



## **Police Commissioner's Special Order**

Number: SO 26-37

Date: 9/23/26

Post/Mention: Indefinite

### **SUBJECT: RULE 200 CRITICAL INCIDENT MANAGEMENT – REVISED AND REORGANIZED**

Revised and reorganized Rule 200, Critical Incident Management, is hereby re-issued superseding all previous rules, special orders, memos and directives on this subject and is effective immediately.

This includes rescinding the obsolete Training Bulletin 2-21 City of Boston Ordinance Restricting the Use of Chemical Crowd Control Agents and Kinetic Impact Projectiles.

Rule 200, with Addendums A-I, has been revised and reorganized into Rules 200 and 200A-I.

- Rule 200 Critical Incident Management: Incident Command System and National Incident Management System
- Rule 200A Special Threat Situations: Boston Police Code 99
- Rule 200B Crowd Management: Code 100
- Rule 200C Fire and Structural Collapse Incident: Code 101
- Rule 200D Mass Casualty Incident: Code 102
- Rule 200E Natural Disasters: Code 103
- Rule 200F Hazardous Materials (Haz-Mat) And Weapons of Mass Destruction (WMD) Incidents: Code 104
- Rule 200G Active Shooter (Active Assailant) Incident Rapid Deployment Protocol: Code 105
- Rule 200H Emergency Deployment Teams
- Rule 200I Corporate Emergency Access System (CEAS)

This rule has been revised to codify current practices and to ensure consistency and compliance with the:

- National Incident Management System (NIMS) and the Incident Command System (ICS)
- Massachusetts Peace Officers Standards and Training Commission (POST) Model Use of Force Policy – See Rule 200B Crowd Management - Code 100
- CALEA Accreditation Standards

These revised rules are also consistent with the recent Public Order Response and Operations (Crowd Management and Control) Model Policy published by the IACP Center for Police Research and Policy.

The Department would like to highlight the following changes:

- Rule 200 Critical Incident Management – complete rewrite and reorganization for NIMS/ICS compliance and best practices/current procedures
- In the National Incident Management System (NIMS) and the Incident Command System (ICS), the term Operations has a specific definition that is not compatible with the BPD definition of the Operations Division. Therefore, throughout the Rule 200 series the term Operations Division Dispatch Center is utilized for clarity and consistency.
- Rule 200A Code 99
  - Section 2. Definitions added
  - Previous Sections 4 and 5 eliminated (Stockholm Situation and Outside/Third Party interveners)
  - Section 6 Containment and Fire Control amended
  - Previous Section 12 Critical Incident Negotiation Team Coordinator eliminated
- Rule 200B Crowd Management – incorporated POST regulations, updated terms/unit names, and renumbered sections 2 onward. ***See attached Training Bulletin 01-26***
- Rule 200 F HAZMAT and WMD -- Sections 2 and 9 revised; Section 8 Definition new
- Rule 200G Active Shooter/ Active Assailant– complete rewrite and reorganization based on best practices/ current procedures

Michael A. Cox  
Police Commissioner

**CRITICAL INCIDENT MANAGEMENT: INCIDENT COMMAND SYSTEM AND  
NATIONAL INCIDENT MANAGEMENT SYSTEM**

**Section 1: General Considerations**

This Rule is issued to establish the policy of the Boston Police Department for its response to and management of all Critical Incidents with special attention to the management of special circumstances.

**Section 2: Purpose**

The purpose of the policy is to provide guidelines to the entire Department for the operation and management of Critical Incidents while maintaining compatibility with the National Incident Management System (NIMS) and the Incident Command System (ICS) to efficiently manage resources and plan for the tactical resolution of an incident. In addition to having the flexibility to expand or contract as the needs of an incident require, ICS allows for the practical inclusion of outside agencies in the planning and operational process with clearly definable roles and common terminology assuring a properly coordinated effort.

