Unit 5: Multiagency Coordination
Unit Objectives (1 of 2)

- Describe the kinds of incident/event management problems that can occur due to a lack of multiagency coordination.
- Define essential terms related to multiagency coordination.
- Identify the major guidelines for establishing and using Multiagency Coordination Groups and Systems.
- Provide examples of the different levels at which multiagency coordination is commonly accomplished.
- Identify the primary components of a Multiagency Coordination System.
Unit Objectives (2 of 2)

- Describe examples of organizations that may provide multiagency coordination.
- List the responsibilities of multiagency coordination organizations.
- Identify principal positions within a Multiagency Coordination System.
- Identify differences between Area Command, Unified Command, and multiagency coordination organizations.
Response Coordination Challenges

- Increasing incident complexity
- Complex and confusing legal authorities
- Increasing litigation
- Increasing response costs
- High property and economic losses
- Life, health, safety issues
- Deteriorating public view of government
- Intense media and public scrutiny
- Political, legislative, and budgetary ramifications
NIMS Components Review

- Preparedness
- Communications and Information Management
- Resource Management
- Command and Management
- Ongoing Management and Maintenance

Additional Information: www.fema.gov/emergency/nims
What Is a Multiagency Coordination System?

MAC Systems provide the architecture to support coordination for:

- Incident prioritization.
- Critical resource allocation.
- Communications systems integration.
- Information coordination.
Multiagency Support and Coordination

Provide support and coordination to incident command by:

- Making policy decisions.
- Establishing priorities.
- Resolving critical resource issues.
- Facilitating logistics support and resource tracking.
- Collecting, analyzing, and disseminating information.

![Diagram showing Local, State, and Federal Multiagency Coordination (MAC) levels leading to Unified Command]

Visual 5.7: Multiagency Coordination

Department of Homeland Security
FEMA
Command vs. Coordination

What is the difference between command and coordination?
NIMS: Command

**Command**: The act of directing, ordering, or controlling by virtue of **explicit** statutory, regulatory, or delegated authority.

Who has the **explicit** authority for the management of all incident operations?
Multiagency coordination is a process that allows all levels of government and all disciplines to work together more efficiently and effectively.

An entity/individual may have “command and control” over resources and policies without being in command of the incident scene.
MAC Systems Overview

Multiagency Coordination Systems

What are Multiagency Coordination Systems?
Terminology Review

How does Area Command differ from a Multiagency Coordination System?

Where is Unified Command applied?
Unity of Command & Unity of Effort

Unity of Effort

Local Emergency Ops Center (EOC)
State Emergency Ops Center (EOC)
Federal Emergency Ops Center (EOC)

Policy, Coordination, and Support

Unity of Command

Area Command

Incident Commander 1
Incident Commander 2
Incident Commander 3

Multiagency Coordination System

Multiagency Coordination
A System . . . Not a Facility

Multiagency Coordination System

On-Scene Command

Coordination Resource Centers

Dispatch

Coordination Organizations/Groups

Emergency Operations Centers

Visual 5.14
Multiagency Coordination System

A MAC System:

- May be as simple as a teleconference, or
- May require an assembled group and associated support systems.
MAC System Components: Elements

**Policy-Level Group** (MAC Organization)
- Consists of agency representatives with decisionmaking authority.
- Prioritizes critical resource allocations.
- Provides policy direction.

**Implementation Staff**
- Consists of agency representatives with functional or jurisdictional authority.
- Implements multiagency coordination organization decisions.

**Coordination Center**
- Serves as a location from which to operate.
- May consist of permanent or temporary facilities including dispatch center, EOCs, etc.
Common Coordination Organizations

- Multiagency Coordination (MAC) Group
- Crisis Action Teams
- Policy Committees
- Agency Executives
- Dispatch Centers
- Emergency Operations Centers (EOCs)
- Department Operations Center (DOCs)
- National Operations Center

Decisionmakers

Facilities/Ops Support
MAC System Components: Relationships

On-Scene Multiagency Coordination

Incident Command/Unified Command

Liaison Officer

As incident grows and transitions, coordination moves off-scene

Incident Command/Unified Command

Requests and Information

Support and Coordination

Off-Scene EOCs and/or MAC Groups

Dispatch Centers

Jurisdictional EOCs*

MAC Groups

DOCs

*Includes State-level EOCs.
Multiagency Coordination Centers

Organizational structures may be based on:

- Incident Command System principles.
- Management functions.
- Emergency support functions.
Multiagency Coordination System Activation

Activated when . . .

