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).
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. CALCORDER 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. VERBAGE
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. EMS 1 - EMS Director
2. EMS 2 - EMS Clinical Manager
3. EMS 3 - EMS Operations Manager
4. EMS 4 - Emergency Preparedness Manager
5. EMS 5 - Emergency Preparedness Coordinator

EMS JPA Supervisors
1. MED 20 - North Zone
2. MED 17 - South San Francisco
3. MED 8 - Central Zone
4. MED 2 - South Zone
5. Med 11 - Coastside

Ambulance Contractor Supervisors
1. AS10-AS20 – Permanent Supervisors
2. AS113-AS128 – Acting Supervisors

Ambulance Contractor Clinical Field Specialists
1. AS 14 and AS 16

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

<table>
<thead>
<tr>
<th>Display</th>
<th>Call Sign</th>
<th>Zone</th>
<th>Purpose</th>
<th>Type</th>
<th>System</th>
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<tbody>
<tr>
<td>RED</td>
<td>County</td>
<td>CW</td>
<td>Dispatch</td>
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<td>Car to Car</td>
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<td>Kaiser</td>
<td>CW</td>
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<td>CW</td>
<td>Hospital</td>
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# EMS POLICY

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</table>

## 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