



SCHOHARIE COUNTY

EMERGENCY SERVICES

RADIO

PROCEDURES

AMENDED:

September 29, 1986
January 27, 1987
November 18, 1994
June 3, 2002
July 23, 2007
April 4, 2023

ARTICLE I

GENERAL PURPOSE

These procedures are intended to improve the use of the Schoharie County Emergency Services radio system by ensuring compliance with good operation practices and reducing the amount and length of radio transmissions.

The Schoharie County Board of Supervisors has designated the Sheriff, Fire Coordinator, and EMS Coordinator as the individual(s) responsible for the operation, maintenance, and use of the radio system as appropriate.

Changes to these procedures require the approval of the Sheriff, Fire Coordinator, and EMS Coordinator as well as the Radio Committee of the Board of Supervisors.

All users of the radio system are to comply with these procedures.

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ARTICLE II

DEFINITIONS

1. APPARATUS - A Department (Fire and/or Ambulance) owned vehicle.
2. UNIT - A privately owned vehicle, operated by an officer or other authorized user.
3. ACKNOWLEDGEMENT - A dispatched Department has received knowledge of an alarm and notification is made to Communication Center by an apparatus or the base station. At which time this department has taken responsibility for the call.
4. ENROUTE - Apparatus is en route to an alarm and has notified the Communication Center.
5. INCIDENT COMMAND CENTER - A unit, apparatus, or base station that has been designated by the officer-in-charge to coordinate communications with the Communication Center.
6. COMMUNICATION CENTER - The Schoharie County operated emergency Communication Center. For radio transmission purposes it shall be referred to as **Schoharie County 911** or its call letters **KEF- 700**, fire frequency, or **KSO-959**, EMS frequency.
7. HOME MONITOR TONES - Tones used to open home monitors and/or pocket pagers, but do not activate a siren.
8. SIREN TONES - Tones used to activate a department siren.
9. IN SERVICE - Any apparatus that is available to respond to a call, regardless of the physical location of the apparatus. Referred to as 10-8.
10. OUT OF SERVICE - Any apparatus that cannot respond to a call. When a piece of apparatus is out of service, a reason shall be given (e.g., out for repairs, out to a call, etc.). Referred to as 10-7.
11. INCIDENT UNDER CONTROL - Terminology used to replace non-emergency, respond with caution, respond code 2.
12. UPGRADE - For EMS calls when the enroute apparatus requires an immediate response from ALS or another enroute unit/apparatus.
13. WORKING FIRE - A fire in a structure, which is an actual, confirmed fire. Dispatcher can determine a working fire if a caller is reporting flames coming from a portion of the structure, receipt of multiple calls for a specific location reporting a fire and/or smoke showing. May also be referred to as fully involved. (Amended 10/09) (Amended again 7/14)

ARTICLE III

GENERAL RULES

1. Radio transmissions are to be kept to a minimum and are to be directly related to fire protection and ambulance operations of the County Fire and EMS Departments and the other authorized users of the radio system.
2. Radio messages are to be clear and concise.
3. The telephone, instead of the radio, shall be used whenever possible for non-emergency transmissions only.
4. During fires or other emergencies involving Departments in the county, the radio system is to be used for emergency transmissions only.
5. Single transmission messages are to be used whenever possible.
6. The proper radio identification, as shown in the Appendix, is to be used at all times. All identifiers will be pronounced singularly.
7. The Communication Center is to be notified when apparatus is out of service and when they are returned to service. The Communication Center is not to be notified when an apparatus is leaving the station for a drill, when the apparatus remains available for response.
8. The following are examples of transmissions **not permitted** on the Fire Service and EMS radio system:
 - a. Request to notify family, baby-sitters, employers, hired hands, etc. that the member is at the scene of a fire.
 - b. **Improper** radio terminology such as “**In Mobile service,**” “**Clear,**” “**Over.**”
 - c. Use of the 10 codes not listed in Article X of this Procedure is **not permitted.**
9. The Fire Coordinator and the Chiefs of the individual Fire Departments, the EMS Coordinator, and the Officers of the individual EMS Departments have the responsibility to ensure that the Departments and individual members comply with these procedures.
10. Fire Radio Frequencies are emergency frequencies.
 - FIRE 1 - Base to Mobile/Mobile to base
 - FIRE1D - Mobile to Mobile
 - FIRE 3 - Oak Hill Repeater for incident operations
 - FIRE3D - Mobile to Mobile
 - FIRE 5 - Brown Mountain Repeater for incident operations
 - FIRE5D - Mobile to Mobile
 - GROUND 1 - Interior Operations

- GROUND 2 - Alternate Operations
- GROUND 3 - Fire Police

Tactical communications should not occur over FIRE 1.
Procedures shall apply to all Fire Radio Frequencies.