The Boston Police Department has adopted the National Incident Management System (NIMS) as the primary method to prepare for, respond to, and manage critical incidents. NIMS is a comprehensive national approach to incident management, applicable at all jurisdictional levels and across functional disciplines. It provides a consistent nationwide Incident Command System (ICS) approach for Federal, state, and local governments to work effectively and efficiently. ICS may be utilized for any size or type of critical incident or event as a means to coordinate the efforts of individual members and other responding agencies as they work toward the stabilization of the incident. The ICS may expand or contract depending on the complexity of the incident and the on-scene requirements, as determined by the incident commander.

**Section 3: Policy**

This department shall utilize the National Incident Management System/Incident Command System (NIMS/ICS) in conjunction with other agency policies and procedures as outlined in various written directives. These policies, plans, and agreements include, but are not limited to, the following:

- Critical Incident Responses
- Emergency Operations Plans
- Public Demonstrations and Civil Disorders
- Hazardous Material Incidents
- Lost or Missing Persons
- Planned Special Events
- City Emergency Management Plans
- Mutual Aid Agreements
- Hostage/Barricade Situations

- Natural or Man-made Disasters
- Bomb Threats/Disposals
- Weapons of Mass Destruction Incidents
- Terrorist Acts

#### **Section 4: Incident Command System National Management System Definitions**

**National Incident Management System (NIMS):** A system mandated by Homeland Security Presidential Directive 5 (HSPD-5) that provides a consistent nationwide approach for state, local, and tribal governments; the private sector; and nongovernmental organizations to work effectively and efficiently together to prepare for, respond to, and recover from domestic incidents, regardless of cause, size, or complexity. To provide for interoperability and compatibility among state, local, and tribal capabilities, the NIMS includes a core set of concepts, principles, and terminology. HSPD-5 identifies these as the 2 incident command system; multiagency coordination systems; training; identification and management of resources (including systems for classifying types of resources); qualification and certification; and the collection, tracking, and reporting of incident information and incident resources.

**Incident Command System (ICS):** A standardized on-scene emergency management system that provides for the adoption of an integrated organizational structure. ICS is the combination of facilities, equipment, personnel, procedures, and communications operating within a common organizational structure, designed to aid in the management of resources during incidents. It can be used for all kinds of emergencies, and is applicable to small as well as large and complex incidents. ICS is used by various jurisdictions and functional agencies, both public and private, to organize field-level incident management operations. Incident: An occurrence natural or human-caused that requires an emergency response to protect life, property, or both. Incidents can, for example, include major disasters, terrorist attacks, terrorist threats, wildland and urban fires, floods, hazardous materials spills, nuclear accidents, aircraft accidents, earthquakes, hurricanes, tornadoes, tropical storms, war-related disasters, public health and medical emergencies, and other occurrences requiring an emergency response. Event: A scheduled occurrence that may require use of the ICS to be successfully completed.

**Incident Action Plan (IAP):** An oral or written plan containing general objectives reflecting the overall strategy for managing an incident. It may include the identification of operational resources and assignments, as well as plans and contingencies for the demobilization of resources at the conclusion of the operation. It may also include attachments that provide direction and important information for management of the incident during one or more operational periods.

**Incident Management Team (IMT):** The IMT consists of the incident commander and appropriate command and general staff personnel assigned to the incident.

**Unified Command (UC):** This is an application of ICS used when there is more than one agency with incident jurisdiction, or when incidents cross political jurisdictions. Agencies work together through designated members of the UC, often the senior person(s) from agencies and/or disciplines participating in the UC, to establish a common set of objectives and strategies, appoint a single operations section chief, and approve a single IAP. The IC responsibility is shared within the UC, with the function most important at the time taking the lead role. The lead responsibility may shift as the incident progresses. For example, at a crash involving hazardous materials, the fire department would assume the lead role

until the HAZMAT concerns are mitigated. Then, as the incident progresses to the crash investigation phase, the lead role would shift to the police department.

