



**PRINCE GEORGE'S COUNTY, MARYLAND  
FIRE/EMERGENCY MEDICAL SERVICES DEPARTMENT GENERAL ORDER**

<b>General Order Number:</b> 03-19	<b>Effective Date:</b> January 24, 2019
<b>Division:</b> Communication and Information Management/Technology	
<b>Chapter:</b> Mobile Data Computers	
<b>By Order of the Fire Chief:</b> Benjamin M. Barksdale	<b>Issue Date:</b> January 24, 2019

**POLICY**

This General Order will establish a procedure for the use, maintenance, and responsibilities regarding Mobile Data Computers.

**DEFINITIONS**

**Computer Aided Dispatch (CAD) Software** – A program used by Public Safety Communications (PSC) to manage 9-11 calls from the initial call phase through the recovery and mitigation phases of the incident.

**Fire/EMS Department MDC Liaison** – The Apparatus Maintenance Manager will serve as the liaison between the Department and the Mobile Technology Center.

**Mobile Data Computer (MDC)** – A vehicle-mounted computer with a touch screen display and internet access maintained by Public Safety Communications. While these computers may vary in manufacturer and model, the software and capabilities are uniform across the Fire/EMS Department.

**Mobile Technology Center** – Public Safety Communications Technical Services section responsible for the coordination of hand-held radio devices and technical equipment installed in public safety and public service vehicles.

**Officer in Charge (OIC)** – The person assigned to the officer position of emergency response apparatus. This person rides in the front right (passenger side) seat of the emergency response vehicle and will have the primary responsibility of using the MDC.

**Self-Dispatching** – The user's ability to add a unit to an emergency incident. Self-dispatch is reserved for Command Officers, Safety Officers, and EMS supervisors.

**Software** – Programs or other operating information used by a computer.

**PROCEDURES / RESPONSIBILITIES**

**I. General Provisions**

- A. Mobile data computers (MDC) provide unit officers and command officers with active CAD dispatch information through wireless access available in all front-line response apparatus.



**PRINCE GEORGE'S COUNTY, MARYLAND  
FIRE/EMERGENCY MEDICAL SERVICES DEPARTMENT GENERAL ORDER**

- B. The software will alert personnel to an emergency incident.
- C. The MDC has the ability to capture the unit when they status "Enroute" with the appropriate number of personnel.
- D. The MDC is a valuable tool during emergency response. The MDC will provide call information, location history, premise hazards, and incident updates. (See Attachment A - MDC User Guide).
- E. When using an MDC, vehicle safety is paramount. The MDC shall never be mounted or positioned to obstruct the vehicle operator's view. Primary viewing and utilization of the MDC should be done by the individual riding in the "officer's" position on the apparatus. If, in rare circumstances, the vehicle operator must view the MDC, the vehicle shall be pulled over in a safe position prior to diverting attention from safe vehicle operation.

**II. Responsibilities**

- A. Personnel assigned to the OIC position shall perform a daily inspection of the MDC. The inspection will include ensuring that the MDC is free of damage, and that the CAD software and computer hardware are functioning properly. Any variances shall be noted on the station log book and reported to the Station Supervisor as soon as possible.
- B. Station Supervisor
  - 1. Verification of all daily inspections have been completed.
  - 2. If the MDC is not functioning and needs repair, the station supervisor will schedule repair appointments through the Apparatus Maintenance Division. No Fire/EMS Department personnel/vehicles will report to Public Safety Communications or Mobile Technology Center (radio shop) without a pre-scheduled appointment.
- C. Command Officers (Staff) and Volunteer Chiefs
  - 1. In-Service/Out-of-Service
    - a) When going in-service, operator will log into the CAD software.
    - b) When going out-of-service, operator will log off of the CAD using the "Unit remains active in CAD" box.
      - (1) Specific login instructions can be found in the MDC User Guide (see Attachment A).
- D. The Fire/EMS Department Liaison to the Mobile Technology Center will schedule repair appointments as soon as possible.
- E. Public Safety Communications will maintain all MDC and related software and hardware components.



