

Broome County Interoperable Communications System



**Standardized Guide to Digital Radio Network
for all Broome County Fire and EMS Agencies**

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Preface

For many decades Broome County has long been utilizing a myriad of many small and large radio systems over three bands of public safety and government radio spectrum to communicate emergency and day to day communications. In 2012 the Broome County Office Emergency Services (BCOES) commissioned a study from an independent consulting firm specializing in public safety radio systems design and engineering to review the many individual radio systems utilized by all the police, fire, emergency medical service and public works agencies within the county. This report overwhelmingly proved that Broome County needed a new system capable of interoperability, not just so that all these agencies could communicate in times of need but also within the individual disciplines. Together with BCOES the Fire Service, EMS Agencies, Highway Departments, and Police Agencies rallied together to encourage the county leadership to build a new radio system. After hiring a consultant, going out to bid and securing funding through 911 and cellular 911 surcharges, the County elected to sign a contract with Motorola Solutions to build its own, new, standalone UHF digitally trunked radio system. This system would be all-inclusive of agencies throughout the County allowing for universal interoperability utilizing APCO P25 standards amongst all county agencies as well as those from the State and Federal Governments.

Having the opportunity to start with a clean slate, a new standardized plan was created to govern the use and operation of the Broome County radio system. This plan includes the terms and conditions for emergency communications use, day-to-day use, and standards of conduct for utilizing this system.

Glossary of Terms

- Talk Group-** A “Talk Group” is an assigned logical group of users on a trunked radio system. Unlike a conventional radio which assigns a certain frequency, trunked systems use a number of frequencies allocated to the entire system. For example, “Transit”, “Endicott Police”, and “County Highway” are all talk groups on our system. Users are assigned different talk groups depending on who you wish to communicate with.
- Channel-** This term is used to identify the physical channel selector location of a talk group. For example, on a Fire Department radio the Fire Department “Local Ops 2” talk group is located in channel position 2 on the radio. Example 2: talk group “Emergency” is located in channel position 16 of every radio in Broome County.
- Subscriber** A portable, mobile or control station radio to be used on the digital trunked radio system. Each radio is programmed with a unique subscriber identifier. Only identifiers contained within the county system database are allowed to use the system.
- Trunking** Trunking is a technology for providing network access to multiple subscribers simultaneously by sharing a set of frequencies, instead of providing individual frequencies or channels for each client. Broome County’s new radio infrastructure shares ten channels among dozens of agencies and thousands of individual users.
- On Network-** On-Network identifies a talk group that is utilizing the county radio tower system. This is a non-direct system and any radio transmission made On-Network is retransmitted (repeated) from all county radio towers. On-Network talk groups can only be used when the radio is capable of reaching one of the County’s 16 radio tower sites.
- All On-Network talk groups are capable of being monitored and recorded by the 911 Communications Center (although not all talk groups will be monitored on a normal full-time basis).
- Off Network (TAC)-** The term TAC (tactical) identifies a talk group on the Broome County radio system that is Off-Network. This is a line-of-site method of communications that is direct from radio to radio and is not repeated. Tactical (TAC) talk groups can be used in county where an Off-Network talk group is needed or out of county when in close proximity to another Broome County radio user. These talk groups are denoted with the word “TAC” in the name as well as the letter “D” (Direct) at the end. Example: “Fire TAC 10D”, “Airport TAC 2D.”
- Examples: A Fire Department operating its Field Days, Binghamton Police conducting an operation in the basement of a downtown building where they would otherwise be unable to connect with the radio network, and a Fire Department operating at a structure fire where all units are within a small geographical area but may not reach the network.

TAC talk groups or channels should ONLY be used when On-Network talk groups are unavailable due to the inability to reach the network OR when communications with the network is not necessarily needed. Because the very nature of TAC talk groups is Off-Network, the 911 Communications Center cannot monitor or communicate on these talk groups. All users are highly encouraged to stay On-Network when at all possible.

