



# INTER OFFICE MEMORANDUM

**TO:** Fire Dispatch Center

**FROM:** Rachel T. Brown

**SUBJECT:** FDC Procedures for MACRO

**DATE:** July 30, 2022

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Approval \*

Date

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**PURPOSE:** To establish procedures for the handling of MACRO incidents. This procedure explains how MACRO requests may initiate, what criteria is currently approved for MACRO, how to create MACRO incidents, how to dispatch MACRO incidents, how to escalate MACRO incidents to OPD or create medicals and how to close MACRO incidents.

**BACKGROUND:** MACRO is a new division within the Oakland Fire Department created to respond to non-criminal and quality-of-life situations where police presence is not required. MACRO response units will attempt to prevent a situation from escalating so that a police response is not required. MACRO will have multiple units on duty, each serving a specific area within the city. MACRO units may transport some subjects voluntarily. However, they cannot respond to or transport 5150s because those may escalate and become involuntary holds... even if the call started as a self-committal. MACRO is prohibited from transporting medical patients and cannot take subjects inside of hospitals, including mental facilities.

## **ELIGIBILITY:**

**CIRCUMSTANCES:** In order to be eligible for a MACRO response the following circumstances must exist:

- No weapons
- No threatening behavior
- Must be outdoors, they cannot be inside of any structure, trailer, car or tent.
- MACRO units must be on duty and operating in the requested area/zone

**CRITERIA TYPES:** There are eight (8) criteria type calls that are eligible for a MACRO response:

- Panhandling
- Disorderly Juveniles
- Loud Music
- Found Senile
- Senile Person
- Public Indecency
- Check Well Being
- Sleeper