**Unity of Command:** A chain of command designed to ensure efficiency in meeting a specific objective. Every individual assigned to an incident or event reports to one supervisor. If a responder is assigned to the HAZMAT group, he or she reports to the HAZMAT group supervisor. That supervisor, in turn, reports to a branch director, who reports to the operations section chief. In this manner, there is less confusion about who is in charge of specific functions. The exception to this is when the section chief reports to a unified command.

**Incident Commander (IC):** The individual responsible for all incident activities, including the development of strategies and tactics and the ordering and release of 3 resources. The IC has overall authority and responsibility for conducting incident operations and is responsible for the management of all operations at the incident site. Responsibilities of the IC can be assumed by the officer handling the original call to the chief of the department and any additional qualified officers, depending on the size, scope and complexity of the incident or event.

**Command Staff:** In an incident management organization, the command staff consists of the deputy incident commander and the special staff positions of public information officer, safety officer, liaison officer, and other positions as required (such as an intelligence officer), who report directly to the IC. They may have an assistant or assistants, as needed.

**Function:** Function refers to the General Staff functional areas in ICS: (1) command, (2) operations, (3) planning, (4) logistics, and (5) finance/administration. The term function is also used when describing the activity involved, e.g., the planning function. A sixth function, intelligence, may be established, if required, to meet incident management needs.

**Section:** A section is the organizational level with responsibility for one of the General Staff functional areas of incident management.

**Section Chief:** The title for individuals responsible for management of one of the General Staff functional sections: operations, planning, logistics, finance/administration, and intelligence (if established as a separate section). A section chief reports directly to the IC or UC and works with the command and general staff to develop and implement IAPs.

**General Staff:** The general staff is a group of incident management personnel organized according to function and reporting to the IC. The general staff normally consists of the section chiefs of the five main functional activities.

**Deputy:** A deputy is a fully qualified individual who, in the absence of a superior, can be delegated the authority to manage a functional operation or perform a specific task. In some cases, a deputy can act as relief for a superior and, therefore, must be fully qualified in the position. Deputies can be assigned to the IC, general staff, and branch directors.

**Assistant:** This is the title for subordinates of principal command staff positions. The title indicates a level of technical capability, qualifications, and responsibility subordinate to the primary positions. Assistants may also be assigned to unit leaders.

**Safety Officer:** This officer oversees the safety of all operations within the incident or event, and has the authority to stop an operation if it is unsafe. The safety officer and his or her assistants oversee tactical operations to ensure the safety of responders and the general public.

**Liaison Officer:** A member of the command staff responsible for coordinating with representatives from cooperating and assisting agencies.

**Public Information Officer (PIO):** This officer prepares and dispenses all public information regarding the incident, with the approval of the IC. In a large or complex incident, there may be many PIOs operating under a joint information system (JIS) and out of a joint information center (JIC), but there shall be only one overall PIO for the incident or event. This individual is usually assigned from the agency having primary control of the incident. All agency PIOs enter their input for the public information release, help edit it, and agree to its contents. It is then approved by the IC or UC before being released to the public.

A media staging area shall be designated to ensure that media access will not interfere with law enforcement operations. The location of the media staging area should be communicated to media outlets to help ensure their cooperation. The IC shall approve all media releases prior to the PIO giving them to the media.

**Operations Section:** This component has the responsibility for all tactical operations at the incident site directed toward reducing the immediate hazard, saving lives and property, establishing situational control, and restoring normal conditions. The operations section is responsible for implementing the IAP and achieving the objectives set forth in that plan.

**Operations Section Chief (OSC):** The OSC is responsible for all tactical operations within the incident or event, ensuring implementation of the IAP, and helping to develop the IAP for the oncoming shift.

**Planning Section:** The planning section is responsible for collecting, evaluating, and processing tactical information in order to develop an IAP with the IC, command, and general staff. Planning should establish a documentation unit, as needed.