Cell- Much like cellular telephone, the Broome County Radio System is made up of two “Cells.” While most county radio systems have only one cell, Broome County has a very diverse landscape made up of very tall hills and mountains as well as many deep valleys that traverse different directions. Because of this terrain it was necessary to build out sixteen radio towers and due to the difficulty of overlapping simulcast from all of these towers the engineering design made it necessary to split the county in order to reduce that overlap. To that end we have an East Cell made up of six towers and a West Cell made up of ten towers. The East and West Cells operate on different radio frequencies, however all Broome County radios can operate in both cells. Talk Groups are normally assigned to one cell or the other however there are also Countywide Talk Groups that operate in both cells. Not all talk groups are Countywide since they use double the normal resources as single-cell Talk Groups.

Zone- The term ZONE is used to identify a grouping of channels or talk groups programmed into the radio. Since portable radios only have 16 channel selector positions, more channels or talk groups must be grouped into additional zones. For example: channel 1 through 16 may be programmed into Zone 1, channels 17 through 32 may be programmed into Zone 2, channels 33 through 48 may be programmed into Zone 3, and so on. Specific channels or talk groups may also be programmed into multiple zones. To change Zones on a mobile radio, use the Zone Up or Zone Down button. To change Zones in a portable radio, use the two smaller side buttons (the top button being Zone Up, the bottom button is Zone Down).

Dispatch- This is a Fire/EMS service based On-Network talk group that is to be used by individual response units for day-to-day response communications with the 911 Communications Center. It is also used by the Incident Commander to communicate with the 911 Communications Center for the purposes of requesting additional resources, further activations, utilities, other specialized resources, and situational updates. Fire-ground communications are not to be conducted on this talk group. The 911 Communications Center radio identifier for Fire and EMS users shall be “Broome” or “Broome County.” Here is a list of Fire/EMS Dispatch talk Groups:

- * Batt 1 Disp (Battalion 1 Dispatch)
- * Batt 2 Disp (Battalion 2 Dispatch)
- * Batt 3 Disp (Battalion 3 Dispatch)
- * Batt 4 Disp (Battalion 4 Dispatch)
- ** Harpurs Ferry and Superior Dispatch will be their Local Ops 2 talk groups.

Ops- The term OPS (Operations) identifies a talk group on the Broome County radio network that is On-Network. Every Fire and EMS agency has their own named Ops talk group to be used within their jurisdiction. Additionally, there is multiple shared talk groups for use by all agencies. Here is a list of Fire/EMS Ops Talk Groups:

- | | | |
|--------------------|----------------------------------|------------------|
| * Fire Ops 3E | * Fire Ops 7W | * Local Ops 2 |
| * Fire Ops 4E | * Fire Ops 8W | * F Wide |
| * Fire Ops 5E | * Fire Ops 9C | * E Wide |
| * Fire Ops 3W | * FirePolOps 5E | * Paging |
| * Fire Ops 4W | * FirePolOps 6W | * County All |
| * Fire Ops 5W | * FirePolOps 7W | * Emergency |
| * Fire Ops 6W | * FirePolOps 8W | * Emergency Fire |
| * Events (Several) | * Emergency Management (Several) | |

Local Ops 2- This is a Fire/EMS service based On-Network talk group to be used for single-agency incident operations. Every Fire and EMS agency is assigned their own Local Ops 2 talk group. Only that agency has this talk group programmed into their radios and is programmed to channel position 2 on the radio. This talk group should be used for single agency incident operations, trainings or other agency-only radio communications such as local events or fund-raisers. The 911 Communications Center has the ability but does not normally monitor this talk group. Examples: “25 Ops 2” (Endicott FD), “46 Ops 2” (Conklin FD), “72 Ops 2” (Broome Amb), “81 Ops 2” (Vestal Amb).

* Harpurs Ferry and Superior Ops talk groups are used for their Dispatch operations and are called “Harpurs Ferry Dispatch” and “Superior Dispatch” respectively.

Fire Ops 3E- This is a Fire/EMS service based On-Network talk group to be used for multi-agency incident operations in the EAST CELL (Battalion 1) of our radio system. Fire Ops 4E and Fire Ops 5E are additional talk groups used for the same purpose. Fire Ops talk groups are assigned only by the 911 Communications Center.

