



**Jefferson County Fire and EMS  
Communication  
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**OG:** 16-016

**Date:** 12/2016

**Revised:** 04/2018

**Purpose:** To standardize the use of an Emergency Communications radio.

**Implementation and Responsibility:** The Fire and EMS Chiefs along with the Director of JCESA are responsible for training, implementation, compliance and enforcement of this policy. If a dispatcher at the 911 Center observes a variation of the policy they should notify the Director or Deputy Director of the Communications Center via email, and they will forward to the appropriate Chief. This will provide one point of contact for the dispatchers.

**Basic Terminology:**

- ***Responding*** - The piece of apparatus you are on is responding to an emergency call. State the apparatus name, and number of interior personnel on board. "Engine X responding with 4"
- ***On Scene*** - The piece of apparatus has arrived on the scene. State the apparatus name, on scene, and provide Scene Size-Up. "Engine X on scene – we have a 1 story single family dwelling - normal conditions sides Alpha, Bravo, Delta and will be investigating with crew of three"
- ***Situation Report*** - Either the incident has changed or enough time has passed to warrant an update. State the location of the incident, the change (victim is out, fire is under control, number of patients, refusal, etc.) or general status and estimated time remaining on scene. "Engine X to Jefferson - situation" [wait for acknowledgement] "42 No Name Lane - Fire is under control - Will be on scene approximately 1 hour"
- ***Transporting to Hospital*** - The apparatus is leaving the incident scene transporting to the hospital. State the apparatus name and destination hospital. You do not need to indicate your transport mode routine vs priority. "Ambulance X transporting to JMC"
- ***At the Hospital*** -The apparatus is at the destination hospital. "Ambulance X at JMC"
- ***Returning*** - The assignment is complete and the apparatus is returning to the station. State apparatus name and returning. "Engine X returning" (this implies that you are available). If your apparatus is NOT available, "Engine X returning not available."
- ***JCESA Personnel Aboard***  
When JCESA personnel are aboard your apparatus, that resource (ALS X, BLS G, etc.) should be included with your radio transmission. "Ambulance X, ALS X responding."



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**Terminology:** The following basic radio terminology will be used when conversing over the Emergency Communications radio:

Term	Explanation
Advise	Give message to
Alpha	Front of the structure facing the street
Bravo	Left side of the structure
Charlie	Rear of the structure
Copy	To receive and understand a radio message
Delta	Right side of structure
Division	Used to divide an incident into geographical areas of operation
Disregard	Cancel last message
Emergency Traffic	Message is an emergency and must have immediate attention
En Route	Leaving the incident scene and transporting/going to a destination
E.T.A.	Estimated time of arrival
Exposure	Person or property endangered by fire, smoke, gases, etc.
Incident Commander	Individual responsible for all incident activities
Incident Command Post	Location at which the primary command functions are performed
Investigating	Systematic inquiry or examination
Jefferson	Emergency Communications Dispatch Center identifier
Group	Used to divide the incident into functional areas of operation
MAYDAY	Distress signal
On Scene	Apparatus has arrived at the location of the dispatched emergency
PAR	Personal Accountability Report
Public Information Officer	Responsible for interfacing with the public and media
OK	Message received and understood
Resources	Personnel or equipment for assignment to incident operations
Responding	Apparatus is responding to the location of dispatched emergency
Returning	Apparatus is returning to station and available for incidents
Repeat	Repeat your last message
RIT	Rapid Intervention Team
Safety Officer	Monitors and assesses safety hazards or unsafe situations
Situation Report	Report which describes a particular event or occurrence
Size-Up	Observing and evaluating existing factors to develop strategies
Staging	Location where resources are placed while awaiting an assignment
Stand-by	Stop transmitting and wait for further instructions
Supervisor	Title for individuals responsible for a Division or Group
Transporting	To move or carry items from one place to another
Under control	Emergency situation is deemed under control