**OPD CRITERIA DEFINITIONS:**

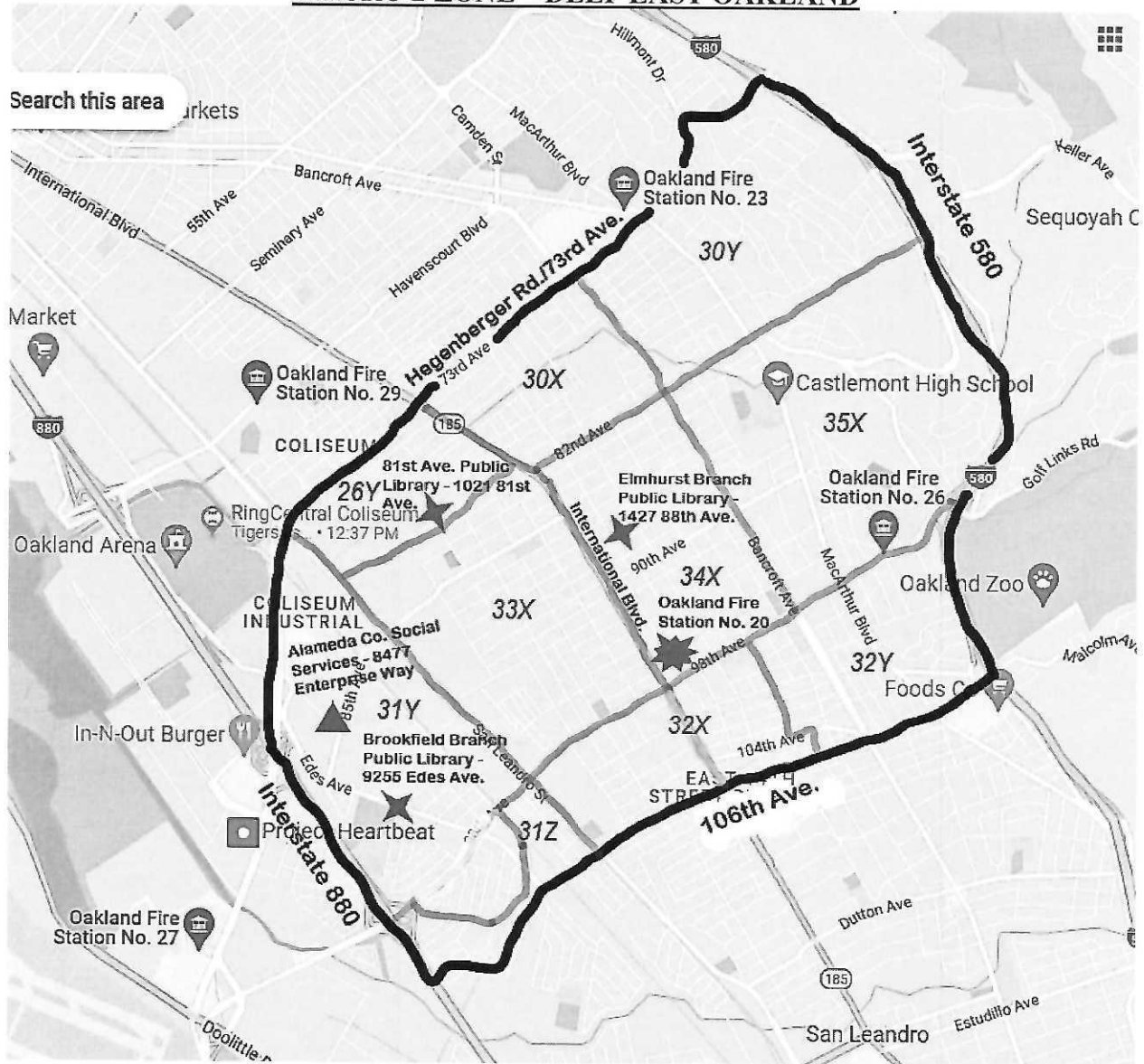
| Call Type                   | Description  |
|-----------------------------|--|
| <b>Passive Panhandling</b>  | <ul style="list-style-type: none"> <li>• Passive panhandling is soliciting without threat or menace, often without exchanging any words at all — just a cup or a hand is held out.</li> </ul>  |
| <b>Disorderly Juveniles</b> | <ul style="list-style-type: none"> <li>• The interruption of the peace, quiet, or order of a community, including offenses called disturbing the peace, vagrancy and loitering by a juvenile (&lt;18 years)</li> </ul>   |
| <b>Loud Music</b>           | <ul style="list-style-type: none"> <li>• Disturbing the peace by playing excessively loud music</li> </ul>   |
| <b>Found Senile</b>         | <ul style="list-style-type: none"> <li>• Found/located elderly person suffering from mental impairment, because of, old age.</li> </ul>  |
| <b>Senile Person</b>        | <ul style="list-style-type: none"> <li>• Elderly person suffering from mental impairment, because of, old age.</li> </ul>  |
| <b>Indecent Exposure</b>    | <ul style="list-style-type: none"> <li>• The deliberate public exposure by a person of a portion of their body in a manner contrary to local standards of appropriate behavior</li> </ul>  |
| <b>Wellness Check</b>       | <ul style="list-style-type: none"> <li>• Located an individual at risk of harm and seek to manage any safeguarding risks. Ascertain whether the individual is alive, breathing, and conscious. Assess the needs of the individual and determine if issues are mental or physical in nature (Up to but not including 5150's)</li> </ul> |
| <b>Sleeper Check</b>        | <ul style="list-style-type: none"> <li>• Wellness check performed on individual who appears to be sleeping.</li> </ul>   |

