

Subject:	MAXXX Calls	
Effective:	2/27/2013	Procedure
Update:		
Reference:		

PURPOSE

To provide a standardized format for entering a mutual aid fire incident request, generally from out of the County, generated through the ROSS system into CAD.

PROCEDURE

1. When the Duty Officer advises the dispatcher of a mutual aid call, the dispatcher will enter the following information:
 - a. Address: 4410 Cathedral Oaks (always use this address).
 - b. Do not choose "Fire Headquarters".

2. Location: Name of Incident/Incident Number
 - a. Name of Incident
 - b. Incident Number - must be provided by Duty Officer (Example of Number; CA-LNP-003115).
 - c. Call Type: MAXXX
 - d. White Box: Name of Incident
 - i. Enter only the name of the incident so that it populates the location on the mobiles.
 - e. Comment: Obtain a printed copy of the ROSS order from the Duty Officer which will contain the following information that needs to be included in the CAD event entry incident comments:
 - i. Personnel responding and corresponding call signs/piece of apparatus
 - ii. Estimated time of arrival (for each unit/apparatus)
 - iii. Incident number
 - iv. Driving directions and any other information from the request order

3. The dispatcher will activate the user timer on all responding units/apparatus to correspond with the time of estimated arrival provided in the ROSS order.
 - a. Right click on the unit/apparatus in the Unit Status screen
 - b. Select "Activate User Timer"
 - c. Change the time (HH:MM) so the time will activate when unit/apparatus is estimated to arrive on scene
 - i. Example: It is now 16:00; the estimated time of arrival is 19:15; the user time would be set for 03:15 so that in 3 hours and 15 minutes, the fire radio dispatcher is alerted to the

- unit/apparatus blinking on the Unit Status screen
 - d. At the estimated time of arrival, a solid color bar matching the color of the unit status should highlight the unit/apparatus and begin flashing in the Unit Status screen.
 - e. Right click on the unit/apparatus in the Unit Status screen.
 - f. Select "Clear Unit Timer".
 - g. As a back-up to the "User Timer", it is a good idea to use the quick note command (QN) and notate the "ETA" of the apparatus. This can be cleared once the ETA has passed.
4. At the estimated time of arrival, the dispatcher will enter the following unit status for responding apparatus:
- a. At/On Scene
 - b. Code 4/Patient Contact
5. Other information
- a. Any time dispatch is contacted by personnel assigned to a MAXXX incident, the contact should be noted in the Comment field.
 - i. Check in times
 - ii. Estimated "Off Incident" times
 - iii. "In County" times
 - iv. Actual "off incident" times (when known)
 - b. MAXXX incident should be closed
 - i. At the direction of the Duty Officer, or
 - ii. When all apparatus has advised "in quarters"