

SERVICE BRANCH DIRECTOR

7506

(No. 1 August 2012)

The Service Branch Director (hereafter called the Service Director) is activated when the incident and the workload of the Logistics Chief becomes too large to supervise effectively.

SERVICE DIRECTOR'S RESPONSIBILITIES

7506.1

(No. 1 August 2012)

The following responsibilities should be considered as a minimum requirement for the Service Director:

- Obtain working materials from the logistics kit
- Determine the level of service required to support Operations
- Confirm dispatch of Branch personnel
- Participate in planning meetings of Logistics personnel
- Review the Incident Action Plan
- Organize and prepare assignments for Service Branch personnel
- Coordinate activities of units within the Branch
- Inform the Logistics Chief of Branch activities
- Resolve Service Branch problems
- Maintain Unit Log ([ICS 214](#))

SERVICE DIRECTOR'S 12-HOUR CHECKLIST

7506.2

(No. 1 August 2012)

The Service Director should utilize checklists to ensure that all appropriate information is secured at either the Transition or Incident Commander's Briefing. Examples of these checklists can be found in the Appendix Section of the 7500. New Service Directors are encouraged to develop their own checklists and to update them as their experience grows. The [Briefing Information](#) checklist is a good overall planning tool.

ORGANIZATION

7506.3

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The Service Director is responsible for the management of all Service Units activities at the incident. The Units are:

- Food Unit
- Communications Unit
- Medical Unit

The position will be activated only as needed in accordance with incident characteristics, the availability of personnel, and the requirements of the incident commander and Logistics Chief. The Service Director reports to the Logistics Chief.

MAJOR PROCEDURES

7506.4

(No. 1 August 2012)

The major procedures or tasks of the Service Director are below:

BRIEFING

7506.4.1

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Obtain a briefing from the Logistics Chief.

- Receive a briefing from the Logistics Chief and obtain:
 1. A summary of resources dispatched to the incident
 2. Initial instructions concerning work activities
- Obtain the Incident Action Plan, when available

ORGANIZING

7506.4.2

(No. 1 August 2012)

Organize the Service Branch:

- With the Logistics Chief and the Support Branch Director, determine initial service operations
- Confirm the dispatch of Service Branch personnel
- Prepare the organization of and assignments for initial service operations
- Assemble and brief Service Branch personnel on:
 1. Incident situation
 2. Incident organization
 3. Instructions, including work location

OPERATIONAL PLANNING

7506.4.3

(No. 1 August 2012)

Perform operational planning for the Service Branch:

- Participate in operational planning activities of the Logistics Section
 1. Attend meetings with the Logistics Chief and Support Branch Director
 2. Obtain the Incident Action Plan
- Review the Incident Action Plan and discuss Service Branch operations with subordinate personnel in order to determine operational requirements for the Branch
- Distribute the Incident Action Plan
- Organize the Service Branch to meet requirements
- Determine if the assigned Service Branch resources are adequate
- Request additional personnel through the Logistics Chief
- Prepare and give assignments for Service Branch personnel

OPERATIONAL SUPERVISION

7506.4.4

(No. 1 August 2012)

Supervise Service Branch operations by:

- Maintaining communications with unit leaders within Branch
- Periodically checking work progress on assigned tasks of units within Branch
 1. Request progress reports from unit leaders
 2. Determine the adequacy of progress and take appropriate action
- Coordinating activities of the Branch
 1. Identify problems
 2. Establish priorities and resolve problems
 3. Ensure that units are communicating with each other
- Providing for the general welfare and safety of Branch personnel
- Ensuring check-ins obtained by managers at base and camps are turned in to the Resources Unit through appropriate channels

BRANCH ACTIVITY INFORMATION

7506.4.5

(No. 1 August 2012)

Keep the Logistics Chief informed of Branch activities upon occurrence of the following events:

- Inability to fulfill Incident Action Plan service requirements
- A need for additional resources has been established
- Surplus service personnel
- Significant events

PROBLEM SOLVING

7506.4.6

(No. 1 August 2012)

Resolve service problems associated with the request from the Operations Section:

- Obtain information concerning the problem and determine:
 1. The nature and magnitude of the problem
 2. A description of any involved equipment
 3. The time frame requirements
- The validity of requests or suggest alternative action
- If the request is valid, take appropriate corrective action:
 1. Refer to the Logistics Chief
 2. Instruct Service Unit(s) to take appropriate action

BRANCH RECORDS

7506.4.7

(No. 1 August 2012)

Maintain Service Branch records:

- In addition to records required by the department, the Service Director will maintain records of significant events and actions that occur in the Director's area of responsibility on the Unit Log (ICS 214). The Unit Log will contain:
 1. Events that occur in the Branch's units
 2. The Service Branch units' staff
 3. Major situation status changes
 4. Accidents, injuries and investigations
 5. Breakdowns that cause time frames not to be met
 6. Orders from the Logistics Section Chief
- The Director approves medical and accident forms completed by the Medical Unit

- At the end of each operational period, the Director should submit the Unit Log to the Documentation Unit through the Logistics Chief

DEMOBILIZATION

7506.5

(No. 1 August 2012)

The Service Director will find that the demobilization process is brought up many times during the incident. Therefore, the Director should start thinking about demobilization upon arrival at the incident. The Director must also anticipate future needs and declare any surpluses to the Logistics Chief.

The Service Director will receive the final Demobilization Plan from the Logistics Chief. Although the Logistics Chief, Service Director, and the Plans Chief have all been supplying information for the plan, the final plan may differ from initial expectations. The Director must review the final plan in total with the Logistics Chief and be aware of any important points that the incident commander wants to accomplish.

During the demobilization process, the Director ensures that the sections are following the plan and its time frames. At any time where the time frames cannot be met, the Logistics Chief must be notified and alternate plans made.

When the different units of the Service Branch are demobilized, the Director will review with each unit leader all documentation and the unit's site. At this time, the Service Director completes a performance report on all subordinates according to the department's policy. The Service Branch Director is often the first to be demobilized; therefore, the Director must make sure that reports and evaluations are completed before leaving.

Retrograde

- Any incident meeting the criteria listed in section [7585](#) of this handbook is subject to the retrograde process. Each Unit leader is responsible to participate in this process to assist the Retrograde Team, and insure CAL FIRE is utilizing good business practices in accounting for supplies purchased or obtained for incidents.
- Plan early and order the Retrograde Team 72 hours prior to anticipated closure of the base. The Retrograde team should arrive 48 hours prior to the demobilization of the incident.

[\(see next section\)](#)

[\(see Table of Contents\)](#)

[\(see Forms or Form Samples\)](#)