Fire Ops 3W- This is a Fire/EMS service based On-Network talk group to be used for multi-agency incident operations in the WEST CELL (Battalions 2,3,4) of our radio system. Fire Ops 4W, Fire Ops 5W..... through Fire Ops 8W are additional talk groups used for the same purpose. Fire Ops talk groups are assigned only by the 911 Communications Center.

Fire Ops 9C- This is a Fire/EMS service based On-Network talk group to be used for multi-agency incident operations in BOTH the East and West CELLS, or COUNTYWIDE. Fire Ops talk groups are assigned only by the 911 Communications Center.

FirePol Ops5E- This talk group is for Fire Police operations only and is to be used in the EAST CELL

(Battalion 1) of our radio system. Additional Fire Police talk groups are FirePolOps 6W through FirePolOps 8W, which are to be used in the WEST CELL (Battalions 2,3,4) of our radio system.

- Paging- This talk group is a way for users to monitor the county’s VHF paging channel on the digital UHF system. Since paging was never intended to be available on the UHF system, we are unsure of the impact of having the paging radio traffic on the system’s resources. It is the intent to begin simulcasting the paging channel onto the digital UHF system ONLY after bringing all of our intended users onto the system and after knowing the impact of the “extra” traffic of paging during busy radio system periods. Until then all agencies who use the current VHF paging channel for activations should maintain current capabilities. The VHF paging channel will remain as the PRIMARY method of alerting in Broome County.
- F Wide- This is an On-Network talk group that shall be used for combined / joint operations or in progress operations involving Fire agencies from different counties. This talk group is based on the Central New York (CNY) Radio network and is to be used for brief communications with the 911 Centers on the CNY System (Onondaga, Cayuga, Jefferson, Oneida, Oswego, Madison and Broome Counties) to report problems and to get directions as to where to go and talk group assignments. The system currently does not work in Cortland and Tioga Counties, but will at some point in the future.
- E Wide- This is an On-Network talk group that shall be used for combined / joint operations or in progress operations involving EMS agencies from different counties. This talk group is based on the Central New York (CNY) Radio network and is to be used for brief communications with the 911 Centers on the CNY System (Onondaga, Cayuga, Jefferson, Oneida, Oswego, Madison and Broome Counties) to report problems and to get directions as to where to go and talk group assignments. The system currently does not work in Cortland and Tioga Counties, but will at some point in the future.
- County All- This is an On-Network talk group programmed in all radios within the Broome County system and is to be used for interagency communications. This talk group is to be used whenever multi-discipline communications is necessary for major incidents or planned events. All users of the system will have this capability – Law Enforcement, Fire, EMS, DPW, Highway, Transit, Parks, Airport Operations. If for some reason a police officer needs to speak directly with a transit bus or a snowplow, this is the talk group to be used. The 911 Communications Center will have the ability to communicate on this talk group however it will not necessarily be always monitored.
- Emergency- This is an On-Network talk group programmed in all radios within the Broome County system (EXCEPT Fire radios). This talk group is programmed into channel position 16 of

every radio. This is a **USER EMERGENCY** talk group for communications with the 911 Communications Center. It is the default talk group for emergency (orange) button activations and is the talk group of last resort for Mayday calls for all agencies. This talk group should be used by all users to report emergencies to the 911 Communications Center. Use of the Emergency talk group as a means for non-emergency transmissions is prohibited.

Emergency Fire- This is an On-Network talk group programmed in all FIRE radios within the county system. This talk group is programmed into channel position 16 of every radio. This is a **USER EMERGENCY** talk group for communications with the 911 Communications Center. It is the default talk group for emergency (orange) button activations and is the talk group for Mayday calls for all Fire agencies. This talk group should be used by all users to report emergencies to the 911 Communications Center. Use of the Emergency Fire talk group as a means for non-emergency transmissions is prohibited.

When fire users are using On-Network talk groups, the orange emergency button will automatically take the radio to the Emergency Fire talk group where communications will be established with the 911 Communications Center. Mayday calls will be moved to this talk group. The 911 Communications Center will notify incident commanders that a Mayday has been initiated. ONLY the user who has called the Mayday, the incident commander, and rescuers are to be on this talk group at this time. Other users are to keep the talk group available for the emergency communications.

