

CHANGES TO ASRC OPS MANUAL
as of 23 APRIL 94

The following changes were made to the current ASRC Operations Manual (Edition 1.1, November 1989, fourth printing November 1991) at the ASRC Board of Directors meeting on 23 October 1993. Some editorial changes which have not yet been voted on are in *italics*. A new edition will be published soon which incorporates these and possibly other changes. These changes are, however, effective immediately.

The following was made section 4.6 of the ASRC Operations manual

4.6 Area Command Authority (ACA)

4.6.1 Activation of ACA will take place under the following conditions:

- 4.6.1.1 Whenever the Incident staff have serious disagreements over the decisions or actions of the AR and after talking with the AR.
- 4.6.1.2 Whenever multiple incidents take place and the AR cannot formulate a mutually satisfying allocation of resources.
- 4.6.1.3 Whenever an Incident commander wishes to activate ACA due to the complexity of a search or multiple searches. In this case exclusionary selection factors for the ACA do not apply.
- 4.6.1.4 During disaster incidents.
- 4.6.1.5 Whenever the decision to send IS member has AR must be made.
- 4.6.1.6 Whenever, an AO needs an operational decision made and cannot contact the IC in a timely fashion.
- 4.6.1.7 Whenever the RA raises issues concerning the competence of the AR or IC.
- 4.6.1.8 Whenever initiated by the DS.
- 4.6.1.9 Whenever initiated by the AO.

4.6.2 ACA qualifications

- 4.6.2.1 ACA ICs must be a recognized current ASRC IC.
- 4.6.2.2 ACA ICs must have served at least 5 searches (simulations don't count here) as IC
- 4.6.2.3 ACA ICs must receive a favorable vote from at least 2/3 of the ASRC ICs present (in person, by proxy, or through a two-way telecommunication device) at an announced IC meeting.
- 4.6.2.4 ACA ICs must receive a simple majority vote of approval from the ASRC BOD.

4.6.3 Procedures

- 4.6.3.1 Requests for activation of ACA will be sent to ASRC Dispatch
- 4.6.3.2 Dispatch will maintain a list of ACA qualified personal
- 4.6.3.3 The DS will set off a pager code for ACA. The first ACA responding will perform the function.
- 4.6.3.4 That person will be excluded if they are currently serving as AR, on scene at any of the searches, or have a conflict of interest making a decision regarding a particular individual.
- 4.6.3.5 In the event no ACA qualified IC can be found the ASRC Chair will serve as ACA regardless of their training level or exclusion criteria. In the event the ASRC Chair cannot be contacted the ASRC Vice-Chair will fulfill the function.
- 4.6.3.6 Once appointed, the ACA will remain the ACA for the incident until relieved.

4.6.4 Functions

- 4.6.4.1 During disaster incidents, provide control over all the ASRC assets and approve all ASRC commitments.
- 4.6.4.2 Serve as the binding arbitrator if significant concerns arise over IC competence. The ACA is required to discuss all charges against the IC with the IC in question. If the ACA decides to remove the IC the decision of the ACA shall be reviewed at the next ASRC Board of Directors meeting. At the option of the ACA, the IC's certification to function at the IC level may be suspended until that meeting.
- 4.6.4.3 Serve as the binding arbitrator if significant concerns arise over allocation of resources during multiple missions.
- 4.6.4.4 Maintain pager or phone contact with the AR, DO, RA. when activated.
- 4.6.4.5 Keep the ASRC chairman informed of major decisions.
- 4.6.4.6 Provide oversight of an IS member if serving as AR.
- 4.6.4.7 Provide operational guidance if an AO or DS cannot contact the IC.

The previous section 4.6 (Incident Commander Policies) became 4.7.
The previous section 4.7 (Field Teams) became 4.10
The following was made section 4.8 in the ops manual:

4.8 The ASRC Agency Representative Function

The ASRC Agency Representative (AR) provides the on-scene ASRC oversight function. The AR acts as the on-scene commander responsible for managing all ASRC resources. The AR may also be responsible for managing all the SAR resources, in which case the AR is called the IC. However, the AR may not be running the operation, in which case the AR is simply the ASRC Liaison to the incident commander. The functions for the AR are described elsewhere in the operation manual, ASRC SAROP, ASRC OR, VaSAR CO SOP, ICS documentation, etc.)

- 4.8.1 For all incidents that the ASRC responds to, or that the ASRC is on alert for, the AR is responsible for reviewing and if necessary, amending the initial AO decisions. If the AR is an IS then this responsibility falls to the ACA.
- 4.8.2 The AR is responsible for controlling and directing all on-scene ASRC resources.
- 4.8.3 The AR is responsible for requesting all off-scene ASRC resources.
- 4.8.4 The AR is responsible for reporting to the DO at least once per shift.
- 4.8.5 If multiple missions occur, each AR will coordinate resource needs with each other and dispatch. In the event either AR is not satisfied then the Dispatch Supervisor will activate ACA.