**Planning Section Chief (PSC):** The PSC is the individual responsible for monitoring the current operation and determining the needs for personnel and activities for the oncoming shift. The PSC develops, writes, and disperses the IAP after it is approved by the IC.

**Documentation Unit:** The documentation unit maintains a master record of all personnel and components involved in the response to a critical incident, and is comprised of status recorders who maintain a chronological log, personnel rosters, and a record of all telephone communications. The unit leader ensures maintenance of all files and documentation deemed necessary to complete situation or resource status reports and required after action reports.

**Logistics Section:** The logistics section is responsible for meeting all support needs for the incident through appropriate procurement of facilities, food service, transportation, supplies, communications, equipment maintenance and fueling, medical services for incident personnel, and personnel for expanding incidents or relief on long incidents. Logistics is responsible for ensuring the safety of responders when they are in a base, camp or staging area prior to deployment and ensuring that relief personnel and equipment are available for deployment as needed.

**Logistics Section Chief (LSC):** The LSC is responsible for ensuring that the activities for the incident or event can be sustained. This includes obtaining, securing, and maintaining the facilities needed to sustain the operation, including a base, camp, or staging area.

**Finance/Administration Section:** The finance/administration section is responsible for incident management activities that require finance and other administrative support services. This includes the record keeping requirements of the Federal Emergency Management Agency (FEMA); processing payroll during a critical incident; collecting and maintaining all records necessary for reimbursement of qualified expenditures; and administering all financial matters pertaining to vendor contracts and claims for reimbursement.

**Finance Section Chief (FSC):** The FSC ensures that personnel time, expenditures, and procurements are tracked and used in an efficient manner.

**Intelligence:** Intelligence can be its own section (especially in police incidents), an officer assigned to Command, or an officer within each section. This function is responsible for managing internal information, intelligence, and operational security requirements. These may include information security and operational security activities, as well as the complex task of ensuring that sensitive information of all types (e.g., classified information, law enforcement sensitive information, proprietary information, or export controlled information) is handled in a way that not only safeguards the information, but also ensures that it is disseminated to those who need access in order to perform their missions effectively and safely. This section may be part of the command staff; assigned to the general staff; or assigned to a subset of the operations, planning, or logistics sections, depending on the need. Each section may need its own intelligence branch, group, or unit.

**Division:** Divisions are created in order to partition an incident into geographical areas of operation. Divisions are established when the number of resources exceeds the manageable span of control of the OSC.

**Branch:** A branch has functional or geographical responsibility for major aspects of incident operations. Branches are identified by the use of Roman numerals or by functional area.

**Group:** A group is often a specialized unit within a division or branch. Examples include a HAZMAT group, traffic control group, or SWAT group.

**Incident Command Post (ICP):** The field location at which the primary tactical-level, on-scene incident command functions are performed. The ICP may be located jointly with the incident base or other incident facilities and is normally identified by a green rotating or flashing light.

**Base:** A base is the location where primary logistics functions are coordinated and administered. The ICP and the base may share a location. An incident can have more than one base, with each base name containing an appropriate designator to prevent confusion. If the incident is so geographically large that one base cannot support it, a second logistics section can be activated. A deputy IC (logistics) can be assigned to monitor the logistics needs of each base.

**Camp:** A location where personnel not currently assigned to the incident can rest and recuperate. A camp is often adjacent to a base with the term base/camp referring to both.

**Staging Area:** Staging areas are established to assemble resources while awaiting a tactical assignment. The operations section manages staging areas.

