



The Why, How and What of MACS

Crisis Leadership Series - March 1, 2018

WELCOME

HELLO,
MY NAME
IS _____

About the *Crisis Leadership Series*



- Monthly Series – 1st Thursday of each month at 1200 hours
- Extension of our Lunch and Learn Series started in 2017
- Variety of topics of interest to our Partners
- Free
- Keep it to an hour or less
- Networking and learning environment
- Format varies from single presenter, team presentation, panel discussion or workshop
- Casual atmosphere



Pre-Test Question: *What is a MACS?*



- A. Short for Macintosh; an Apple product
- B. Macaroni and Cheese Shop
- C. Multi-Agency Coordination System
- D. Minnesota Association of Surveyors

Objectives:



- **Define** multi-agency coordination
- Identify **agencies involved** in multi-agency coordination;
- Identify **typical priorities established between elements** of the multi-agency coordination system
- Describe the **process of acquiring and allocating resources** in relationship to the entire multi-agency coordination system;
- Identify **potential coordination and policy issues** arising from an incident relative to the entire multi-agency coordination system.

A definition of MACS



The basic architecture for facilitating the:

- Incident prioritization
- Allocation of resources
- Coordination and integration of multiple agencies

For large-scale incidents, emergencies and disasters

Multi-Agency Coordination System



sys·tem

/ˈsɪstəm/ 

noun

1. a set of connected things or parts forming a complex whole, in particular.
2. a set of principles or procedures according to which something is done; an organized scheme or method.

"a multiparty system of government"

synonyms: method, methodology, technique, process, procedure, approach, practice; [More](#)

The WHY

Purpose of MACS: Why should I care?



- Providing strategic coordination
- Establishing and aligning priorities between incidents and commands
- Providing appropriate situational awareness and resource status information
- Acquiring and allocating resources in concert with priorities
- Anticipating future resource requirements
- Coordinating and resolving policy issues

Purpose of MACS: Why should I care? (Cont.)



- Lanes
- Alignment
- Efficiency
- Public's expectations and trust
- Work to maximum of your scope...but not beyond
 - Recognizing positional, knowledge and experience limitations
 - Team-approach – each player has a job to do and matching skills
 - Playing out of position increases chance of mistakes and vulnerability of the entire team

The WHAT

What “things or parts” make up the MACS?



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ROC

NRCC

JOC

JIC

Comms Ctr

LCC

AC

Shelters

Camps

EOC

TOC

Call Ctr

POD

DOC

SEOC

ICP

SA

DRC

BOC

Architecture



- Structure
- Organization
- Nomenclature

Emergency Operations Center (EOC)



EOC

(Emergency Operations Center)

*An unfamiliar place
where uncomfortable officials
gather to make unpopular decisions
based on incomplete information
allocating inadequate resources
for unanticipated requirements
in too little time.*

Emergency Operations Center (EOC)



EOC

- Locations where staff from multiple agencies come together
- Address imminent threats and hazards
- Provide coordinated support to:
 - Incident command
 - On-scene personnel
 - Other MAC entities
- Example?

Incident Command Post (ICP)



ICP

- Location of tactical-level decision-making
- On-scene command organization
- Located near incident site
- Example?

Departmental Operations Center (DOC)



DOC

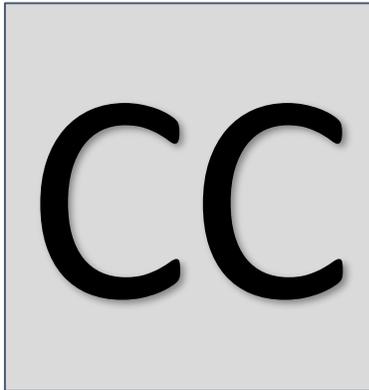
- Established and activated by individual departments
- Coordinate and control actions specific to that department
- Example?

Area Command (AC)



- Established to oversee multiple concurrent incidents
- Used to address competition for resources among multiple ICPs
- Examples?

Communications Center (CC)



- Connects people with emergency services
- Dispatch and track available and assigned resources
- Examples?

