Activity 6.1: Improving Performance Effectiveness

Instructions:

- 1. Working as a group, ask the students to review their assigned problem statement.
- 2. Answer the following questions:
- What is the cause of the performance problem?
- Who in the Command and General Staff need to address the problem?
- What are some strategies for preventing or solving this problem?
- 3. Select a spokesperson and be prepared to present your work in 15 minutes.

April 2019	E/L/G 0300 Intermediate Incident Command System for Expanding Incidents, ICS 300				
	This page intentionally left blank.				

Activity 6.1 Performance Issues

On a recent incident, the following performance issues have arisen.

Performance Issue #1: A local volunteer organization has personnel assigned to the Logistics Section to assist in providing meals to responders. One volunteer arrived for work visibly impaired, and informed his coworkers that he had "just a couple of drinks to relax" before coming to work.

Answer the following questions:

• What is the cause of the performance problem?

Who in the Command and General Staff need to address the problem?

April 2019	E/L/G 0300 Intermediate Incident Command System for Expanding Incidents, ICS 300				
	This was intentionally left blank				
	This page intentionally left blank.				

Performance Issue #2: Resource tracking is poor. Check-In Recorders are providing incomplete or inaccurate information from responding resources. Some resources have evidently responded, worked, and gone home without ever having checked in. Additionally, resources obtained through a mutual aid agreement that are no longer needed remain at the incident site.

Answer the following questions:

•	What is	the cause	of the	performance	problem?
•	vviialis	uic cause	OI LITE	DEHOIHIANCE	DIODICITI

Who in the Command and General Staff need to address the problem?

April 2019	E/L/G 0300 Intermediate Incident Command System for Expanding Incidents, ICS 300
	This page intentionally left blank.

Performance Issue #3: Evacuation Division B is using non-uniformed personnel to deliver evacuation instructions door-to-door within the community. Compliance with the evacuation order is very poor, and 911 has been deluged with calls from the affected public asking if the evacuation order is official.

Answer the following questions:

• What is the cause of the performance problem?

• Who in the Command and General Staff need to address the problem?

This page intentionally left blank.	April 2019	E/L/G 0300 Intermediate Incident Command System for Expanding Incidents, ICS 300
This page intentionally left blank.		
This page intentionally left blank.		
This page intentionally left blank.		
This page intentionally left blank.		
This page intentionally left blank.		
This page intentionally left blank.		
This page intentionally left blank.		
This page intentionally left blank.		
This page intentionally left blank.		
This page intentionally left blank.		
This page intentionally left blank.		
This page intentionally left blank.		
This page intentionally left blank.		
		This page intentionally left blank.

Performance Issue #4: A police officer at a traffic control point was struck by a motorist and received minor injuries. She was taken to the hospital by a witness to the accident, treated, and released. The first that incident management staff hear of the problem is when asked by the media at a press conference.

Answer the following questions:

•	What is	the cause	of the	performance	problem?
---	---------	-----------	--------	-------------	----------

Who in the Command and General Staff need to address the problem?

April 2019	E/L/G 0300 Intermediate Incident Command System for Expanding Incidents, ICS 300				
	This was intentionally left blank				
	This page intentionally left blank.				

Performance Issue #5: Self-dispatched resources are arriving at the Staging Area. In the confusion, several of these resources who were assigned to Task Forces now appear to lack the skills needed to operate equipment or execute orders.

Answer the following questions:

• What is the cause of the performance problem?

Who in the Command and General Staff need to address the problem?

April 2019	E/L/G 0300 Intermediate Incident Command System for Expanding Incidents, ICS 300
	This page intentionally left blank.

Performance Issue #6: The 5 o'clock news features a prominent interview with an incident responder at the Staging Area. The responder is not a member of the Public Information staff and has not been given an active assignment (or even seen the actual scene of the train wreck), but is waxing eloquently about how poorly the incident is being managed.

Answer	the	foll	lowina	aues	tions:
, (110,110,1			2441119	9400	

• What is the cause of the performance problem?

Who in the Command and General Staff need to address the problem?