## **Section 5: Boston Police Department Critical Incident Mission Statement**

The primary mission of the Department in any Critical Incident situation is the protection and preservation of life. Tactical operations that are conducted in these instances shall be managed by the Operations Chief who shall be guided by the premise that preservation of life extends to all persons, and includes sworn personnel, suspects, perpetrators, hostages and uninvolved bystanders. The Department recognizes that Critical Incidents may also create multijurisdictional or multi-functional responsibilities and, should the situation require, it is fully prepared to establish a Unified Command to ensure the efficient use of resources and expertise to bring about a successful resolution of the incident or the efficient transfer of command should jurisdictional or functional needs change. The Department recognizes that in such situations personnel are subjected to extraordinary demands and stresses and shall provide, under the direction of the Stress Support Unit, evaluation, education and stress mediation through a Critical Incident Debriefing process.

## **Section 6: Critical Incident Definitions:**

**Barricaded Suspect:** Any person who has the demonstrated capability and/or the stated intention to cause death or great bodily harm to himself and/or another person and has achieved tactical superiority by the use of physical obstruction including but not limited to buildings, open fields, vehicles or any other natural or man-made barrier.

**Critical Incident:** Any man-made or natural disaster, major violent incident, or incident involving an act of violence or potential act of violence in which public safety personnel and/or civilians are subject to extreme danger.

**Code 99:** The Department's code which identifies a situation as being a Special Threat Situation and sets the appropriate notification/response system in action.

**Code 100:** The Department's code which identifies a situation as being a Crowd Control Problem and sets the appropriate notification/response system in action.

**Code 101:** The Department's code which identifies a situation as one involving Fire, Explosion or Structural Collapse incidents and sets the appropriate notification/response system in action.

**Code 102:** The Department's code which identifies a situation as being one involving a Mass Casualty incident and sets the appropriate notification/response system in action.

**Code 103:** The Department's code which identifies a situation as being a Natural Disaster (e.g. hurricane, major storm, etc.) incident and sets the appropriate notification/response system in action.

**Code 104:** The Department's code which identifies a situation as being one involving Hazardous Materials (HazMat) or Weapons of Mass Destruction (WMD) incidents and sets the appropriate notification/response system in action.

**Code 105:** The Department's code which identifies a situation as being one involving Active Shooter Rapid Deployment Protocol incidents and sets the appropriate notification/response system in action.

**Critical Incident Negotiation Team:** A group of sworn officers who have been specially trained in negotiation techniques.

**Critical Incident Negotiation Team Coordinator:** A Superior Officer who is an active member of the Critical Incident Negotiation Team, as well as being responsible for their selection, training, operational use and administrative affairs.

**Crowd Control Problem:** Any situation involving a large crowd of people where the use of planned tactics is necessary to maintain public safety.

**Special Weapons and Tactics (SWAT):** Officers, under the direction of a supervisor, specifically trained and equipped in containment, assault and firearm tactics, for the purpose of apprehending persons who are probably armed and/or barricaded and/or the rescue of hostages or victims.

**Firearms Control:** Absolute adherence to the principle that there shall be no discharge of firearms unless authorized by the Incident Commander, except in self-defense or the preservation of life.

**Hostage Situation:** Any incident where a suspect(s) is holding a hostage(s) and where the suspect(s) threatens the life of, or great bodily injury to, the hostage(s), with the unlawful intent of evading arrest, escaping, obtaining the release of persons in custody, obtaining money and/or property or attaining any other objective.

**Inner Perimeter:** Area of containment closest to the situation.

**Outer Perimeter:** Area of containment located immediately outside of the inner perimeter.

**Traffic Perimeter:** Area of containment farthest from the situation, that prevents unauthorized persons from interfering with the situation.

**Sniper:** Any person who causes, attempts to cause or threatens to cause death or bodily injury to other persons by discharging or threatening to discharge a firearm or other lethal weapon from an initially concealed position.

**Special Threat Situation:** Any situation involving a barricaded suspect, a hostage situation, a threatened suicide or the execution of a search/arrest warrant.

**Terrorism:** The calculated use of violence or threats of violence by a person(s) or a group(s) to instill fear for the purpose of coercing or intimidating governments or society in the pursuit of goals that are generally political, religious or ideological.