11. The Communication Center shall have the authority to clear FIRE 1 traffic at any time.
12. All times used on the Fire and EMS Radio Systems shall be given using a 24-hour clock, or what is commonly referred to as military time.
13. EMS Radio Frequency is an emergency frequency, all procedures shall apply to this frequency.
14. The Communications Center shall have the authority to clear the EMS frequency traffic at any time.

ARTICLE IV

DISPATCHING OF ALARMS

1. The dispatching of alarms by the Communication Center shall be in accordance with these procedures. All dispatchers are to be familiar with these procedures.
2. All alarms dispatched are to be preceded with a preliminary alert to the affected apparatus/departments: "(Name of Department to be dispatched) (nature of alarm or response determinant as appropriate) (location)".
3. The tones of the affected Department are to be transmitted once.
4. "(Name of Department being dispatched), (nature of alarm), (location and the nearest crossroad)."
 - a. When dispatching a department (when automatic mutual aid is required) it shall be dispatched as follows:
e.g., "*Jefferson Fire, FAST, AMA, structure fire 123 Main Street.*" (Amended 4/2023)
 - b. The tones of all the required agencies per automatic mutual aid shall be transmitted.
5. The Responsibility for a call shall be transferred to a Department when the first apparatus or base station notifies the Communication Center, via radio, that they are either enroute OR acknowledging the call. *(If the enroute apparatus would like the Communications Center to continue to activate the tones/siren for further manpower they can make that request at this time.)*

6. When an EMS agency acknowledges a call, the dispatcher shall provide that agency with the time received on their call for recording purposes.
7. **Phone calls** to the Communication Center **shall not** be an accepted means of acknowledging a call. Phone calls will be accepted for pump-outs and lifting assistance only.
8. If there is no acknowledgment of the call within three (3) minutes, by either the Base Station or a piece of apparatus, **Step #1** (above) shall be repeated.
9. If there is no acknowledgment of the call within three (3) minutes of the second set of tones, by either the Base Station or a piece of apparatus, the tones of the affected Department are to be re-transmitted. After transmissions of the tones, the following announcement will be given:
“(Name of Department being dispatched) respond to your station.”
10. If no acknowledgment is received three (3) minutes after the third transmission, and no Department apparatus is on the air, the Communication Center shall dispatch the closest available apparatus as per **Step #1**, above.
11. In the event the Department does have a **unit** on the air, but no recognized acknowledgment by the Base Station, or a piece of apparatus has been received by the Communication Center, that **unit** shall have the responsibility to advise the Communication Center what department they want to handle the call.
12. Prior to an initial alarm being sent by the Dispatcher, the Dispatcher shall determine and follow specific Automatic Mutual Aid procedures that apply to the alarm (e.g., Hazardous Materials, pre-arranged mutual aid agreement) **and will dispatch the call accordingly**.
13. For EMS calls, the dispatcher shall follow EMD Protocol for determining a proper response. “Alpha”, “Bravo”, “Charlie”, “Delta”, “Echo”. The Dispatcher shall also determine and follow specific Automatic Mutual Aid procedures that apply to the alarm as indicated above. When dispatching the EMS provider, the Dispatcher shall indicate a recommended response from the provided information. (Name of Department dispatched) respond to (nature of the alarm) (location) recommending (response determinant).
14. When a call is canceled through the Communication Center, only “home monitor tones” are to be transmitted, followed by a voice announcement regarding the cancellation of the call.
15. In the event a Dispatcher receives a call of a “**sensitive nature**”, the Dispatcher will tone the appropriate Department to respond to their station for a call. No name, location or nature of the alarm shall be announced. The Dispatcher will request the Department to landline for information. Upon receipt of a call from the Department they are to be advised of the nature and location of the call.

