

Radio Communications

A-041

Date: 1-26-06

I. Fire Service Communications

The use of radio has become an important part of firefighting and EMS operations. The radio allows the direct transmission of alarms to the firefighters and rescue personnel, and alerts them to the type and location of the emergency. It also allows for, direct communications between Dutchess 9-1-1 and apparatus, the rapid summoning of mutual aid, and the coordination of responding equipment.

Maintaining efficiency in our communication system requires that each and every user of the system have an understanding of, the radio system, and the rules, regulations, and procedures that have been developed for the system.

This radio plan is concerned with not who can use the communication system, but what the user does with it. For example, a Fire Police member may call in a structure fire, but a fire chief needs not call in a disabled vehicle along side the road.

The enforcement of this radio plan is a *team* effort. The Chief's Council, DC 911, and the individual chief's of their departments. Primarily, the Chief of the department is responsible for the use of the radios in their department.

Some general rules for good radio operations are:

- Listen before transmitting, verify the channel is clear
- Keep your message short, clear, and precise
- Think about what you want to say prior to using the radio
- Don't shout , keep your voice calm
- Hang up the microphone when complete
- Turn off pagers and/or portable radios when transmitting on mobile radio. If you hear a loud squeal, it usually indicates feedback.

II. Description of UHF Fire and EMS Radio System

The radio system is a 16 channel system, comprised of 9 UHF frequencies, utilizing tone coded squelch system (CTCSS) to eliminate outside interference and repeater base stations to enhance and extend portable and mobile communications. The 16 channels are divided into Dispatch, Response, Command, Fire Ground, and Field Operations. Additional UHF channels are assigned for the exclusive use of EMS and ALS operations.

Dispatch, Response, Command, and Field Operations have sites located at Clove Mt., Illinois Mt., Silver Mt., Hosner Mt., Pawling (Observatory Hill), Milan (Off Salisbury Turnpike), East Mt. and Depot Hill.

The mobile and portable radio configuration under this plan is a minimum of 16 channels. It is

recommended that radios have a minimum capacity of 32 channels. This will allow for additional frequencies to be installed, without changing the county's basic 16 channel frequency plan.

Departments that issue portable radios to personnel must send an identification list to the Coordinator annually. The use of the radio shall be limited to transmissions of importance (i.e.: structure fires, MVA, request for ambulance; are all examples of important transmissions.)

EMS will still utilize the VHF frequencies in the 155 MHz range in addition to the radio plan's 16 UHF channels. See Section 12 for EMS procedures.

Fire Police units are assigned the frequency of 453.9125 MHz for fire police operations.

During any incident, units may be switched to a fire ground simplex (Talkaround) channel when requested. Normal on-scene communications will be carried out on the talkaround fire ground and command channels, with the repeater used to extend the power and range of portables and mobiles WHEN NECESSARY.

III. Radio Installations and Programming Inclusive

Dutchess County Department of Emergency Response (DCDER) recommends, (as a minimum for Dutchess County frequencies) a radio of 32 channels be installed on this system. Additional consideration should be given to any other channel requirements. Any vendor, supplier or person that sells, delivers or uses radio equipment on fire department/EMS frequencies in Dutchess County will be held responsible for appropriate channel programming, adhering to the rules established by the Federal Communications Commission (FCC) and Dutchess County (as in this plan) as the licensee. Any and all radios used to transmit on frequencies licensed to Dutchess County shall be installed professionally, with procedures and guidelines comparable with industry standards. They must also comply with to the basic requirements listed below. These requirements will assure that the radio system will work properly and efficiently for all users and will not create unnecessary noises or interference. It will also minimize the possibility of erroneous Radio Frequency transmissions that violate FCC rules and may interfere with an adjacent channel. Adhering to these requirements will ensure that problems associated with communications will be reduced to a minimum and those that may occur can be analyzed, and a resolution determined (See radio communications trouble report form, Appendix-A). Dutchess County, being the responsible licensee will govern the system for legal infractions, and will take corrective action when necessary.