Response procedures using NIMS and the Incident Command System shall be utilized for all Critical Incidents, including, but not limited to:

- Barricaded Suspect(s)
- Hostage Situation
- Crowd Management
- Fire, Explosion, Structural Collapse
- Mass Casualty Incidents
- Natural Disaster
- Active Shooter/Assailant

## **Section 6: Boston Police Department Response to Critical Incidents**

### **Section 6.1: Duties and Responsibilities of Responding Officers**

The following duties and responsibilities apply in all situations in which the Boston Police Department is the agency with primary responsibility for resolving a particular type of critical incident. The duties and responsibilities of Boston Police Officers at critical incidents that are the primary responsibility of other agencies (EMS, Fire, etc.) shall be to provide support to those agencies by performing duties such as, directing traffic, controlling access (perimeter control) and conducting evacuations and warnings.

#### **Section 6.1.1: First Responding Officers:**

The first officer(s) to arrive at the scene, regardless of rank, shall assume the duties of Incident Commander (IC) until relieved and shall:

1. Determine the type of Critical Incident;
2. Identify and locate any injured persons, rendering first aid as necessary, and evacuate both the injured and any bystanders, if it is safe to do so;
3. Notify the dispatcher and relay the following information:
  1. Appropriate Critical Incident code;
  2. Exact location of the incident;
  3. Location to which responding units should be sent; and
  4. Areas or streets that may be unsafe for units to enter;
4. Request a Patrol Supervisor;
5. Detain witnesses to establish the following:
  1. Crime(s) committed, if any;
  2. Number of suspect(s) and weapon(s), if any;
  3. Number and location of hostage(s), if any; and
  4. Identity of all parties involved;

6. Maintain radio communication with the Dispatch Center keeping the dispatcher informed of progress of the situation; and
7. Keep the radio channel as clear as possible by maintaining appropriate radio discipline. The response unit originally assigned to the call by the dispatcher is responsible for completing the incident report. Unless otherwise designated by the IC, this unit will be assigned as the Recording Officer for the incident and shall maintain an incident log of all the pertinent facts and details surrounding the incident in chronological order.

### **Section 6.1.2: Patrol Supervisor:**

The Patrol Supervisor assigned by the dispatcher shall:

1. If the Patrol Supervisor is the highest ranking officer present, subject to the provisions of Rule 101, concerning Command and Control, announce arrival and assumption of command to all officers on-scene by radio and assume the duties of Incident Commander (IC);
2. Ensure that the Recording Officer maintains an incident log of all responding units, assignments, events, radio traffic and any other pertinent facts and details surrounding the incident in chronological order;
3. Debrief the first responding officer(s);
4. Evaluate the situation, verify the type of Critical Incident and notify Operations to make the appropriate notifications;
5. In coordination with the dispatcher, shift to an alternate communications channel or request a clear channel. Ensure that all officers on scene and in the Staging Area(s) make the shift to the appropriate radio channel;
6. Establish an inner perimeter. (The inner perimeter is to be staffed only by authorized uniformed personnel, excepting Negotiators. Where necessary, personnel shall be deployed or re-deployed based on the degree of danger to officers, bystanders and hostages.);
7. Establish an outer and traffic perimeter and deploy perimeter control personnel. Allow only authorized persons inside the outer perimeter;
8. Ensure injured and bystanders are evacuated, if safe to do so;
9. Establish a forward command post (FCP) and request the mobile command post (MCP) respond to a designated Staging Area;
10. Establish a Staging Area beyond the outer perimeter and ensure that all responding units report to that location. Assign an officer to act as the Staging Area Manager at the Staging Area;
11. Assign personnel to obtain required police information and continue communications, if established;
12. Request additional resources, as necessary; and
13. Ensure containment and isolation of crime scene and perimeter areas.