16. In the event of a **police action** call, the Dispatcher shall tone the appropriate Department to respond to their station for a police action call. No name, location or nature of the alarm shall be announced. If there is a request for the agency to 'stage' at a location closer to the incident but a safe distance away, the Dispatcher shall dispatch the appropriate Department to 'stage' at the determined location for a police action call. When/If the Police request a response to the scene, the Fire/EMS provider will then be given the information to respond and the specific information regarding the call.
17. In the event a Fire Department is requested for a **pump-out**, only home monitor tones shall be activated. The Department shall be toned following the same procedure as indicated above. If there is no acknowledgement after the third tone, the Dispatcher shall activate the home monitor tones of the Department, requesting either a Chief or line officer contact Communications. This contact may be made by phone or radio, based on the emergency traffic on the frequency at the time. If there is no reply after three minutes, the Dispatcher shall attempt phone calls to the Chief officers.
18. In the event a Fire Department is requested for **lifting assistance** by an EMS agency, only home monitor tones shall be activated. The monitor tones for the EMS agency shall also be activated and a request for additional crew will be transmitted. These calls shall only be toned twice. When the Dispatcher announces the call, the Dispatcher shall provide the initial EMD priority determinant of the call. (Name of Department), request for lift assist, (location), for a recommended (determinant) call. Example: Middleburgh Fire/Middleburgh Ambulance request for a lift assist, ABC residence, 123 Main St, for a recommended delta call.
19. Smoke Sighting Calls
When a department is dispatched for a smoke sighting an ambulance will be placed on standby until it is determined that they are not needed or if it is determined to be a call of significance they can move to the scene.
(Added 5/11/2015)
20. Call Timers
In the event of a structure fire, motor vehicle accident with extrication, and/or a technical rescue, a 15-minute timer will be set in the CAD for the home department. Each time this timer activates the dispatcher shall broadcast alert tones and announce, "15 minutes into the call", "30 minutes into the call", etc. until the officer in charge advises to discontinue the announcements.
(Added 12/2016, amended 4/2023)

EMS

Out of Service

An EMS provider shall be considered out of service if it is unable to respond to a call. This includes, but is not limited to:

- On a call and has **not** called back in service,

- Out for repairs,
- Covering a pre-planned event and there is no prior understanding that they will be available for calls,

The next closest available EMS Department shall be dispatched to cover the calls of those Departments who are “out of service.”

County Medic (ALS)

The County Medic will be dispatched to all ALS level calls within Schoharie County regardless of jurisdiction. The County Medic does not respond to out of County calls unless all options have been exhausted.

County Ambulance

The County Ambulance will be automatically dispatched to all calls within Schoharie County along with the ‘home’ EMS agency.

The County Ambulance will respond to all calls within Schoharie County regardless of jurisdiction.

EMS Response

Once EMS is enroute with an ETA of 20 minutes or less, discontinue toning mutual aid.

Motor Vehicle Crashes

The first unit/apparatus on the scene should provide a patient status. If this is not provided the Dispatcher shall request that information. This information should include:

- Number of patients,
- Type of accident (rollover, head on, fixed object, etc.)
- With two or more patients, the first ambulance will be sent at the predetermined priority and a second ambulance (closest available) will be sent to the scene non-priority.

A second ambulance shall be dispatched to the scene along with the EMS Coordinator and/or County Medic if:

- Known head on collision
- Two or more serious injuries
- School bus with children (even with no reported injuries)

Rollovers

Fire and EMS will be dispatched to all reported rollovers. If there are no reported injuries, the Dispatcher will indicate that during the dispatching of the call.

****If the information on the initial call falls under one of the above categories, the Dispatcher shall not wait for the initial report from the scene to dispatch a second ambulance or County Medic.

****If Schoharie County Medic (ALS) is not available for calls, dispatch the next available ALS agency to assist, such as AMR, etc.

ARTICLE V

ENROUTE TO ALARMS

1. All enroute apparatus are to notify the Communication Center of their response, ("Schoharie County 911, 7032", "911 on 7032" "7032 enroute") out of service and then switch to an alternate channel.
2. Other enroute apparatus shall indicate their response, ("1223 enroute, and Dispatch will repeat 1223 enroute). Dispatchers shall repeat all units, apparatus call numbers and enroute, out of service, in service, etc., as well as record this information.
3. While enroute, each apparatus is to monitor the radio for instructions.
4. The first unit or apparatus on the scene, shall give a preliminary report of conditions to the Communications Center. The Dispatcher shall repeat, record the time, unit, and preliminary reported condition. If this report is not received, the Dispatcher shall request the information.
5. Upon arrival at the scene, the officer-in-charge shall establish **Incident Command** and notify the Communication Center of same. All Communication Center transmissions shall be transmitted through Incident Command. (i.e., "8011 establishing command," or "5014 establishing incident command").

