

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

**Standard Operating Procedure**

**Subject: Response Procedures**

**Effective Date: July 1, 1997**

**Authorized By: Chief Paul Barker Date: May 11, 2000**

---

**I. Purpose**

To provide efficient and coordinated response to calls and minimize response times.

**II. Policy**

Personnel responding to fire and EMS calls shall come up on the air and provide information as to their location.

**III. Procedure**

Following a page, the first two responding units, whether they be apparatus or members in their POV's, shall come up on the air, shall indicate that they are responding, shall indicate how many firefighters or EMS personnel they have on their vehicle, shall indicate where they are responding from and shall indicate their destination. Examples of proper radio traffic are:

- "Engine 1 responding from Station 2 with two firefighters [EMT's] on board to 1111 Rivercrest."
- "Unit 20 responding from Lost Creek with one EMT on board to 1111 Rivercrest."

If you are responding to an EMS call, indicate primarily the number of EMS personnel on board. If radio traffic allows, you might indicate the number of fire personnel on board also since they can be used for manpower on many EMS calls. Do not include civilians or other rideouts in the count of people on board.

Units responding after the first two units or apparatus shall only indicate their unit number and where they are responding from, unless it appears that a mistake has been made by the first two units in the location of the call. In which case, the unit noting the mistake will come up on the air and ask for a confirmation of the address:

"Unit 10 responding, confirming address, 1111 Rivercrest."

Indicating where units are responding from will assist us in the efficient response to calls and the avoidance of units having to crisscross the district only to be canceled prior to arrival. For example, a response to Riley Road in Rollingwood from Lost Creek would be lengthy and likely unproductive if other units are available.

The first unit arriving on scene will come up on the air, announce that he/she is “out” and say the address again or confirm the address with dispatch:

“Unit 40 is out at 1111 Rivercrest” --OR

“Unit 40 is out, confirming numbers on Rivercrest?”, in which case, Dispatch will announce the numbers.

Once the first apparatus is on-scene, members shall refrain from additional radio traffic relative to the location, such as, “Numbers again on Rivercrest?”—The large red vehicle with the flashing lights should be enough to identify the location.