



Rogers Fire Department Standard Operating Procedures

Policy Title:	Mutual Aid Standing Orders		
Policy Number:	411	Volume:	Command
Approved By:	Tom Jenkins	Last Updated:	January 2021
CFAI Reference:	10A.3	CAAS Reference:	N/A
Revision Summary:	Created – May 2012 Update – April 2013, Clarification to radio procedures Update – October 2017, Lowell FD Channel Update – August 2018, Hazardous materials response Update – August 2019, radio system patching info Update – January 2021, Radio system, R2, conflict resolution		

PURPOSE

The purpose of this policy is to establish a standardized approach for Rogers Fire Department units when responding to out-of-city mutual aid requests.

POLICY

Requests for mutual aid shall be immediately processed by the Dispatch Center based upon recommendations in the Computer Aided Dispatch Systems (CADS). When recommendations are not found in the CAD, or unusual circumstances occur, the Citywide Tour Commander (CWTC) should be consulted. The CWTC shall be notified of mutual aid responses from the following sources:

- Monitoring radio communication
- Automatic notification from Benton County CENCOM via Active 911
- Monitoring CADS monitors in the CWTC office

The CWTC is responsible for determining whether there are sufficient fire department resources available to fill the mutual aid request, while still maintaining adequate coverage within the City of Rogers. The CWTC must keep in mind that the primary responsibility of the Rogers Fire Department is to provide emergency protection within the corporate city limits of Rogers; all mutual aid requests are secondary to that purpose.

Initial Assignments for Mutual Aid Responses:

Structure Fire

The initial assignment for a mutual aid structure fire to a neighboring volunteer department, such as Little Flock or Beaver Lake, shall consist of the on-duty

Battalion Chief and the two closest fire companies. Rescue 2 will be included in the response for those county map boxes that are in close proximity to the city (1901, 1902, 1904, 1905, 3905, 3906, 3909, 3910, 6901, 6903, 7901, 7904). When Rescue 2 is not on the response, the primary function of the second arriving company will be to establish the Rapid Intervention Team. At defensive fires in which no structures are threatened, Rescue 2 and the second company should return to the city as soon as possible.

The initial assignment for a mutual aid structure fire to a neighboring career department, such as Bentonville, shall consist of the single closest fire company. Response to the City of Lowell are governed by a memorandum of understanding between the two departments.

Grass Fire

The initial assignment for a mutual aid grass fire shall consist of the closest fire company. The CWTC may authorize the dispatch of a brush pumper and companion engine company to substitute or compliment the closest fire company.

EMS Response

The initial assignment for a mutual aid EMS response shall consist of the closest medic unit. If the response is for an MVA with Extrication to a neighboring volunteer department, the closest extrication-capable fire company will respond along with the medic unit.

Hazardous Materials Response

The initial assignment for a mutual aid hazardous materials response shall consist of various RFD resources that typically include Rescue 2, Ladder 5 and other components depending on the location and zone. If there are known patients and the response is to an area where the RFD is the primary EMS provider the closest additional medic unit will be sent.

Rescue Response

The initial assignment for a mutual aid rescue response shall consist of the closest engine, Ladder 5, Rescue 2, the closest medic unit (in areas where the RFD is the primary EMS provider), and the CWTC.

Aircraft Emergency at XNA

The initial assignment for a mutual aid aircraft emergency at XNA airport shall consist of the closest engine, closest ladder, the two closest medic units, Rescue 2, and the on-duty Battalion Chief.

The standard mutual aid response for any call type may be altered by the CWTC based on the needs of the requesting agency and resource availability.

Response Procedure

When dispatched for a mutual aid response, all responding units should respond using the MDC as standard practice. Additionally, each responding unit will switch to the appropriate channel of the agency requesting mutual aid and notify that agency of their response. When multiple units are responding, the highest ranking member is responsible for making the order to switch and selecting the appropriate channel. If the channel isn't available in the radio itself, RCD may be able to patch to the appropriate channel depending on the agency. All responding units should switch their radios to the appropriate channel of the agency requesting mutual aid while continuing to monitor RCD on the mobile radio. Upon arrival at the scene each unit is responsible for notifying both RCD and the requesting agency of their arrival.

Scene Responsibilities

Upon arrival at the scene, Rogers Fire Department personnel should not begin operating until they confirm that a NIMS-compliant incident command system is in place. Rogers Fire Department personnel should make every effort to work cooperatively with the agency requesting mutual aid, but are not obligated to engage in any task that they believe to be unsafe or improperly managed.

If a Rogers Fire Department unit is the first unit to arrive at the scene of a mutual aid incident, they should provide a scene size-up on the requesting agency's frequency and establish the incident command system. It is not intended that Rogers Fire Department personnel function as the long-term Incident Commander at mutual aid responses. Transfer of command to a qualified member of the agency having jurisdiction should occur as soon as practical. However, a strong and competent incident command system shall always be in place as long as RFD resources are assigned to the incident.

It is expected that Rogers Fire Department personnel will be utilized at mutual aid incidents for aggressive operations such as offensive fire attacks, patient treatment and transportation, and hazardous materials mitigation. Whenever possible, RFD personnel should use equipment off of the requesting agencies apparatus and should park in a position that prevents them from being blocked in at the scene. Once the scene is under control, RFD personnel should return to the city.

The primary purpose of the responding CWTC will be to ensure that a NIMS-compliant incident command system is in place and that the incident is being

operated in a safe and controlled manner. Once this is accomplished the CWTC may return to the city at his discretion.

Conflict Resolution and Policy Updates

This policy shall be discussed and reviewed at least annually in meetings with mutual aid partners. In addition, this policy may be reviewed at will should conflict or confusion arise from an incident.