



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

<b>General Order Number:</b> 05-28	<b>Effective Date:</b> February 13, 2017
<b>Division:</b> Emergency Medical	
<b>Chapter:</b> Medical Ambulance Bus	
<b>By Order of the Fire Chief:</b> Marc S. Bashoor	<b>Issue Date:</b> February 13, 2017

**POLICY**

The Medical Ambulance Bus is a specialized regional asset that can be requested for a variety of emergency incident types or scheduled non-emergency events. The purpose of this General Order is to provide guidelines for the response and operations of the Medical Ambulance Bus (MAB).

**DEFINITIONS**

**Emergency Management Assistance Compact (EMAC)** – A formal document outlining mutual assistance between the jurisdictions entering into a Compact in managing an emergency. A Compact is also used to provide mutual cooperation in emergency-related exercises, testing, or other training activities using equipment or personnel simulating performance of any aspect of the giving and receiving of aid by party jurisdictions during emergencies.

**Medical Ambulance Bus (MAB)** – Specialized asset that may be requested to support a variety of incident types within Prince George's County, the State of Maryland, and the National Capital Region. These incidents may include, but are not limited to, mass casualty incidents, evacuations, medical rehabilitation on large scale incidents, alternate care site support, medical surge events, or as a medical treatment area for a large scale planned event.

**Mass Casualty Support Unit (MCSU)** – A vehicle designed to carry supplies and equipment for mass casualty incidents. The minimum inventory is in accordance with the standards established by the Metropolitan Washington Council of Governments mutual aid agreement.

**Metropolitan Washington Council of Governments (MWCOG)** – The Metropolitan Washington Council of Governments (MWCOG) is an independent, nonprofit association that brings area leaders together to address major regional issues in the District of Columbia, suburban Maryland and Northern Virginia. These jurisdictions include, but are not limited to, District of Columbia, Charles County, Frederick County, Montgomery County, Prince George's County, City of Alexandria, Arlington County, Fairfax County, Loudoun County, and Prince William County.



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**PROCEDURES/RESPONSIBILITIES**

**I. Overview**

- A. The MAB's primary function is the transport of multiple patients from one centralized location during a mass casualty event to a predetermined receiving facility. Capabilities of the MAB include medical care at the basic life support level and, when available, at the advanced life support level.
- B. The MAB is designed to take on a number of different patient configurations to include:
  - 1. 16 back-boarded patients
  - 2. 20 seated patients
  - 3. 8 wheelchair patients
  - 4. Various combination of patients based on incident needs
- C. The MAB is also equipped with a stretcher rated at 1600 pounds and a winch system for transporting oversized and/or bariatric patients that cannot be transported in either a BLS or ALS transport unit, provided the width of the patient does not exceed 35 inches.
- D. The MAB will be assigned to a designated station as determined by the Emergency Services Command. Personnel assigned to this station will include the core of the MAB Response Team and should have adequate training to function in at least one role of the MAB Response Team. A secondary station will be identified to assist with the MAB response for situations in which the primary designated station personnel are unavailable.

**II. MAB Management**

**A. Commander**

- 1. The Assistant Fire Chief of Emergency Medical Services (EMS Commander), or designee, shall be responsible for the overall management of the Medical Ambulance Bus. Responsibilities shall include:
  - a) Overall supervision for the MAB, response team members, and response patterns.
  - b) Approve recommendations of team members and team supervisors.
  - c) Coordinate MAB operations with all EMS Duty Officers. This shall include providing updated qualified personnel to function as MAB Response team members.





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**B. Supervisor**

1. The career captain of the designated MAB station shall be appointed as the MAB supervisor and will be responsible for the day-to-day coordination of programs necessary to maintain personnel training and unit response readiness. This will include:
  - a) Provide response team members recommendations for approval to the MAB commander.
  - b) Notification to the MAB commander of changes in qualified personnel.
  - c) Provide an updated list to the MAB commander of personnel qualified to function in a Response Team Member role on the first day of each month.
  - d) Schedule monthly training for response team members to include secondary designated station personnel.
  - e) Schedule orientation training sessions on an annual basis for non-team member personnel.
  - f) Maintain documentation of qualified personnel and all training records at the station.