**PRINCE GEORGE'S COUNTY, MARYLAND  
FIRE/EMERGENCY MEDICAL SERVICES DEPARTMENT GENERAL ORDER**

**III. Use of the MDC**

**A. Suppression Units, EMS Transport Units, and Command Officers**

1. Personnel will ensure their MDC is operational and logged in the beginning of their shift.
2. Personnel shall refer to the MDC Quick User Guide (Attachment A) for the specific operation of the mobile CAD software.

**B. Self-Dispatching**

1. Utilization of the self-dispatching feature shall be used only by any non-dispatched Command Officer, Safety Officer or EMS Duty Officer that is responding to an emergency call.
  - a) When utilizing the self-dispatching feature, verbal communications on the talk-group are NOT necessary. Once activated, PSC receives the notification that a unit has self-dispatched and will show the unit enroute to the incident.
  - b) Only units that are permitted to self-dispatch will have the option enabled on their MDC's as authorized by Public Safety Communications and the Emergency Services Command (ESC). This includes those Volunteer Command Officers that are authorized pursuant to *General Order 01-03, Chain of Command, Section VIII - Operations, A - Response, Item 3.*
2. Chief Officers, Safety Officers, or EMS Duty Officers can self-dispatch from the mobile software. To accomplish self-dispatching from the MDC, simply select the incident from the "Incidents" screen and select the "Self-Dispatch" button.

**C. Arrival to the Scene/Staging**

1. Upon arrival, units will utilize the status buttons "On-Scene" or "Staging."
2. Verbal returns in addition to the status button use of "On-Scene" may be used by units arriving and providing important incident information such as size up, water supply, and/or tactical decisions.

**D. Transporting Patients**

1. When transporting a patient, EMS units will no longer need to verbalize transport information. Prior to starting transport, vehicle operators will "click" on the TRANSPORT (F6) button.
  - a) Under the "Location" text box, the operator will enter the destination hospital using the designation listed (See Attachment A).
  - b) Under "Unit Comments" text box, the operator will enter the patient's age, gender, priority and other relevant information.
  - c) Hit "OK" button to submit information.
2. Complete transport and status "At Hospital."



**PRINCE GEORGE'S COUNTY, MARYLAND  
FIRE/EMERGENCY MEDICAL SERVICES DEPARTMENT GENERAL ORDER**

**E. Clearing the Incident**

1. Units can utilize the "AOR" status to clear from an incident.
2. The last unit to clear an incident must provide a verbal return to clear the incident.
3. At no time shall any personnel enter a Disposition on the MDC to clear an incident.

**IV. Care, Repair, and Maintenance of Mobile Data Computers**

- A. Avoid exposing the MDC to any liquids, including beverages, as well as water/cleaning solutions as a result of cleaning the inside of the vehicle.
- B. Any concern about the MDC or the function of its software should be addressed during an appointment at the Mobile Technology Center.
- C. A Loss Damage report shall be completed for any damage to the MDC.
- D. The MDC shall be secured in its docking station any time the vehicle is in motion or unattended.
- E. When the vehicle is left unattended outside of the station for more than two (2) hours, the MDC shall be removed from the vehicle and kept in a secure location. This includes any time the unit goes "out-of-service" for repair or maintenance.
- F. MDC's are assigned to specific units. When switching apparatus, MDC's may be removed/secured for security; however, MDC's shall not be transferred between units without AMD authorization.
- G. No additional software will be added to the MDC's unless authorized by the Fire Chief or his/her designee.

**REFERENCES**

N/A

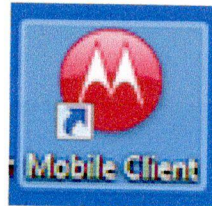
**FORMS / ATTACHMENTS**

Attachment A – MDC User Guide



### **Opening the Motorola Mobile Client:**

Log into the computers windows account with password: PGFDmdc16  
Click on the Motorola Mobile Client Icon:



### **LOGGING ON:**

The program will open to the following screen:

User ID: The unit's M# with the M included

Unit ID: The unit's CAD Designation

Vehicle ID: The unit's M# without an M in front of it

Radio ID: Leave Blank

Password: MDC in all Caps followed by the vehicles M# in the picture below the password would be MDC10521

Agency: PF

Sector: LEAVE BLANK- DO NOT SELECT BATTALIONS

Role: Select FIRE for suppression apparatus and SUPERVISOR for command vehicles Note: If you receive an error using these options, click on detailed login, and ensure that the station number is correct.

