

# Office of Emergency Management



## Overview of the City of New York 800 MHz Health Care Talkgroup (GNY-HOSP-ASSN Channel) & A.L.E.R.T. Radio Operations

**Michael R. Bloomberg, Mayor**

**John T. Odermatt, Commissioner**

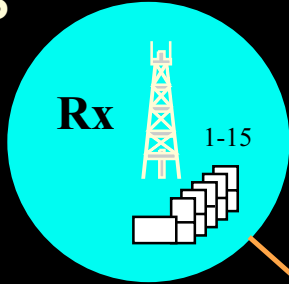
# *Health Care Talkgroup Participants*

- Office of Emergency Management
- Greater New York Hospital Association members

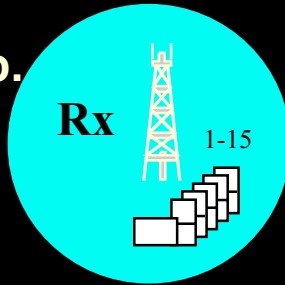
# *DoITT 800 MHz Trunked Radio System*

- DoITT System is a 15 Channel, 8 Site, Trunked Radio System that Provides Citywide Two-Way Radio Communications to a number of City Agencies
  - Provides day-to-day communications to support public safety and public service activities
  - Provides intra and inter agency emergency communications (OEM's ALERT interoperability, hazardous materials, weather related activities, Terrorism)

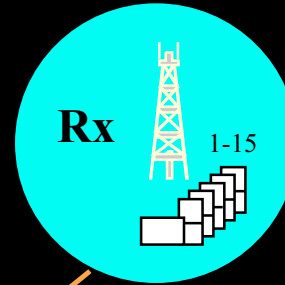
GWHS



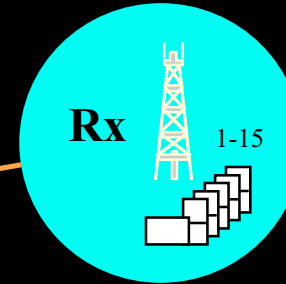
Met. Hosp.



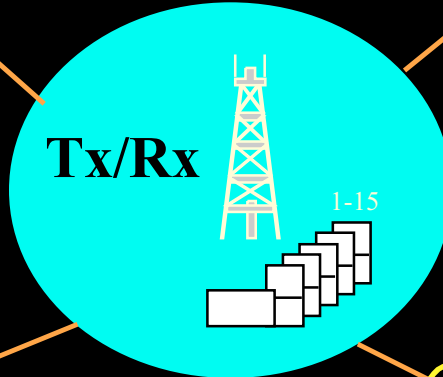
NCBH



QGH



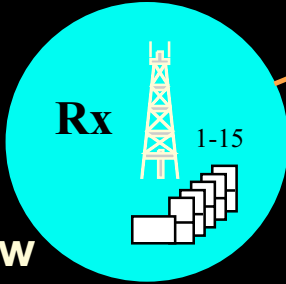
Empire State Bldg.



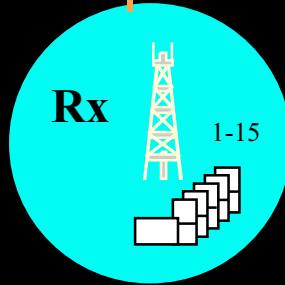
Muni Bldg.




Seaview



KCH



 = T1  
= Dialup

# *City Agencies Utilizing the DoITT Trunked Radio System*

- Dept. of Environmental Protection
- Dept. of Health
- Mayor's Office
- Housing Preservation and Development
- Taxi and Limousine Commission
- Office of Emergency Management
- DoITT
- Mayor's Midtown Enforcement
- Business Services
- Consumer Affairs
- Juvenile Justice
- Fire Department
- Bronx District Attorney
- Corrections
- Special Narcotics Prosecutor
- Dept. of Investigation
- NYCHA

## **COMMUNICATIONS CENTER MUTUAL AID CHANNEL**

**\* Total Agencies Served: Over 40**

# Radio Channels In Question

- **Agency Liaison Emergency Radio Trunk**  
– A.L.E.R.T. 3A (OEM)
- GNY-HOSP-ASSN Channel (4A)
- HHC-Hospitals Channel *(for HHC facilities ONLY)*




**800 MHz Talkgroup  
ALERT 3A**



American Red Cross



# *Distinguishing Channel Utilization*

- **OEM A.L.E.R.T. 3A**: To receive transmissions from GNYHA and/or OEM that broadcast announcements regarding situations in New York City (e.g. *whether to decontaminate patients arriving at facilities, status of lockdown of NYC, etc.*) and also to contact OEM in case of telephone system failure;
- **GNY-HOSP-ASSN 4A**: To respond to requests for information initiated by GNYHA and OEM in the event of a mass casualty incident (e.g. *information regarding number of patients or bed availability*).

