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## Communication Equipment and Procedures (LEGACY)



*This policy is intended to consolidate all legacy articles and policy memorandums into a single, unified framework for internal use within the department. This policy does not enlarge an employee's civil liability in any way and should not be interpreted as creating a higher duty of care, in an evidentiary sense, with respect to third-party civil claims against employees. Any proven violation of this policy shall serve solely as a basis for non-judicial administrative action by the department, in accordance with applicable laws governing employee discipline.*

**Related Policies:** Article IV Communication Equipment and Procedures, sections 400.01 through 406.01 and Chief's Memo. 2006-005, Clear Text Communications.

**Applicable HI Statutes:**

### ARTICLE IV COMMUNICATION EQUIPMENT AND PROCEDURES

#### 400.01 PROPER USE OF MOBILE RADIOS

Give your location when called.

400.02 WRITE DOWN LOCATION OF ASSIGNMENTS! Helps reduce unnecessary repeat calls.

400.03 Always give availability. "IN SERVICE" "AVAILABLE".

400.04 Due to the complexity of operation in a communication center, base station operators can give attention only to signals which are readable. Mobile units calling in and receiving an "UNREADABLE, DISTORTED," without further explanation should realize the dispatcher can hear the call but cannot read and cannot afford to clutter the air with repeated unreadable transmission.

400.05 When using a mobile station, hold the microphone approximately one inch from the lips, press the microphone button down firmly, then speak slowly and clearly across the mouthpiece in a normal voice. Do not hold the microphone directly in front of your mouth, but slightly to the side at an angle of about 45 degrees so that you talk across the face of the microphone instead of "blowing" into it.

400.06 Think before you transmit. Know what you want to say. Press Button. Hesitate an instant. Speak. Speak distinctly. Be brief. Be concise. Be impersonal. Do not mumble. Do not shout. Do not talk too fast. (Sixty (60) words a minute is recommended.) Do not become excited.

400.07 At the start of your transmission, address the party you are talking to and then identify yourself.

Example: "Fire Control, Engine 2, Operator 112, 10-X." Company personnel shall give their unit number and operator's number. All other personnel shall use only their operator's number.

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**400.08** Whenever two or more units from the same station move out together to an alarm, training, etc., the officer-in-charge will give the 10-X to, 10-1, etc., except when units depart and or arrive at different times.

Example: "Engine 2, Rescue 2, x-2, and Rescue Boat 10-1."

**400.09** Units responding to an incident scene will continue until ordered to turn back by first in company officer or on duty Assistant Chief. Responding units will not call dispatch or first in company requesting whether they should continue or not. Dispatchers are required to order such callers to continue until informed otherwise.

**400.10** During initial response of alarm, units will acknowledge.

**400.11** During initial response to alarms, responding Officer in Charge will identify each unit responding.

Example: "Control, Engine 7, Medic 7, and Tanker 7, 10-1."

**400.12** Auxiliary units responding will call in radio numbers of personnel on board.

**400.13** First arriving company officer, Battalion Chief, Assistant Chief will, as soon as possible, relay all necessary information (10-6) to the dispatch.

Types of information requested:

- a. Type of situation:
  1. Auto accidents:
    - Number of vehicles involved.
    - Number of injuries.
    - Anyone pinned or trapped.
    - Any fires.
    - Any fuel spillage.
    - Any utility lines or poles.
    - etc.
  2. Fire:
    - Structure (type).
    - Brush.
    - Exposures.
    - Open flames.
    - Only smoke.
    - Injuries.
- b. Any Need for Assistance:

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\*Utilities.

- Other emergency units.
- Police units.
- Ambulance units.

c. Rescues:

- Where in water, down river, in hole, up a cliff.
- Number of persons involved.
- Description, clothing.
- Injuries.

**401.01**     NOTIFICATION OF UTILITY COMPANIES (HELCO AND GAS COMPANY). Fire Radio Dispatchers are instructed to notify utility companies of fire at structures only after receiving a request from arriving company officer, Battalion Chief, Assistant Chief. This is to prevent sending of utility personnel to structures that do not contain such utilities.

**402.01**     REPORTING VEHICLES OUT OF SERVICE (OUT OF COMMISSION)

OUT OF SERVICE - All fire personnel shall notify Fire Radio Dispatch by radio of all vehicles put out of service including appropriate down time and location of vehicle.

Fire Radio Dispatchers, upon receiving such information, will simulcast this information to all stations.

Example: "Fire Control, be advised Engine 4 will be out of commission for oil change at mechanic shop for approximately 1 hour."

"Fire Control to all units, be advised, Engine 4 will be out of service for 1 hour for oil change."

(Repeat second time.)

**402.02**     BACK IN SERVICE - Personnel notify Fire Radio Dispatchers, by fire radio of all vehicles returned to service. Fire Radio Dispatchers, upon receipt of such information will simulcast to all units of return to service or reporting unit.

**403.01**     DO NOT TRANSMIT:

- a. Within 300 meters of blasting operations, or where blasting caps are stored. (These areas are usually posted.)
- b. When advised by a base station to stand-by due to interference with other communication which you may not be hearing.