**III. MAB Response Team**

**A. The MAB Response Team shall include:**

1. Officer-in-Charge (OIC)
2. Operator/driver
3. Member(s) (1-3 personnel)

**B. MAB OIC**

1. Qualified officer assigned to the MAB
2. Complete all qualifications of a driver/operator
3. Successfully complete the MAB Skills Check List
4. Approved by the current MAB Supervisor and MAB commander, or designee
5. Administer MAB skills evaluation to team members
6. Recommend Team Members to the MAB supervisor

**C. Driver/Operator**

1. Complete all qualifications of team member



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2. Hold a minimum of a B license (CDL or Non-CDL) or Maryland Emergency Vehicle Operator card issued by the Fire/EMS Training and Leadership Academy
3. Complete the Driver's Training Program for the MAB (see Attachment #1)
4. Approved by the current MAB supervisor

**D. Team Members**

1. Successfully complete the MAB Skills check list (See Attachment #2)
2. Approved by the current MAB supervisor
3. Complete a minimum of four (4) monthly training sessions each calendar year

**IV. Training**

- A. All personnel assigned to the designated MAB station will be provided training to minimally function at the team member level. Additional personnel (both career and volunteer) will be provided training based on operational needs.
- B. All training records for those approved to respond on the MAB shall be maintained by the MAB commander.
- C. In-service training shall be conducted, at a minimum, on a monthly basis for all qualified MAB personnel.
- D. Additional orientation training for interested personnel should be conducted annually. Scheduling for this training shall be coordinated by the MAB supervisor.
- E. Based on availability, seminars and conferences will be used to increase the skills, knowledge, and abilities of the MAB response team. Members can request (local, regional, national) training courses as operational and fiscal constraints permit. These requests should follow the chain-of-command to the Emergency Services Command Deputy Fire Chief.

**V. Response Staffing**

**A. In County Emergency Responses:**

1. To ensure adequate staffing to support incident objectives and operational needs, the following shall be the minimum response compliment for multi-patient incidents within the County:
  - a) The designated station will deploy the MAB by placing the station out of service, and responding with a minimum of three (3) personnel (officer, operator/driver, and team member(s)). The optimal response pattern is five (5) personnel, which includes the ambulance staffing.





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- b) In the event the designated station personnel are not available, the designated secondary station with qualified personnel will be dispatched to respond and deploy the MAB.
- c) A MCSU will be dispatched to support the MAB and provide additional EMS equipment.
- d) An EMS duty officer will be dispatched to assist with logistical needs and to interface with the on-scene incident management team.
- e) Transport staffing of the MAB will be a minimum of one (1) provider per every three (3) priority 3 patients, one (1) provider per every two (2) priority 2 patients, and/or as deemed appropriate by the Unit OIC.
- f) This automated deployment may be modified by the on-scene incident commander based on the operational needs.

**B. MWCOC Regional or Intrastate Mutual Aid Emergency Responses:**

- 1. To ensure adequate staffing to support incident objectives and operational needs, the following shall be the minimum response compliment for Mutual Aid Emergency Responses:
  - a) The designated station will deploy the MAB by placing the station out of service, and responding with a minimum of three (3) personnel (officer, operator/driver, and team member(s)). Optimal response of five (5) personnel to include the ambulance staffing.
  - b) In the event the designated station personnel are not available, the designated secondary station with qualified personnel will be dispatched to respond to deploy the MAB.
  - c) A MCSU will be dispatched to support the MAB and provide additional EMS equipment.
  - d) An EMS duty officer will be dispatched to assist with logistical needs and to interface with the on scene incident management team.
  - e) A battalion chief will be dispatched to interface with the on-scene incident management team.
  - f) This automated deployment may be modified by the on-scene incident commander or requesting jurisdiction based on the operational needs.



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C. Interstate Responses (Outside the MWCOG)

1. To ensure adequate staffing to support incident objectives and operational needs, the following shall be the minimum response for requests initiated by other states in agreement with the EMAC:
  - a) Response staffing will be determined by Operational needs to be determined by the EMAC.
  - b) Recommendations for staffing will be based on a 12-hour operational period and require an officer, operator/driver, a minimum of three (3) response team members, and two (2) ALS providers.
  - c) A battalion chief will accompany the personnel for personnel supervision and to interface with the on-scene incident management team.
  - d) Determination of additional personnel and chief officers will be at the discretion of the requesting jurisdiction and EMAC needs.

