



**SAN MATEO COUNTY HEALTH
EMERGENCY
MEDICAL SERVICES**

EMS POLICY

401

Effective:

April 2025

Approval: EMS Director
Travis Kusman, MPH

Signed:

Approval: EMS Medical Director
Greg Gilbert, MD

Signed:

EMS RADIO COMMUNICATIONS SYSTEM

I. PURPOSE

This policy defines EMS system radio operations and operating frequencies for San Mateo County.

II. AUTHORITY

California Health and Safety Code Division 2.5, §1797.220 and 1798

III. EMS RADIO COMMUNICATIONS SYSTEM

The Wireless Communications System for San Mateo County is a county-wide UHF “T-Band” radio system that provides narrow band digital trunking and wide band analog conventional operation with mobile radios, portable radios, and control stations. Each agency has its own assigned “Channels.” Additionally, all agencies have a series of “County Common” and “System Common” Channels that allow for communication amongst the various system users.

IV. RADIO ETIQUETTE

All radio traffic shall be conducted in strict accordance with FCC regulations and County policies. Unprofessional conduct and/or comments on any EMS radio channel are strictly prohibited.

V. CHANNELS

A. RED Channel (Zone A) Usage

1. Dispatching calls for service
2. Tracking of units on calls for service
3. Dispatching of post assignments
4. Tracking of status changes

B. Hospital Channels (Zone A) Usage

1. Principal communication Channels between field units and each receiving hospital. The Channels are as follows:
 - a. Mills-Peninsula – PEN or PENINSULA
 - b. Stanford – STAN or STANFORD
 - c. Seton – SETON

- d. Kaiser Redwood City – KSR RWC
 - e. San Mateo Medical Center – SMMC
 - f. Kaiser South San Francisco – KSR SSF
 - g. Sequoia – SEQUOIA
 - h. Santa Clara Valley Medical Center – SC VMC
 - i. San Francisco General – SF GEN or SF GENRAL
 - j. St. Francis – ST FRAN or ST FRANCIS
 - k. Seton Coastside – SET CST or SETON COAST
 - l. Palo Alto VA – PAVA
 - m. Dominican Hospital – DOMINICAN
- C. Tactical Channels are designed to be used by EMS units for communication between vehicles and personnel for the purposes of medical supervision and instruction for treatment and transport of patients. Tactical Channels available to EMS units include:
1. YELLOW: Trunked Channel that is used for unit-to-unit communications.
 2. Simplex (Soft Key) Non-trunked Channel used for unit-to-unit communications outside the trunked system coverage area.
 3. County Commons 1-4 (Zone B) Channels programmed to communicate with other San Mateo County specific departments or agencies that use the trunked radio system.
 4. System Commons 1-4 (Zone B) Channels programmed to communicate with all trunked Radio system users within San Mateo County including cities, special districts etc.
 5. MCI 1 & MCI 2 (Zone C): Channels dedicated for the coordination of medical resources during a multi-casualty incident.

VI. CHANNEL USERS

The following is a listing of the system users and respective channels used:

- A. RED Channel
 1. 911 System Ambulances
 2. AMR Supervisory/ Management
 3. JPA Supervisory/ Management
 4. EMS Agency
 5. San Francisco International Airport Fire
 6. Public Safety Communications
- B. Hospital Channels
 1. 911 System Ambulances
 2. AMR Supervisory/ Management

3. JPA Supervisory/ Management
 4. EMS Agency
 5. San Francisco General Emergency Department
 6. Seton Emergency Department
 7. Kaiser South San Francisco Emergency Department
 8. Peninsula Emergency Department
 9. Mills Emergency Department
 10. San Mateo County General Emergency Department
 11. Seton Coastside Emergency Department
 12. Kaiser Redwood City Emergency Department
 13. Sequoia Hospital Emergency Department
 14. Stanford Emergency Department
 15. Palo Alto VA
 16. Public Safety Communications
- C. Commons (CO COM)
1. 911 System Ambulances
 2. AMR Supervisory/ Management
 3. JPA Supervisory/ Management
 4. EMS Agency
 5. San Mateo County Sheriff's Office
 6. County Building and Planning Division
 7. County Probation Department
 8. Peninsula Humane Society
 9. District Attorney's Office
 10. Coroner's Office
 11. County Public Works
 12. County Parks and Recreation
 13. Public Safety Communications
- D. System Commons (SYCOM)
1. 911 System Ambulances
 2. AMR Supervisory/ Management
 3. JPA Supervisory/ Management
 4. EMS Agency

5. San Mateo County Sheriff's Office
6. County Building and Planning Division
7. County Probation Department
8. Peninsula Humane Society
9. District Attorney's Office
10. Coroner's Office
11. County Public Works
12. County Parks and Recreation
13. Redwood City Police Department
14. Redwood City Parks and Recreation
15. Redwood City Public Works
16. Public Safety Communications

E. CALCORD:

1. AMR
2. Air Ambulance Aircraft only; used for LZ Ops
3. All San Mateo County Fire Departments
4. CHP
5. Fremont Fire
6. Hayward Fire
7. Public Safety Communications