If command changes to another unit/apparatus, that information shall be relayed to Communications. (i.e.: "8011 turning command over to 8012" or "5013 now assuming command").

If an apparatus is unable to respond for any reason, or will be delayed in enroute, the officer in charge shall be notified, no explanation needed.

ARTICLE VI

MUTUAL AID

1. The Incident Command shall request needed assistance through the Communications Center, specifying the requested Department and requested apparatus.
2. When a request for needed assistance is transmitted by an apparatus, other than the Incident Command, the authority for this request is to be provided to the Communications Center the Dispatcher shall repeat back the request.
3. Mutual Aid apparatus shall be dispatched in the manner prescribed in **Article IV, 2,3, and 4.**
4. If a requested apparatus is not available, the dispatcher shall immediately notify the Incident Command.
5. When enroute to a mutual aid request the enroute apparatus shall notify the Communication Center.
6. **While enroute, apparatus shall monitor the radio for instructions from the Incident Commander.** Radio transmissions are to be limited to an acknowledgement of instructions. When upon arrival on the scene, switch to an alternate channel.
7. When dispatching the requested mutual aid department, send the tones for that department and send the tones for the Fire Coordinator and make the announcement. When two or more departments are dispatched to respond to an incident out of county, the Fire Coordinator shall be toned.
8. When dispatching requested mutual aid, second or more ambulance, for an EMS/ambulance call, the Dispatcher shall dispatch the call as follows: (Name of Department being dispatched) respond as an additional ambulance, (nature of the alarm), (location).
9. When dispatching mutual aid for an EMS call in which the 'home' EMS provider does not acknowledge after the third tone, dispatched the mutual aid department as follows: (Name of Department) respond mutual aid, (nature of the alarm), (location).
10. In the event the call goes to a third EMS agency activate the EMS Coordinator tone so they can monitor the situation. When an ambulance or EMS Coordinator is **en route**, the dispatcher will re-contact the caller at the first available moment, to advise that assistance is on the way and to obtain an update on the patient status.
11. After mutual aid is dispatched, the Communication Center shall have the authority to clear the primary frequency at any time and assign frequencies.

ARTICLE VII

RETURNING TO SERVICE

1. When a single apparatus is returning to service, the Communication Center shall be notified in a single transmission.
2. When more than one apparatus is returning to service at the same time, or at approximately the same time, a single radio transmission is to be used for all units.
3. An apparatus shall be returned to service, in service, **when it is available to respond to an alarm, regardless of whether or not it has returned to the station.** If an apparatus is returned to service, before it has returned to the station, no further radio transmission to the Communication Center is to be made upon its arrival at the station.
4. When all apparatus is returned to service, the dispatcher is to give the time in and dispatcher number. If a department requires additional times related to an alarm, those requests shall be made by telephone to the Communication Center.

Due to the nature of the response, EMS responders shall record their times as they are given by the Communications Center during the course of the call to avoid phone calls to the Communications Center.

ARTICLE VIII

BASE STATIONS

1. Under most circumstances, there is no need for the Base Station to contact apparatus units at the scene. If apparatus or units at the scene require anything, they will contact the Base Station or the Communications Center.
2. Fire Department base stations are encouraged to use plain language (i.e., "Middleburgh Base" or "Middleburgh Station") when communicating with dispatch or other units. FCC license call letters can also be used. (Added 4/2023)

ARTICLE IX

ANNOUNCEMENTS

1. Announcements of a County wide nature will be made by the Communication Center each day at 1730 hours. All announcements, except those described in

Article IX number 1-A, 2, 3 must be approved by the Fire Coordinator/EMS Coordinator. In the event an emergency prevents announcement from being made at 1730 hours, the Communication Center shall make the announcement as soon as possible when permitted by the Incident Commander.

