

### Section 10.11: Requests for Mutual Aid and Standby

Be aware that Bryan Fire Department or College Station Fire Department might request our mutual aid if all of their ambulances are out of service. If given time, they will typically call and notify us to be on standby for the next call in the city/county, but this may not happen in some circumstances.

If Texas A&M EMS is placed on standby, do the following:

1. Notify the crew and advise them of what department placed them on standby.
2. Once cleared from standby, notify the crew again.

If Texas A&M units are being sent to a call, do the following:

1. Obtain the following information from the CSFD/BC911 dispatcher:
  - a. Exact Location.
  - b. Cross Streets.
  - c. Patient Information.
  - d. Other responding units.
  - e. Channel to respond on.
2. Build a call as normal for our units.
3. Dispatch our units as normal, using the above information, but be sure to include the response channel.
4. Monitor both TAM EMS 1 and the channel the units are responding on to monitor their status.
5. Page the Administrator group to notify them that we are responding.

In some circumstances, Texas A&M EMS units will already be operating on College Station or Bryan Fire Department channels. In this case, TAMU EMS units will be dispatched to a request for service directly by the other agency, and TAMU EMS Communications will likely not be notified. In these situations, the dispatcher will need to monitor all radio traffic and obtain dispatch information from the radio information and build trips as necessary. Depending on the situation, the crew may advise over Texas A&M EMS channel all of the needed information. If anything is missed, the Texas A&M EMS dispatcher can always contact the agency that sent the Texas A&M EMS units on the call to obtain the necessary information.

If it is CSFD requesting mutual aid, the dispatcher may be able to obtain call information from the College Station MDT. ProQA is not necessary in this case; instead, copy the determinant from the MDT into both the nature and determinant field of the CAD Emergency Call Taking window, and click "Save and Continue".