The previous section 4.8 (Radio Communications) was made 4.11.
The following was made section 4.9

4.9 ASRC Group Representative Function.

The ASRC Group Representative function is intended to help coordinate the on-scene group resources and provide information about those resources to the on-scene Incident Staff via the ASRC AR. The Group Representative (GR) is allocated the task of completing the following subfunctions:

- 4.9.1 The GR must be on-scene.
- 4.9.2 The GR is responsible for finding a replacement GR as determined by group protocols.
- 4.9.3 The GR must support the on-scene Incident Staff's information needs.
- 4.9.4 The GR must monitor the group's on-scene assets and personnel.
- 4.9.5 The GR is responsible for coordinating any specific needs of the on-scene group personnel through appropriate channels.
- 4.9.6 The GR is not required to remain at base, but must be in contact.

The previous section 4.9 (Evacuations) was made 4.12.
The previous sections 4.10-4.12 were made 4.13-4.15, respectively.
The following Appendix B was added, completely replacing any previous versions of this Appendix.

Appendix B. Alert and Dispatch Procedures

1 Alert

The ASRC Alert Officer (AO) will fulfill the alert function. The AO is intended to act as the interface (with decision making capabilities) between the ASRC and an outside agency requesting ASRC operational support.

1.1 AO qualifications

- 1.1.1 ASRC AOs must be a recognized ASRC IC or IS.
 - 1.1.2 Complete the ASRC AO training course. Pass written class.
 - 1.1.3 Display knowledge, confidence and political competence in a practical examination given by an experienced AO selected by the Alert-Dispatch *Officer* (Coordinator). This examination will include the candidate acting as AO in several simulated Alert scenarios involving varying complexities and complications of political, organizational and technical nature.
 - 1.1.4 Be approved by a simple Majority of eligible voters present at a Group business meeting.
 - 1.1.5 Be approved by a simple majority of eligible voters present at an ASRC Board of Directors meeting.
- 1.2 The AO responds to an initial request for ASRC participation from a Responsible Agent.

- 1.3 Response Coordination with Requesting Agencies
 - 1.3.1 When the incident is in Virginia, ASRC responses will normally be coordinated through Virginia Department of Emergency Services (DES).
 - 1.3.2 When the incident is outside Virginia, the AO arranges deployment of ASRC resources with the Responsible Agent (RA) or the RA's designee. DES will then be notified by the AO and given details of the ASRC response. Response need not be coordinated through DES.
 - 1.3.3 The AO will collect appropriate information to start the alerting process in a timely fashion.
 - 1.3.4 If the AO is required to contact the RA directly they must be prepared to provide suggestions.
 - 1.3.5 The AO is responsible for determining if an ASRC response is appropriate.
- 1.4 When an ASRC group learns of a search where the ASRC has not been requested and has an interest in approaching the RA, any contact will be made through the most appropriate ASRC Incident Commander (IC). A "Notification" page will be used to indicate that contact is being made.
- 1.5 All calls to the DES concerning searches where the ASRC has not been requested will be routed through an IC.
- 1.6 Alert Officer Decisions
 - 1.6.1 It will be determined by the AO, after talking to DES or to the RA, what level of callout the search requires.
 - 1.6.1.1 Notification - a search is occurring, the ASRC is not being asked to respond. The likelihood of the ASRC being involved is deemed low by the AO.
 - 1.6.1.1.1 The AO may set off a 111 page and inform Group Dispatchers of the situation. No further action is required. The page maybe delayed as appropriate.
 - 1.6.1.1.2 Group Dispatchers will answer the 111 page. No further action is required.
 - 1.6.1.2 Alert - a search is occurring the ASRC is not being asked to respond at this time. The likelihood of ASRC involvement is deemed high. Alert is also used for a potential callout for a disaster or similar incident is possible. An Alert last 12 hours.
 - 1.6.1.2.1 The AO will decide is availabilities are required.
 - 1.6.1.2.1.1 If they are not required the notification procedure will be followed.
 - 1.6.1.2.1.2 If the AO decides avialibilities are required the AO will contact a DS, who will open Conference Dispatch. Once conference dispatch locates a potential overhead team and collects availabilities it may close.
 - 1.6.1.2.1.3 Staging should also be considered.
 - 1.6.1.2.2 Group Dispatches should follow conference dispatches instructions.
 - 1.6.1.3 Overhead Team - a request for an IC and 1-3 staff members to respond at any time.
 - 1.6.1.3.1 The AO will contact a DS, who will open Conference Dispatch. Then conference dispatch locates an overhead team and collects availabilities. Dispatch stays open until the end of the search.
 - 1.6.1.3.1.1 Staging should also be considered.
 - 1.6.1.3.2 Group Dispatches will collect availabilities of staff members first and then collect availabilities from the rest of the group.
 - 1.6.1.4 Limited Callout - a request for a specific type or number of ASRC resources to respond. May range anywhere from a lager OHT untill almost a full callout.
 - 1.6.1.4.1 The AO will contact a DS and clearly specifies the exact request to the DS. The DS will open Conference Dispatch and locates an overhead team. The DS has the prerogative to meet the request in the most timely and effcient manner. Dispatch stays open until the end of the search.
 - 1.6.1.3.2 Group Dispatches need to note if their group is being requested resources, the time needed, the number and type. Group Dispatches will collect availabilities of the requested resource first and then collect availabilities from the rest of the group.
 - 1.6.1.5 Full Callout - All conference resources are requested to respond at this time due to the urgent nature of the search.
 - 1.6.1.5.1 The AO will contact a DS, who will open Conference Dispatch. Then conference dispatch locates an overhead team and collects availabilities for the next three days. Dispatch stays open until the end of the search.
 - 1.6.1.5.1.1 Staging should also be considered.
 - 1.6.1.5.2 Group Dispatches will collect availabilities of staff members first and then collect

