ARTICLE III. REQUIREMENTS: GROUND AMBULANCE

Section 302: Ground Ambulance Communication Equipment

I. **UHF MED-10 COMMUNICATION EQUIPMENT**:

A. All ambulance communication equipment shall be operational at all times.

1. Each ambulance shall have one (1) UHF MED-10 radio programmed with two MED-10 channels.
   - MED-10 RP - This is a countywide repeater channel that provides coverage to the Orange County area, and may be used anywhere inside and adjacent to the County of Orange when wide-area coverage is required, or when contact with OCC is necessary.
   - MED-10 TA - This is the output of the MED-10 RP channel, providing a talk around mode of communication, and may be used anywhere inside and adjacent to the County of Orange when line of sight communications is required. OCC can not be contacted on MED-10 TA.

B. The MED-10 Radio shall be in the "on" position at all times and the microphone attached while the ambulance is in operation.

C. The ambulance service provider shall be responsible for all maintenance and repair costs to the communications equipment installed in the ground ambulance.

II. **UHF MED-10 COMMUNICATION EQUIPMENT INSPECTION**:

A. Each ambulance shall have its MED-10 Radio inspected by the Orange County Sheriff's Department Communications & Technology Division (OCSD/Communications) upon initial licensure to operate in Orange County. The ambulance provider shall be responsible for all costs associated with the inspection.

B. Elements of Inspection and Certification include:

1. All ambulance communication equipment inspections shall be documented by OCSD/Communications.

   a. Radio equipment will be checked for: Model number, serial number and vehicle identification number.

   b. FCC compliance for frequency, modulation, power, and receive sensitivity.

2. Any item of non-compliance shall be documented by OCSD/Communications and a copy provided to OCEMS.

3. The inspecting agent shall review all noted items of non-compliance with the ambulance service operator or ambulance service operator's representative at the time of inspection.

4. A copy of all documentation shall be provided by OCSD/Communications to the ambulance service operator, and to OCEMS.

C. Non-Compliance:

1. At the time of inspection the inspecting agent shall indicate, in writing, to the ambulance service operator or ambulance service operator's representative specific items of non-compliance, and the time frame for correction, and re-inspection.

2. It is the responsibility of the ambulance service operator to arrange for re-inspection within fourteen (14) days of notice of non-compliance.

3. If the items of non-compliance are not corrected and re-inspected by an inspecting agent within the fourteen (14) days of notice of non-compliance, OCEMS will be notified.

III. **UHF MED-10 COMMUNICATION EQUIPMENT TESTING REQUIREMENT**:

A. The Paramedic Coordinated Communications Center (OCC) shall conduct monthly Ground Ambulance MED-10 Communication equipment tests following a schedule that is determined by OCSD/Communications.

B. All OCEMS licensed Ground Ambulance providers shall participate in the monthly MED-10 Radio test as determined by OCSD/Communications and conducted by OCC.

C. In the case that any single Ground Ambulance unit has not achieved at least eighty percent (80%) compliance with their assigned monthly radio test, OCEMS will require the provider to have OCSD/Communications perform a communication equipment inspection at the provider's expense.

IV. **UHF MED-10 COMMUNICATIONS EQUIPMENT TESTING PROCEDURE**:

A. MED-10 Radio Test Schedule

1. A MED-10 Radio Test Schedule will be developed by OCSD/Communications and distributed to each ambulance provider. Each ambulance provider will be assigned a specific day each month in which they will have their staff conduct a radio test on MED-10 with OCC from each one of their ambulances.

2. Ambulance units must be sure they are selected to the **MED-10 RP** (repeater) channel to conduct a radio test with OCC.

B. Radio Codes

1. Most radio transmissions use *clear text*. Radio code usage is limited, and in all cases only authorized County of Orange radio code is allowed. Some basic codes are:

10-1	Receiving Poorly
10-2	Receiving Well
10-4	Message Received
10-9	Repeat
10-20	Location
10-21	Call by Telephone

10-97 Arrived at Location

C. Ambulance Providers

1. Each ambulance provider will be assigned a specific day each month on which to conduct MED-10 radio tests with OCC from each of their ambulances.

2. Each ambulance provider will supply OCSD/Communications with a list of current ambulance unit numbers. Ambulance units will use their ambulance provider name and unit number to identify themselves on MED-10 when conducting the radio test with OCC.

   - Example: Initiate test:
   - *"OCC, this is ABC unit 881 on Med-10 for a radio test." OCC response: "ABC unit 881, this is OCC, you are 10-2."*
   - *Conclusion of test: "10-4, OCC, you are 10-2 as well. ABC unit 881clear."*

3. The MED-10 radio tests will be initiated by the ambulance provider units anytime within the 24-hour period on the date specified on the schedule.

