

# Egg Harbor Fire Department and First Responders Standard Operating Guideline

**Subject: Radio Communications**

**SOG 1007**

**Purpose:** The purpose of this SOG is to establish a guideline for the care and use of communications equipment.

**Scope:** This procedure applies to all members of the Egg Harbor Fire Department.

## **RADIO EQUIPMENT:**

The Egg Harbor Fire Department uses radio equipment operating on VHF High-band primary frequency. These radios are operated under the licensure of the Federal Communications Commission. The Department's radio system consists of two-way communication units, and tone alert "pager" receivers.

Specifically, the radio equipment includes:

1. Base station: 40 watt, scanning two-way radios;
2. Mobile units: 40 watt, 16-Channel Programmable Scanning, two-way radio installed in each Department vehicle; or 132-Channel units.
3. Hand-held portables: 5-watt walkie-talkies.
4. Tone-alert Receivers (Pagers):

Pagers are assigned to each Department member. These monitors are activated by tones produced by an encoder connected to the 911 center. After being alerted by the tone, a message is given advising Department members about the location and nature of the emergency. NOTE--Each individual should take cautious care of their assigned pager.

Department members are responsible for the operating condition of the pager once it is issued to them. Any physical damage or malfunction of a pager should be reported to their Company Officer immediately. In some cases a written explanation of how damages incurred will be requested.

## **RADIO CONTROLS:**

Before operating any equipment, the operator shall become familiar with the mechanical operation of the particular outlined below and on the following pages. radio unit and the operating guidelines.

**Listening to the radio:**

1. Adjust the volume to a comfortable listening level.
2. Check the unit for scan mode.
3. No squelch adjustment is necessary - radios have automatic squelch.

**Transmitting:**

1. Do not become excited.
2. Avoid unnecessary transmissions.
3. Any unit working at a fire or rescue has priority over any other transmission.
4. Do not transmit until determining if the "Air is Clear".
5. Do not key the microphone prior to knowing what you are going to say. (Dead air space often filled with uh...uh...uh.)
6. Do not broadcast messages whose meanings are either vague, of little importance, repetitive or rambling.
7. Do not ask numerous questions, the answers to which serve mostly to delay operations. This ties up the radio channel so that others are unable to get in any message.
8. Hold the microphone 1" to 2" from your mouth. Do not shout! Pitch the voice high rather than low.

**TO RECEIVE A MESSAGE:**

1. Turn the OFF-VOLUME control to the right.
2. Select proper channel by pressing the CHANNEL up (+) or down (-) switch. CHANNEL switches sequence zones in ascending or descending order for some radios on banked radios.
3. Adjust VOLUME control for comfortable listening level.
4. If channel scanning is desired, press SCAN switch to turn on.

## TO SEND A MESSAGE:

- A. Turn radio on as described in "To receive a Message" section.
- B. Select the proper channel.
- C. Press the Press-to-Talk (PTT) switch on the microphone. **HOLD the button 2-3 seconds** and then identify yourself. Example: "Engine 6" to COMM- Center". (The red TX (transmit) light will glow each time you press the PTT switch).
- D. Release the PTT switch and wait for an answer to your call. Example: "Go ahead, Engine 6". Then complete your message.

## General Guidelines:

1. No messages other than emergency or routine test shall be transmitted over the paging system unless authorized by a Chief Officer.
2. All members shall use **clear text in lieu of a ten code**. The Department will use designated words to avoid misunderstandings.
3. When acknowledging a message or an order repeat it back to the sender.
4. Use the accepted law enforcement phonetic alphabet to clearly identify each letter of the alphabet:  
A – Adam    F – Frank    K – King    P – Paul    U – Union    Z – Zebra  
B – Baker    G – George    L – Lincoln    Q – Queen    V – Victor  
C – Charlie    H – Henry    M – Mary    R – Robert    W – William  
D – David    I – Ida    N – Nora    S – Sam    X – X-ray  
E – Edward    J – John    O – Ocean    T – Tom    Y – Young
5. Seek additional operating instructions for different radios. As technology changes rapidly, so does the operation of these radios. Be familiar with how different radios may operate differently.
6. Radio Frequency During Emergencies: Always respond and communicate on the primary Central Fire channel 1. The Incident Commander will order units to switch to a Fire Ground Channel (Red or Yellow) upon arrival on scene.  
**Remember Other Fire Departments may also be using these channels.**
7. Scan Mode – Use only when needed.

## Radio Identifiers

EGG HARBOR FIRE must be used when utilizing personnel identifiers. For example, when Firefighter Smith (725) wants to call the Communication Center, he/she "Egg Harbor Fire 725 to the Comm. Center" Wait for that unit to respond BEFORE giving your message.

## Response to Alarms:

The Fire Department shall be notified by radio pager of the location and type of an emergency.

### **Alarm Acknowledgment:**

A Fire Officer should acknowledge receipt of the call. If a Fire Officer is not available then a Firefighter with an assigned radio may acknowledge receipt of the call so the Communication Center is aware that the call was received by the Fire Department.