- a. A special county wide announcement will be made when apparatus is taken out of service, and when it is returned to service. If apparatus remains out of service, it will be Included with the county-wide announcement at 1730 hours until returned to service. The first county wide announcement in which an apparatus is reported out of service for which mutual aid has been established, this information will also be announced.
 - b. Special requests for automatic mutual aid shall be announced over the appropriate radio frequency, activating the tones of the affected Department(s). This information will also be included in the evening announcements, on the first day it is made effective if it is still in effect at that time. The dispatcher shall obtain the name of the caller making the request and, when possible, the requestor shall submit the information in writing with their signature. (added 4/10)
2. No personalized Departmental announcements are to be made through the Communication Center, unless authorized by the Fire Coordinator/EMS Coordinator.
 3. The Communication Center as well as the Director of the Schoharie County Office of Emergency Services shall have the authority to direct announcements of weather-related matters that are deemed to be significant and may affect emergency operations within the County, as agreed upon by the Fire Coordinator. When such announcements are required, the Dispatcher is to immediately transmit any emergency warnings, such as severe weather warnings and/or Skywarn activation, received by the Communication Center. Emergency announcements shall be preceded by an alert tone for pager all. If still in effect, these warnings are to be included as part of the daily 1730 hours announcements.
 4. Announcements by individual Departments are to be limited to those concerning the operations of the Department. These announcements are not to be made at; 1200, 1730,1800 hours. Prior to making an announcement, the Department shall receive clearance to do so from the Communication Center, **via phone** to avoid possible interference with emergency radio traffic.
 5. All announcements, by the Communication Center and individual Departments, are to be as brief as possible.
 6. Announcements are not to be made when any Department is operating at an emergency, unless the approval of the Incident Commander is obtained.

7. Alert tones shall be activated for the affected Department(s) when there is an announcement to be made for road closures, hydrant outages, or any situation which may have an effect on emergency services operations. This information shall be included in the evening announcements if it is still in effect, on the first day that it is made effective. Alert tones shall be activated again, followed by an announcement when the situation has been rectified. (Amended 4/10)
8. Special request for automatic mutual aid shall be announced over the appropriate radio frequency, activating the tones of the affected Department(s). This information will also be included in the evening announcements on the first day it is made effective if it is still in effect at that time. The dispatcher shall obtain the name of the caller making the request and, when possible, the requestor shall submit the information in writing to the Fire Coordinator or by email. (Amended 10/1/12)

ARTICLE X

RADIO CODES

1. To reduce the length of radio transmissions, the following radio code may be used:
10-4 Message received and understood.

ARTICLE XI

RADIO IDENTIFICATION

1. The radio identifiers of units and apparatus authorized to operate on the Schoharie County Emergency Services Radio is shown on the attached Appendix. A portion of the attached Appendix shall set forth the process used by the Fire Coordinator/EMS Coordinator in establishing radio identifiers. These identifiers, and only these identifiers, are to be used on the radio. **The names of individuals being contacted or operating the radio are not to be used.**
2. All radio identifiers shall be assigned to authorized units and apparatus by the **Fire/EMS Coordinator**. The identifiers being issued to units must be associated with the name of the person responsible for that identifier. This information will be submitted to the Fire/EMS Coordinator through the appropriate submission of a line of succession form.
3. Out of County units authorized to operate on the Schoharie County Emergency Services Radio may use their home County identifier.

4. The Communication Center will acknowledge all radio transmissions made to them. If the user is not authorized or the transmission is in violation of this procedure, that information shall be turned over to the Fire Coordinator/EMS Coordinator, in writing, for review and further action if necessary.
5. The proper radio identification, as shown in the Appendix, is to be used at all times. All identifiers will be pronounced singularly and in their entirety.
6. Each Radio must be programmed with a Unique Identifier using the Industry Standard MDC-1200 format.
 - The ID MUST be encoded at the beginning of the transmission.
 - The first two digits of each ID MUST be your station number.
 - The ID for your Fire Trucks should be the four-digit truck number.
 - Officers that have both a portable and mobile would use the same ID in each radio. All other radios must have a unique ID. Portables in a fire truck should have a unique number, not the truck number.
 - The ID should be programmed to send WITH CTCSS (also known as PL, tone squelch or channel guard)
 - The ID should be programmed with a lead in delay of 500 ms and a lead out delay of 200 ms.
 - The ID for your control station at your fire house should be your station number followed by 00.

ARTICLE XII

RADIO AND SIREN TESTS

1. Radio and siren test shall be conducted by the Communication Center at 1200 hours on Saturdays.
2. Siren tests are not to be conducted while any Department is operating at an emergency unless the approval of the Incident Command has been obtained.
3. Pager tests for the EMS providers who operate mainly on KSO-959, and the administrative pagers shall be performed each week on Monday nights at 1900hrs.
4. Testing of the outdoor warning system shall be conducted on Wednesdays at 12:30 PM. Silent tests on the 1st, 3rd, 4th, & 5th Wednesday and audible test on the 2nd Wednesday.