availabilities from the rest of the group.

1.7(2.4) If a limited number of resources are requested (a limited callout for example), the AO may decide to place nearby groups on some level of callout while the rest of the Conference is on Alert.

1.8 (1.6) The AO will initiate conference dispatch by contacting a Dispatch Supervisor. The AO will inform the DS of the level of response, any collected information from the RA, and if the AO will serve as the group dispatcher and/or IC if appropriate.

2 Conference Dispatch

The ASRC Dispatch function is fulfilled via the Dispatch Supervisor (DS) and the Dispatch Officer (DO). The DO gathers and relays information between all ongoing incidents and the groups within the conference, and supports the incident ASRC information needs. The DS is an AO-Qualified individual with extensive experience as DO who oversees the DO and ensures continuity of mission insight throughout changing DO shifts. This function therefore includes the following subfunctions:

- 2.1 The Dispatch Supervisor (DS) will receive and record any information from the AO.
- 2.2 The Dispatch Supervisor (DS) will identify or designate a Dispatch Officer (DO) for the Conference and a Group Dispatch Officer (GDO) for each group.
- 2.3 It is the responsibility of the AO to determine the initial IC based on who can be on scene in the least amount of time. This may entail changing ICs while one or more ICs are en route to the incident. **THE FIRST IC TO ARRIVE AT A SEARCH INCIDENT ASSUMES COMMAND OF THE INCIDENT**. This command may be passed to another incoming IC at the discretion of the initial IC. If more than one IC from the same group travel together, it should be determined before arrival who will be in charge.
- 2.3.1 In the event an IC cannot be located the DS will attempt to contact every IC in a timely fashion to obtain an IC. If this attempt fails, the DS will activate Area Command Authority (ACA). ACA will determine if it is appropriate to send an IS member as conference Agency Representative (AR).
- 2.3.2 Once an IC is appointed and has assessed the situation, he or she will determine any change in callout status. This individual is responsible for all operational decisions on scene and for all requests of conference resources. All groups must call in when the pagers are activated to determine the status and details of the callout. All groups must contact their members if instructed by an DS.
- 2.4 For information pertaining to decisions regarding the use of the UVA medical helicopter, Pegasus, see the supplemental appendix titled "Pegasus Response Guidelines". For decisions regarding the use of the Park Police's Helicopter, see the supplemental appendix titled ""
- 2.5 The DS must identify or designate a Dispatch Officer or assume that function.
- 2.6 The DS will report directly to the AR for all operational decisions during an incident. The DS will report directly to the ACA if the AR is of IS rank or below. The DS will report directly to the ASRC Conference Chairman for Changes in policy decisions.
- 2.7 The DS may activate ACA if needed.
- 2.8 During periods of low activity, the DS may authorize the DO to physically leave the dispatch office unstaffed if an answering machine is set to answer the dispatch phone line with a message describing the current mission status and detailing how to contact the DS if needed.
- 2.9 During any ASRC incident, the DS is responsible for maintaining a conference dispatch, for finding a replacement DS, and for providing continuity between dispatch locations and shifts.
- 2.10 The DS is responsible for ensuring dispatch closes properly.

