

Report Organization

This report has four parts.

Part I is a summary of the key events of the FDNY response on September 11, including events related to command and control, communications, and resource deployment. It has separate sections on the response by Fire and EMS personnel.

Part II contains recommendations for the FDNY across four areas:

Operations: Broader deployment of the Incident Command System, development of the Fire Department Operations Center, creation of Incident Management Teams, improvement of recall, mutual aid and staging processes, and expansion of hazardous materials capabilities.

Planning and Management: Improvement of planning and management processes.

Communications and Technology: A new process to identify the Fire Department communications and technology needs, and test, acquire and deploy solutions. Also, solutions to a number of urgent needs concerning communications, personnel tracking and information management.

Family and Member Support Services: Enhancing the system for notifying families of injured or deceased personnel and providing counseling services to personnel and their families.

Part III contains a discussion of additional issues to be addressed, including inter-agency coordination and joint planning.

Part IV contains exhibits that provide additional detail and graphic illustrations to support the material contained in Part I.