DCDER upon learning of a problem with a radio/equipment, will fill out a field radio non compliance report (Appendix D). This report will go to the Chief/Administrator of the offending agency. The Chief/Administrator has 30 days to repair the problem and notify DCDER that the problem has been corrected. Failure to do so will result in notification being made to the governing board.

DCDER has considered for the future to enable the screen that displays the digital identification of the calling unit. Consideration should be given to this item. Radios that will use this system need to be compatible with the Motorola MDC-1200 Scheme, which is one of several schemes that have been established for this purpose. The radios do not need to be Motorola radios to use this scheme. The data "packet" must be programmed to be sent at the end of the transmission to

avoid loss of the beginning of the message. Users that elect to use this data identification scheme on County channels will be responsible to keep all radios updated and assigned properly to the identified apparatus and personnel. This liability, is in lieu of disabling data transmissions on all incorrect radios. The transmission of knowingly incorrect data is harmful and will create unnecessary confusion with undesirable consequences.

For radios that are presently in service, equipment must be made to comply with the requirements in this section in order to minimize problems caused by existence of inapt installations.

Mobiles:

1. Mobile antennas must be the “unity-gain”(1/4 wave) type so that the signal is radiated in a proper pattern for the County’s radio system and fire ground operations. Signals from this type antenna tend to be stronger closer into the incident and will be more effective in reaching the closest tower site to be repeated. The antenna should be mounted as high as possible, on a metal surface at least 8 inches from any other metal item. Avoidance of all electrically operated equipment that create electro-magnetic fields should be considered (Strobes, motorized light bars, wig-wag lights, mechanical sirens, etc.)
2. Mobile radios will have a maximum of 100 and a minimum of 25 watts to be denominated as a “mobile radio”. Portable radios used in vehicle adapters without linear RF amplifiers, although convenient, may not serve the needs that are required for mobile use. Thirty (30)-second transmitter timeout timers are to be active on ALL frequencies. CTCSS must be active on both transmit and receive frequencies.
3. Direct Current power should be supplied to the radio through a direct connection to the battery or other specific power buss for this purpose. The ground should also be attached properly to a clean, solid metal surface. Very often, undesirable operation occurs when this requirement is not followed. Undesirable operation could be any of the following: Transmitted whines, clicks, strobe discharges, or voice distortion. The result being inaccurate interpretations and/or the need for repeated messages. In addition, improperly installed power or antenna wiring may affect received messages.
4. “Knoxbox” connections must be made exactly according to the manufacturer instructions. In addition, the manufacturer’s audio specification requirements have to be met for reliable activation.
5. Upon completion of the installation of the radio, the installer should call “Dutchess 911” and ask for a radio check. The vehicle should be running with all emergency lights operating, simulating a response to an emergency call. During this type of test, the radio will be operated while closely simulating a normal operating environment and nearly all problems, if any, should emerge.

Fixed Locations:

1. All fixed (base or permanent) radio installations will be constructed adhering to all FCC rules and license requirements that are available through your vendor before placing equipment in service. Dutchess County (which is the responsible licensee) will consent to frequency usage to the extent that legal issues are met and maintained for the said transmitter (s), and that no

interference is created for other users. Notification that such an installation is pending or being established shall be made to Dutchess County Department of Emergency Response, c/o Communications Coordinator, 392 Creek Rd, Poughkeepsie, NY 12601.

2. The antenna type should be selected based on the needs and location of the installation. The maximum RF power output on any repeated Dutchess County licensed frequency will be limited to 10 Watts. This level of RF power will be more than enough to communicate on repeated channels and will minimize the chance of interference to other outside agencies that share our frequencies. This will also help eliminate the possibility of incorrect system operation and/or “stepping-on” of mobile and portable units.

3. Fixed stations must be equipped with a proper microphone (desk or noise-canceling type) for the environment in which it resides. This will ensure that the message is conveyed clearly. Locations that are subject to; echo effects, vehicle traffic, personnel gatherings, and other radio monitors are examples, which will cause “feed-back”, distortion or other outside noise. A desk microphone would be unsuitable for these locations.