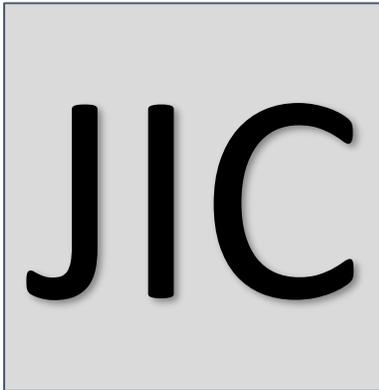
State Emergency Operations Center (SEOC)



SEOC

- Locations where staff from multiple state agencies come together
- Address imminent threats and hazards
- Provide statewide situational awareness and coordinated support to:
 - Local EOCs
 - State agencies
- Example?

Joint Information Center (JIC)



- Facility in which personnel coordinate incident-related public information
- Serves as the central point of contact for all news media
- Public information officials co-locate/virtually coordinate
- Examples?

Call Center (Call Ctr)



- Non-emergency helpline that connects people with:
 - Local support
 - Information
 - Referrals
 - Resources

- Examples?

Call Ctr

Joint Operations Center (JOC) – JOC Ex#1



JOC

- Joint Ops Center
 - Military context
 - Joint forces commander's HQ for planning, monitoring and guiding execution of commander's decisions

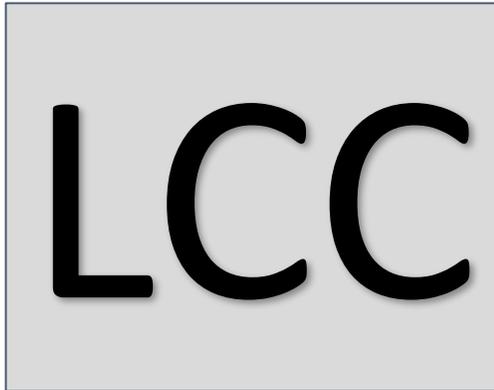
Jurisdictional Operations Center (JOC) – Ex#2



JOC

- Established and activated by individual jurisdictions
- Coordinate and control actions specific to that jurisdiction
- Example?

Logistics Coordination Center (LCC)



- Receives, coordinates, packages and distributes logistical support
- Receives orders from ICP or EOC
- Examples?

Tactical Operations Center (TOC)



TOC

- Usually in military context
- Command post for a specific group or discipline
- Guide tactical elements during a mission
- Examples?

Business Operations Center (BOC)



BOC

- Private Sector Focus
- Coordination of services across business lines
- Usually corporate-wide application
- Similar to EOC but focused on a specific corporation/business
- Examples?

Regional Operations Center (ROC)



ROC

- Multiple state region of FEMA
- Main coordination point between federal agencies and states
- Examples?

National Response Coordination Center (NRCC)



NRCC

- Coordinates the overall federal support for major incidents
- Coordinates with affected FEMA Regions
- Staff consist of Federal ESF representatives
- Example?

