

	TRAVIS COUNTY ESD #5 MANCHACA FIRE RESCUE Department Directive	D2018-001
		Effective: 4/16/2018
	Dispatching of Traffic Accidents	Rescinds: n/a
		From: C. Poole

In May of 2017, ATCEMS introduced a pilot program to reduce the number of times an ambulance was dispatched to low acuity Traffic Incidents. While the program was successful in reducing the number of ambulance responses, the current communication procedures that have fire units switching channels back and forth along with the inherent confusion about whether an ambulance had been assigned has continued to be problematic.

Effective April 16th, all traffic incidents (traffic accident and traffic injury calls) will be managed by AFD Dispatch. Fire units will respond on their normal Fire Com channel (Fire Com N/S for City, E/W for County) and remain there for the duration of the incident. EMS units will now also respond on the designated Fire Com channel.

EMS dispatch will still be triaging the calls. Based on the caller information EMS may still not initially dispatch an ambulance. All information from the 911 caller, including call location and vehicles, will be put in the call text and available on the MDC. Fire dispatch will not have any caller information other than what is in the call text. The only thing fire dispatch can do is make a call back to the original caller and/or reporting agency.

Once on scene, if an EMS unit is needed, simply request one through fire dispatch and remain on the designated Fire Com channel. You can check if an EMS unit has been assigned utilizing the Allied Agency function on the MDC.