Purpose:

To provide a guideline to the members for use of the radio.

Qualifications

Any member using radio systems must have completed county radio training.

Officer Response on the Radio

- Only one officer per company marks on the radio, unless another officer is responding direct to the scene.
- Fire Police should not normally mark responding, after arriving on the scene notifies the Incident Commander.
- Any non-emergent radio traffic should be done on the private talk group.

Implementation and Responsibility:

The Fire and Rescue Association along with the Director and Deputy 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 are to notify the Director or Deputy Director of JCESA via email, and they will forward to the appropriate Chief. This will provide one point of contact for the dispatchers. Due to the importance of this policy, compliance review will be conducted at the monthly Chief's meeting during the implementation period. Modifications and other recommendations will be discussed at that time.

Benchmark Unit Communications:

The flow of information at an emergency scene is essential to a successful operation. The following benchmark communications should be reported to the dispatch center by the person in charge of the unit:

- When a unit goes responding.
- When it arrives on the scene.
- When it leaves the scene.
- Whenever a change of status occurs.

Size-Up:

The first arriving incident commander will, as part of the size-up, report the following information to the dispatch center and responding units:

- What you observe on arrival.
    1. Type of structure involved
    2. Type and location of problem
- What you are going to do.
- What you want others to do.
- Any additional resources needed.

Progress Reports:

Incident commanders should ask for progress reports from operational areas. The following activities should be reported:

- Attack is making progress.
- Attack is not making progress.
- Fire progress has been stopped.
- Fire is under control.
- Fire is out.
- Victim is out of the vehicle.
- Specific orders have been accomplished.
    1. Search & rescue
    2. Ventilation
    3. Salvage
    4. Protect exposures
    5. water supply established

The incident commander will communicate the following to the dispatch center and responding units:

- Situation observed on arrival - size-up
- Action being taken
- Established command (communicate command location and passport drop off point)
- Instructions to incoming units
- Call for additional units

Radio Language:

General radio language and terminology:

Our Emergency Communications Center is identified on the radio as "*Jefferson*", not "*Headquarters*", *"Dispatch*", or anything else.

For routine benchmark transmissions, (responding, on scene, en route to hospital, at hospital, returning, in station) DO NOT state unit name and wait for acknowledgement to continue. For example:

Right: "Jefferson from Medic 11xx en route to JMC"

Wrong: "Jefferson from Medic 1 Jefferson" [wait for acknowledgement] "We're en route to JMC"

 When contacting another unit or facility for acknowledgement and further transmission, identify the unit you are calling first then state your unit, then state your message. Example: "Jefferson from Engine 2 (if you are on Engine 2 and calling Jefferson). We should strive for the "Hey you, it's me" dialog.

Do NOT end radio transmissions with '*ok*'. For example:

Right: "Jefferson from Engine 2, were returning"

Wrong: "Jefferson from Engine 2, were returning, ok?"

BENCHMARK COMMUNICATION TERMINOLOGY:

Fire

Responding - The piece of apparatus you are on is responding to an emergency call. State the apparatus name, number of interior personnel on board, per current SOG.

- *Example*: "Jefferson from Engine 3, were responding with 4 and the Captain." *Do **NOT** say*: "En Route", "Ten eight", etc.

On Scene - The piece of apparatus has arrived on the scene. State the apparatus name, on scene, what you observe, and what you plan to do.

- *Example*: "Jefferson from Engine 4 on scene - 1 story single family dwelling – normal conditions sides Alpha, Bravo, Delta. Will be out investigating with crew of three." *Do **NOT** to say*: "On Location", "Arrival"

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, etc.) or general status and estimated time remaining on scene.

- *Example*: "Jefferson from Engine 5- situation" [wait for acknowledgement] "123 Ridge Road. Fire is under control. Will be on scene approximately 1 hour" Do NOT say: "At this time" (that is assumed unless you specify otherwise)

Returning - The assignment is complete and unit returning to the station. State apparatus name and returning.