**MACRO AVAILABILITY:** MACRO operational hours are currently 0730-1430 daily, 7 day a week.

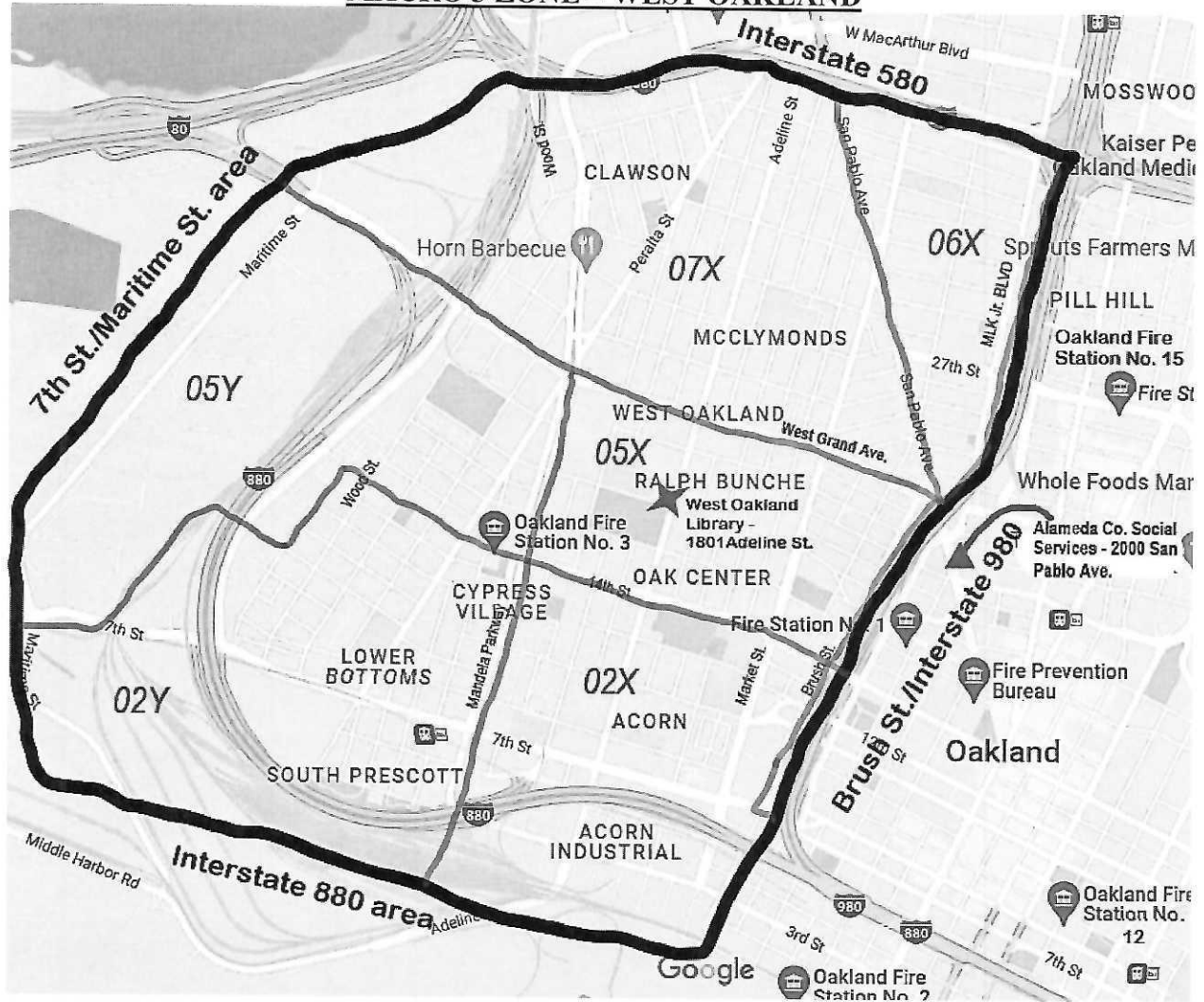
**MACRO ZONES:** MACRO zones overlap some fire districts and are only partially in some fire districts. The following maps are the current MACRO zones:

- MAC2: Deep East Oakland in Stations 20, 23, 26, 27 & 29 districts
- MAC3: West Oakland in Stations 1, 2, 3, 5, 10 & 15 districts
- MAC4: Central & East Oakland in Stations 17, 18, 23, 27 & 29 districts
- MAC6: Central Oakland in Stations 4, 13, 16, 17 & 18 districts