If Fire operations are occurring on an OFF-Network (TAC) talk group and the emergency button is pressed, the user will REMAIN ON THE CURRENT OFF-NETWORK TALK GROUP. It will be the responsibility of the incident commander to acknowledge the Mayday, as the 911 Communications Center WILL NOT be able to monitor the Off-Network talk groups. For this reason, it is preferred to have all fire ground operations On-Network if possible.

Events- These are On-Network and Off-Network talk groups used primarily for planned events. Examples are: Spiedie Fest, Dick's Sporting Goods Open, Bridge Run. While it is assumed that these talk groups will be used for all major events it is also possible to use these talk groups for smaller, local events. Permission to use these talk groups must be coordinated with system administration ahead of time. Events talk groups are programmed into ALL Broome County system radios.

Emergency Management- These are On-Network talk groups to be used for major disaster management operations within Broome County. Use of these talk groups are only when needed and by permission of Broome County Emergency Management. Emergency

Management talk groups are programmed into ALL Broome County system radios.

Dynamic Regrouping- This is an On-Network function that the system administrators and 911 Communications Center can use to redirect a radio (or radios) to a specified talk group. This function may be used to link agencies together that do not otherwise have each other's talk groups. It may also be used during incidents such as emergency button activations where it is decided to move a Mayday to a different talk group, keeping the talk group available for other emergency traffic; in this situation the dispatcher may capture the radios of the person calling the Mayday and the people handling the Mayday and regroup them all to a different talk group. When a radio has been dynamically regrouped the push to talk tones will be different than normal and the radio will remain on the regrouped talk group until the dispatcher releases it. The decision to regroup will be made by the dispatch supervisor but may also be requested by the Incident Commander.

National Interoperability Channels

UCALL40/UCALL40D- This talk group is an Off Network, national interoperability talk group used by public safety agencies that operate inside and outside of Broome County for the purpose of requesting incident related information and assistance as well as setup up tactical communications for specific events or incidents. In most cases, the calling party will be asked to move from the "calling" talk group to one of the tactical talk groups identified below. The "calling" talk group will be monitored by the 911 Communications Center. Also, Broome County users working outside of Broome County should be able to hail 911 Communications Centers where they are working on this talk group if assistance is needed. There is an effort by New York State to be sure that all counties in the state have this ability and most counties already have this ability.

UTAC41/42/43- These talk groups are Off Network, REPEATED channels for national interoperability tactical operations. Where UCALL is used to contact Dispatch Centers, UTACs are used for operational purposes. These are talk groups that may be used by Broome County users when operating outside of Broome County. At this time, Broome County does not have repeaters for UTAC purposes but some surrounding counties have them in operation. Where UTAC repeaters are not available, UTACD (Direct) talk groups are always available because they are direct, line-of-site communications.

UTAC41D/42D/43D- These talk groups are Off Network, DIRECT channels for national interoperability tactical operations. Where UCALL40D is used to contact Dispatch Centers, UTACs are used

for operational purposes. These are direct talk groups that may be used by Broome County users when operating inside or outside of Broome County. Broome County 911 Communications has UTAC capability but does not monitor these talk groups. The 911 Communications Center only monitors the UCALL40D talk group.

General Radio System Overview

Broome County Office of Emergency Services, in conjunction with the Broome County Fire Chief's Association and EMS Advisory Board has set forth the following protocols for all users to follow in order to help ensure the safety of all users on the radio network.