4. To reduce the impact to OCC, the ambulance provider should attempt to conduct MED-10 radio tests throughout the day, rather than all at once.

5. The ambulance provider will conduct a MED-10 radio test with OCC from each one of their Orange County licensed ambulance units on the scheduled test day.

D. OCC

1. OCC will maintain a MED-10 Radio Test Form for each ambulance provider. This form will include a checklist of current ambulance unit numbers for the corresponding ambulance provider.

2. As the ambulance units contact OCC for radio tests throughout the scheduled test day, the OCC operator coordinating the radio tests will indicate the results of each ambulance's radio test on the form next to the ambulance's unit ID number.

3. At the conclusion of each test day, OCC will fax the completed test form to the OCSD/Emergency Communications Manager (ECM).

E. Reports

1. OCC will fax the completed test forms to the OCSD/ECM at the conclusion of each test day.

2. The ECM will provide a report of these test results to OCEMS and the ambulance providers at the end of each month.

F. Unscheduled Tests

1. Any MED-10 authorized ambulance unit may conduct an unscheduled MED-10 radio test at any time but an unscheduled test will not relieve the testing ambulance from participating in the scheduled monthly test.

IV. **800 MHz COMMUNICATION EQUIPMENT**:

1. The authority to purchase and utilize 800 MHz radios that operate on the County of Orange 800 MHz Countywide Coordinated Communications System (CCCS) may only be authorized by the Orange County Fire Chief's Association (OCFCA).

2. Authorization are limited to those companies that have a 9-1-1 transportation contract with an Orange County fire department, unless otherwise approved by the OCFCA.

3. OCSD/Communications will coordinate all activity related to the implementation of the 800 MHz CCCS for any ambulance provider. Approved ambulance providers agree to abide by the protocols and procedures outlined in the 800 MHz CCCS Security Plan, Standard Operating Procedures and all applicable FCC rules and regulations.

4. The programming of approved radios shall only be done by OCSD/Communications.

5. The associated costs of purchasing, programming and installing the radio are the responsibility of the ambulance company.

6. OCSD/Communications will be responsible for providing initial user training to include an 800 MHz CCCS overview, mobile/portable operations and proper radio protocols and procedures. Each fire department may, at their option, provide additional specific operational radio procedures to the ambulance provider.

7. Ambulance providers shall use best efforts for ensuring that 800 MHz CCCS radios are available on OCEMS approved 9-1-1 transportation units and that all personnel are trained on the proper use of the radios.

8. If an ambulance company no longer provides 9-1-1 transportation services to an Orange County fire department, the ambulance provider shall notify OCSD/Communications. The radios will be disabled from the trunked radio system, and OCSD/Communications will remove the programming of the radios at ambulance company expense. The radios remain the property of the ambulance provider.

   A. Radio Operational Procedures

   - When assigned a call, the responding ambulance shall be responsible to advise fire dispatch upon ambulance en route and ambulance on scene. The fire dispatch center will enter the on scene time into the call history. The ambulance provider will stay on the assigned talkgroup and monitor all traffic unless reassigned to another talkgroup by the Incident Commander or fire dispatch center.

   - All personnel will listen and wait for clear airtime prior to transmitting information. The caller will identify the intended receiver followed by their call sign and talkgroup. For example, a transmission on 4-D from ABC Ambulance Unit 41 to Orange County fire dispatch would be, "Orange County Fire, ABC Ambulance 41 on 4-Delta." The unit then waits for fire dispatch to acknowledge.

- The receiver acknowledges by stating their call sign. For example, "ABC Ambulance 41."
- The caller then transmits the message. For example, "Orange County Fire, ABC Ambulance 41 is en route / on scene / message."

- The receiver will acknowledge the receipt of the message by stating their agency, unit identifier and an acknowledgement message. For example, "Orange County Fire copies ABC Ambulance 41 is en route / on scene / message."

All radio exchanges shall be conducted in this manner except when several exchanges will follow the initial message. The agency identifier may be dropped if no confusion of incidents will occur.

B. Typical Radio Transmissions

Most transmissions are "Clear Text" and limited radio code is utilized. Some typical types of radio transmissions are outlined below:

- Responding - "Orange County Fire, ABC Ambulance 41 responding to Main Street."
- On Scene - "Orange County Fire, ABC Ambulance 41 on scene."
- Staged - "Orange County Fire, ABC Ambulance 41 staged."
- Cancelled - "Orange County Fire, ABC Ambulance 41 copies cancel."
- Response Code Change - "Orange County Fire, ABC Ambulance 41 copies Code-3 (2)"

Basic radio codes used are:

- 10-4 - Message received
- Code 2 - Respond without red lights and siren
- Code 3 - Respond with red lights and siren

NOTE: Authority Cited for Section 302: Section 4-9-14(a) of the County of Orange Codified Ordinance.