### **Section 6.1.3: District Commander**

The District Commander shall:

1. Announce arrival and assumption of command to all officers on-scene by radio; evaluate the situation and debrief the Patrol Supervisor;

2. Assume command as the IC unless relieved;
3. Maintain control of the inner perimeter; and
4. Ensure establishment of an Incident Command Post and press assembly area and assignment of a sworn officer as the Information Officer. When available, the person designated as the Information Officer shall be relieved by the Director of the Office of Media Relations, who shall then be designated as the Information Officer.

#### **Section 6.1.4: Incident Commander**

The IC shall have absolute command and control over the Critical Incident. The IC has full responsibility and authority over all personnel, equipment and their utilization for the duration of the incident. Additionally, the IC shall:

1. Announce arrival and assumption of command to all officers on scene by radio.
2. Ensure establishment of Command Post and its communications links and assign an officer as Liaison Officer.
3. Maintain liaison with concerned agencies and other affected jurisdictions and establish a Unified Command system if necessary;
4. Debrief the previous Incident Commander involved in the incident to obtain a clear understanding of the situation and evaluate the resources on scene.
5. Appoint and/or designate individuals to fill ICS Command Staff positions as deemed necessary;
6. Call on any other Department or outside resources needed to support and/or resolve the situation.
7. Ensure that only uniformed officers, with the exception of Hostage Negotiators, are at or within the inner perimeter.
8. Obtain maps of the area and a floor plan of the location.
9. In the absence of a Planning Section having been designated, assign officers, preferably Detectives, to obtain background information and gather intelligence.
10. Ensure the availability of persons with necessary technical skills or persons with pertinent knowledge regarding the incident.
11. Ensure contact with Stress Support Unit personnel and assignment of trained peer counselors for the Critical Incident Stress debriefing process, if deemed necessary;
12. After the incident has been resolved, conduct a Technical Debriefing; and
13. In conjunction with a Formal Debriefing, prepare the After Action Report for the Chief, Bureau of Field Services. The Formal Debriefing and After Action Report shall critique the entire operation, including the management of the incident and the units, personnel and equipment involved.

#### **Section 6.1.5: Dispatcher - Operations Division Dispatch Center**

Upon being notified that a Critical Incident actually exists, the dispatcher shall immediately direct a Patrol Supervisor to respond, if one is not already on the scene. Additionally, the dispatcher shall:

1. Advise the Operations Duty Supervisor of the situation;

2. Assign a separate radio frequency or clear the channel of the incident and advise all units to maintain radio discipline;
3. Dispatch sufficient units to contain and isolate the area as directed by the IC. Units so deployed will be sent to the Staging Area to check in with the Staging Area Manager and stand by for assignment(s);
4. Determine and advise responding units of streets that may be unsafe to enter;
5. Notify the responding Patrol Supervisor of actions taken and request that the Patrol Supervisor notify Operations of the status of existing conditions and requests for specific needs;
6. Dispatch ambulance and fire apparatus to the Staging Area; and
7. Advise all units not assigned to the incident to remain out of the area.

#### **Section 6.1.6: Duty Supervisor: Operations Division Dispatch Center**

The Duty Supervisor, Operations Division Dispatch Center when notified by a dispatcher that a Critical Incident could exist shall:

1. Notify through the most efficient means available, the Commissioner's Office, the Office of the Superintendent-in-Chief, the Chief, Bureau of Field Services, Commander, Special Operations Division, the District Commander and, if applicable, the Zone Commander, the on-call Command Staff Member and, if applicable, the Night Superintendent.
2. Designate an Operations Division Dispatch Center Clerk(s) to begin a log of all radio and telephone communications requests and notifications made relative to the incident.
3. Notify the Telecommunications Management Unit for the Mobile Command Post, and Lighting Unit to respond, as directed by the IC.
4. Establish and maintain telephone contact with the Mobile Command Post as soon as it is on scene.
5. Ensure that all actions required of the Dispatcher have been performed and that appropriate radio discipline is being maintained.
6. Monitor the incident and ensure that all officers involved are advised of changes in command and other important information.
7. Request assistance of support agencies, e.g., Public Utilities, as necessary when requested by IC.
8. Notify the Stress Support Unit's on-call officer that a Critical Incident is in progress and direct them to respond to the Staging Area.