D. Incident Response Typing

1. The on-scene incident commander may request the MAB for incidents that may exhaust EMS response capabilities or will be required to support incident operations.
2. Requests for a Regional Emergency Response for the MAB from a Maryland designated Fire/EMS jurisdiction shall be made in accordance with the established mutual aid request process.
3. Requests for a Regional Emergency Response for the MAB from a participating jurisdiction of the MWCOG shall be made in accordance with the established mutual aid request agreement.
4. The automated response of the MAB in conjunction with the MCSU will be included on the following incident types:
  - a) Information indicating more than six (6) patients on a single incident.
  - b) Incidents involving an occupied school bus, commercial bus, Metro train, passenger train or commercial aircraft.
  - c) All declared Mass Casualty Incidents (MCI) as per *General Order 5-10, Multiple Casualty Incident Operations*.
5. The automated response of the MAB will be included when first alarm assignments involve a hospital or nursing home facility.





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**VI. MAB Operations**

A. The MAB is a multi-patient transport response vehicle. The MAB should not be utilized as a functional group within the incident command system; it should be utilized as a transport resource unless needed for large-scale incident rehab or shelter.

**1. Mass Casualty Incidents**

- a) The MAB OIC will meet with the transport officer or appropriate group supervisor to determine the number of patients and priority for transport. The MAB OIC will have final determination on the number of patients and the MAB's ability to transport based on patient priority.
- b) The MAB OIC will determine the number of patients and the order they are loaded from the treatment or scene area. Patients requiring spinal immobilization will be prepackaged prior to loading.
- c) Transport staffing of the MAB will be a minimum of one (1) provider per every three (3) priority 3 patients, one (1) provider per every two (2) priority 2 patients, and/or as deemed appropriate by the MAB OIC.
- d) The designated transport care provider on the MAB will be responsible for updating electronic transport information via the hand held or tablet patient tracking software, as well as the completion of an electronic patient care report for each patient under their care.

**2. Oversize/Bariatric Patient Response**

- a) The MAB is equipped with a bariatric stretcher that has a capacity of 850 pounds in its highest position/1600 pounds in its lowest position, and an accompanying winch system. The MAB is only capable of loading patients 35 inches in width or smaller due to the opening in the loading door. The MAB can be utilized for any patient who exceeds the weight limits (700 pounds) or girth limits (33 inches) of a Stryker XPS equipped power cot, or any patient who the crew member(s) feel cannot be safely transported by traditional methods. The units with the XPS Power Cot and Power Load system may be available, and a better resource, for those patients not exceeding the 700 pound rated capacity.
- b) Any request for a bariatric response of the MAB will include a response from a designated technical rescue unit.
- c) The MAB OIC will meet with the EMS crew, EMSDO, or Technical Rescue OIC on scene to determine the most effective and efficient way to care for and transport the patient.



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- d) Patients less than 850 pounds may be more appropriately cared for in the back of an EMS Transport unit with the bariatric stretcher than in the bus.
- e) Patients exceeding 850 pounds with a width of less than 35 inches will be loaded into the bus.
- f) For safety purposes, the ramps will be utilized for all loading situations.
- g) In order to provide continuity of care, patient care will be the responsibility of the originally dispatched crew unless otherwise determined by the MAB OIC.
- h) It shall be the discretion of the MAB OIC as to whether the ramps will be utilized for off-loading at the hospital when the patient weight is less than 850 pounds. For patients exceeding 850 pounds, the stretcher will remain in the collapsed position.

**3. Incident Rehab**

- a) The MAB will respond in accordance to *General Order 05-16, Emergency Incident Rehabilitation*, for incident rehab. The MAB will respond with its normal complement of staffing, unless otherwise staffed for the purposes of rehab during weather or disaster incidents that may require the unit to respond driver only.
- b) The MAB OIC or driver/operator will meet with the EMS group or rehab group supervisor to determine the number of personnel so that the seating on the bus can be reconfigured prior to utilization for rehab.
- c) The driver of the MAB will ensure all oxygen systems are turned on, generator is running, and the bus is climate controlled to a weather appropriate temperature.
- d) Any equipment needed for rehab efforts will be supplied by the EMS units on the scene with the exception of oxygen.
- e) For the safety of all personnel and to reduce contamination of the MAB, structural firefighting gear will be removed before personnel enter the bus.