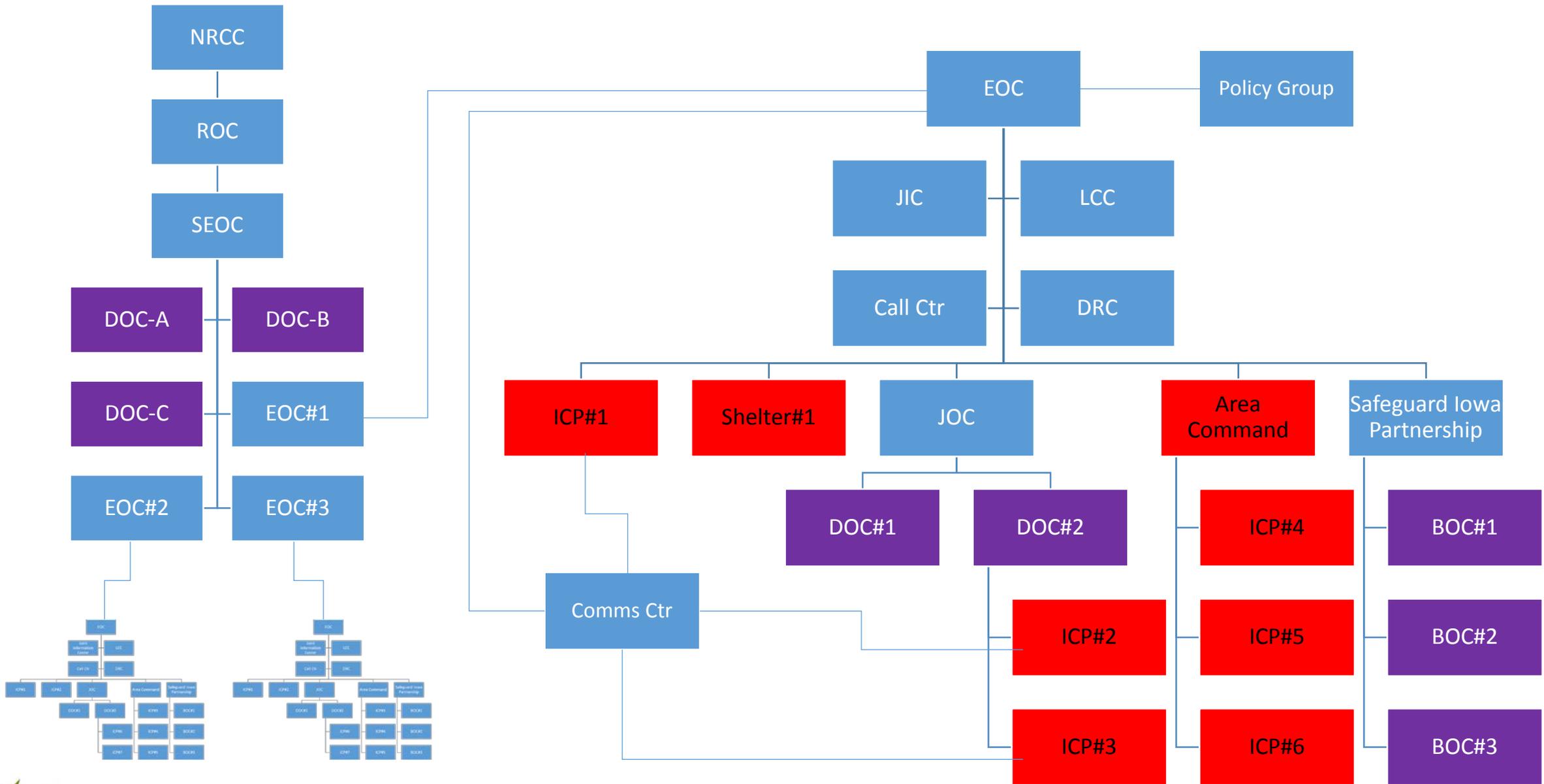
Disaster Recovery Center (DRC)



DRC

- Accessible facility or mobile office
- Survivors go to for information about local, state, federal or NGO disaster assistance programs
- One-stop-shop concept; face-to-face interaction
- Examples?

The HOW



Command

- Directing
- Ordering
- Controlling
- Explicit authority:
 - Statutory
 - Regulatory
 - Delegated

Coordination



- Persuasion
- Voluntary compliance
- Organization of different elements
- Enabling to work together
- Use different parts efficiently

Situational Awareness (SA)