1. **Ensure that all system users** (both field users and 911 Communications Center staff) **are familiar with and trained in the proper radio procedures designed for their assigned duties** when using the Broome County Interoperable Communications System.
2. **All communications regardless of nature shall be restricted to the minimum practical transmission time** and employ an efficient operating procedure. Transmissions of an excessive length on a trunked radio system can have the unintended consequence of busying the system for other users. All radios are set to "time-out" after 30 seconds.
3. **Assume everything you say on the Broome County Interoperable Communications System is recorded, admissible in a court of law and available under the Freedom of Information Law (FOIL).** Audit trails are generated for all network transmissions.
4. **Broome County uses the Incident Command System** and the 911 Communications Center Dispatchers rely on your use of it and the practice of a unified command.
5. **Pronounce words distinctly.**
6. **Attempt to make your voice a regular monotone.** The voice should be as emotionless as possible. Emotion tends to distort the voice and render it unintelligible.
7. **Emergency messages require no expression, but a high degree of intelligibility.**
8. **When utilizing the radio system, use common sense and courtesy.**
9. **The FCC forbids profanity** (this is a violation of Federal Law Title 18) and any superfluous or extraneous transmissions.
10. Information that would jeopardize emergency operations or violate a victim's privacy **if known by non-emergency service providers** shall not be transmitted over the radio.
11. **When a unit transmits on the user's primary dispatch talk group, no talk group name needs to be transmitted.**

Example: "Broome from Chief 99" is a typical transmission from a Fire Officer to the 911 Communications Center when the Officer is communicating on a Battalion Dispatch talk

group.

12. **When a user is not on his/her primary dispatch talk group, the name of the talk group shall be transmitted in the calling format.**

Example: "Broome from Chief 99 on Fire Ops 5W" is a typical transmission from a Fire Officer to the 911 Communications Center when the Officer is communicating any talk group OTHER than a Battalion Dispatch talk group.

13. When calling another unit/or Dispatch the user shall use the following format: who you are calling from you calling.

Examples: "Broome County from Chief 99", "Broome from Engine 91", "Chief 39 from Tanker 39", "EMS 46 from 7223"

14. **Entire unit numbers and approved call signs shall be utilized at all times by radio users.**

Correct: "Broome from Chief 97 Baker"

Incorrect: "97 Baker to Broome"

15. **Previously used radio station call signs will no longer be used.** The Land Mobile Radio system has built in identifiers that are done automatically.

Examples: "KKL552", "WDT328", "KNIP518", "WSX512"

16. **PAGING talk groups are used to ALERT agencies to calls for service.** The Broome County VHF paging channel remains as the **PRIMARY** method for tone alerting.

17. **DISPATCH talk groups are used for incident response and coordination.** Routine transmissions notifying the 911 Communications Center of unit status (responding, on scene, enroute to hospital, back in service, etc.) are conducted on these talk groups as well as scene coordination by incident commanders with responding units, requests for additional resources, routine incident status transmissions. Tactical or fire ground operations are to be conducted on appropriate Ops or TAC talk groups as assigned. Dispatch talk groups are listed on page 5 of this manual.

18. **Each Battalion has a separate 911 Communications Center Dispatcher.** Agencies located in Battalion 1 will have the Battalion 1 Dispatcher, Agencies in Battalion 2 will have the Battalion 2 Dispatcher, and so on.

19. **Fire/EMS units that are responding to assist an agency in another Battalion shall switch to the other agency's Dispatch talk group to call enroute, and will remain on that talk group until complete.** The **PRIMARY** dispatch talk group for the incident will be the talk group assigned to the **PRIMARY** agency. In other words, If a Battalion 3 Fire or EMS unit is dispatched to assist a Battalion 4 agency, the **PRIMARY** Dispatch talk group will be "Batt 4 Disp." All unit status communications will remain on that Battalion Dispatch talk group until the assigned unit is back in service from the call.

To accomplish this task the user must change the channel **ZONE** of the radio. Battalion 1 is ZONE 1, Battalion 2 is ZONE 2, Battalion 3 is ZONE 3, Battalion 4 is ZONE 4.

Example 1: Station 44 (Battalion 4) is dispatched to assist Station 37 (Battalion 1). The incident is located within Battalion 1. Station 44 units will switch to “Battalion 1 Dispatch” in Zone 1 to call out responding. They will remain on Zone 1 on the radio and talk group 1 (Batt 1 Disp). All unit status communications will be on the “Batt 1 Disp” talk group and handled by the Battalion 1 Dispatcher.