- An emergency situation threatens, significantly impacts, or involves multiple agencies and/or political subdivisions.
- Preestablished threat levels are reached.
Primary Coordination Functions

- Situation assessment
- Incident policy/priorities
- Critical resource acquisition and allocation
- Support of incident management policies and interagency activities
- Coordination with other ops centers/MAC organizations
- Coordination with elected and appointed officials
- Support maintenance of a common operating picture
Common Operating Picture

Common Operating Picture = A single, identical summary/presentation of critical incident information that is shared by all responders and organizations.

What are the potential challenges in maintaining a common operating picture?

What can an EOC do to address those challenges?
The Public Information Officer supports the Incident Command.

Public information functions must be coordinated and integrated across all levels of government and with the private sector and NGOs.

Organizations participating in incident management retain their independence.
The Joint Information Center (JIC):

- Is a physical location used to coordinate crisis communications, critical emergency information, and public affairs functions.
- May be established at each level of incident management, as required.
- Must include representatives of all stakeholders.
The Joint Information System (JIS):

- Is the framework for organizing, integrating, and coordinating the delivery of understandable, timely, accurate, and consistent public information.
- Encompasses all public information operations (i.e., local, tribal, State, Federal, and private sector) related to an incident.
What can the policymakers within a multiagency coordination organization do to facilitate their decisionmaking process?
Criteria for Determining Priorities

**Life Safety**
- Threat to responders
- Threat to public

**Incident Stabilization**
- High damage potential
- Incident complexity
- Infrastructure protection

**Property Conservation**
- Real property threatened
- Environmental impact
- Economic impact
Role of the MAC Group

Interagency decisionmaking related to:
- Incident management policies and priorities.
- Logistics support and critical resource tracking.
- Resource allocation.
- Coordinating incident-related information.
- Coordinating interagency and intergovernmental issues regarding incident management policies, priorities, and strategies.
MAC Group Organization

- MAC Group
  - Agency Representatives
  - MAC Group Coordinator
    - MAC Group Situation Assessment Unit
    - MAC Group Resource Status Information Unit
    - Joint Information Center (JIC)
National Response Framework

- Establishes a comprehensive, national, all-hazards approach to domestic incident response.
- Defines principles, roles, and structures.
NRF Emphasizes Partnerships

- Federal Government Last Resort!
- State Government Provides Support
- Local Government First Response!

Individuals and Households  Private Sector  Nongovernmental Organizations
Resource Request and Delivery Flow

Joint Field Office
- Federal Agencies and Departments
  - Funding
  - Resources and Equipment

State EOC

Local EOCs

Incident Command/Unified Command

Requests

Coordination/Command

National Response Framework

Intrastate Mutual Aid
- Interstate Mutual Aid
- Private Sector/NGOs

Local-to-Local Mutual Aid
- Private Sector/NGOs

Multiagency Coordination Version 2.0
Mutual Aid and Assistance Agreements

Allow one jurisdiction to provide resources, facilities, services, and other needed support to another jurisdiction during an incident.

Intrastate Mutual Aid
Interstate Mutual Aid (EMAC)

Local-to-Local Mutual Aid
National Operations Center (NOC)

Watch
- Multiagency operations 24/7.
- Monitors national picture.
- Puts incident in national context.

Intel & Analysis
- Provides threat information, analysis, and intelligence.
- Monitors national intel picture.

Planning Element
- Provides national-level planning recommendations to the Secretary.
- Provides staff support to the Domestic Readiness Group.

NOC Components
- DHS Secretary
- NOC Components
  - Watch
  - Intel & Analysis
  - Planning Element
    - NICC
    - NRCC

NICC
- Monitors critical infrastructure and key resources.
- Supports government and industry partners.
National Response Coordination Center (NRCC)

- Coordinates resource deployment.
- Provides operational support to regional and field structures.
- Develops strategic plans.
- Serves as an information conduit.

**NOC Components**

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Regional Response Coordination Centers (RRCCs)

Coordinate regional response efforts, including:

- Establishing initial Federal objectives.
- Providing Federal support to the affected States.
- Deploying teams to establish the Joint Field Office that will assume these functions.
Emergency Support Functions (ESFs)

- Primary Federal-level mechanism to provide assistance.
- Organized around functional capabilities (e.g., public health, search and rescue, etc.).
- Composed of primary and supporting agencies.
Applied Activity

Follow instructions . . .

- Presented by instructors.
-Outlined on handouts.
You should now be able to:

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Summary (2 of 2)

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