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**Radio Etiquette:**

- The Emergency Communications Center shall be identified on the radio as "Jefferson".
- When contacting another unit or facility for acknowledgement and further transmission, identify your apparatus first then the unit you are calling. "Engine X Jefferson." (you are on Engine X and calling Jefferson)
- For routine benchmark transmissions, (responding, on scene, transporting to hospital, at hospital, returning) do NOT wait for acknowledgement prior to continuing message flow. "Medic X transporting to JMC".
- Do NOT end a radio transmissions with 'ok'. "Engine X returning, ok?"
- Do NOT say: "show us", "on location", "at this time", "clear the scene", "returning available", "in service, returning, available", "in station", "Headquarters", "Dispatch".

**Personnel Radio Use:**

- Personnel in control of a county monitored radio shall limit radio usage to purposeful and deliberate communications for the sole purpose of conducting emergency operations within the county.
- All Jefferson County operational personnel shall use common language and terminology when making a transmission. Radio transmissions should be respectful, deliberate, and meaningful via the radio. At no time shall any user use foul language, be disparaging or harassing, or blatantly misuse the radio system for personal or ill-conceived reasons.
- Any non-emergent radio traffic should be communicated on the private talk groups. Administrative radio traffic is not necessary on the dispatch channel or the tactical channel at any time. When applicable, it is acceptable to ask the other unit to meet you on "Private."

**Officer Response on the Radio:**

- Only one officer per company marks on the radio, unless another officer is responding directly to the scene, but even then that officer should consider only marking on scene for accountability purposes. Fire Police, Safety Officer, and other support officers should not normally mark responding; after arriving on the scene s/he notifies the Incident Commander.

**Mobile Data Units (MDC's):**

- Use of the Mobile Data Units (MDC) for routine apparatus tracking is strongly encouraged. At a minimum, for the purpose of ambulances arriving at a hospital, and fire apparatus going available from a scene, all units, when adequately equipped and properly functioning, should attempt to utilize the MDC to make these status changes in CAD.
- Benchmark Unit Communications: The flow of information at an emergency scene is essential to a successful operation. The following unit benchmark communications should be reported to the dispatch center by each responding unit:
  - When a unit goes responding
  - When a unit arrives on the scene
  - When a unit leaves the scene (returning or transporting to a medical facility)
  - When a unit arrives at a particular destination (hospital, fire station-cover assignment, etc.)
  - Whenever a change of status occurs (disabled, involved in an accident, etc.)

**Note:** When applicable the unit officer may choose to use the MDC for the communications of a status change.



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**Operational Communication Guidelines:** Upon arrival to a scene, the first arriving unit, officer, or other emergency personnel with a communications radio shall provide to Jefferson and responding units a Scene Size-Up. The size up should be considered on all emergency responses, but is essential for active fire scenarios, crash scenes, or other rescue type incidents. Normally, for general EMS incidents a size up would not be required.

**Scene Size-Up:** The Scene Size-Up should include the following information:

- What you observe on arrival (building type, smoke, fire, 2 vehicle accident, etc.)
- What you are going to do
- What you want others to do
- Any additional resources needed

**Progress Report Benchmarks:** The Incident Commander (IC) should establish operation areas as applicable to the incident (Division 1 Supervisor, Division 2 Supervisor, Charlie Supervisor, etc.). The IC, at regular intervals, or a change in conditions, should ask for progress reports from operational areas.

The following activities should be reported:

- Searches (primary/secondary completed)
- Attack is making progress, or NOT making progress
- Conditions warrant a change of tactics
- Fire is under control, or fire is extinguished
- Victim is out of the vehicle, and/or extrication complete
- Support functions (water supply, ventilation, salvage, utilities, etc.)
- Protect exposures

The IC will communicate the following, but not limited to that which is below, to Jefferson and responding units:

- Accountability Status every 20 minutes of operational activity
- Change in Tactics
- Change in Command Location (communicate command location and passport drop off point)
- Call for additional units/resources
- A Mayday Activation

Chairman of Chief's Committee: Ross L Morgan

Date: 12/06/2018