Portable Radios:

1. All portable radios that are used with a remote microphone should be equipped with an antenna on top of the remote microphone, commonly called a public safety microphone. This is the recommended configuration for portable radios. This eliminates “body shielding,” and helps to adhere to OSHA requirements when the radio is worn on the body. This is the recommended configuration for portable radios.

2. RF power output should be a minimum of 4 watts for all portable radios used on County repeated channels. Lower power may be used for all other applications. Different types of antennas are available but the 6-inch, frequency -specific is the best choice in weak signal areas.

IV. Radio Paging Receivers

As the County’s radio system moves into the future, the likelihood of UHF paging is eminent. This radio configuration will be the minimum requirement, unless your organization has established a universal dual-tone for ALL emergency and non-emergency radio announcements. Therefore, it is a requirement that during the acquisition process of radio tone decoding equipment that they be capable, at a minimum, to decode 2 dual-tone combinations. Single, dual-tone capable receivers are the cause for unnecessary multiple tone dispatches. This, in turn, produces longer dispatch times and delays the dispatching for those in the dispatch queue.

The necessity for multiple tone dispatches will be reviewed on an ongoing basis, using essential criteria for the final determination.

EMERGENCY RESPONSE RADIO FREQUENCY LIST 2002

<u>CH</u>	<u>XMIT</u>	<u>CTCSS</u>	<u>RECEIVE</u>	<u>CTCSS</u>	<u>DESCRIPTION</u>
1	458.900	114.8	453.900	114.8	DISPATCH 1
2	458.925	114.8	453.925	114.8	RESPONSE 2
3	458.800	114.8	453.800	114.8	COMMAND 3
4	453.800	114.8	453.800	114.8	T/A 4
5	458.050	114.8	453.050	114.8	FIREGROUND
6	453.050	114.8	453.050	114.8	T/A 6
7	458.450	82.5	453.450	82.5	FIREGROUND
8	453.450	82.5	453.450	82.5	T/A 8
9	458.625	82.5	453.625	82.5	FIREGROUND
10	453.625	82.5	453.625	82.5	T/A 10
11	458.950	114.8*	453.950	114.8	PAWLING 11
11a	458.950	82.5*	453.950	114.8	MILAN 11
12	453.950	114.8	453.950	114.8	T/A 12
13	458.850	114.8	453.850	114.8	FIREGROUND
14	453.850	114.8	453.850	114.8	T/A 14
15	465.450	114.8	460.450	114.8	FIELD OPERATIONS 15
16	460.450	114.8	460.450	114.8	FIELD OPERATIONS 16

Transmitter time out timers are to be set to 30 seconds.
CTCSS should be set on transmit and receive channels.

* Geographically determined as to which CTCSS is used.
Fire Police channel: 453.9125 Transmit and receive. CTCSS is 136.5

EMS use only :

467.950	136.5	462.950	192.8	MED-9 Clove Mtn.
467.950	82.5	462.950	192.8	MED-9 Illinois Mtn.

VI. Channel Description

Channel 1 - Dispatch

- A) This channel will be used for dispatching of all alarms in parallel with 46.36 MHz.
- B) Normal operational communications will be dispatching of alarms only.
- C) If an unsafe scene exists, it will be broadcast on dispatch, and when the scene is secure.
- D) There will be no talkaround allowed on this channel.

Channel 2 - Response

- A) Normal operational communication will be responding to alarms, calling on scene and back in service, etc.
- B) This channel will also be used to establish initial contact between mobile and portable units. Once contact is established, communications should be moved to an alternate channel.
- C) There will be no talkaround allowed on this channel.

Channel 3- Command 3 (Repeater)

- A) Used to contact Dutchess 9-1-1 to request additional assistance and give progress reports. This channel will be monitored at all times by Dutchess 9-1-1.
- B) The repeat function on this channel can be disabled for private communications between an incident commander (IC) and Dutchess 9-1-1.