The screenshot shows the Motorola Mobile Client login interface. At the top left is the Motorola logo. The page title is "Login". In the top right corner, the date and time are "Wed, May 30 17:32:25". The main content area features the Prince George's County Fire/EMS logo on the left and a form titled "Enter Login Credentials:" on the right. The form contains the following fields:

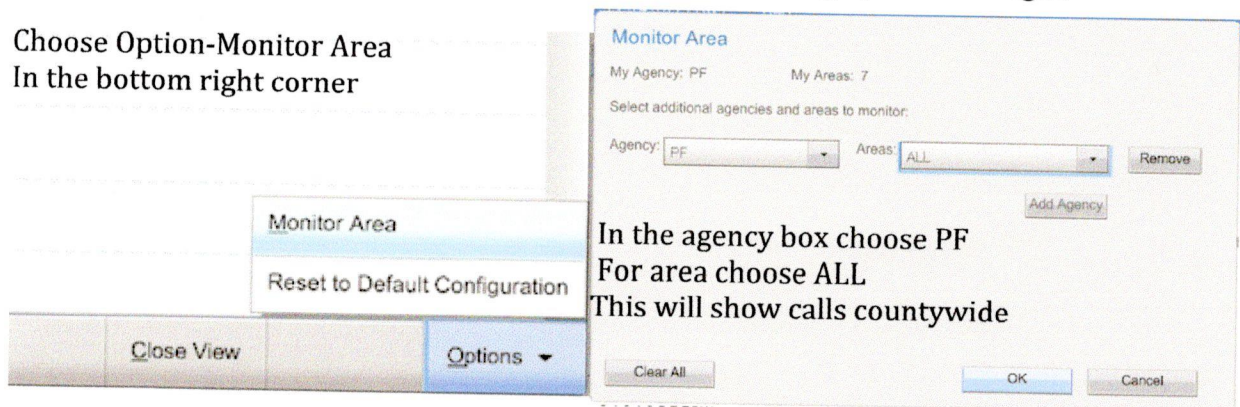
User ID *	M10521	Password *	
Unit ID	TW845	Agency *	PF
Vehicle ID	10521	Sector	
Radio ID		Role *	FIRE



### **Monitoring All Calls:**

Most units want to monitor calls countywide, which is traditionally done at login. This is no longer done by choosing every battalion under sector. Selecting countywide calls that way has caused issues with the CAD at Public Safety Communications. The correct procedure is to login choosing no sector, and choose the following option after login:

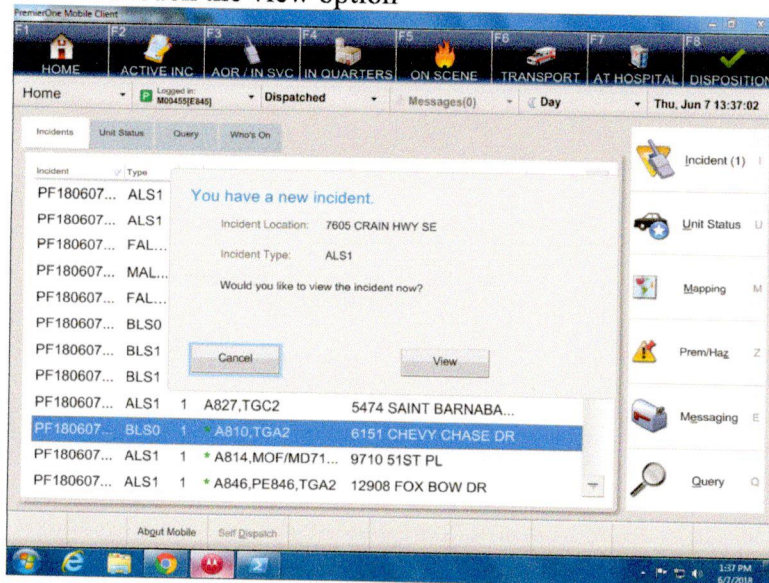
Choose Option-Monitor Area  
In the bottom right corner



In the agency box choose PF  
For area choose ALL  
This will show calls countywide