### **Apparatus Acknowledgment:**

The responding companies to the scene of an emergency shall acknowledge the alarm with the following information.

1. Your unit is responding (Egg Harbor Engine 6 is responding to---).
2. The address you are responding to.

### **Apparatus Arrival:**

Upon the arrival of the company (ies) at the scene of the emergency, they shall inform the communications center of the following information:

1. Your unit on scene (Egg Harbor Engine 6 is on scene).
2. You are on location, and (what address you are at if multiple incidents);
3. Size-up of the situation:
  - A. Occupancy type
  - B. Number of stories
  - C. What visible conditions are present?
3. What your company will be doing, i.e. advancing line to first floor.
4. Who is command (if you are first company on scene) and location of command.  
You may pass command to the next incoming unit.

### **Emergencies:**

All individuals or companies requiring emergency assistance have priority over all others. The following procedures shall be used for emergency traffic:

1. Unit calling the communications center;
2. The statement "Emergency Traffic" transmitted;
3. State what your requirement or problem is.
4. No other transmissions shall be made until the dispatcher states to resume normal radio traffic.
5. Refer to RIT communications referenced SOG 204 and 208 for other emergency radio communications.

### **Returning from Alarms:**

Companies that have finished their assignment or have been instructed to return to quarters shall inform the communications center in the following manner:

1. State what Engine you are or Egg Harbor Fire is clear of the scene
2. You are available and where you are returning from (the address of the incident).

## **Frequencies:**

The following are the frequencies and the order in which they appear on the specified radio. Note-these Channel numbers may vary slightly depending on the type of radio.

### **A. Non-banked Radios.**

Channel	Agency
1.	Central Fire
2.	Fire Ground Red
3.	Fire Ground Yellow
4.	Fire Ground Blue
5.	Central Fire Tac
6.	North Fire
7.	North Fire Tac
8.	Sturgeon Bay Fire
9.	Sturgeon Bay Fire Local
10.	South Fire
11.	South Fire Tac
12.	Central EMS
13.	EMS Tac one
14.	North EMS
15.	Marc 2
16.	Marine Channel 2
17.	Algoma Fire
18.	Door County Highway
19.	Weather
20.	Wisperm
21.	Point
22.	Door County Emergency Government
23.	Wemcar
24.	V Tac 1
25.	Algoma Fire
26.	USCG 81A
27.	County Bus 1
28.	Gibraltar Bus 1
29.	Sevastopol Bus
30.	Central Sheriff

**B. Banked Radios:**

- 1. Egg Harbor Bank
  - Channel            Agency
  - 1. Central Fire
  - 2. Fire Ground Red
  - 3. Fire Ground Yellow
  - 4. Fire Ground Blue
  - 5. Central Fire Tac
  - 6. North Fire
  - 7. North Fire Tac
  - 8. Sturgeon Bay Fire
  - 9. Sturgeon Bay Fire Local
  - 10. South Fire
  - 11. North EMS
  - 12. EMS Tac 1
  - 13. Central EMS
- 2. Fire Ground Bank
  - Channel            Agency
  - 1. Fire Ground Red
  - 2. Fire Ground Yellow
  - 3. Fire Ground Blue
  - 4. Fire Ground White
  - 5. Fire Ground Gold
  - 6. Fire Ground Black
  - 7. Fire Ground Gray
- 3. Fire
  - Channel            Agency
  - 1. Brown County Fire
  - 2. Brn Fire Tac
  - 3. Marinette Fire
  - 4. Island Fire
  - 5. North Fire
  - 6. Central Fire
  - 7. Justice Center Fire
  - 8. South Fire
  - 9. North Fire Tac
  - 10. Central Fire Tac
  - 11. South Fire Tac
  - 12. Forestville Fire Tac
  - 13. Sturgeon Bay Fire
  - 14. Sturgeon Bay Fire Local

- 15. Algoma Fire
- 16. Algoma Fire Ground
- 17. Lux-Casco Fire
- 18. Kew. County Fire
- 19. Kew. Fire Tac
- 20. Manitowoc Fire

4. EMS

- | Channel | Agency             |
|---------|--------------------|
| 1.      | North EMS          |
| 2.      | Central EMS        |
| 3.      | Justice Center EMS |
| 4.      | South EMS          |
| 5.      | EMS Tac 1          |
| 6.      | Ems Tac 2          |
| 7.      | DCMH Hear          |
| 8.      | Kewaunee EMS       |
| 9.      | Brown County EMS   |
| 10.     | County Rescue      |