Channel 4- Command 4 (talkaround)

- A) Normal command functions such as command post operations are carried out on this channel.
- B) This channel should be used as a clear channel from sector commands or fire ground officers who need to communicate with the command post or the incident commander. *Normal fire fighting operations are carried out on one of the fire ground channels.*

Channel 5, 7, 9, 11, 13 - Fire Ground 5, 7, 9, 11, 13 (Repeater)

- A) Used for initial fire ground communications where distance between units may prevent direct contact via the talkaround channel.
- B) Dutchess 9-1-1 will not normally monitor the fire ground channels. To contact Dutchess 9-1-1 you must switch to command channel 3.

Channel 6, 8, 10, 12, 14 - Fire Ground 6, 8, 10, 12, 14 (Talkaround)

- A) Normal fire ground operations are carried out on one of these channels.
- B) All units will switch to the talkaround channel once the fire scene is established.
- C) Transmissions that are relayed through an associated fire ground repeater will be heard on the assigned talkaround channel.

Field Operations 15 (*Repeater*)

- A) Used as a county wide channel for EMS personnel and firefighter communications relating to alarms.
- B) This channel may be used as an alternate command channel as deemed necessary by Dutchess 9-1-1.
- C) The repeater will be disabled under normal conditions, but Dutchess 9-1-1 will monitor for any transmissions.
- D) During periods of peak activity, selected departments will use this channel as a response channel at the discretion of Dutchess 9-1-1. See Appendix B for a list of departments.
- E) All requests for Knox boxes (tone encoder) will be made on this frequency.

Channel 16 - Field Operations 16 (Talkaround)

- A) Used for short range unit to unit contact for fire department, EMS personnel, and firefighter communications.
- B) May be used for non-emergency fire ground communications by firefighters and EMS personnel.
- C) This frequency is to be used for all helicopter operations.

Low Band 46.36 MHz

Used for dispatching of alarms only. Two-way communications are not permitted on this frequency.

VII. Fire Operations

Because of the volume of radio traffic on the frequencies used by Dutchess County Fire and Emergency Medical Services, certain procedures relating to emergency scene communications have been developed. These procedures are designed to ensure that dispatches can be made in a timely manner and that radio traffic is manageable.

1. Dispatching of Alarms:

All alarms will be dispatched simultaneously on Dispatch - 1 and low band 46.36 MHz.
All dispatching will be done in accordance with Dutchess 9-1-1's Standard Operating Guidelines.

2. Operations:

After a department has been dispatched, they may be moved to alternate channel(s), based on the dispatcher's request to a responding officer or the incident commander. The decision to move to

another channel may be due to:

- The amount of active alarms in the county
- The nature of the alarm and/or anticipated radio traffic
- Anticipated call volume
- Anticipated radio traffic due to storms

Due to the potential of a life-threatening situation in another department, Dutchess 9-1-1 may request that an established operation change Fire ground channel.

The incident commander (I.C.) may request that the department be put on another channel. Generally it will be up to the dispatcher to determine what channel(s) a department may operate on. This is necessary because of the possibility of a requested, or preferred, channel being used by another department.

3. Fire Ground Operations:

- Channels Monitored by Dutchess 9-1-1

Dutchess 9-1-1 will not normally monitor fire ground channels, though they do have the capability to communicate with units on each of the five fire ground channels.

- Command Channel

Command -3 is the command channel and as such will not be assigned to a department for fire ground operations. *Command -3* is reserved for communication with the Dutchess 9-1-1 and should be used for progress reports, mutual aid requests, etc.

Command -4 is the on-scene command post channel and should be used for communications with sector commands.

- Channel Assignments

Fire Ground channels may be assigned by the dispatcher or at the request of the Incident Commander. Units will be assigned to a respective talkaround channel, for the fire ground channel.

If communications cannot be carried out because of distance or terrain, the units trying to establish contact should switch to an associated repeater channel. For example: if you were assigned Fire Ground 6 for operations the repeater channel would be channel 5 or Fire Ground 5. Units operating on talkaround can still hear units operating on the associated repeater channel.

Attack teams should be assigned a talkaround channel that will not be interfered with by any other fire ground operations. A talkaround channel not associated with a repeater in your area is a good choice. This channel may be assigned at the discretion of the Incident Commander. Other operations such as water can be carried out on the assigned fire ground channel for the incident or moved to another channel. If additional repeated channels are to be used, they must be requested through Dutchess 9-1-1.

