic Information Services
367	Damage Inspection
368-399 (Not Currently Assigned)

OPERATIONS (400-499)

    400   Mutual Aid, Multi-Agency Coordination System, Incident Command System and FIRESCOPE Master Control Documents

OPERATIONAL GUIDELINES AND JOB AIDS (500-2000)

    500   Structural Firefighting
    600   Wildland Firefighting
    700   Emergency Medical Services
    800   Aviation
    900   Safety
    1000   High Rise
    1100   Hazardous Materials
    1200   Technical Search and Rescue
    1300   Communications
    1400   Information Technology
    1500   Predictive Services
    1600   Geographic Information Systems
    1700   Damage Protection
    1800-1900 (Not currently assigned)
    2000   Miscellaneous

STYLE GUIDE FOR PUBLICATIONS

<u>Document Format</u>

This section describes the recommended format of preparing publications. The intent is to develop operational manuals that are consistent in basic organization and layout.   All documents will be submitted in Word format and meet ADA accessibility.
However, some variation in format is acceptable based on document purpose and content:

    a. Although distributed electronically, publications generally will be designed to be printed into loose-leaf, single-sided documents.

    b. Documents will be saved as a Word document (.docx) with a descriptive filename.

    c. All documents will be prepared so as to be printed on 8 1/2" x 11" paper with a minimum of 1" margin on all four sides. (Exception: ICS 420-1 Field Operations Guide)

    d. Arial, 12 Point Font will be used for the documents.

    e. Within word processing programs, use Styles to create headings. Heading are used to break-up content and make find information easier.

    f. Running headers at the top of the page are standard items and are placed 1-1/4" from the top of each page. Date published shall be flush to the left margin; document identification number will be flush to the right margin.

g. Within word processing programs, use built-in features to create lists such as bullets, numbering or multilevel lists features identifying lists within the document.

h. Create unambiguous names for hyperlinks.

i. Create accessible images and other objects. Images and other objects include pictures, images of text, images of tables, shapes, icons with hyperlinks etc. Descriptive text must be added to images by other objects by:

- Adding Alt-text to images and other objects OR
- Putting in captions OR
- Putting information in surrounding text or in an appendix.

If adding Alt-Text to images and other objects, the following must be added:

- Text that describes the purpose and/or function for meaningful objects. If the object of test, the Alt-Text must match the text verbatim.
- A space or "double-quote, space or double-quote" for decorative objects.

j. Use color (and other sensory characteristics) plus text to convey meaning.

- Use color and other sensory characteristics (such as size, shape and location) to convey meaning.
- Create text that duplicates the meaning of the color or other sensory characteristics).

k. Create the required color contrast. Having a high level of contract between foreground and background results in more people being able to see and use the content.

l. Create accessible embedded files. If using embed audio-only, video-only or multimedia files that contains meaningful information in to your document, you must also provide additional information so that individuals with disabilities have comparable access to the information.

m. Page numbers are centered 1/2" from the bottom of the page. Lower case Roman numerals are used for the front material (table of contents pages and change sheets).

Title Page

All documents will have a title page. The positioning of the title and number should be centered (See Appendix example)

Format Standards

Documents will have an Administrative Notice Page or section. The Administrative Notice may take the form of a preface, background and significance, executive summary, or abstract and may contain the following type of information:

a. Short abstract

   b. Applicability
   c. Supersession notice (if applicable)

All documents larger than 2 pages with multiple chapters and major paragraphs will have a Table of Contents Page with a page number starting with Roman Numeral One (i). The documents will contain two levels of organization: chapters and paragraphs within chapters. Chapters and paragraphs are the basic unit of organization.

All major paragraphs are given titles in the body of the document and are listed on the Table of Contents Page. Subparagraphs usually are not listed on the table of contents page, however, all or selected subparagraphs may be included as appropriate for user convenience.

Text Pages

The block format is used with paragraphs started at the left margin and all subsequent lines in paragraphs are aligned with the first line of the paragraph. The first line of subparagraphs and items or lists is indented and subsequent lines for each are returned to the start of the item. Indentation of subparagraphs and items of a list are as follows:

   a. First subdivision - 5 spaces
   b. Second subdivision - 10 spaces
   c. Third subdivision - 15 spaces

Text is single spaced, with double spacing between paragraphs. A space-and-a-half may be used between subparagraphs and to set off lists, if desired, to improve the appearance.