#### **Section 6.1.7: Support Personnel and Services**

**Radio Shop/Signal Services:** Upon being notified of a Critical Incident, the Radio Shop shall deploy to the scene with the Mobile Command Post, fully equipped for response for Critical Incidents.

**Liaison Officer:** A Superior Officer shall be designated the Liaison Officer by the IC. The Liaison Officer shall act as the command officer of the command post and shall also be the link to outside resources and agencies and coordinate the arrival and placement of resources, both personnel and material with the Staging Area Manager. Sec.

**Information Officer:** A sworn officer from the Office of Media Relations shall be designated by the IC as the Information Officer. The Information Officer shall ensure the security of the Press Area and coordinate with the Incident Commander as to what information can be released without jeopardizing the safety of the hostages, the police or the tactical plan.

**Logistics Section Chief:** In the event of a prolonged operation the Incident Commander shall designate a person to assume the responsibilities of Logistics Section Chief, who shall be responsible for the following, when so ordered by the IC:

1. Establish central transportation and supply post at or near the Staging Area;
2. Maintain and issue supplies required for operation;
3. Arrange for feeding and bedding of officers if necessary;
4. Maintain complete record of supplies and equipment issued;
5. Account for expenditures, lost or damaged property and contractual agreements; and
6. Inspection and maintenance of equipment and rehabilitation of personnel.

## **Section 6.2: Post Incident Procedures**

**Technical Debriefings:** Upon termination of a Critical Incident the IC shall conduct a Technical Debriefing of all personnel involved in the incident and ensure Stress Support Unit personnel make arrangements for Critical Incident Stress Debriefings. Conducted by the Incident Commander with all personnel directly involved, including Operations Division Dispatch Center personnel, the purpose of the Technical Debriefing is to critique the Department's response, both in terms of personnel and resources, while events are fresh in the minds of the participants, for the purpose of learning, evaluating and making recommendations, as well as to aid in preparation of the After Action Report.

**Critical Incident Stress Debriefings:** Upon termination of a Critical Incident, if deemed necessary by the Director, Stress Support Unit, or designee, incident debriefings of personnel intensely involved in and/or affected by the incident, for the purpose of post-incident stress evaluation, education and mediation shall be conducted. These debriefings will be conducted by members of the Boston Police Critical Incident Support Team (BPCIST). The Boston Police Critical Incident Support Team (BPCIST) Coordinator and/or other team members will be dispatched to the appropriate location to conduct a post-incident defusing for the officers involved in a Critical Incident. The on-scene BPCIST members will further assess the situation to determine the need for a formal debriefing and communicate their findings to the BPCIST Coordinator who shall further advise the Director, Stress Support Unit. Upon being advised by the BPCIST Coordinator, a formal debriefing may or may not be required at the discretion of the Director, BPD Stress Support Unit or their designee. Whenever a formal Critical Incident Stress Debriefing is deemed necessary, attendance by all officers directly involved shall be mandatory. It is the responsibility of the BPCIST Coordinator, or their designee from the Team, to notify the District or Unit Commander of the time and place the formal CISD will be held. District or Unit Commanders shall ensure that the officers involved in the incident attend.

**After Action Report/Formal Debriefing:** The Incident Commander shall submit to the Chief, Bureau of Field Services, in addition to any other reports required, an After Action Report which shall include an analysis of the personnel, equipment, operation and management of the incident, as well as any recommendations for improvement. Upon submission of all reports, the Chief, Bureau of Field Services shall hold a Formal Debriefing with the IC, Commander of the Special Operations Division, all involved

Unit Commanders and any others he so designates, for the purpose of learning, evaluating and making recommendations.

Michael A. Cox  
Police Commissioner