CHAPTER III

MANAGING SIGNIFICANT INCIDENTS

The Los Angeles Police Department responds to a wide variety of incidents however, there are some common denominators within these incidents, and this chapter is meant to be used as a reference to assist in their management. Chapter IV will provide more information on some specific resources available to an LAPD Incident Commander.

INTELLIGENCE

Obtaining timely intelligence is a crucial factor in the management of almost any incident. The LAPD has a number of tools at it's disposal to obtain intelligence. The size and scope of the incident will dictate which tools the Incident Commander will employ. Some of the tools available may include:

- An Electronic Media Group to monitor the internet, Twitter, Facebook etc.;
- A Video Surveillance Group to monitor any video cameras that may be available;
- An Observation Post Group;
- Shadow Strike Teams or Task Forces;
- FBI undercover Strike Teams;
- LAPD and/or FBI fixed video cameras;
- Aerial cameras; and,
- Detectives stationed at Real Time Critical Analysis and Response Division (RACR) to conduct computer-based investigations.

CHAPTER V

BEST PRACTICES AND CONSIDERATIONS

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- <u>How to gain situational awareness during a significant incident</u>
  - Assign personnel to monitor radio frequencies, news media, internet, etc.

- Assign personnel as scouts to respond to the incident to be your eyes and ears and provide immediate and constant updated information directly to you
- Listen to the information that is being provided no matter the source (P-2s may have very good ideas or inside information on issues)
- Remain at the ICP
    - Responding to the front line of the incident can limit situational awareness
    - It is difficult to make sound decisions with limited information in the heat of the incident
    - Remaining at the front line of an incident can create tunnel vision
    - Benefits of remaining at the ICP
        - Instant information from multiple sources, radio, video feeds, telephone, text messages, etc.
        - Fewer distractions while processing and evaluating the information
        - Decision making can be made in a controlled environment without distraction from the incident
        - You remain accessible to Command and General Staff

- **Intelligence Group** – Coordinates unclassified, classified open-source intelligence information; debriefings; witness information; public safety liaison; physical surveillance; electronic surveillance; public information; media information; Internet chat and postings.