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- c. When your transmission will obviously interfere with communications in progress, or such communication will obviously make your transmission unintelligible.
- d. Lengthy messages, unless absolutely necessary, and they cannot be sent by means other than radio. Keep your transmission short and as infrequent as possible. If you must transmit lengthy messages, do so with your engine running.

**403.02** The Federal Communication Commission licenses are for transmitter operation. Operators are currently not licensed. Personal communication is not permitted. Only official activities of the Fire Department may be transmitted. If it is required to address a message to a specific officer or unit, the call should be directed to a unit number, employee number or by the title and proper name. DO NOT use nicknames or first names over the radio system.

**403.03** When using portable radios (packs) with telescoping antennas, extend antennas fully before transmitting. DO NOT transmit with antenna collapsed. Do not support the portable radio by its antenna. Be sure batteries are adequately charged.

**403.04** When moving vehicles from one point to another, operator of vehicle will call in to dispatch the following information:

- a. Vehicle Number.
- b. Mission.
- c. Operator's Number.

Example: "Control, Medic 7, Operator 714, 10-X."

Compliance of item above is authorization for use of any departmental vehicle.

**403.05** All fire personnel will acknowledge radio tests from the radio, base or mobile being called by the dispatcher. Personnel not able to answer from the radio being called will not answer from another radio.

Example: If X-2 is called by fire control for a radio test and no one is near X-2, personnel will not answer from another radio, E-2, R-2, etc.

**403.06** Units receiving control broken, weak, distorted, etc., will indicate such when answering.

Example: Medic 5 receives control very soft but clear, should answer dispatch by: "Medic 5 receiving soft but clear, Operator 523."

**403.07** Upon completion of the routine radio test, personnel will test with Fire Radio Dispatchers any vehicle or base missed during regular test.

**403.08** Personnel will test portable radios with control on Saturdays.

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**404.01**     MEDICOM RADIOS. Personnel will test mobile and portable Medicom radios on a daily basis with the respective primary base station hospital and Fire Control. Report discrepancies to Fire Auxiliary Services Officer, or on duty Fire Radio Dispatcher.

**405.01**     USE OF RADIO FREQUENCIES  
The following procedure will be used when communicating on the Fire Department radio.

**405.02**     Frequency 1  
a. Primary alarm frequency as well as for general simulcast (island wide) transmissions.  
b. Notification of and dispatching to alarms by Fire Control.

**405.03**     Frequency 2  
a. Districts 1, 2, 3, 4, 6, 7, 11, 11A, and 20.

**405.04**     Frequency 3  
a. Districts 5, 8, 9, 10, 14, 15, 16, 17, 18, and 19.

**405.05**     Tactical Frequencies 4, 5, 6, 7, 8  
a. As directed by incident commander.  
b. Frequencies 4 and 5 are true tactical.  
c. Frequencies 6, 7, and 8 can be monitored by Frequencies 1, 2, and 3, respectively.

**405.06**     Flexibility shall prevail whenever Frequency 1, 2 or medicom is out of order. Fire Radio Dispatchers shall direct units to the appropriate frequency.  
*(Revised 7/16/06, re: 2006-005)*

**406.01**     "CLEAR TEXT STANDARD"  
10 - 1     Responding  
10 - 2     At Scene  
10 - 3     Returning to Quarters  
10 - 4     Copy  
10 - 5     In Quarters  
10 - 6     Situation Report  
10 - 7     Stand-by  
10 - 8     Call by Phone  
10 - 9     Repeat  
10 - 10    Transporting  
10 - 11    Transporting Deceased  
10 - X     In Transit  
10 - Y     Available at Residence  
10 - 0     Off Vehicle (No Radio Contact)

*(Revised 7/16/06, re: 2006-005)*

**CHIEF’S MEMORANDUM**

**NO. 2006-005**

July 6, 2006

TO: ALL PERSONNEL  
 FROM: DARRYL OLIVEIRA, FIRE CHIEF  
 SUBJECT: CLEAR TEXT COMMUNICATIONS

In an effort to move towards a more compliant position with regards to national standards for incident management, we will be transitioning to “clear text” terminology for all radio communications.

Effective 0800 hours on July 16, 2006, the following “clear text” terminology shall be used in place of the respective “10 code” designation for all radio communications. Personnel shall utilize only these approved text phrases to avoid confusion and communication tracking difficulties by communications center (dispatch) personnel.

<u>Original “10 Code”</u>	<u>New Clear Text Standard</u>
10-1	Responding
10-2	At Scene
10-3	Returning to Quarters
10-4	Copy
10-5	In Quarters
10-6	Situation Report
10-7	Stand-by
10-8	Call by Phone
10-9	Repeat
10-10	Transporting
10-11	Transporting Deceased
10-X	In Transit
10-Y	Available at Residence
10-0	Off Vehicle (no radio contact)

Our Procedures Manual has been updated, and copies will be disseminated to all personnel:

REMOVE	REPLACE
Sections 404.01 to 406.02	Sections 404.01 to 406.01 (Effective 7/16/06)

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Division Heads, Battalion and Bureau Commanders, Section and Unit Supervisors, and Company Officers shall review this policy with all subordinates and assure acknowledgement and compliance. Please refer to the attached examples of clear text use.