- Department Frequencies

Departments are encouraged to use their own local frequency when mutual aid is not anticipated. If an

incident escalates into where mutual aid is required, then the I.C. will request a County frequency for Fireground operations. Department frequencies will not be identified by using channels 1 - 16.

- Command Post Communications

All Incident Commanders should have a dedicated radio on Command 3. All communications with Dutchess 9-1-1 will be conducted on Command -3.

4. Responding:

All apparatus must call out on Response 2 and switch to an assigned fire ground channel, if one was assigned, after they have been acknowledged by Dutchess 9-1-1.

Whenever possible, one apparatus should call out for all the apparatus responding from one station. Verify that the apparatus is responding prior to calling. When responding, units shall include the address of the incident you are responding to in your message. This is a method of verifying the location and letting the dispatchers know that you are en route to the proper location.

Example:

Dutchess 9-1-1 xx-11 responding to the XYZ Company at 123 Main Street

Or

Dutchess 9-1-1 xx-11, xx-12, xx-45 responding to the XYZ Company at 123 Main Street.

During periods of peak activity, as determined by Dutchess 9-1-1, selected departments (See Appendix B) will be switched to field operations 15 as a response channel.

5. On the Scene:

The first apparatus arriving on the scene should notify Dutchess 9-1-1 of their arrival and include an initial size up report. If the I.C. arrives on the scene before the apparatus, the I.C. will give the progress report. All other apparatus arriving on the scene *Should Not* call Dutchess 9-1-1 center to report on the scene. The only times recorded are for the on the scene time for the first arriving apparatus. See Section 13 for required EMS radio transmissions

6. Back in Service:

When a piece of apparatus is back in service and is able to respond to another alarm the dispatch center should be notified. If you have already placed a vehicle in service it is NOT NECESSARY to call back in service returning to quarters.

Example: Dutchess 911 xx-11 is back in service

When the last piece of fire apparatus and/or ambulance calls back in service, Dutchess 9-1-1 will give the alarm time and the time back in service.

The following transmission is not necessary and should not be called into Dutchess 9-1-1.

Example: Dutchess 9-1-1 xx-11 in service out of quarters

Dutchess 9-1-1 should only be notified when an apparatus is out of service, and unable to handle an alarm.

7. In Quarters: - *No longer required or recommended, see #6*

8. Ambulances Transporting from a Fire Scene:

When an ambulance transports an injured party from a fire scene Dutchess 9-1-1 should be notified. The ambulance should call Dutchess 9-1-1 upon leaving the scene. Included in the transmission should be the hospital that you are enroute to.

9. Terminating the Alarm:

At the option of the Incident Commander, and in accordance with department policy the alarm may be terminated at the time when all equipment is back in service. When an alarm is terminated, no other transmission should be made, including equipment calling back in service.

10. Chief Officers:

Responding: It is preferred that chief officers do not call out responding. If a department, chief officer does call out responding they will not be acknowledged. No other officers are to call out responding, which includes Rescue Captains as well as Fire Department Captains, etc.

On the Scene: It is not necessary for each arriving officer to call on the scene of an incident. If a chief officer arrives at the scene prior to any apparatus, they may call on the scene with a progress report. It is not necessary for a chief to call on the scene, if a apparatus arrives before the chief officer.

11. Progress Reports:

Progress reports are necessary to keep the dispatchers and responding units informed as to the progress of the incident. Initial reports should indicate what is actually occurring at the scene. Be accurate but brief.

Example: Car xx-1 on the scene have a two story wood frame building with fire showing on the 2nd floor.

Terms such as “worker” or “fully involved” should be avoided because they do not indicate what is actually occurring.

12. Emergency Medical Service:

All ambulances and EMS First Response Vehicles (Fly-Cars) operating on the county fire frequencies are subject to the same rules and regulations as all other system users.

Required EMS Channels

All Dutchess County ambulances shall have 155.745, 155.760, 155.340 & 155.400 installed in their EMS Radios. Each channel will be used as follows:

155.745-Ambulance to 911 center when en route to other than Pok. Hospitals.
-Preferred channel for phone patch communications.