**4. Planned Events**

- a) The MAB is available for planned events and exercises. The MAB will be staffed by qualified personnel as required by the Incident Action Plan (IAP) for the event or exercise.





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**REFERENCES**

Howard County DFRS General Order  
Metropolitan Washington Council of Governments Mutual Aid Agreement

**FORMS / ATTACHMENTS**

Attachment #1 - MAB Driver's Training Procedure  
Attachment #2 - MAB Team Member Skills Check List

# **PRINCE GEORGE'S COUNTY FIRE/EMS DEPARTMENT**

## **Medical Ambulance Bus Driver's Training Procedure**

### **Purpose**

This procedure is to outline the process for new and existing drivers to become an approved driver on the Medical Ambulance Bus (MAB).

### **Overview**

*General Order 06-05, Departmental Driving Regulations*, will be used as a guide for becoming an ambulance, medical ambulance bus, and engine driver. *General Order 06-05* also provides a detailed guide to be utilized in obtaining a "State of Maryland Certified Emergency Vehicle Operator's Card." Personnel will meet the completion standards of each phase before proceeding to the next phase, are responsible for maintaining their Driving Log, and obtaining essential reference material. The ultimate authority granting driving privileges will be the MAB Supervisor.

### **Prerequisite**

Personnel entering the driver's training program will review with their supervisor the required training, current qualifications, and licensing process. Trainee must be a Certified Emergency Vehicle Driver/Operator in accordance with *General Order 06-05, Departmental Driving Regulations*, prior to being granted driver status. The supervisor will discuss and outline the employee's driver training plan.

Successful completion of this program relies heavily on the commitment of the driver trainee throughout the entire process. The supervisor will ensure proper documentation is kept on any discrepancies or performance issues via a Performance Assessment Form (PAF).

### **Licensing**

Only employees that possess an appropriate valid driver's license for specified apparatus may begin the process, to include, Maryland Commercial or Non-Commercial Class "B"/MVA Emergency Vehicle Operator's Card (Engine, MAB, Rescue Squad, Truck - Tiller), Class "A" (Truck - Tractor), or equivalent for state of residency.

### **Process**

Personnel will be required to successfully complete all training outlined within this procedure for the MAB.



## A. Pre-Assessment

The driver trainee must complete an assessment/review with their MAB supervisor on the following:

- Proper license/requirements
- Demonstrate all operations and functions of the vehicle's equipment
- Demonstrate/explain radio procedures and accident reporting
- Complete a proper Daily/Weekly/Monthly Vehicle Check
- Explain the roles and responsibilities of the apparatus driver
- Knowledge of driving courtesy (due regard) and driving regulations/laws.

## B. Phase 1 - Parking Lot Maneuvering

Objective: To safely operate the vehicle through a driving course.

### Driving Course

serpentine course	forward/back	67' distance between cones
offset alleys	forward/back	10' alleys
loading dock	backing only	10' wide loading dock approaching from each side 3X each

**Completion Standard:** Driver trainee will be able to drive vehicle 3 times in the direction indicated through each of the above courses without any instruction, directions from the spotter, and/or without hitting any cones.

*\*ANY time that the vehicle is being operated in reverse, the use of a spotter is required.*

## C. Phase 2 - Roadway/Neighborhood Streets

Objective: To become familiar with operating the vehicle on major thoroughfares and neighborhood streets. The driver trainee must complete a minimum of 100 miles and/or 10 hours of non-emergency drive time with a Supervisor or driver's trainer. The trainee must log all miles/hours.

### Minimum Requirements

- 10 miles must be completed on neighborhood streets/alleys
- 10 miles or 1 hour must be at night (20 miles/2 hours preferred)
- 10 miles or 1 hour must be on an interstate highway
- 10 miles or 1 hour in inclement weather if possible

**Completion Standard:** Driver trainee shall be able to correctly position apparatus per SOP, back into quarters from both directions and without excessive "jockeying" of the vehicle.

#### **D. Phase 3 - Psychomotor Skill Development**

Objective: To become proficient in necessary skills to operate specific apparatus and its equipment.