Example 2: Station 21 (Battalion 2) is dispatched to assist Station 26 (Battalion 3). Station 21 units will switch to Zone 3 on the radio and talk group 1 (Batt 3 Disp) to call out responding. All unit status communications will remain on the “Batt 3 Disp” talk group and facilitated by the Battalion 3 Dispatcher.

20. **EMS units that normally respond to multiple jurisdictions will switch to the Battalion Dispatch talk group where the incident is located after being alerted.** This will facilitate incident coordination with Fire Departments and Med Teams that may be responding to the same incident. It is also the responsibility of the Dispatcher assigned to the Battalion where the incident is geographically located to facilitate that incident and communicate with all responding units to that incident. All unit status communications will remain on that Battalion Dispatch talk group until the unit is back in service from the call.

Example: Station 72 (Battalion 2) is alerted to a call with Station 55 (Battalion 4). The unit will switch to Zone 4 and utilize the “Batt 4 Disp” talk group to call out responding. All unit status communications, including hospital enroute and arrival status will remain on that talk group.

21. **Operations (OPS) talk groups are used for operational communications between field users and occasionally the 911 Communications Center.** On larger incidents, separate and unique operations talk-groups may be assigned by the dispatch center for specific functions. **Additional OPS talk groups may be requested by the incident commander when needed and are assigned only by the 911 Communications Center.**
22. **Tactical (TAC) talk groups are used for operational communications between field users.** TAC talk groups are Off-Network (i.e. low power, simplex, line-of-site, non-repeated). On larger incidents, separate and unique TAC talk-groups may be assigned by the dispatch center for specific functions. **TAC talk groups should not be used if OPS talk groups are available AND all of the radios on scene are able to reach the county system. If the incident is in a known area where it may be possible that a radio might not reach the county system, TAC talk groups SHOULD be used. TAC talk groups may be requested by the incident commander when needed and are assigned only by the 911 Communications Center.**

Agencies are STRONGLY encouraged to get out to all areas of your jurisdiction and **TEST** communications, especially in hard-to-penetrate buildings and basements so that any poor transmit and receive areas are known **before** an incident occurs. Testing may be done on your agency’s Local Ops 2 talk group.

23. **The 911 Communications Center assigns additional talk groups/channels for planned or scheduled events.** Any event, known in advance that requires additional communications resources needs to be cleared through the 911 center.
1. Alternate talk groups will be assigned as available for the duration of the event upon request. Talk group assignment is subject to pre-emption if required for reassignment to an emergency event.
 2. Alternate talk group assignments should be scheduled as far in advance as possible.
 3. Agencies may be assigned On-Network operations talk groups or Off-Network TAC channels. The use of OPS/TAC talk groups/channels must be coordinated through the 911 Communications Center in order to prevent interference between multiple operations. Agencies may not always be aware of other events or incidents happening in other parts of the County.
 4. Agencies requesting additional talk groups/channels will coordinate with the on-duty 911 Communications Supervisor for assignment and will let that person know if a specific talk group or TAC channel is needed. Consideration will be given according to specific needs.
 5. The 911 Communications Center will be notified by the requesting agency or incident commander when the requested talk group/channel is no longer needed.
24. **Use the “County All” talk group when calling the 911 dispatch center IF the dispatch center does not routinely monitor your primary talk group.**
25. **Use the “Emergency” talk group to contact the 911 dispatch center for all emergencies.**
26. **Phonetic Alphabet – A phonetic alphabet shall be used for spelling out names, license plate letters and so forth.** They are always transmitted as “Adam, “Boy,” or “Charles not “A as in Adam,” etc. Due to the variations of phonetic alphabets, no one phonetic alphabet will be required. Any phonetic alphabet that clearly identifies a letter is acceptable.
27. **Plain language shall be used for all radio communications.** The use of codes, particularly agency specific codes have been found to be a barrier in the transmission of information. The most negative effect of codes is a reduction in communications interoperability during multi agency response. The National Incident Management System (NIMS) prohibits the use of codes.
28. **Obtain clearance (from dispatch) prior to transmitting lengthy messages, such as**

descriptions of suspects or notifications. Break every so often to allow any other unit that may have an urgent message to transmit.

