





SAN MATEO COUNTY HEALTH
EMERGENCY
MEDICAL SERVICES

EMS POLICY	402
Effective:	April 2024
Approval: EMS Director Travis Kusman, MPH	Signed: 
Approval: EMS Medical Director Greg Gilbert, MD	Signed: 

EMS RADIO OPERATIONS

I. PURPOSE

This policy establishes guidelines for EMS radio communications.

II. AUTHORITY

California Health and Safety Code, Division 2.5, §1797-1797.207; California Code of Regulation, Title 22, Division 9, §100170

III. POLICY

All EMS radio communication shall be conducted in accordance with Federal Communications Commission (“FCC”) regulations and County policies. Unprofessional behavior and language on EMS radio channels are prohibited.

IV. FIELD COMMUNICATIONS

A. Dispatch Channel

Use of the Dispatch Channel includes but is not limited to dispatching incidents, communication with a resource assigned to single unit responses, communication with multiple resources when no Command Channel is assigned, resource deployment, tracking and status reporting.

B. Command Channels

When assigned, use of a Command Channel includes, but is not limited to communication between PSC and responding resources, the Incident Commander (“IC”) or designee, Incident Command System (“ICS”) positions including and Directors, Supervisors, Leaders, Managers, Coordinators, etc. as approved by the IC, and within Groups, Divisions, Branches etc. when no Tactical Channel has been assigned.

1. Command Channel functions are managed on the Dispatch Channel when not assigned.

C. Tactical Channels

When assigned, use of a Tactical Channel includes but is not limited to communications within groups, divisions, branches etc. Tactical Channel are intra-incident only and shall not be used for communications external to the incident (e.g., IC to PSC). Public Safety Communications (“PSC”) does not monitor and will not engage in communications on a Tactical Channel.

1. Units assigned to an incident with a Tactical Channel shall switch from Command to Tactical as they approach the scene.
2. Tactical Channels functions are managed on the Command or Dispatch Channel when not assigned.

D. Air-to-Ground Communications

1. Helicopters shall communicate on the Dispatch or Command Channel assigned to the incident prior to initiating the landing sequence.
2. CALCORD shall be used for Air-to-Ground communication during landing and departure.

E. Direct (Car-to-Car) Communications

Some Channels have a direct, non-repeated function allowing communication between mobile and portable radios that are in close proximity. Use of these frequencies is restricted to non-emergent, non-event administrative content that is not specified elsewhere in policy.

Upon arrival at scene, all responding agencies shall be on the assigned channel(s).

V. VERBIAGE

- A. Radio discipline shall be exhibited at all times on emergency incidents. Face-to-face communication should be used when practical to limit incident radio traffic.
- B. Clear text shall be used when operating on all assigned Channels. Allowable exceptions are: Priority 1 (code 3) and Priority 3 (code 2).

VI. RADIO CALL SIGNS

EMS Agency

1. EMS1 – EMS Director
2. EMS2 – EMS Deputy Director
3. EMS3 – EMS Operations Manager
4. EMS4 – Emergency Preparedness Manager
5. EMS5 – Emergency Preparedness Coordinator
6. EMS6 – Registered Nurse
7. EMS10 – EMS Medical Director

EMS JPA Supervisors

1. MED20 – North Zone
2. MED17 – South San Francisco
3. MED8 – Central Zone
4. MED2 – South Zone
5. Med11 – Coastside

Ambulance Contractor Supervisors

S11-29 – Supervisors

Ambulance Contractor Clinical Field Specialists

CS31-36 – Specialists

ALS Emergency Ambulances

M10-60, M67-99; R61-66

BLS Ambulances

A200-299; A860-865

Mobile Stroke Unit

MSU1

Ambulance Contractor Special Operations Team Leaders

SOU1-5

Ambulance Contractor Special Operations ALS Ambulances

SOU80-89

Tactical EMS Providers

TEM1-9

SMART

P510-515

Disaster Mobile Support Unit

DSU137

Ambulance Contractor Management

AMR100-110

Ambulance Contractor Support Services

FSU701-702

Ambulance Contractor Fleet Support

FSU703

VII. CELLULAR PHONE COMMUNICATIONS

In the event of radio or radio system failure, cellular phone communication shall be the redundant communication method. Functional cellular phones shall be available and maintained in working order in all 9-1-1 emergency response vehicles.

VII. EMS RADIO CHANNELS

Display	Call Sign	Zone	Purpose	Type	System
RED	County	CW	Dispatch	Repeated	Trunked
YELLOW	N/A	CW	Car to Car	Simplex	Trunked
MCI 1	County	CW	Command	Repeated	Trunked
MCI 2	County	CW	Command	Repeated	Trunked
EMS 1	N/A	CW	LEMSA	Repeated	Trunked

EMS 2	N/A	CW	LEMSA	Repeated	Trunked
CALCORD	N/A	CW	Multi Discipline Coordination	Simplex	Conventional
PENINSULA	Peninsula	CW	Hospital	Repeated	Trunked
STANFORD	Stanford	CW	Hospital	Repeated	Trunked
SETON	Seton	CW	Hospital	Repeated	Trunked
KSR RWC	Kaiser	CW	Hospital	Repeated	Trunked
SMMC	San Mateo Medical Center	CW	Hospital	Repeated	Trunked
KSR SSF	Kaiser	CW	Hospital	Repeated	Trunked
SEQUOIA	Sequoia	CW	Hospital	Repeated	Trunked
SC VMC	VMC	CW	Hospital	Repeated	Trunked
SF GENERAL	SF General	CW	Hospital	Repeated	Trunked
ST FRANCIS	Saint Francis	CW	Hospital	Repeated	Trunked
SETON COAST	Seton Coast Side	CW	Hospital	Repeated	Trunked
PA VA	Palo Alto VA	CW	Hospital	Repeated	Trunked
DOMINICAN	Dominican	CW	Hospital	Repeated	Trunked

VIII. HOSPITAL MICROWAVE PHONE SYSTEM

- A. The microwave phone system uses microwave radio transmissions to link the users and is not connected to the hospital's internal phone system. This is a direct dial system between two microwave phones.
- B. Only official business shall be conducted over this phone system.
- C. Frequently used numbers include:
 - a. PSC EMS Dispatcher, Business 226
 - b. PSC EMS Emergency 344
 - c. EMS Agency 380, 399
 - d. Seton Medical Center 362
 - e. Kaiser South San Francisco 363
 - f. San Mateo Medical Center 366
 - g. Seton Coastside 367
 - h. Sequoia 368
 - i. Kaiser Redwood City 369