Levels of Response

Level I
Conditions or activities exceed normal resource utilization for response but can be carried out within the confines and capabilities of one department.

- All activities, personnel, and resources may be handled from a Field Incident Command Post.
- This type of emergency is small and localized in nature, and does not have any significant impact on the health and well being of citizens outside of the confined area of the emergency.
- The Incident Command System (ICS) may be activated on a departmental level.
- This level of response does not require implementation of the Emergency Response and Recovery Plan (ERRP).

Level II
An incident that has special or unusual characteristics requiring response by more than one City department, or which is beyond the scope of available resources.

- All activities, personnel, and resources may be handled with an expanded ICS structure from a Field Incident Command Post or a Department Operations Center (DOC).
- This level of operation indicates an Incident Commander is requesting activation of some members of the Emergency Operations Center (EOC) Staff. The additional staff may be requested to report to the Field Incident Command Post or DOC or they may be used to staff a partial activation of the EOC.
- There may be some situations where a full activation of the EOC may be required, particularly if the event involves a large part of the City.

Level III
An incident that exceeds the City's normal response capabilities. It requires the coordinated response of all levels of government to save the lives and property of a significant portion of the population.

- Under these conditions, the ERRP will be implemented and the EOC will be fully activated.
- The EOC takes over all requests from the field for resource support and initiates requests for county, state, and/or federal assistance, if needed.
- When the City's EOC is activated, the designated EOC Incident Commander assumes overall responsibility for the incident. The on-scene Incident Commander(s) work directly with the EOC through the Operations Chief (or Branch Director) and retains responsibility for on-scene activities.