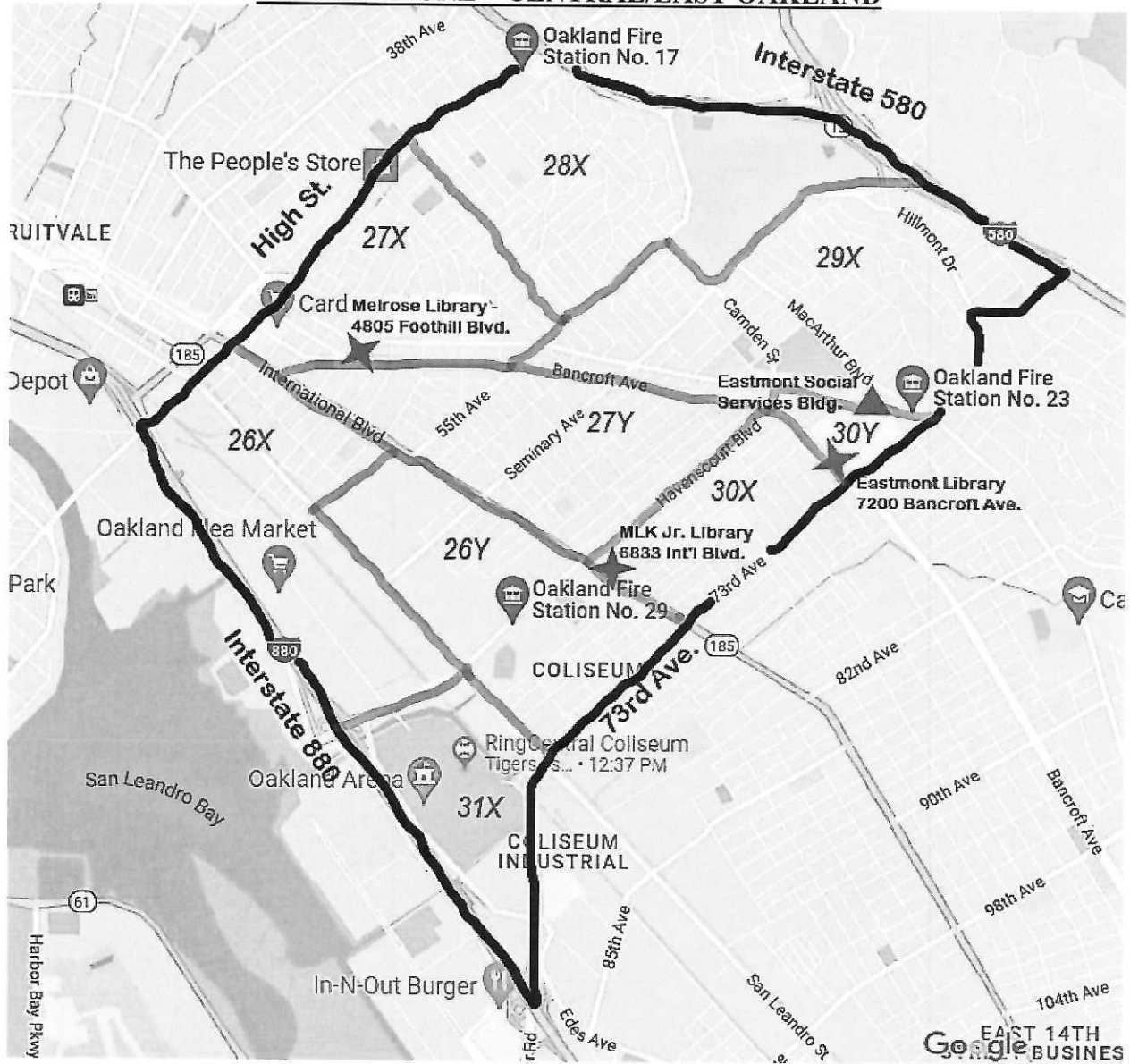
### **MACRO 2 ZONE – DEEP EAST OAKLAND**