### **Receiving a call:**

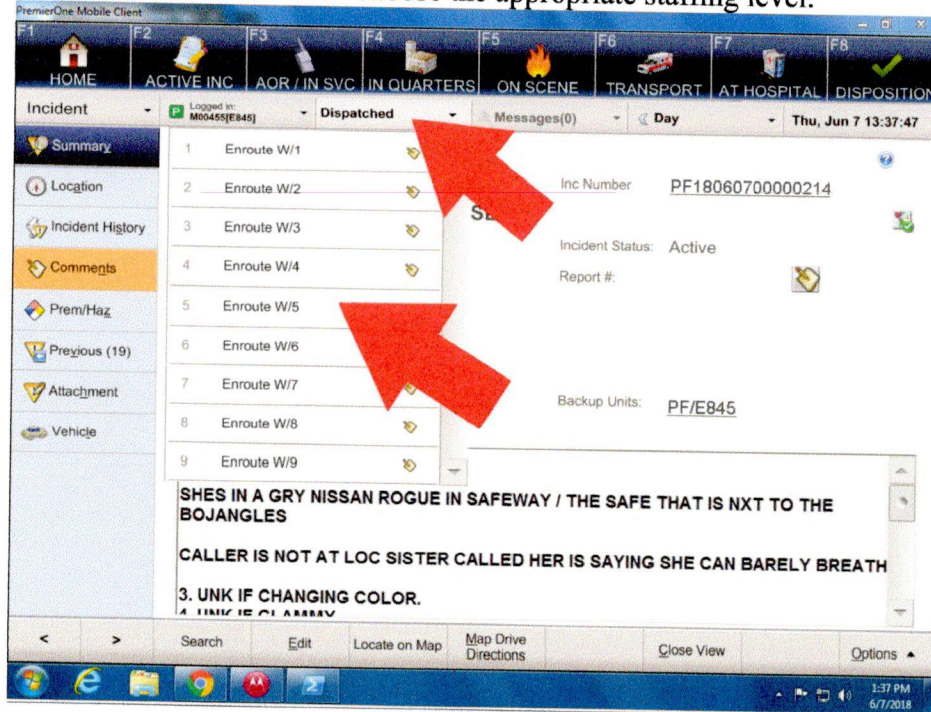
After a call is received touch the view option





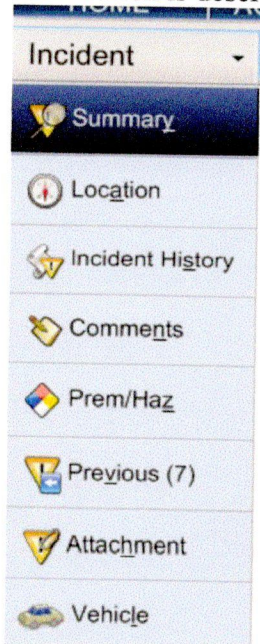
### **To Status Enroute:**

Click on dispatched at the top of the screen under the AOR/IN SVC and IN QUARTERS buttons, then click Enroute w/ and choose the appropriate staffing level.



### **While Enroute:**

Use the bar located on the left to view incident information. The most frequently used information is described below.



Summary returns you to the incident summary.

Location shows information about the location including cross streets and GPS coordinates.

Prem/Haz is a premise hazard. If you see a number in parenthesis "(1)" next to Prem/Haz, you should click that box.

Previous (7) shows the previous calls for service at that location of from that caller. The number shows how many previous calls have been received, in this case, 7.