155.760 -Ambulance to 911 center when en route to Pok. Hospitals

155.340 -Ambulance to Hospital (typically used for hospitals NORTH of The Mid-Hudson Bridge
- Statewide ambulance mutual aid channel

155.400 - Ambulance to Hospital (typically used for hospitals SOUTH of The Mid-Hudson Bridge).

Radio Operation Guidelines

- A) When the ambulance crew is ready to communicate with the hospital or medical control, they should radio to LCD (Litchfield County Dispatch) on MED 2 when you are in the Sharon area and MED 4 when you are in the New Milford area and request a patch. Specify which hospital and the priority. *(If you cannot reach LCD after two attempts, radio to LCD on MED 9).*
- B) Once you have made contact with LCD you will be asked for the pickup location (street address and town) and priority 1, 2, or 3
1. Emergency/Urgent
 2. Emergency/Stable
 3. Non-Emergency
- C) You will be advised when the patch is open and assigned a MED channel(usually the one you are already on)
- D) Once you have completed the patch advise LCD you are clear.
- E) If UHF Communication is not available, Sharon Hospital; will monitor 155.340 for those agencies who call directly.

MED Channels

Use of MED channels 1-10 is restricted to those agencies participating in Advanced Life Support EMS care.

MED 1-8 - reserved for ALS communications between paramedic and physician (Medical Control).

MED 9-10 - used for coordination of ALS/EMS care between responding agencies.

Dutchess County's ALS radio system utilizes MED 1, 3 and 7. MED 1 and MED 3 are located on Illinois Mountain and are the preferred method of ALS medical control with Poughkeepsie Hospitals. MED 1 is normally assigned to Vassar Brothers and MED 3 is normally assigned to St. Francis. These channels require no coordination through the 911 Center. Contact can be made directly with each Emergency Department. MED 7 is located on Clove Mountain and is designed for ALS Medical Control from the Central or Eastern portions of the county. This frequency is normally left in a stand-by status and coordination with the 911 Center is required to patch this frequency into the appropriate hospital. In exceptional situations, it is possible for the 911 center to patch 745 into either St. Francis or Vassar Brothers Hospitals.

Whenever possible, paramedics should avoid using 340/400 for medical control communication. MED channels or cellular telephone for hospital communications should be used, leaving 340/400 available for the BLS agencies.

MED 9 is a county-wide frequency to assist in the coordination of ALS response, or EMS MCI incidents. It can be used for patient status updates to responding paramedics, directions for ALS response to a scene, or arranging a meeting point between ALS and BLS units. Users of the channel should identify which repeater they are using: (i.e. MED-9/Illinois or MED-9/Clove).

13. Required EMS Radio Transmissions:

Responding

Each ambulance and EMS response unit must call out responding when dispatched to an alarm. If they

respond along with other apparatus, all of the responding equipment should be called out in one transmission.

On The Scene

Each ambulance and EMS response unit should call on the scene to establish their arrival time.

When an ambulance or EMS response unit arrives at the scene of a non-medical alarm (i.e. standby at a structure fire) it is not necessary to call on the scene.

En Route To Hospital

Each ambulance should call Dutchess 911 upon leaving the scene with a patient(s) on board. The radio transmission should indicate the destination hospital and whether ALS is on board. On BLS calls, the ALS unit should be placed back in service in the same transmission.

Arriving At The Hospital

This time is not recorded by the 911 Center and no transmission of such should be made.

Back In Service

Each ambulance should call back in service when they are able to handle another call in their response area. Generally this would mean when their response to a scene would be faster than the dispatch and response of a mutual aid ambulance.

Calling back in quarters is no longer required. Alarm and in service time will be given when you call back in service.

Hospital Communications

BLS

BLS ambulances en route to the hospital should contact Dutchess 9-1-1 on either 155.745 or 155.760, depending upon their location. See section 12 for Community Hospitals. If contacting the hospital for simple notification, hospital contact should be made when the ambulance is approximately 15 minutes away.

