

**PHOENIX REGIONAL
STANDARD OPERATING PROCEDURES**

Mutual Aid Response and Operations

M.P. 205.17

05/18

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Purpose

The purpose of this procedure is to provide Mutual Aid assistance to fires, medical emergencies, hazardous materials incidents, technical rescues and other types of emergency incidents that are within the scope of services provided by fire departments.

Definitions

Mutual Aid is defined as, any Fire Department emergency response and/or incident mitigation assistance provided by one jurisdiction to other jurisdictions when no formal Automatic Aid agreement has been instituted. Any Mutual Aid assistance provided will be the result of a formal request for assistance from one jurisdiction to the other jurisdiction.

Authority

When Mutual Aid assistance is provided, the Authority Having Jurisdiction (AHJ) remains ultimately responsible for the incident and must provide incident support.

Procedure

It is understood that a jurisdiction or area outside of the Regional Metropolitan Phoenix Automatic Aid Response System may exceed their response capabilities. When the Fire Chief or their designee determines that assistance is needed to mitigate an emergency incident within their jurisdiction, a request for assistance can be made to either party of this agreement. When a request for assistance is made, the following process must be followed:

1. The requesting jurisdiction will contact Dispatch and Deployment to request assistance. The request must include the type of incident, the type and number of resources being requested, current number of resources assigned to the emergency incident, and the current Incident Action Plan(IAP) being utilized.
2. Upon receipt of the information, Dispatch and Deployment staff will determine the closest appropriate supporting jurisdiction to fulfill the request. Upon that determination, Dispatch and Deployment will contact the on-duty Shift Commander or Battalion Chief of the proposed supporting jurisdiction to obtain approval to dispatch requested resources.
3. The following criteria will be utilized by the Fire Chief or their designee to determine the level of support that will be provided:
 - A. What is the incident type and nature?
 - B. What is the immediate or foreseeable Life Hazard?
 - C. Has the responsible agency dispatched resources to the incident? If so, what is their estimated time of arrival to the incident.
 - D. Is a different jurisdiction closer that can provide the requested support? If so, refer the request to that jurisdiction.

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- E. Is the requested support appropriate to ensure scene safety, and to operate within the Phoenix Fire Departments Volume 2 procedures? If no, what resources would be needed?
 - F. What is the current overall resource availability of the jurisdiction being requested? What impact will the fulfillment of the request have on the system?
4. After thoroughly assessing the above criteria, the Shift Commander or Battalion Chief will make a determination to fully support, partially support, or deny the Mutual Aid request. Upon this determination, the supporting jurisdictions Shift Commander or Battalion Chief will advise Dispatch and Deployment of the level of response that will be provided.
 5. If assistance will be provided, Dispatch and Deployment will immediately dispatch the determined resources, and notify the requesting jurisdiction of the status of their request for assistance.

Exceptions

- This procedure does not govern Statewide Mutual Aid requests or the deployment of the Rapid Response Task Force.
- Enhanced Mutual Aid with Rural/Metro Fire Department (RMFD) within one (1) mile of the borders of Scottsdale and Phoenix in the Northeast portion of the Valley. Rural/Metro units and Automatic Aid Consortium units can be dispatched into these areas without prior approval when the Computer Aided Dispatch (CAD) system recognizes a RMFD unit is closer in these areas.
- Enhanced mutual aid for requests by Gila River Indian Community Fire Department for incidents that occur on Interstate 10 from Phoenix city limits to Mile Post 169; within two and one-half (2.5) miles from the border of the Gila River Indian Community and the cities of Chandler and Phoenix in Maricopa County; within one (1) mile of the border of the Gila River Indian Community, the City of Chandler, and the Sun Lakes Fire Districts in Pinal County.
- One (1) way Automatic Aid onto Luke Air Force Base (LAFB); CAD has been programmed to select LAFB units for any calls that fall within a five (5) mile radius of the base. CAD will also select the next available unit to respond.

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Parameters for On-Site Operations by Assisting Jurisdictions

1. Mutual Aid units will use every effort to support the on-site Incident Commander in a positive manner.
2. Assisting resources will always operate under an Incident Command System (ICS).
3. Interoperable communications must be available. Crews will not operate in any hazardous environment without uninterrupted communications.
4. Assisting resources must follow the Phoenix Fire Department's Volume 2 procedures.
5. The first arriving Company/Command Officer from the assisting resources will establish communications with the Incident Commander. If there is no command structure established, the first arriving Company/Command Officer will facilitate the implementation of an ICS utilizing a Unified Command with the AHJ. Implementation will include the appropriate sectors, branches, and sections as needed. If the AHJ is unable to support a Unified Command Structure assisting resources will establish an ICS.
6. Company/Command Officers will use the Strategic Decision Making Model to determine the safety of the situation, the Mutual Aid Incident Commander's Incident Action Plan, and will proceed only if it is determined safe to do so. If unsafe to proceed, fire companies will advise the Incident Commander of their concerns while adopting an appropriate Incident Action Plan.
7. Fire companies will operate with intact crews. Incidents declared Offensive in nature will be mitigated with a minimum of two Engines. Crews and personnel will not be separated.
8. Ladder companies are a limited resource, and unable to negotiate unpaved roads. Therefore, Command Officers should consider whether a Ladder Company response is justified.
9. Command shall maintain a communications link with Dispatch and Deployment. The emergency traffic notification will be made available for use by Automatic Aid Companies as well as elapsed time notifications when appropriate.
10. Breathing apparatus will be refilled by Utility Trucks from Automatic Aid cities only.
11. Injured or ill Firefighters will be transported by fire department operated Ambulances whenever possible.
12. The Command Officer will update Dispatch and Deployment with progress reports upon arrival, and at appropriate points throughout the incident. When appropriate, the Assistant or Deputy Chief of Operations and Dispatch and Deployment will be given updates of the incident.
13. Assisting resources will be released from the incident as soon as conditions warrant, or the local jurisdiction has arrived and is ready to act. A necessary transfer of information will then occur. All overhaul operations will be completed by the requesting jurisdiction.