
	Department of Public Safety	
	Standard Operating Guidelines	
	Subject:	Fire & EMS Documentation
	Section:	Operations
	Guideline Number:	316
	Effective Date:	01/13/2026
	Revised Date:	
Signature of Approval:	Charles R. Pruitt Director of Public Safety 	

PURPOSE

Fire Department personnel. All personnel are responsible for the daily use and maintenance of their assigned portable radio and pagers, and are held accountable at the beginning and end of each work shift. Portable radios and pagers are assigned to each member while on duty to provide for operational effectiveness and firefighter safety.

Further, this policy provides for the identification of personnel in the event the dispatch center receives an emergency alert from a portable radio. Dispatchers will be able to identify the radio alias that activated the alert and pass that information on to the Company Officer or Incident Commander.

SCOPE

This guideline applies to all Accomack County Department of Public Safety (ACDPS) personnel. All personnel have a role in portable radio accountability. Company Officers shall insure that this policy is enforced and all documentation shall be completed and maintained accordingly. All personnel shall be responsible for their assigned portable radio including the care and maintenance, proper operation, and pre shift and post shift procedures for accountability.

POLICY

Radio/Pager Responsibilities and Carrying

- 4 - Harris XL-200 portable radios and 4- Unication G4 pagers are assigned to each ACDPS staffed station with the exception of Greenbackville which is assigned 2 of each.
- The radios and pagers are designated by DPS followed by the station number and letters of A, B, C, or D. i.e. DPS 7A, DPS 7B, DPS 7C and DPS 7D.
- Personnel are assigned a radio and pager at the start of each shift by the station leader and the radios and pagers shall have matching aliases i.e. radio 7A shall be paired with pager 7A. These items shall in-turn be handed to the on-coming shift during the morning turn-over report. The Station Captains may elect to assign specific radios and pagers to regularly scheduled personnel, in the event that person is on leave or a trade, the person in their spot shall assume that radio and pager designation.

- If either and/or both the radio and pager cannot be located or is broken/damaged at turnover, the on-duty Battalion Chief shall be notified immediately. Upon recognition that a radio and/or pager cannot be accounted for, or is missing, the responsible party shall immediately back track their movements for the prior shift in an attempt to locate the missing radio. A thorough and immediate effort shall be made to locate the missing radio and/or pager.
- If the radio is not found, the Battalion Chief shall generate a memo, with an attached Police report to document the loss of 911 Communication Center property, submitted through the chain of command to the Director of Public Safety or their Designee.
- The command staff are given a personal radio with their own alias. The aliases are as follows:
 - Director: DPS-1
 - Deputy Director: DPS-2 (when the position is filled.)
 - Battalion Chiefs: DPS-3A, B and C respectively
 - Emergency Management: EM-1
 - Training Captain: DPS-5
- Apparatus assigned portable radios have the aliases as follows:
 - DPS-3: DPS-3 PORTABLE
 - Hazmat 1: HAZMAT 1 A-H
 - Hazmat 2: HAZMAT 2 A & B
 - SPRINT 1: SPRINT 1 PORTABLE
 - SPRINT 2: SPRINT 2 PORTABLE
- All personnel shall carry their assigned radio whenever they leave the station and while they are operating at incidents. ACDPS personnel shall only wear their assigned radios and not those of the volunteer agency where they are stationed.
- Pagers shall be worn while in the station and during all activities outside of the station, except when operating on an emergency scene requiring turnout gear.
- Pagers must be placed in the amplified chargers at night and on STA xx Alert, (i.e., STA 12 Alert), to ensure that calls for service are not missed. No open pagers or all scan will be permitted during sleep time to ensure crews remain well rested.

Radio Use

The manner in which radio operations are handled is often a measure of the efficiency of an organization and the attitude of its individuals. Observing simple basic rules will expedite message handling and improve working relationships among all concerned.

Application of general guidelines outlined here will lead to professional performance.

- Listen before transmitting to make certain the channels are clear and organize your thoughts before transmitting.
- Keep all transmissions brief and to the point. Avoid longwinded 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 moderate speed using your conversational tone of voice with emphasis and rhythm. A message should be spoken by phrases, not one word at a time.
- When using a portable/mobile radio, hold the microphone about one inch from your lips, press the microphone button down firmly and then speak slowly and clearly across the mouthpiece in a normal voice.
- From a cold start, different radios require varying amounts of warm up time. Be aware of this and allow for the radio to stabilize before attempting to transmit.
- Avoid transmitting when audible emergency warning devices are operating.
- Use official titles and authorized apparatus designations in all transmissions. Do not use nicknames or first names.
- 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 your entire company.
- No one company or emergency should overrun the radio. Remember, there can be any number of emergencies going on at one time.
- Do not monopolize the airtime with unnecessary transmissions.
- Do not use preliminary calls simply to establish contact with dispatch. When advising that a unit is responding, at scene, or in service, identify yourself and give your message in a single transmission.
- The use of thanks, please, and other expressions of courtesy are unnecessary and should not be used.
- All communications shall be clear text.
- We use a "Me to You" format when calling other units. This format Identifies the calling party first and the receiving party. For example, if A12-2 wanted to reach E12-4 they would say:
 - A12-2: "12-2 to 12-4"
 - E12-4 "12-2, go ahead"

Radio Procedures

The following shall be transmitted to Dispatch on all incidents.

- Status changes shall be transmitted via the mobile radio only (predicated by the unit number i.e., 12-1 responding, no medic nomenclature will be added, dispatch knows the level your unit is staffed via the staffing board.)
 - Responding (with par count on fire apparatus)
 - On Scene
 - Enroute or Transporting to: Tidal Health or Riverside
 - At Destination (when applicable)
 - Returning
 - Clear (Only use when you are in your 1st due area; Station 9 may clear from the hospital)
 - Back in Station (preferred over Clear)
 - Out of Service/partially staffed with disposition (i.e., 12-1 Out of Service mechanical or 201 partially staffed - crew member aboard 5-2)
- Progress Reports may be transmitted via mobile or portable radios
 - Establish Command
 - Scene Size-up
 - Personnel Accountability Reports (PAR Count)
 - On-going scene evaluations (sustained events)
- Notification of Additional Resources transmitted may be via mobile or portable radios
 - Request/Return units
 - Mutual aid requests
 - Flight medics
 - Utility Representatives
 - Law Enforcement
- Bench Marks may be transmitted via mobile or portable radios
 - Situation under control
 - Fire out
 - Patient(s) extricated MVC
 - Victim removed with location((Fires) i.e., Victim removed Charlie side second story window)
- For emergency traffic please refer to SOG 101 Responder Emergency Guidelines
- This SOG is a working document and may have changes as the new radio system develops.