

ESCAMBIA COUNTY FIRE-RESCUE

Standard Operating Guidelines

6000.075

Radio Alias/ID

Implemented: 12/8/2023

Revised:

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Adam Harrison, Fire Chief

PURPOSE:

Establish a process for maintaining accountability through the repair and maintenance process for portable and mobile radios.

OBJECTIVE:

Provide a systematic and standardized process for placing portable and mobile radios in and out of service. A system that will maintain the integrity of the aliases assigned to these radios and providing a reliable system for identification when the emergency button is activated.

SCOPE:

All Personnel

PROCEDURE

Portable Radios – all portable radios are programmed with a specific alias that identifies the apparatus or person the radio is assigned to. If the radio is assigned to an apparatus, it further identifies what seat the radio is assigned to.

In the event of a catastrophic incident, structural collapse, personnel being held hostage, etc. the emergency button provides a discreet option to notify the Emergency Communications Center and other fire department personnel that one or more personnel are in distress. Thus, maintaining the integrity of the radios aliases is essential to identifying the person(s) in distress and getting them the assistance, they need. It is also essential for the safety of our personnel that respond directly to the scene in properly identifying them and knowing their location if the emergency button is activated and they are unable to communicate verbally with the Emergency Communications Center.

A majority of ECFR apparatus will have a portable assigned. Additionally, command staff and volunteer officer staff will have portable radios assigned. Personnel must maintain their assigned radios or report them immediately if lost or stolen to the Deputy Chief of Operations.

The following process shall be utilized when a portable radio must be removed from service for repairs or due to being destroyed, lost, or stolen.

Step 1: Remove damaged or non-functioning radios from service, clearly marking them out-of-service with a note or out-of-service ticket attached.

Step 2: Notify the warehouse personnel by entering an equipment ticket in First Due.

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Step 3: If the radio has been stolen notify your immediate supervisor immediately and follow up with an email to the Deputy Chief of Operations and warehouse personnel. A police report should also be completed asap. All documentation and notification to risk management shall be completed.

- Other personnel such as but not limited to District Chief, Battalion Chief, etc. may need to be included in the notification email.

If the radio has been lost notify your immediate supervisor asap and follow up with an email to the Deputy Chief of Operations and warehouse personnel. All documentation and notification to risk management shall be completed.

Step 4: The damaged, non-operable, stolen, or missing radio is to be replaced by the spare assigned to the apparatus or station. The spare has an alias identifying it as a “spare” and shall only be used temporarily until the damaged or non-functioning radio is returned or the lost or stolen radio is replaced by another portable issued from the warehouse.

- NOTE: Before issuing a warehouse spare to an apparatus or station it must be properly programmed by CES with the updated and correct ID. Additionally, the radio must be taken to the emergency communications center or contact the on-duty supervisor by phone to update and change the alias in CAD. This radio shall replace the destroyed, lost, or stolen radio only and not another radio assigned to that apparatus or station requiring additional programming.

Step 5: Upon return of the non-operable radio or replacement of a stolen or lost radio the assigned “spare” shall be returned to spare status.

- NOTE: When a repaired radio returns to service an updated email shall be sent to the immediate supervisor, applicable District Chief or Battalion Chief, Deputy Chief of Operations, and warehouse personnel. The warehouse supervisor will ensure that the First Due equipment record is updated.

Mobile Radios – all mobile radios also include aliases to properly identify the vehicle, apparatus, or base station.

The following process shall be utilized when a mobile radio must be removed from service for repairs or due to being stolen.

Step 1: Remove the non-functioning radio from service, if being utilized as a base station, clearly marking it out-of-service with a note or out-of-service ticket attached.

Step 2: Notify the fleet drivers by entering an apparatus work order in First Due.

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Step 3: Base station mobile radios will be picked up by fleet drivers and delivered to CES for diagnosis and repairs.

- A replacement mobile radio will be issued from the warehouse and properly programmed with the correct ID by CES before being delivered to the station to permanently replace the other mobile radio. Additionally, the radio must be taken to the emergency communications center or contact the on-duty supervisor by phone to update and change the alias in CAD. Portable radios are to be utilized until the replacement mobile radio can be delivered.
- If the non-functioning mobile radio can be repaired, it should be re-programmed as a warehouse "spare" and returned to the warehouse inventory when repairs are completed.

Step 4: Mobile radios in vehicles and apparatus will be scheduled for diagnosis and repairs by scheduling an appointment with CES. Apparatus in outlying areas may be scheduled for a site visit from a CES technician. Some repairs can be completed in a short period of time.

- If the mobile is unable to be repaired by the CES technician, the radio will be removed from the vehicle or apparatus.
- Contact the fleet drivers by email or phone to coordinate getting a replacement. A portable radio must be utilized in the meantime.

Step 5: The fleet drivers will pick-up a warehouse "spare" and have it properly programmed for the vehicle or apparatus. Once the alias is programmed, coordination will take place for the installation.

Requests for additional radios must be entered with an equipment ticket in First Due for positions approved by the Fire Chief only.