- *Example*: "Jefferson from Engine 6 returning" (this implies that you are available, you do not need to say it!) OR "Jefferson from Engine 6 returning unavailable."

What NOT to say: "clear the scene", "…returning available", "in service, returning, available", "in service returning unavailable", or any combination of same. You are either returning or returning unavailable.

- Note: EMS3 and/or Duty3, when operated by an authorized officer, may leave the scene "available" as opposed to returning, since they are not necessarily returning to the station.

EMS

Responding - The unit you are on is responding to an emergency call.

- State Jefferson from the unit name and responding.

    Example: "Jefferson from Medic 11xx responding."

- *Do **NOT** say*: "En Route", "Ten eight", "Show us responding", etc.

On Scene - The unit has arrived on the scene

State Jefferson from the apparatus name, on scene, and in the case of an MVC, rescue or fire, what you observe, and what you plan to do.

    Example: "Jefferson from Medic 11xx on scene – one vehicle on its top – northbound lane of Kearneysville Pike will be blocked."

- *Do **NOT** to say*: "On Location", "Arrival"

Situation Report - Either the incident has changed or enough time has passed to warrant an update.

State the location of the incident, the change (number of patients, refusal, etc.) or general status and estimated time remaining on scene.

- *Example*: "Jefferson from Ambulance 3- situation" [wait for acknowledgement] "Kearneysville Pike. 1 green tag patient for transport and 2 refusals." Do NOT say: "At this time" (that is assumed unless you specify otherwise)

En route to Hospital – The unit is leaving the incident scene transporting to the hospital. State unit name and destination hospital. Routine transport is implied, you do not need to say it. If you are running emergency you may indicate so.

- *Example*: "Jefferson from Ambulance 11xx en route to JMC" OR "Jefferson from, Ambulance 11xx en route to JMC emergency"

- What NOT to say: "…en route to JMC with one patient", "…en route to JMH routine", "…en route to Jefferson Medical Center with one patient routine", "…transporting to JMC", …in transport to JMC."

At the Hospital – The unit is at destination hospital.

- *Example*: "Jefferson from Ambulance 11xx, at JMC" OR "Ambulance 11xx arriving JMC"

Returning - The assignment is complete and unit returning to the station (from the hospital or scene). State apparatus name and returning.

- *Example*: "Jefferson from Medic 11xx returning" (this implies that you are available, you do not need to say it!) OR "Jefferson from Medic 11xx returning unavailable."

*What **NOT** to say*: "clear the scene", "available", "…returning available", "in service, returning, available", in service returning unavailable" or any combination of these. You are either returning or returning unavailable.
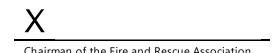
** Note: EMS3 and/or Duty3, when operated by an authorized officer, may leave the scene "available" as opposed to returning, since they are not necessarily returning to the station.

Additional Communication Guidelines:

- Radio traffic should be kept as short and as brief as possible.
- Always use proper language on the radio.
- Never tie up the radio with unnecessary conversation.
- It shall be the responsibility of the incident commander to request additional resources by expanding the alarm or calling for a special response.
- Any unnecessary use of the radio is prohibited.

Unlawful Use of Radios:

- To transmit personal messages.
- To use profane, indecent, or obscene language.
- To willfully damage or permit radio equipment to be damaged.
- To cause willful or malicious interference with any radio communications.
- To intercept and use or publish the contents of any radio message without the express permission of the proper authorities.
- To make unnecessary or unidentified transmissions.
- To transmit without first making sure that the transmission will not cause harmful interference.
- To make any adjustments, repairs, or alterations to a radio transmitter. It is required by law that only a licensed radio technician perform adjustments or repairs.
- To deny access to any radio transmitter if a properly identified representative of the Federal Communications Commission asks to inspect it.
- To transmit a call, signal, letters, or numbers that have not been assigned.

X

Chairman of the Fire and Rescue Association

Approved Date:

Implementation Date: