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|  | <b>CLEARFIELD COUNTY EMERGENCY<br/>MANAGEMENT / 9-1-1</b><br>Standard Operating Procedures | Initial:            |
|                                                                                   | SOP #: EMS 6-01                                                                            | Revised:<br>10-2005 |
|                                                                                   | Subject: Basic Rules for Radio Operations                                                  |                     |

## BASIC RULES FOR RADIO OPERATION

The manner in which radio operations are handled is often a measure of the efficiency of an organization and the attitude of its individuals. Application of the general do's and don'ts outlined here lead to professional performance.

- The Clearfield County Communications Center will be identified as “Clearfield County” for EMS purposes.
- All radio transmissions over the EMS frequency will be in plain English; the use of ten (10) codes is not permitted.
- Listen before transmitting to make certain the channel is clear, and organize your thoughts before transmitting. The over-eager operator is a source of wasted time and confusion.
- Keep all transmissions brief and to the point. Avoid long-winded descriptions and unnecessary repetition. Accuracy, brevity, and speed are all important, however; they should be considered in that order.
- Speak distinctly and pronounce words carefully. Speak at a slow speed using your conversational tone of voice with natural emphasis and rhythm. A message should be spoken by phrases, not one word at a time.
- When using a mobile unit, hold the microphone approximately one inch from the lips, press the microphone button down firmly, and then speak slowly and clearly across the mouthpiece in a normal voice.
- From a cold start, even solid state mobile equipment needs at least several seconds for the transmitter to stabilize. Be aware of the characteristics of the radio you are using and avoid "jumping" on the mike at the same time the driver starts the vehicle.
- When necessary, for reference, use official titles and authorized apparatus designations in all transmissions. Do not use nicknames.
- During all radio operations, remain cordial and calm. Words or voice inflections, which reflect an individual's irritation, disgust or sarcasm, are not to be used. Remember, your conduct on the radio reflects on your entire company.
- No one ambulance company or emergency should command the frequency. Remember that the dispatchers could be handling any number of emergencies at the same time.

- The use of thank you, please and other expressions of courtesy are considered unprofessional over the radio and are deemed unnecessary by the FCC.
- When you are finished using the microphone, secure it in its proper position to avoid an "open mic" which could compromise other essential radio traffic.
- When EMS personnel are inside an EMS unit, the mobile radio must be used. Portable radios are not to be used while inside an EMS unit. Every attempt should be made to use a mobile radio over a portable radio, as the mobile radio provides and receives a stronger and clearer signal.
  - If a dispatcher feels that an ambulance service is not following these rules, a complaint form should be filled out and forwarded to the Director. The type of infraction, date and time the incident occurred should be included. All complaints will be investigated by the Director or designee. Findings of the investigation will be addressed with the Ambulance Supervisor of the named service. Any problems that cannot be resolved between the 9-1-1 Center and the authority of the ambulance service will be referred to the Clearfield County Board of Commissioners for further action.