29. **After pressing the Push-to-Talk (PTT) button, await the end of the “talk permit” tone before speaking.** The conclusion of the “talk permit” tone means that you have the air at that instant and can begin delivering your message. If another unit has the air, or the network is busy, you will receive a “system busy” tone. If you receive a “system busy” tone, release the PTT button and await a “talk permit” tone. The system will automatically give you the air once the air is available for your transmission. At this time you should press the PTT again and then speak. Do not continue to press the PTT button after receiving a “system busy” tone. By doing so you will lose your place in the queue and will be put to the end of the queue list.
30. **Think before you speak** – DO NOT press the Push-to-Talk button until you know what you want to say in your transmission.
31. **Make all transmissions brief and concise.** If you must transmit a great deal of information, break it into several shorter transmissions, the radio system will automatically end transmissions that are over thirty seconds long. Extended transmissions unnecessarily consume network resources and may result in other system users receiving a system busy.
32. **Don't use unnecessary words, such as "please" and "thank you".** These words waste valuable air time on a public safety radio network.
33. **All transmissions should be impersonal and professional.** Do not use words or inflections that reflect humor, irritation, sarcasm, or disgust. Additionally, do not make “cat calls” or play music and/or sound effects over the radio. This activity violates Federal Communications Commission (FCC) rules and policies. Audit trails are generated for all network transmissions and all transmissions are recorded and subject to FOIL requests.
34. **Make only necessary transmissions.** You are sharing a limited number of radio frequencies with all other radio users including public safety agencies. You do not know when emergency communications are in progress on other talk groups and your unnecessary transmission may delay another radio user reporting or responding to an emergency event.
35. **Don't ignore a call to your radio.** If you cannot deal with the transmission immediately, ask the caller to standby and re-contact them as soon as you are able to. If you have not heard all of a transmission to you, never guess at the missing information. Ask the person to repeat or clarify the message before acknowledging that you understand it.
36. **When calling into Dispatch via radio, users shall wait for acknowledgment by dispatch prior to transmitting his/her message EXCEPT when transmitting typical unit status information.**

Example 1: “Broome, Engine 91 responding with 5, 4 green.

Example 2: “Broome, Chief 99 Baker on the scene.”

Example 3: "Broome from command 95." "Command 95 go ahead." "Would you contact NYSEG and have them respond, we have primaries down, pole number 17?" "Affirmative. Command 95 requesting NYSEG, reporting primaries down, pole number 17."

37. **Emergency buttons (orange button) should be utilized only when the user is in immediate danger. For MOST users when you activate your emergency button the radio will automatically change your talk group to the County Emergency talk group. This will give the user priority on the network and direct communication with the 911 Dispatch Center.** Every attempt by the user should be made to relay a location and the nature of the problem. If the activation of the button was accidental do not switch talk groups or your channel selector to another talk group/channel. The Dispatcher shall inquire on your status and location and you need to respond with your location and status if there is no emergency. Any response other than no emergency will initiate dispatch of law enforcement to your last known location. Only reset your radio when the dispatcher tells you to. This is accomplished by holding the emergency/orange button down for 3-5 seconds. The user should hear a tone and once the tone occurs, key your radio on your primary talk to group to assure your radio has reset.

For FIRE radios, one of two things will happen when you press the emergency (orange) button:

1. **If the user is operating on a ON-NETWORK talk group, the radio will AUTOMATICALLY revert to the FIRE EMERGENCY talk group. This will give the user priority on the network and direct communication with the 911 Dispatch Center. The user shall then communicate with the dispatcher and give MAYDAY information.**
2. **If the user is operating on an OFF-NETWORK TAC channel, the radio will STAY on that CHANNEL and the user will need to call out the MAYDAY information with the INCIDENT COMMANDER. This is because the user may or may not be able to reach the network and therefore will not reach a dispatcher.**

Only reset your radio when the dispatcher tells you to. This is accomplished by holding the emergency/orange button down for 1-2 seconds. The user should hear a tone and once the tone occurs, key your radio on your primary talk to group to assure your radio has reset.