DARRYL OLIVEIRA  
Fire Chief

### Attachment

- 10-1 = **Responding**  
“Fire control, Engine 1 and Medic 1 are **responding** to 700 Kinoole St. possible Code 500”  
  
“Fire control, Medic 14 **responding** to the Hilton Waikoloa loading dock, possible allergic reaction”

- 10-2 = **At scene**  
“Fire control, Medic 3 **at scene**, Life Care Center”

“Fire control, Rescue 7 **at scene**, 75-1027 Henry St.”

Note: Communicating “at scene” specifies that you are at the dispatched location. You may not be with the patient or at the specific site of the incident. Therefore, follow up information maybe be necessary.

Example 1: Fire control, Engine 14 is **at scene**, 79 mile marker, negative findings, will investigate further.

Fire control, Engine 14 incident located at the 83 mile marker, two car MVA, standby for situation report.

Example 2: Fire control, Medic 14 is **at scene**, Hilton Waikoloa loading dock being escorted to patient by security staff.

Fire control, Medic 14 is with patient, room # 543.

Note: In both examples further communications were necessary to clarify the difference between time of arrival and the time that the responders actually came into contact with the patient or incident location.



Example 3: Fire control, Medic 3 is staging at the corner of West Kawaiiani and Kinoole St.

“Fire control, Medic 3 is **at scene**, 2000 Kinoole St.”

Note: In the first example, after being dispatched to 2000 Kinoole St. for person injured due to a domestic dispute, the medic unit was told to stage and standby for HPD. The responder will communicate “staging” and give their location. They are not “at scene.” When they are notified by dispatch that the scene has been cleared they will proceed and upon arrival at the location communicate “at scene.”

- 10-3 = Returning to quarters

“Fire control, M-15 is **returning to quarters**.”

“Fire control, Captain 6, no medical assistance needed at this incident, M-6 is **returning to quarters**, Engine 6 will stand by at scene until vehicles have been removed from roadway.”

- 10-4 = Copy

“Rescue 2, Fire control, your services needed, you may return to quarter”

“Fire control, Rescue 2 **copy**, returning to quarters.”

Example 1: “Station 15, Fire Control, did you receive the last alarm?”

“Fire control, Station 15, **copy**.”

Example 2: “Fire control, Captain 10 **copy**, Engine 10, Medic 10 responding to Pahoehoe High School from Shipman Industrial Park.”

- 10-5 = Back in quarters

“Fire control, Company 2 **back in quarters**.”

- 10-6 = Situation Report

“Fire control, Engine 9 is on scene, standby for a **situation report**.”

“Engine 9, Fire control, standing by for **situation report**.”

- 10-7 = Standby

“All stations **standby** for Civil Defense announcement.”

“Fire control, Chopper 2 will **standby** at North Hawaii for weather to clear.”

- 10-8 = Call by phone

“BC 1, Fire control, please contact F-2 **by phone**.”

“Utility 12, Fire control, contact Station 12 **by phone**.”

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- 10-9 = Repeat  
“Fire control, Medic 19, could you **repeat** the address please.”  
“Captain 14, Fire control, you came in broken, can you **repeat** your situation report again?”
- 10-10 = transporting injured to hospital.  
“Fire control, Medic 6 is, **transporting** 50 year old male, bravo, to Kona hospital, odometer 134.”  
  
“Fire control, Chopper 2 is enroute to Hilo hospital, **transporting** 38 female, bravo, ETA approx.15 minutes.”
- 10-11 = Transporting possible dead person  
“Fire control, Medic 20 is enroute to Kona Hospital, **transporting 33 male, deceased**, base station notified, odometer 678.”

Note: It is rare that we transport the deceased. However, base station approval and Battalion Chief notification will be done prior to transport. Specific radio communications information may be agreed upon between the MICT, base station and/or Battalion Chief through cell phone, Medicom or face to face communications.

- 10-X = In radio contact, traveling  
“Fire control, Training 2 is **in transit** from Station 1 to Station 14.”  
  
“Fire control, Engine 1 is **in transit**, driver training, District 1 and 2.”
- 10-y = available at residence  
“Fire control, Battalion 1 is **available at residence**, on pack radio and reachable by cell phone.”
- 10-0 = Off vehicle, no radio contact  
“Fire control, Company 14 will be **off vehicle** at the Hilton Waikoloa, pre-plan. You can **contact us through hotel security.**”  
  
“Fire control, Fire 2 will be **off vehicle** at State Civil Defense, **on pager.**”

Re-enforce these standing policies from the Hawaii County Fire Department Rules and Regulations

400.07:

At the start of your transmission, address the party you are talking too, and then identify yourself.

400.10 During initial response to alarm, units will acknowledge response

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400.11 During initial response to alarms, responding Officer in Charge will identify each unit responding.

--End--