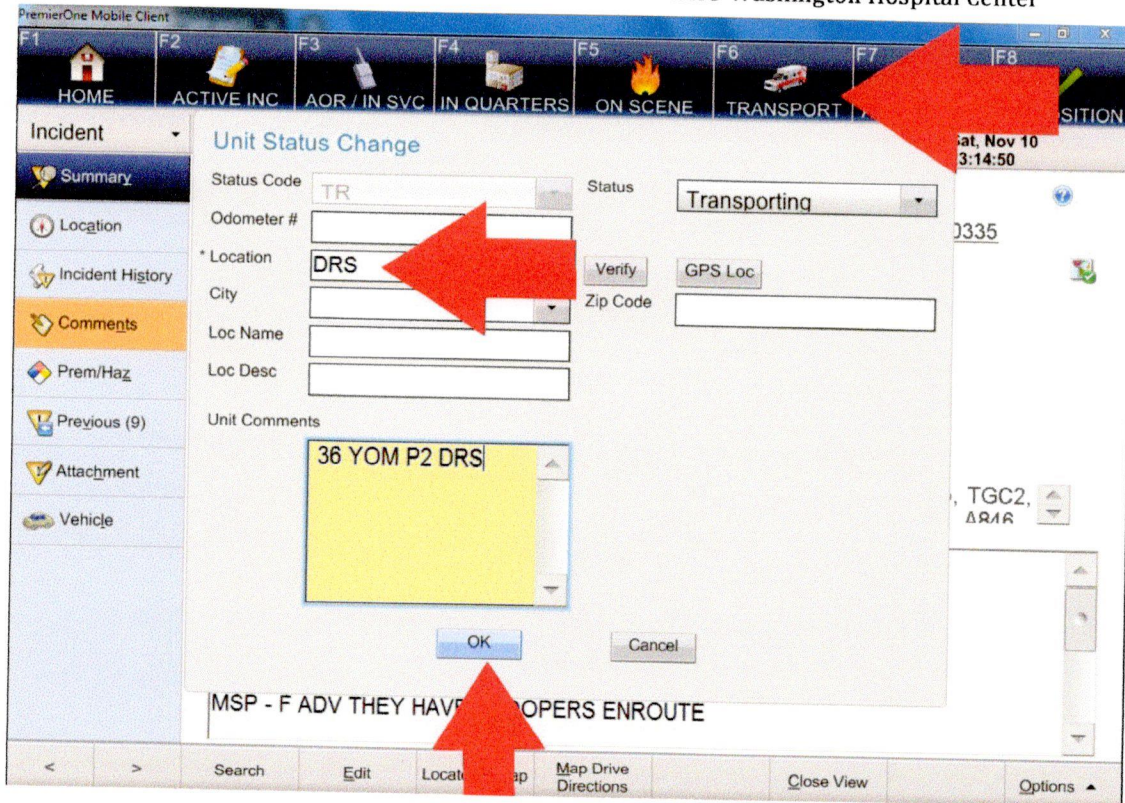


### **Patient Transporting:**

The transport option has been enabled. Clicking the TRANSPORT (F6) button will open a window that allows you to add transport information. Type the hospital abbreviation in the "Location" box. Remember to add Age, Gender, Priority and other relevant information in the "Unit Comments" box.

AAMC- Anne Arundel Medical Center  
BHC-Bowie Hospital Center  
CNHM-Children's National Medical Center  
DRS-Doctors Hospital  
LRH-Laurel Regional Hospital  
PGH/PGTC- Prince George's Hospital/Trauma Center  
PROV- Providence Hospital

SMH-Southern Maryland Hospital Center  
SUB-Suburban Hospital  
UMC-United Medical Center  
UMCC-United Medical Center Children's  
VA-Veterans Hospital DC  
WAV-Washington Adventist Hospital  
WHC-Washington Hospital Center

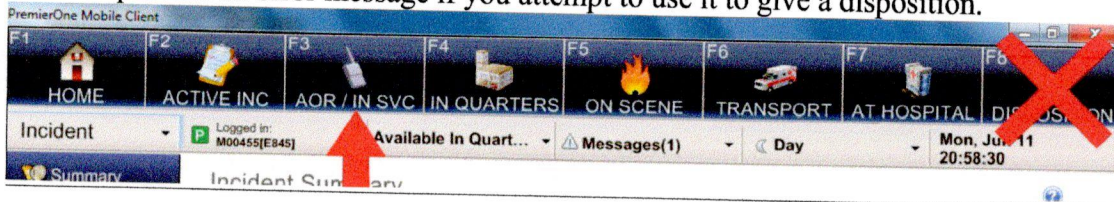


When the information has been added, click OK.



### **Status Available/Disposition:**

To status available, press the AOR/IN SVC (F3) button. This can be done anytime you want to free your unit from a call when a disposition is not required. If a disposition is required, you must give it verbally. The DISPOSITION (F8) button has been disabled and will provide an error message if you attempt to use it to give a disposition.



### **Logging Off:**

When logging off, ensure that you click the “Unit remains active in CAD” box on the logoff confirmation screen. If you do not click this box, the unit will go out of service without an out of service reason. Placing a unit out of service should be done via landline with PSC.

