

## STANDARD OPERATING GUIDELINE - 1.1.1

### TOPIC: ALARM RESPONSE - GENERAL

**PURPOSE:** To insure a safe, effective response to all calls for emergency service.

**GENERAL:** It is essential that we are able to respond to emergencies in a safe, well coordinated manner, ready to efficiently address the incident upon our arrival.

**GUIDELINES:** To accommodate this general principle we must be willing to adopt the following as a guideline:

1. Upon receipt of the alarm take the time to write down the location of the incident.
2. Respond to your assigned station, or the nearest station leading toward the incident, or the station nearest your location at the time of the alarm. An exception to this may be based upon criteria outlined in the guideline relating to POV response.
3. Select the most appropriate type of apparatus based upon the nature of the alarm, and your ability to function with that piece of apparatus. If there is an officer at the station, the officer will make the staffing assignments for apparatus response.
4. If necessary check maps for a pin-point of the incident location prior to response.
5. Wait an appropriate period of time for any expected additional personnel, in an attempt to gain the desired minimum staffing level, prior to responding.
6. Notify dispatch of personnel status while going en-route.  
**NOTE:** If all apparatus has left the station, contact the Incident Commander to determine possible alternatives (this may include POV response).
7. Proceed to the incident in the safest, most rapid manner possible making allowances for road and traffic conditions.
8. Consider the actions that may be necessary while en-route to the incident. Discuss potential actions with other crew members and make assignments. Consider dividing into work groups.
9. It is best to receive an assignment prior to committing your apparatus into the scene. This is done either by following standard guidelines when your unit is first on scene, or by receiving an assignment from the Incident Commander. Prior to your arrival attempt to make contact with Command, keeping in mind that Command may be busy and cannot respond to your request immediately. If Command does not respond right away go directly to level 1 staging (500 feet out). Make reasonable attempts to gain an assignment.
10. Follow correct radio procedures.