ARTICLE XIII

Special Teams

All special teams will be toned on the Paging frequency. Each team shall be toned only twice unless a request for further tones is received from Incident Command. All specialized teams' members enroute should use I Am Responding whenever possible to reduce radio traffic.

FAST

1. The FAST is to be dispatched automatically to all structure fires where there is confirmation of either 'fully involved', 'working structure fire' or 'smoke showing'. (AMENDED 11/28/07)
2. Requesting activation of the FAST shall be made through Incident Command and dispatched as follows:

"Schoharie Co. 911 to all FAST members you are requested to respond to (location) for a (incident).
3. The FAST members will contact communications either by I Am Responding or radio, providing their team number (F6). When the dispatcher has received acknowledgement from five (5) members they will inform incident command that the FAST is enroute.
4. The EMS Coordinator/County Medic is to be dispatched with the FAST.

FIVES

1. Requesting activation of the F.I.V.E.S. Team (*Fire Investigation Unit*), shall be made through Incident Command, and dispatched as follows:

"Schoharie Co. 911 to all FIVES Team members you are requested to respond to (location) scene of a (incident)"
2. Enroute Team members shall contact Communications by I Am Responding or radio to advise of their response. After a reasonable period of time the Dispatcher shall advise Incident Command of the number of F.I.V.E.S. Team members known to be enroute.

HAZMAT

1. Requesting activation of the HAZMAT team shall be made through Incident Command.

2. The HAZMAT team shall be toned out for an activation by the dispatcher on the paging frequency, followed by an announcement to respond to the Fire Coordinators office for a call. When the equipment leaves the office, the dispatcher shall announce to all remaining members to respond to the scene, providing all of the pertinent information.
3. The Dispatcher shall notify the Hospital, call direct to the Emergency Department, when advised by command so they can determine the level of activation and response of their own emergency response plan.

SEARCH AND RESCUE

1. Requesting activation of the Search and Rescue team shall be made through Incident Command.
2. The Search and Rescue team shall be toned for activation by the dispatcher on the paging frequency. The team shall be directed to respond to the Fire Coordinators office for a call. When the equipment leaves the office, the dispatcher shall announce to all remaining members to respond to the scene, providing all of the pertinent information.

ARTICLE XIV

ENFORCEMENT

1. Any complaint and/or allegation of a violation or abuse of this procedure, or of the Schoharie County Emergency Services Radio system shall be made in writing to the Fire Coordinator/EMS Coordinator.
2. The Fire Coordinator/EMS Coordinator shall review all complaints received with the Sheriff or their designee.
3. The Fire Coordinator/EMS Coordinator may, at their discretion, call upon the Committee that developed this procedure to assist in reviewing a complaint or alleged violation.
4. Upon good cause shown, the Fire Coordinator/EMS Coordinator may be authorized to revoke any Radio Identifiers, and thereby eliminate the use of the Emergency Services Radio System.

APPENDIX

RADIO IDENTIFIERS

1. Radio identifiers shall be assigned using the following guidelines:

The first two (2) numbers will identify the Department.

The third number will identify the type of vehicle as outlined below:

- 1- Officers
- 2- Engines
- 3- Pumper-Tankers
- 4- Tankers
- 5- Brush
- 6- Miscellaneous
- 7- Miscellaneous
- 8- Aerial
- 9- Rescue/Ambulance
- 0- EMS personnel

The fourth number will identify the number of the apparatus within the Department.

2. The Officer designators shall be used as follows:

- 11-19 Fire Chiefs and Line officers
- 01- Rescue/EMS Captains
- 02-03 Rescue/EMS Lieutenants
- 04-09 Rescue/EMS Personnel
- 93-99 Rescue/EMS Personnel

3. Fire Captains, Lieutenants, and Rescue/EMS Personnel shall use the radio system to communicate with the Communication Center to report an **unreported emergency**. They may also use the radio system when they serve as **Incident Command** or are instructed by **Incident Command** to use the system. **Fire Captains, Lieutenants and Rescue/EMS Personnel shall not** report in and out of service to the Communication Center.

Rescue/EMS Captains and Lieutenants may use the radio system to notify Communications of their response to a call, communicate with their ambulance or to provide pertinent information relating to the call to the Communications Center.