The chapter title is started on the ninth line below the running heads (eight spaces between running head and chapter heading); second and subsequent pages of a chapter are started on the fifth line below the running heads (four spaces between running head and first line of type). Major paragraphs (sections within a chapter will be titled using all capitals and underlined.

The first paragraph in a chapter is started on the fifth line below the chapter heading (four spaces between chapter heading and first paragraph).

Major subparagraphs are titled using initial caps and underlined. Letters or numbers used to identify paragraphs following each major subparagraph are optional. Only those items of a list that are stated as sentences need be followed by a period. Items of a list that are stated as phrases need not be followed by a period.

Tables and Figures

Tables and figures are numbered separately and may be placed on separate pages or inserted within the text. They may be oriented vertically (portrait) or horizontally (landscape). Figure captions are centered at the bottom of pages. Table titles are centered.

Within word processing programs, use built-in columns to organize content. This item doesn't mean that columns are required, but when using a column layout, selecting the built-in column feather should be used rather than creating the appearance of columns by using tabs or spaces. Within word processing programs, use built-in features, such as Tables to organize content in layout tables. A layout table does not require row or column headers to

describe the cell's content.

Forms

If the form is prepared on oversized material, it will be reduced for production. Numbered boxes are labeled using the same typeface used for MACS or ICS publications.

Organization of Publications

The following are the recommended procedures for setting up the various parts of the publications:

   a. Chapters - Numbered consecutively using Arabic numerals (e.g., CHAPTER 1, CHAPTER 2). Chapters always start a new page.

   b. Sections - Numbered consecutively within each chapter (when it is necessary to subdivide a chapter) using capital Roman numerals (e.g., Section I, Section II). Sections do not start a new page.

   c. Paragraphs - Numbered with two-part Arabic numerals of the form: X-X. The first part is the chapter number and the second part is the numerical sequence within the chapter (e.g., 1-1, 1-2, 2-1, 2-2).

   d. Subparagraphs - First subdivision Identified with lower case letters in alphabetical sequence (e.g., a., b., c.). Second subdivision Numbered consecutively within each subparagraph using Arabic numerals. Third subdivision Identified with lower case letters in parentheses in alphabetical sequence within each paragraph. E.g., (a), (b).

   e. Listings - Items in a list are given identifying numbers and letters just as if they were subparagraphs.

   f. Figures and Tables - Numbered in separate sequence within chapters using two-part Arabic numerals as explained in Paragraphs (d.) above. E.g., Figure 1-1, Figure 1-2, Table 1-1, Table 1-2.

Document Content

The content of FIRESCOPE publications is dictated by the needs of the California Fire Service based on sound research methods and current issues. Content, ideas, and intellectual materials which are obtained from other sources shall be properly referenced and attributed in order to provide credit and reference to the original author(s). Authors should reference appropriate sources for information on attribution (APA, Chicago, MLA).

Appendix A

Sample title page

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Appendix B

Sample Table of Contents

CONTENTS

Appendix C

Sample Chapter and Subchapter formatting

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e. Page numbers are centered 1/2" from the bottom of the page. Lower case Roman numerals are used for the front material (table of contents pages and change sheets).

APPENDIX D

FIRESCOPE Electronic Distribution List

Contact Group	Representative
Federal	
DHS/FEMA/NIMS	FEMA Director
NFPA	NFPA President
NWCG	NIMS Integration Committee Chairperson
NFA	NFA Superintendent
NICC	NICC Coordinator
IAFC	IAFC President
Metro Chiefs	Metro Chiefs Chairperson
IAFF	IAFF President
California	
CAL OES Operational Areas	Cal OES Fire & Rescue Chief
NorCal/SoCal GACCs	North/South GACC Coordinators
CWCG	CWCG Chairperson
CA Incident Management Teams	CWCG Ops Group Chairperson
ROSS/IROC Business Practices Group	CARG Chairperson
California Dispatcher Workshop	California Center Managers Chairperson
California Fire Chiefs	Cal Chiefs President
Fire Districts Assoc. of California	FDAC President
Labor Organization CPF/CFSA	CPF/CFSA Presidents
CICCS	CAL OES CICCS Deputy Chief
State Fire Training, STEAC, State Board of Fire Services	Deputy Chief State Fire Training
California Training Officers	NorCal/SoCal Presidents
California Emergency Dispatcher Assoc.	CAL-EDA President
California Mobilization Guide	South Ops GACC Coordinator
ROSS Newsletter	CAL FIRE North and South Duty Chiefs
Support and Expanded Dispatch Teams	Federal and State GACC Coordinators