

Section 8.10: 811 Tone-outs

Occasionally, 811 is staffed in addition to a primary ambulance. If a request for service is received, the ambulance should be dispatched as normal. If the dispatcher feels that the call will merit first responder assistance, dispatch 811 along with the ambulance. Or, if 811 is not initially dispatched, they may come over the radio and request to be added to the call. In this case, 811 does not need a separate tone-out; simply copy the trip without assignment and drop it on 811 so the first responder has their own run number.

If the primary ambulance is not in service, dispatch 811 as normal and request mutual aid. Advise 811 which unit will respond and give both units a secondary on TAM EMS 1.

Texas A&M EMS Ambulance and 811 on same call and another request for service comes in:

1. Contact 811 and see if they can respond to a separate call.
2. If they can, clear them off their original call and begin processing second call.
3. Dispatch 811.
4. Contact CSFD for mutual aid.
5. Continue call as normal.
6. Keep 811 responding priority 1 regardless of CAD recommendation. The mutual aid agency should respond priority 1 regardless of the nature of the call.
7. Advise 811 which units will respond.

In the event that two different requests for service come in at the same time with both 861 and 811 available, the ambulance should be sent to the higher priority and 811 to the second call along with a mutual aid ambulance.

In the event 861 and 811 are already on scene when a separate request for service comes in, pre-alert as normal to notify units of a second call. When ready, cancel 811's initial call and dispatch to the second call, requesting mutual aid as appropriate.

Regardless of the priority of the call, if another agency is on scene and the incident is in Texas A&M EMS territory, 811 should be sent. If 811 arrives on scene and determines that transport is not necessary, they may cancel the responding units.