5. Law Enforcement

- | Channel | Agency                   |
|---------|--------------------------|
| 1.      | North Sheriff            |
| 2.      | Central Sheriff          |
| 3.      | Justice Center Sheriff   |
| 4.      | South Sheriff            |
| 5.      | Sheriff Tac 1            |
| 6.      | Sheriff Tac 2            |
| 7.      | Sturgeon Bay PD Tactical |
| 8.      | WSP District 3           |
| 9.      | WSP Statewide            |
| 10.     | Kewaunee Sheriff         |
| 11.     | Kewaunee Sheriff Tac     |
| 12.     | Algoma PD                |
| 13.     | Brown County Sheriff     |
| 14.     | Point                    |
| 15.     | Wisperm                  |
| 16.     | Marinette Sheriff        |
| 17.     | Oconto Sheriff           |

6. Marine

- | Channel | Agency              |
|---------|---------------------|
| 1.      | Channel 6 Safety    |
| 2.      | Channel 9 Calling   |
| 3.      | Channel 10 Retreat  |
| 4.      | Channel 12 Bridge   |
| 5.      | Channel 16 Distress |

6. Channel 18 WIFL
7. USCG Channel
8. USCG Channel 22
9. USCG Channel 23
10. Channel 68 Yacht Works Inc.
11. Channel 69 Boats
12. Marine Channel 78
13. Marine Channel 79
14. USCG Channel 81A
15. USCG Channel 83A

7. Weather

- | Channel | Agency           |
|---------|------------------|
| 1.      | NWS4 Ellison Bay |
| 2.      | NWS1 Green Bay   |
| 3.      | NWS2 Crandon     |
| 4.      | NWS3 Wausau      |
| 5.      | NWS Channel 5    |
| 6.      | NWS Channel 6    |
| 7.      | NWS Channel 7    |

8. Highway/Utilities

- | Channel | Agency                      |
|---------|-----------------------------|
| 1.      | North Door County Highway   |
| 2.      | Central Door County Highway |
| 3.      | Door County Highway Local   |
| 4.      | Door County Maintenance     |
| 5.      | Sturgeon Bay Street Dept.   |
| 6.      | Town of Liberty Grove       |
| 7.      | Liberty Grove Repeater      |
| 8.      | Sister Bay Maintenance      |
| 9.      | Sister Bay Utilities        |
| 10.     | Sister Bay Dock             |
| 11.     | Town of Washington Isle.    |
| 12.     | Kewaunee Highway            |
| 13.     | Brown County Highway        |
| 14.     | Island Electric             |
| 15.     | Sturgeon Bay Utilities      |

9. Schools

- | Channel | Agency            |
|---------|-------------------|
| 1.      | Gibraltar School  |
| 2.      | Gibraltar Bus     |
| 3.      | Sevastopol Bus    |
| 4.      | Sturgeon Bay Bus  |
| 5.      | Southern Door Bus |
| 6.      | County Bus 1      |



10. DNR

Channel            Agency

1. Wis Park Brn
2. DNR Wht Brsls
3. DNR Wht Ellison Bay
4. DNR Red
5. DNR Purple

11. Emergency Government

Channel            Agency

1. Door County Emergency Government
2. Kewaunee Emergency Government

12. Mutual Aid

Channel            Agency

1. Fire Ground Blue
2. Fire Ground Red
3. Fire Ground White
4. Fire Ground Gold
5. Fire ground Black
6. Fire Ground Gray
7. Marc One
8. Marc Two
9. Marc Three
10. Marc Four
11. EMS A
12. EMS B
13. EMS C
14. Ifern One
15. Ifern Two
16. Point
17. Wispern
18. Wemcar
19. NATSAR
20. VCALL
21. VTAC ONE
22. VTAC TWO
23. VTAC THREE
24. VTAC FOUR

**Working Fires:**

Whenever the Department arrives on scene to a situation such as a structure fire, hazardous materials incident, or disaster, the Incident Commander shall call for the switch to a fire ground frequency (color). All companies after arriving on location shall report that they are switching to a fire ground frequency (color). All operations shall be carried out using this frequency.

## **Mutual Aid:**

Whenever this Department is requested for mutual aid, initial contact can be made on the frequency for the requesting department. We should minimize our radio traffic to the Mutual Aid department as their procedures may be different with minimal radio 'noise'.

## **GLOSSARY:**

**Affirmative** - Yes.

**Emergency Traffic** - A term that indicates an emergency is in progress and that the unit/company calling has radio priority over all other radio traffic.

**Enroute** - normally used by administrative or staff personnel to designate destinations. Enroute is NOT a substitution for responding. Example, Engine 6 is enroute to Jacksonport Fire Department.

**In-Service** - A company or unit is available to respond to fires or other emergencies.

**Copy** - A term that indicates that the person receiving the message hears, understands, and will perform the instructions given.

**Negative** - No.

**On Scene** - Indicates that the unit or company has arrived at their destination.

**Out of Service** - Indicates the unit or company is mechanically unable to respond to emergency calls.

**Respond, Responding** - Used during the dispatch procedure to indicate the company is going to the specified address of the emergency.

**Shall** - Indicates that this is a mandatory requirement.

**Unreadable** - Used when the signal is not clear. Ask for a repeat of the message.