

**Travis County Emergency Services District No. 9**  
**Westlake Fire Department**

**Standard Operating Procedure**

**Subject:** Alphanumeric Pager Use

**Effective Date:** July 1, 1997

**Authorized By:** Chief Paul Barker **Revised Date:** June 15, 2000

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**I. Purpose**

To establish guidelines for the use of the alphanumeric pagers assigned to Department personnel.

**II. Policy**

The Alphanumeric Pagers are to facilitate communication of **official Westlake Fire Department business**. Members should be aware that use of the alphanumeric paging system for personal use is a privilege and should not be used for solicitation and/or advertisement.

Westlake Fire Department Members shall be authorized to use the paging capabilities from the station when other means of communication other than numeric paging are not reasonable or appropriate. The paging system shall not be used for any commercial business purpose. Members may contact each other for personal reasons using the paging system.

**III. Procedure**

The alphanumeric pagers shall be utilized in accordance with the following:

- A. Alphanumeric pagers are tools intended for use in facilitating the exchange of urgent emergency information, non-emergency information, and for reasonable personal messages.
- B. An officer shall serve as the coordinator and administrator for the Department's alpha pagers and shall have the following responsibilities:
  - Maintain an inventory of the Department's alphanumeric pagers, including the pager numbers, service carrier, and assigned member or unit.
  - Instruct members in the proper and improper use of assigned alphanumeric pagers.
  - At any time, review text pages from the station Alpha units.

C. Members and/or Officers sending an alpha page shall:

- Sign all text pages with the sender's name and/or unit # sending page.
- Send only emergency information across the Department's Emergency Page Group.
- Send only information regarding the Department as a whole across the Non-Emergency Page Group.
- Send individual Person-to-Person pages to that person; do not use a Group Page of any type.
- If a page pertains to a group of people, it must be sent out as a Group Page, not as a Department-wide Non-Emergency Page.

D. The following definitions shall be used to differentiate between Business and Personal Pages:

**Department Pages-**

One which is related to the Westlake Fire Department business such as information that is considered a Non-Emergency situation. Examples are as follows: Department meetings, notification of O.O.S equipment, notification of repaired equipment back in service, department status such as new S.O.P's, personnel status, and lost items. If the Non-Emergency page to be sent is not in one of the above categories, permission must be obtained from the Shift Officer.

**Personal Pages-**

One which is not related to Westlake Fire Department business. All pages to an individual member or members are defined as a "personal page".