1. Utilizing the attached Skill Development Check List, the trainee will demonstrate competency in area, tasks, and/or skills identified.
2. The supervisor may permit non-emergency response when appropriate. The trainee must exhibit continued ability to navigate and position during response and operate accordingly on scene.

**Completion Standard:** The Driver trainee will be able to perform all standards outlined in the Skill Development Check List without reference material.

#### **E. Final Assessments**

Objective: To ensure each trainee is proficient in driving abilities, are able to operate tools/equipment associated with MABs.

1. Written Assessment- After successful completion of practical testing portion a written examination will be administered based on the following material:
  - Operator's Manual for specific apparatus
  - General Orders Division 2, Division 6, Division 25 (Chapter 10-15-16)
  - General Orders Division 5
  - MAB General Order
  - Problem Solving/Decision Making

**Completion Standard:** Minimum of 80%.

2. Practical Assessment - The trainee will be evaluated on skills outlined on the Skill Development Check List and any additional evolutions as appropriate based on previous PAFs. Trainee will verbally explain each task to the supervisor and then physically perform the task.

**Completion Standard:** The trainee will verbally and physically demonstrate competency in completing all tasks from memory.

#### **Approved Driver Status**

Upon successful completion of the outlined driver training process, provided the employee has the required license for specified apparatus class, he/she will be designated an approved driver for the MAB. The employee will then initiate a request to update specialties in SharePoint via chain of command.

#### **Attachments**

MAB Drivers Training Skill Development Check List  
MAB Team Member Skills Check List



# MEDICAL AMBULANCE BUS

## DRIVERS TRAINING SKILL DEVELOPMENT CHECK LIST

Name/ID Number: \_\_\_\_\_

	Area/Task/Skill	Date Completed	OIC Initial
A.	Vehicle Specifications		
	Vehicle Make, Model, Year _____		
	Dimensions of vehicle - length, height, weight, wheelbase		
	Fluids - check locations, types, amount		
	Conduct daily, weekly, and monthly apparatus check correctly		
B.	Driving and Maneuvering		
	Alley Dock (Off Set)		
	Serpentine		
	Lane Changes		
	On the road - required miles per General Order 8-4		
	Vehicle specific maneuvering		
	Vehicle positioning in accordance w/ General Orders and SOP's		
C	Medical Ambulance Bus		
	Winch operations		
	Bariatric Stretcher - size, limitations, use		
	Ramp deployment and positioning for task		
	Medical equipment operation		
	Generator operations/capacity		
	Interior patient seat setup		
	O2 System		
	Climate Control system		
	Applying snow chains		
	Team Member Skills Checksheet		
	Location of area hospitals		

Date Completed: \_\_\_\_\_

OIC/Trainer Name/ID#: \_\_\_\_\_



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## MAB Team Member Skills Checklist

Name/ID	Pass	Fail
<b>Ramp Setup</b> Given assistance, candidate deploys patient loading ramp including handrails. Candidate also disassembles ramp and stows for transport.		
<b>Oxygen System Startup/Shutdown</b> Candidate shows operation of oxygen system including switching oxygen banks and explaining emergency shutdown procedure.		
<b>Onboard Generator</b> Candidate demonstrates start up procedure for generator and demonstrates knowledge of unit (output, fuel supply, etc.).		
<b>Lighting</b> Candidate explains use of lighting inside and outside vehicle.		
<b>Patient Transfer Equipment</b> Candidate demonstrates use of stretchers and cots, exercising all release/latch mechanisms and demonstrating removal of patient trays.		
<b>Wheelchair Tie Downs</b> Candidate explains deployment of wheelchair tie downs inside unit.		
<b>In-Floor Winch</b> Candidate sets up and demonstrates use of the supplied winch.		
<b>Equipment</b> Candidate explains what EMS equipment is carried on the unit and the maintenance requirements.		
<b>Climate Control System</b> Candidate starts and shuts down air conditioning/heating units inside vehicle following proper procedure.		
<b>Unit Maintenance</b> Candidate explains maintenance procedures for the unit's systems.		
<b>Loading Procedure</b> Candidate explains loading procedure and crew responsibilities on the unit.		

Evaluator Name/Signature ID: \_\_\_\_\_

Date: \_\_\_\_\_