This will help insure clear communications with the emergency Department. In extreme situations (i.e. severe trauma patients or incidents requiring BLS medical control), hospital contact should be attempted earlier. However, most hospitals only have antennas installed on the roof of their facility, limiting the range of communications.

When calling into Dutchess 9-1-1 on 745/760, the transmission should include; the ambulance identifier, what channel is being transmitted on, and the destination hospital. The Dutchess 9-1-1 will assign either 340 or 400. The frequency assignment should be confirmed and the ambulance radio switched to the assigned channel.

Example: xx-71 to Dutchess 911, requesting frequency to St. Francis Hospital;
Dutchess 911 to xx-71, switch over to 340 frequency for St. Francis Hospital.

After switching to the assigned hospital frequency, stand by until contact is initiated by the hospital. This may take several minutes. If hospital contact is not made after a reasonable amount of time, return to 745/760 and recontact Dutchess 9-1-1 for further assistance.

Once the hospital contacts you, ensure they are able to hear your transmission prior to giving the patient

report. The patient report to the hospital should be; a brief summary of the patient's complaint, seriousness of condition, significant physical findings/history and ETA. The complete transmission to the hospital should last no more than 1 minute. Upon completion of the radio report to the emergency Department, monitor the frequency, making certain that the hospital has copied the transmission and has no further questions. Once the transmission has been acknowledged by the hospital, return the ambulance radio to 155.745 or 155.760.

ALS

ALS ambulances should contact the hospital directly on the appropriate MED channel. The use of 155.340 or 155.400 should be avoided for ALS Medical Control.

Mass Casualty Communications

All requests for EMS resources must be routed through the IC. EMS coordination between responding units and all on-scene EMS communications will be conducted on an assigned radio frequency, distinct from fire scene operations.

Out-of-County ambulances not having Dutchess County frequencies shall be instructed by Dutchess 9-1-1 to monitor 155.340 for instructions.

Upon request, Dutchess 9-1-1 can place both Vassar and St. Francis Hospitals on the same MED channel (MED 1, 3 or 7), to allow better coordination of ALS patients.

Communications with helicopters should be on Channel 16 (Field Operations Talkaround).

14. Phone Patch Procedure:

A phone patch is a connection between the radio system and a telephone line which allows a radio unit to communicate with a person on a selected phone line. The connection for the phone patch is made by the dispatcher at Dutchess 9-1-1.

Phone patches are restricted to those of an emergency nature only.

If a phone patch is desired, contact the dispatcher to request a phone patch. Give the dispatcher the name of the person and/or agency to be contacted. The dispatcher may reassign you to a different radio channel depending on radio activity.

15. Institutions/Fire Brigades:

Organizations in radio communications with the Dutchess 9-1-1, but not dispatched on a first alarm basis by Dutchess 9-1-1 should only contact the dispatch center when in need of assistance.

16. Radio Announcements: See Appendix C

17. Vehicles Out of Service:

Each evening at approximately 1800 hours, Dutchess 9-1-1 will announce the list of all vehicles listed out of service.

Out of service apparatus will be specified on the initial dispatch of an alarm if the apparatus is removed from service prior to 1800 hours or has been out of service for less than 24 hours.

18. Dispatching of Mutual Aid, Drills & Multi Company Drills:

If a drill is to be dispatched by Dutchess 9-1-1, the chief officer must provide in writing a detailed list of the dispatch requests to the Operations Director. The information must be provided as soon as possible but not less than 48 hours prior to the drill.

The written instructions must include the date, time of dispatch, location of the drill, and the apparatus to be dispatched.

19. Request For Services:

Tow Trucks

Tow trucks should only be requested for emergencies only. Generally, removing accident vehicles from the scene is a police matter.

20. Testing Paging Center:

Fire departments having tone transmission capability must notify Dutchess 9-1-1 prior to testing their encoders.

Appendix A

Departments Using Alternate Response Channel During Periods of Peak Activity

Arlington Fire Department

Dover Fire Department

Fairview Fire Department

Hyde Park Fire Department

LaGrange Fire Department

Millerton Fire Department

New Hackensack Fire Department

New Hamburg Fire Department

Pleasant Valley Fire Department

Roosevelt Fire Department