3 Conference Dispatch Officer

- 3.1 The initial DO is responsible for initiating the Dispatch function.
- 3.2 The DO is responsible for recruiting additional help as needed to ensure timely dispatching.
- 3.3 It is the responsibility of the DO to maintain an updated list of GDO's for each group, including a pager or telephone number where that person can be reached.
- 3.4 The DO will keep a log of every telephone conversation that occurs during a mission, including the time of the calls.
- 3.5 The Conference DO will keep an updated status board that monitors the availability of members of every group.
- 3.6 The Conference DO will maintain contact with Mission Base at least every six hours and will

- pass on updated information to every group dispatch and to DES.
- 3.7 If the Conference was alerted through UVA MEDCOM, then the Conference DO will keep MEDCOM apprised of the mission situation every 24 hours.
 - 3.8 ASRC Dispatch is responsible for all operational dispatch functions. If an ASRC group is not capable of performing its own dispatch function, the ASRC DO is responsible for maintaining that group's dispatch.
 - 3.9 The Conference DO is responsible for passing to the group DO at least once a day:
 - 3.9.1(3.10.1) Changes in weather, Base location or directions
 - 3.9.2(3.11.2) Changes in alert status
 - 3.9.3(3.12.3) When group members reach or leave base
 - 3.9.4(3.13.4) Incident update
 - 3.10(3.14) If contacted by members of the press, the Conference DO has two options:
 - 3.10.1(3.14.1) The DO can refer the reporter to the IC or ACA.
 - 3.10.2(3.14.2) The IC or ACA may approve a press statement to be given out by the DO.
 - 3.11(3.15) The Conference DO is responsible for filling equipment requests from base. This includes calling other groups to see what is available. This may include dispatching personnel to the search solely for the purpose of transporting equipment.
 - 3.12(3.16) Once Dispatch has been notified by Base that there is a find, or that a decision has been made to suspend the mission, all groups must be contacted immediately. If there are teams en route, a turn-around page must be issued. If teams are en route without a pager and have not called in, Dispatch must notify Base that there are still incoming personnel.
 - 3.13(3.17) The DO is responsible for talking to each of the GDO's to ascertain that they have received an end-of-search page. This may include calling the GDO directly.
 - 3.14(3.18) The Conference DO is responsible for contacting DES to notify them that the mission is closing, unless DES notified Dispatch first.
 - 3.15(3.19) If Dispatch will be closing, all groups must first be notified. If any group has members who are unaccounted for, or if any group cites a reason why dispatch should not close, then Dispatch will remain open or reopen until all Conference members have returned.
 - 3.16(3.20) The Conference DO will notify the DES Watch Officer when Dispatch closes. If the ASRC was alerted through UVA MEDCOM, then the Conference DO will notify the MEDCOM operator that Dispatch is closing.
 - 3.17(3.21) The Conference DO at closing is responsible for filing the Dispatch Log with the mission files.

4 Group Dispatch

- The Group Dispatch Officer (GDO) is allocated to fulfill the local group dispatch function. The GDO gathers and relays information between the group and the DO. Given the nature of the ASRC response requirements, this may be a time critical function and may entail multiple types of data gathering (eg. find which IS's are available before doing a general call-out). The GDO is also responsible for coordinating the local group response and may also be called upon to support the DO function on an as needed basis. This function therefore includes the following subfunctions.
- 4.1 It is the responsibility of every GDO to contact all of the members in the group to determine availability.
 - 4.2 The GDO is responsible for finding a replacement, recruiting help as necessary to support timely dispatching, and maintaining group information continuity.
 - 4.3 It is not the responsibility of the GDO to determine the level of callout for the group members. The DO will pass on information already determined by the AO or IC. In the case of conflicts between DO and GDO, the DO's decision take precedence unless noted otherwise in ASRC documents.
 - 4.4 The GDO is responsible for passing to the DO:
 - 4.4.1 Availability of members by training level, including names of individual IC and IS members who are available
 - 4.4.2 Time when members leave to respond to a mission
 - 4.4.3 Notification when all members have returned from the mission
 - 4.5 If a group DO is contacted by a member of the press, he or she must refer the reporter to Conference Dispatch.
 - 4.6 The group DO is responsible for answering every page from Conference Dispatch. There may be more information to pass along, or a change in the callout status.

- 4.7 The group DO is responsible for contacting members after being notified that a mission is closing. This is particularly important for members who are preparing to respond or who are en route. If members en route can not be reached, the Conference DO must be notified.
- 4.8 The group DO is responsible for knowing when all group members have returned from a mission and must remain open or available until receiving notification that all members have returned.