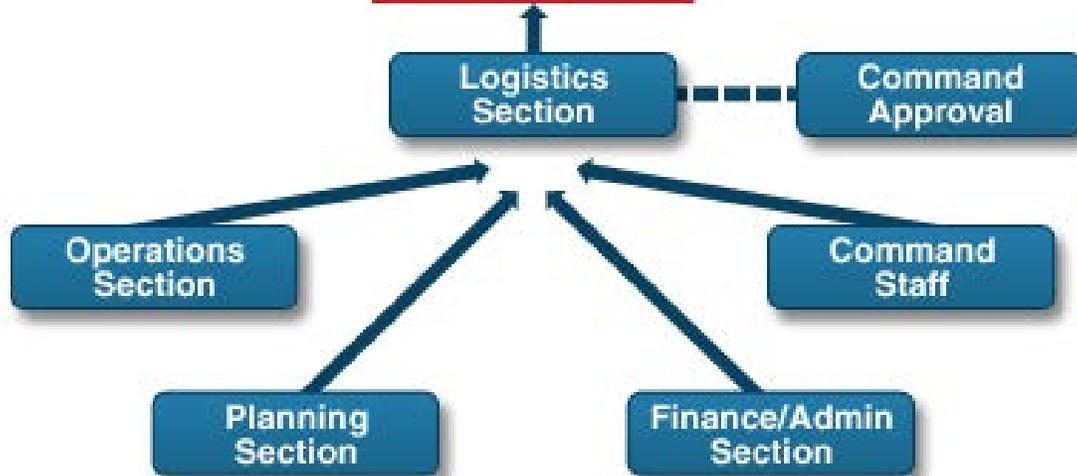
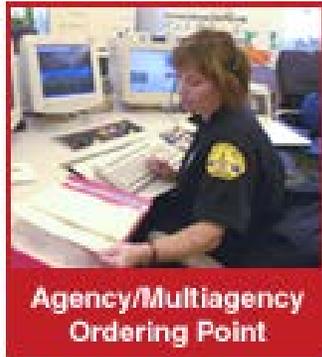
- Perception of elements and events
- Projection of status of elements in a system
- Information management process is key to increasing SA
- “Skipping” or missing steps in the process reduces SA
- Reduced SA handicaps those the entire system
- Assuming value (or lack there of) to another element can lead to SA gaps
- More is usually better...to a limit

Common Operating Picture



- Single display of relevant information
- Universally available
- Shared by more than one command
- Usually projected in the form of a map, IAP, EOC-AP, EAP or battle plan
- Alignment within the MACS is necessary for success

Single Point Ordering



- Situational awareness enhanced
- Reduces conflicts, duplicates and assumptions
- Easier to account for accumulating costs
- Easier to identify suitable substitutes, alternatives and reassignments
- Resource management and tracking system centralized
- Focus can be on capability requirements, not on specific providers

Comms Center

- Continues daily 911 and dispatching responsibilities without additional burden of event/disaster
- Normal policies and practices
- Can transfer disaster traffic to EOC Comms

EOC Comms: ESF#2



- Focus on event/incident
- Utilize ICS 205 Communications Plan
- Can participate in Planning P process as part of Logistics Section
- Can problem solve within the incident and associated constraints

In summary...



- Plenty work to go around
- Lanes
- Alignment
- Efficiency
- Public's expectations and trust
- Work to maximum of your scope...but not beyond
 - Recognizing positional, knowledge and experience limitations
 - Team-approach – each player has a job to do and matching skills
 - Playing out of position increases chance of mistakes and vulnerability of the entire team

For more on this topic...



- ICS 300: Intermediate ICS for Expanding Incidents
 - April 2-4

- ICS 400: Advanced ICS for Command and General Staff of Complex Incidents
 - August 28-29

Up Next...



Crisis Leadership Series

April 5, 2018

1200-1250 hours

Topic: School Safety Panel Discussion



Thank you for giving us the opportunity to serve you. Please help us by taking a minute to tell us about your expectations and how we can best meet them. – Polk County Emergency Management Agency

Project/Program Topic:		Date:				
Name (optional):	Strongly Agree	Somewhat Agree	Neutral	Somewhat Disagree	Strongly Disagree	
1. Overall, I am very satisfied with the way Polk Co EMA performed on this project/program.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2. Agency representatives adhere to professional standards of conduct.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3. Agency representatives were knowledgeable on the subject.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
4. Agency representatives were well prepared.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
5. Compared to how you felt about Polk Co EMA before this experience, what is the likelihood of completing another project or program with them in the future?	Better, based on performance		About the same	Worse, based on performance		
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
6. Considering the overall value of this project/program, was it...	An exceptional value, worth more than I invested		A good value, worth about what I invested	A poor value, worth less than I invested		
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Your Feedback Please

How often do you use Polk Co EMA? Daily Weekly Monthly Every few months Couple times/year First Time

How likely are you to recommend Polk Co EMA to others? Definitely will Probably will Might or might not Probably will not Definitely will not

Do the facilities meet your needs and comfort? Exceeded my expectations Met my expectations Disappointed

How well? _____

11. If we were to do it over again, what can/should we do better/differently? _____

12. Comments, Suggestions, Complaints: _____

Additional comments can be provided via email: emergency.management@polkcountyiowa.gov or by calling 515.286.2107



Our success is measured by how well we help others succeed.