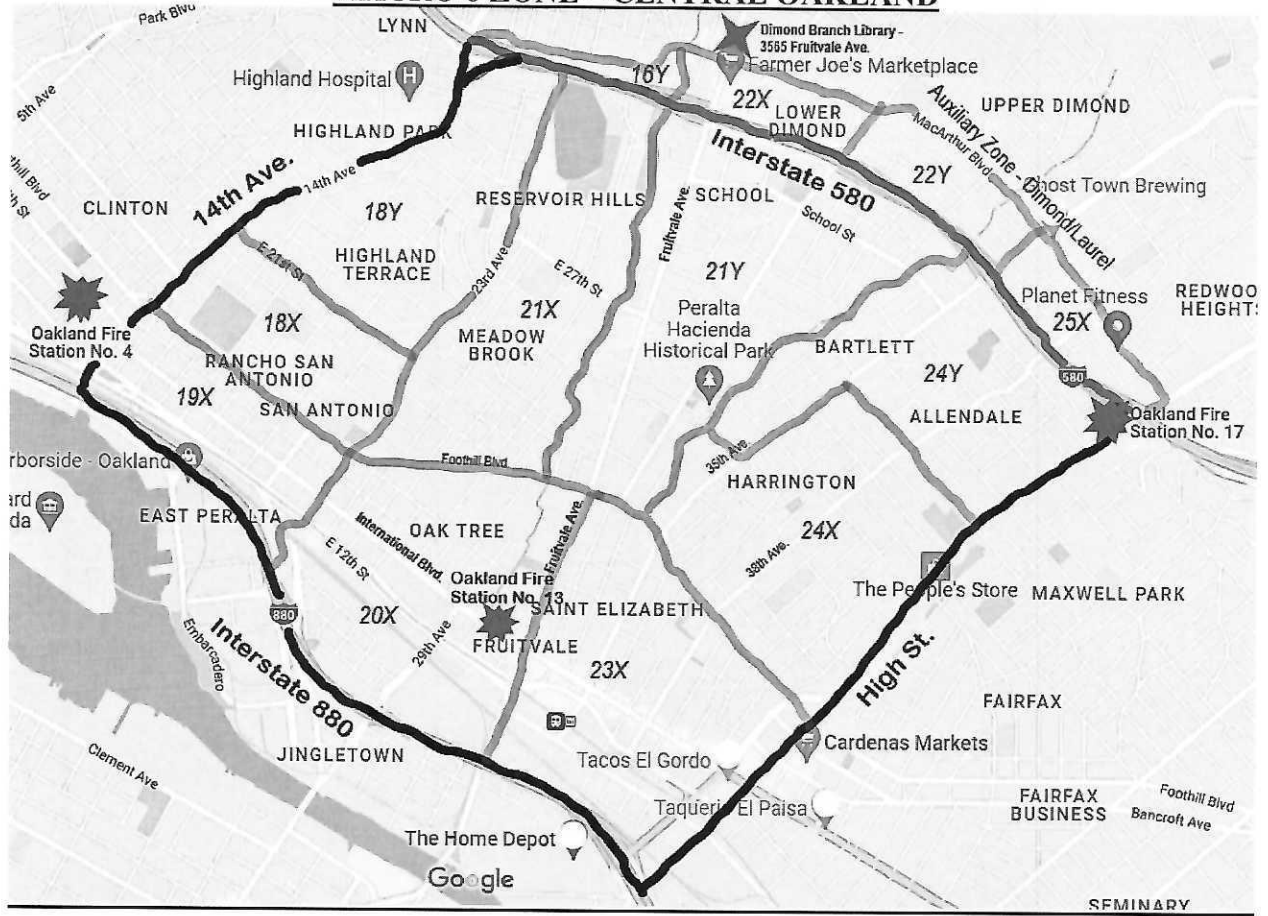
**MACRO 3 ZONE – WEST OAKLAND**



**MACRO 4 ZONE – CENTRAL/EAST OAKLAND**



# MACRO 6 ZONE – CENTRAL OAKLAND



## **PROCEDURES:**

**POSITION RESPONSIBILITY:** When there are 4 dispatchers on duty the 4<sup>th</sup> dispatcher will be responsible for all MACRO handling. The 4<sup>th</sup> dispatcher will have TAC7 selected and will handle all radio traffic and all “MFD” and “99” incidents in the pending queue. When there are only 3 dispatchers each position will handle their assigned task, radio will monitor TAC7 and dispatch will handle incidents in the pending queue.

