



Chenango County Bureau of Fire

Office of the Fire Coordinator

Standard Operating Guidelines



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

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 incident.
 - 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 designated 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.
- 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 indorsed by the Chenango County Fire Advisory Board as an established standard for all system users operating on the Chenango County Emergency Communications System.