

LEON COUNTY E.M.S.

Standard Operating Guideline

Title: Communications – Radio and Dispatching
Effective: June 6, 2005
Reviewed: September 2008, December 2012
Revision: 1
Pages: 2

I. Purpose:

The purpose of this policy and procedure is to provide a framework with rules for all LCEMS radio communications in order to facilitate the most effective and orderly transfer of information.

II. Policy:

1. Radio equipment will at all times be operated in accordance with current FCC regulations, which will be kept on file at the Communications Center.
2. Responses for requests for service received at the same time will be dispatched according to the principles of triage.
3. The Communications Center EMS watch officer (a.k.a. System Status Controller) will operate LCEMS Channel 1 and be identified on the radio as “Control.”
4. The EMS dispatcher assigned to LCEMS Channel 2 will be identified on the radio as “EMS.”
5. The System Status Controller (SSC) will be responsible for dispatching the closest unit(s) capable of providing the help required to a call.
6. LCEMS will primarily utilize Clear Text in order to better prepare the agency for interoperability in the event an Incident Management Plan involving multiple agencies was to be put to in place.

III. Guidelines:

General Radio Procedures:

1. Initial Dispatch, Post moves, and any other traffic not related to a call will take place on LCEMS Channel 1.
2. All call related traffic such as, on-scene, en route, at destination, etc., will take place on LCEMS Channel 2.
3. Any extended conversation between two units, such as a dry run approval or reporting problem to a supervisor, shall take place on LCEMS Channel 3. LCEMS Channel 3 shall be considered the EMS “talk around” channel.
4. Dispatching of Fixed Station Geographically deployed units (a.k.a. the County Stations), including the transmission of encoded pages for station pager activation, will take place on LCEMS Channel 4.
5. Radio Communication between responding TFD units and LCEMS units will take place on LCEMS Channel 2. LCEMS Units responding to emergency calls shall monitor LCEMS Ch. 2 for TFD communication.

6. Upon receiving a call from their dispatcher, TFD will switch to LCEMS channel two and call en route. LCEMS dispatcher will then give any information to TFD. Radio communication between LCEMS and TFD will continue on LCEMS Ch. 2 throughout the duration of the call.
7. Upon receipt and acknowledgement of a call, LCEMS units shall go to LCEMS Ch. 2 for the duration of the call. Units shall return to LCEMS Ch. 1 after becoming available from a call.
8. Units interacting on the radio shall simply call their ID and wait to be acknowledged by the channel operator. (Example: *Unit*: “Medic 2...” *Dispatch*: “Medic 2, go ahead.”)
9. Individuals that need to interact on the radio will use their 3 digit Radio ID number.
10. All on-duty personnel will be continuously available by radio and pager. Problems with contacting personnel must immediately be reported to the on-duty System Controller.
11. Radio transmissions made by units will be acknowledged by the dispatcher by repeating the EMS unit designation. This is done to ensure that the correct traffic for the correct unit is recorded.

General Dispatch Procedures:

1. The SSC will be responsible for assigning the closest unit capable of providing the required help to all calls.
2. The SSC will also be responsible for notifying the Tallahassee Fire Department of all code 3/Emergency Calls not occurring at a medical facility, and all cardiac arrests, regardless of location. If an emergency call occurs in a geographic zone covered by a Volunteer Fire Department, then TFD will be responsible for notifying the respective VFD.
3. Campus Police Departments will be advised of any call on FAMU, FSU, or TCC property.
4. The on-duty supervisor will be notified of critical calls and may respond at his/her discretion. Examples of such a call are: cardiac arrest, multiple vehicle accidents, unstable patients, calls involving prolonged extrication, etc.
5. A unit in transit to a call for service called by a dispatcher will respond by giving its unit number and present location.
6. The SSC will notify a requestor anytime a scheduled transport is delayed or is expected to be delayed for more than 15 minutes and provide a new ETA for the transport.