*Reminder: MACRO incidents are not critical in nature, there is no threat to life or property. You can always tell MACRO units to standby if the center is busy.*

**INCIDENT CREATION:** Incidents for MACRO can come in from multiple different sources.

- A – OPD GENERATED: OPD will send MACRO eligible calls over as “MFD” incidents in CAD. FDC will change the incident type to “99” and dispatch the appropriate MACRO team on TAC7.
- B – MACRO FIELD GENERATED: MACRO units may on-view a call in the field. The MACRO unit will raise OFD on TAC7 and provide the location and situation. FDC will create an incident either in the Initiate Incident window or on the command line using the following command: **Unit.Loc...99.CM**; (Example: *MAC2.1401 98<sup>th</sup>...99.CM;WELCHK*)
- C – OFD FIELD REQUEST: Create incident using the Initiate Incident screen to create the MACRO incident type 99 and enter all information. If the criteria or circumstances do not meet the eligibility requirements, notify the OFD unit then create and process the incident as you would any other call from an OFD unit that is not related to MACRO.
- D – DIRECT CALLER: The OFD direct MACRO line is not operational at this time. When it is reactivated the procedure will be the same as when creating incidents from the public. Create the incident using the Initiate Incident screen, get the address of the incident and the phone number for the RP. Ask the caller to tell you exactly what happened, if the call fits the MACRO criteria and circumstances create the incident type 99. If the call is not eligible for MACRO create the call for the appropriate agency with the appropriate type and process as normal.

**INCIDENT DISPATCH:** MACRO incidents are not life threatening nor critical in nature and they do not have priority over the processing of medical or fire incidents. Raise and dispatch the appropriate MACRO unit for the zone on TAC7. If the MACRO unit is already on another incident they are to be raised on TAC7 and advised of the pending incident, then document in the incident that the unit was notified. The MACRO unit will raise FDC on TAC7 and advise when they are clear and can be assigned to the new incident. The call should remain at the bottom of the incidents in the pending queue.

OPD will send the MACRO incident type “MFD” over CAD so the incident can be easily distinguished from pending FD calls without having to open the incident. “MFD” incidents are to be changed to “99” and dispatched.

## **INCIDENT DISPOSITIONS:**

- MCC: MACRO Call Closed – when MACRO handles the incident
- MUTL: MACRO Unable To Locate – when MACRO is UTL
- MPTA: MACRO Patient Transported by Ambulance – when MACRO requests an ambulance
- MPD: MACRO to PD Referral – when MACRO refers a call to OPD
- MPDR: MACRO to PD Return Referral – when a call is returned to OPD
- MPCR: OFD Field Medical to MACRO – when OFD medical is NMN and is MACRO eligible
- MAC: OFD Field Utility to MACRO – when OFD utility/other is MACRO eligible

When MACRO requests an ambulance a medical incident is to be created using the Incident Initiate screen and following normal procedures for creating a medical from an allied agency. The relevant MPDS incident determinant type code will be used at all times and assigned the appropriate priority level.

When MACRO requests OPD, create an incident with the type MPD, similar to a PD incident, either by cloning the call or using the Initiate Incident screen. Make sure to put all pertinent information in the call and close the 99 incident with the disposition MPD which is also the same as the incident type we are creating for OPD. If this incident originated from OPD and we are returning the call to OPD, make note of that in the incident along with the reason and close the 99 call with the disposition MPDR for MPD Return.

When OFD is assigned to a **medical** incident and they determine it is not medical in nature and it meets the criteria for MACRO, create a "99" incident for MACRO either on the Incident Initiate screen or by cloning, make sure the incidents are associated and enter all pertinent information. The OFD unit will still have to complete a PCR therefore we will close the medical incidents referred to MACRO with the disposition MPCR.

When OFD is assigned to a **non- medical** incident and they determine it meets the criteria for MACRO, create a "99" incident for MACRO either on the Incident Initiate screen or by cloning, make sure the incidents are associated, enter all pertinent information then close the OFD incident with the disposition MAC for MACRO.

*Note: This is new for everyone and things will change as we gain more knowledge and insight. This procedure may be modified as needed. Please be patient and feel free to make suggestions and/or provide feedback that might improve this process as it evolves.*

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Rachel T. Brown  
Fire Communications Supervisor