

FREWSBURG FIRE DISTRICT OPERATIONAL POLICY	Section 8	COMMUNICATIONS	
	SUBJECT	RADIO ETIQUETTE	
	Policy 8-02	PAGE 1 OF 2	DATE: 01-01-2023

I. PURPOSE

The purpose of this policy is to identify the updated dispatch procedures used by the Chautauqua County Sheriff's Office Dispatch as it pertains to dispatching calls for service in the Frewsburg Fire District.

II. POLICY

1. The Chautauqua County Sheriffs Dispatch Center has updated their communications policy to provide for the most efficient response of emergency vehicles for county-wide coverage.
2. With the initial dispatch of a department, the dispatcher will begin timing the response. "Responding" shall mean that the First Due Unit (not a command unit) is responding to the incident. For example, the first due engine is staffed and responding to a fire or the ambulance is fully staffed and responding to a medical call.
3. When a Fire / Rescue Dispatcher does not have a First Due Unit responding from the fire department within Three (3) minutes of the initial dispatch, they will repeat the dispatch of the alarm for that department.
4. If the First Due Unit fails to respond within an additional Two (2) minutes from the repeat of the dispatch, the next due mutual aid unit will be automatically dispatched to answer the alarm.
5. If the mutual aid unit fails to respond within Three (2) minutes, the next unit available will be dispatched to the call.

III. PROPER RADIO PROCEDURES

1. While transmitting on a radio may seem straightforward, knowing the number of members listening and acting on the information transmitted can be an intimidating experience for any firefighter, regardless of rank or experience. It's therefore important to master proper radio procedures.
2. [Proper radio procedures](#) begin with the correct way of using a two-way radio. Keying the mic first and allowing the channel to "open" avoids clipping the beginning or end of a message. Hold the radio upright with the antenna pointing skyward.

FREWSBURG FIRE DISTRICT OPERATIONAL POLICY	Section 8	COMMUNICATIONS	
	SUBJECT	RADIO ETIQUETTE	
	Policy 8-02	PAGE 2 OF 2	DATE: 01-01-2023

3. Formulate the information you want to transmit *before* speaking. Information must be important, timely and projected in a clear and controlled voice.
4. The five Cs of radio communication serve as a helpful guide to delineate the key points for how to use a two-way radio:
 - A. Conciseness – be brief
 - B. Clarity – be clear in your message
 - C. Confidence – have confidence in the information you are sharing
 - D. Control – stay in control of voice inflections.
 - E. Capability – practice speaking on the radio to develop your radio capabilities.
5. Once you know what you want to transmit, [place the mic 1 to 2 inches from your mouth](#), and deliver the information in a normal voice, free from slang, profanity or jargon.
6. Every message is repeated back to the sender to verify the information.

***NOTE:** Dispatch Center is not a department officer. Frewsburg Personnel are still required to follow Department response SOP regardless of what dispatch center recommends. The only exception to this is if instructed otherwise by a Chief Officer.

***NOTE:** A crew rolling in the area of the initial dispatch may be diverted to that call when the first due unit does not respond within five minutes (3+2) of the initial alarm. For example, A-341 returning from UPMC. may be dispatched to an unanswered medical call in Jamestown or Kiantone.