



# Chenango County Bureau of Fire

## Office of the Fire Coordinator

### Standard Operating Guidelines



<b>SOG Number: 11-26</b>	<b>Title: UHF Radio System Usage</b>	<b>Date Issued: 08/19/2011</b>
<b>By order of: Fire Coordinator Matthew L. Beckwith</b>		<b>Date Revised: 12/08/2011</b>

**PURPOSE:** The purpose of this SOG is to establish those policies and procedures necessary to effectively and efficiently operate in the realm of the Chenango County Emergency Radio Communications System, hereinafter referred to as “The System”. This procedures will be utilized by the communications center when communicating with fire departments, EMS Units and others operating on the system.

**PROCEDURE:** The following will be use when the communications center contacts, acknowledges or otherwise or communicates with all fire, EMS and other users of the county-wide communications system:

- A. Proper Radio Procedure:
  1. Units will Contact Dispatch using only “Fire Control” followed by your unit number (i.e. Fire Control, 230).
  2. Dispatch will acknowledge your unit number.
  3. Unit will reply with your message.
    - a. (i.e. Arriving on the scene nothing showing)
  4. Dispatch will acknowledge Chiefs, Assistant Chiefs and/or Squad Captains that are responding to the SCENE of an incident only. Personnel should not call en route to the station. This information is not needed by the Dispatch Center. The exception would be an officer going to the station but has a request for mutual aid assistance.
    - a. Any other personnel should not call Dispatch and should instead contact a Chief Officer that is responding by utilizing another channel such as Truck to Truck. Personnel from other departments wishing to assist a department without being requested should also contact a Chief Officer via another channel.
  5. Due to the number of users utilizing the system, especially on a major incident or multiple incidents in the county, the communication center is only required to acknowledge radio communications from chiefs, emergency apparatus and first arriving personnel to an incident.
    - a. Others may not be acknowledged and should refrain from using the main dispatch channel.

- B. Dispatchers will use the following Dispatch Procedure for toning out departments:
1. Pre-Dispatch will include the following:
    - a.) Department Name
    - b.) Address
    - c.) Nature of the Incident (i.e. Chest Pain, MVA, House Fire, etc.)
  2. Dispatch information will include the following:
    - a.) Department Name
    - b.) Name of Residence (if applicable)
    - c.) 911 Address
    - d.) Nature of the Incident
    - e.) Cross Roads
    - k.) EMD Priority (if applicable)
    - l.) Tactical Group Assignment (when applicable)
- C. The Chenango County Communications Center will utilize the Incident Command System structure with respect to requesting additional resources from the emergency scene.
1. To avoid confusion, the Dispatcher on duty will only take mutual aid orders from the established Command Post or Officer in Charge as assigned by the highest ranking official on the scene.
- D. Professionalism will be maintained at all times by ALL units and operators while utilizing the County's Emergency Radio System. Any incidents of abuse will result in discipline or removal of authority to utilize the County's Radio System.
- E. All transmissions will be short and concise containing only necessary, pertinent information. Lengthy and run-on transmissions are highly discouraged.
- F. It is the Officer in Charge's responsibility to conduct all operations on their assigned Tactical Channel(s). If operations are not being moved to the appropriate channel and are being operated on the main Dispatch channel, Dispatch personnel will "Require" the units to vacate the main channel and move to the appropriate channel to conduct their operations. It is understood that given some situations it will be acceptable to conduct some operational communications on the main channel due to terrain or distance. This communication will be held to a minimum.
- G. Enforcement
1. As the FCC license for the operation of the system rests solely with the County of Chenango, any person, group, department or entity not following the SOG will be subject to progressive disciplinary action as may be deemed necessary to affect correction or discontinuance of system use.

2. This policy has been endorsed by the Chenango County Fire Advisory Board as an established standard for all system users operating on the Chenango County Emergency Communications System.
3. If a violation to this policy should occur, the following procedure will be followed.
  - a. 1<sup>st</sup> violation
    - i. Fire Coordinator will advise the Fire Chief of such violation via telephone, followed by a letter to the Chief detailing the date, time and details of such violation or inappropriate usage.
    - ii. The follow-up letter will also ask for corrective action be taken by the Fire Chief to ensure this violation/inappropriate usage will discontinue.
    - iii. The Fire Chief will advise the Fire Coordinator of action(s) he/she has taken to remedy the violation or inappropriate usage.
  - b. 2<sup>nd</sup> Violation
    - i. Fire Coordinator will advise the Fire Chief of 2<sup>nd</sup> violation via telephone, followed by a letter to the Chief detailing the date, time and details of such 2<sup>nd</sup> violation or inappropriate usage.
    - ii. The follow-up letter will require corrective action be taken by the Fire Chief to ensure this violation/inappropriate usage will discontinue.
      1. Included in the second letter will be a copy of the first violation for referral.
      2. Included will be an explanation of what will happen if a third violation should occur.
    - iii. The Fire Chief will advise the Fire Coordinator of action(s) he/she has taken to remedy the violation or inappropriate usage.
    - iv. A copy of the correspondences will be forwarded to the appropriate Governing Board having jurisdiction over the Fire Department for their records and notification of such violations/inappropriate usage.
    - v. A copy of this policy will be included in the correspondence as to officially bring attention to the result of a third violation.
  - c. 3<sup>rd</sup> Violation
    - i. Fire Coordinator will advise the Fire Chief of 3<sup>rd</sup> violation via telephone, followed by a letter to the Chief detailing the date, time and details of such 3<sup>rd</sup> violation or inappropriate usage.
    - ii. The follow-up letter and the following corrective action will be ordered by the Fire Coordinator.

1. A Radio Maintenance provider of the choice of the Fire Coordinator will be contacted and ordered to remove Channel 1 or the main Dispatch frequency from all mobile and portable radios. Any cost incurred in such removal will be paid by the Fire Department. The following equipment will be exempt.
  - a. Fire Chief's or Assistant Chief vehicles
    - i. Unless such violator is a Chief Officer, then this frequency will be removed.
  - b. Engines
  - c. Tankers
  - d. Rescue Truck
    - i. Including boats, ATV, UTV's, etc.
  - e. Ladder Truck
  - f. Ambulance
  - g. Base Station Radio
2. The violating agency will be removed from the County's Radio Maintenance Contract for a period of 1 year. All expenses incurred as a result of radios or pagers in for repair will be paid by the Fire Department and not by the County radio maintenance contract.
3. The Air Cascade system owned by the County of Chenango, will be removed from the violating agency's Station for a period of 1 year.
  - a. If the Department has an air compressor system owned by the Department, but maintained by the County, the County will no longer pay for the preventive maintenance or air certification program for a period of 1 year.
4. The Department in violation will not be allowed to participate in the County's Pump Testing program and certification for a period of 1 year. This includes engines and portable pumps.
- iii. Included in the third letter will be a copy of all correspondences detailing the previous violations for referral and a date in which the above mentioned actions will take place.
- iv. A copy of the correspondences will be forwarded to the appropriate Governing Board having jurisdiction over the Fire Department for their records and serve as official notification of such actions listed above (detailing effective dates) that will occur.

- d. Each violation will only be good for 1 year from the date of such violation. Each subsequent violation must occur within 1 year in order to move to the higher escalation level. For example if more than 365 days pass between each instance, enforcement procedures will reset and start at the beginning.
- e. Nearing the termination of the 3<sup>rd</sup> violation, a meeting will be established between the Fire Chief, his or her line Officers, the Governing Board having jurisdictional authority over the Fire Department and the Fire Coordinator to discuss any further violations (if they should occur) and establish parameters for reinstatement in the County's programs.