# *Radio Etiquette*

- When utilizing either talkgroup, users must identify themselves, using the full name of their institution so that other users will be aware of which users are on the system at all times.

**“OEM Watch Command from *New York Hospital Medical Center of Queens*”**

# *Personnel Operating on the Health Care Talkgroup (HCT)*

- GNYHA members should know who in their institution has possession of the radio at all times, and ensure that the appropriate persons are trained to operate the radio.
- Please refrain from allowing untrained personnel access to the radio equipment.

# Radio Communications Protocol

- Only one party at a time is permitted to speak on any of the talkgroups.
- In order to transmit communication (1) on a portable radio, press the largest button on the left side of the radio or (2) on a base radio, press the button with the lightning bolt.
- Keep the button depressed when transmitting, and clearly identify yourself (I.e. “OEM Watch Command this is **Calvary Hospital.**”)

# *Radio Communications Protocol*

- Release the button and listen.
- If one party is transmitting and another party attempts to transmit, the second party's communications will not be received and the second party will hear a tone.

# *Radio Communications Protocol*

- Therefore, users of the channels must limit their communications to essential information and must keep communications as brief as possible.
- Under no circumstances should a radio transmission last more than 30 seconds.

# *Radio Communications Protocol*

- GNYHA members are not permitted to broadcast announcements or request information; those are GNYHA & OEM functions.
- If a GNYHA member requires information from another GNYHA member (e.g. availability of facilities, etc), the GNYHA member should contact the other GNYHA member by another means of communications (telephone landline, cellular telephone, fax, e-mail).
- If a GNYHA member is unable to utilize another means of communications to contact other members, the GNY-HOSP-ASSN channel may be utilized.

# *Radio Communications Protocol*

- If a user is using a portable radio and the listener indicates that the radio transmissions are inaudible, the user of the portable radio should relocate his/her position.
- If poor reception cannot be corrected by relocation, portable users may need to be more specific in their communications (e.g. spelling out a location utilizing the phonetic alphabet).

# *Phonetic Alphabet*

A = Adam

B = Boy

C = Charlie

D = David

E = Eddie

F = Frank

G = George

H = Henry

I = Ida

J = John

K = King

L = Lincoln

M = Michael

N = Nora

O = Oscar

P = Paul

Q = Queen

R = Robert

S = Sam

T = Thomas

U = Union

V = Victor

W = William

X = X-Ray

Y = Young

Z = Zebra

# *Radio Communications Protocol*

- When transmitting on the radio, all times should be denoted in military time.

24 HOUR  
CLOCK  
ANIMATION

*The*  
**“JUST ADD TWELVE”**  
*Concept*

# *Daily Health Care Facility Roll Call*

- Each day at approximately 1500 hours, OEM Watch Command will conduct a roll call of all participating institutions.
- OEM Watch Command will utilize the A.L.E.R.T. Channel, and will call each institution by name.

# *Daily Health Care Facility Roll Call*

- When an institution hears their name being called, a simple “10-04” (“ten-four”) or “5x5” (“five by five”) from that institution will acknowledge that they have received the transmission.
- ***Institutions are requested to refrain from lengthy responses during the roll call operation !***

# ***Transmitting of Information by OEM via the A.L.E.R.T. Channel***

- In the event of the need to broadcast information of interest to all users, OEM will utilize the A.L.E.R.T. channel for this purpose.
- The following announcement will precede each broadcast:  
***“OEM Watch Command to all agencies on A.L.E.R.T., standby for an announcement....”***
- Agencies will be notified if they need to acknowledge receipt of this message. If you are not requested to acknowledge, PLEASE do not acknowledge.

# *Watch Command Operations*

- OEM Watch Command is here to assist you and serve as a clearinghouse of information during emergency situations.
- It is important to note that during major events, Watch Command is extremely busy with related incident operations.
- ***Institutions are reminded to extremely limit radio transmissions during these periods.***
- Please do not call in to ask if we need your assistance.
- ***When we need you, we will contact you.***

# Miscellaneous

- GNYHA members shall **always** monitor the A.L.E.R.T. channel. It is anticipated that your institution will be monitoring 24-hours-a-day.
- GNYHA members may be requested to switch to and from the A.L.E.R.T. channel to the GNY-HOSP-ASSN channel to receive updates and share information.
- Finally, failure to follow this protocol may result in terminating a particular party's access to the A.L.E.R.T. channel without prior notice.

# *Equipment Utilization Instructions*



# Any Questions?



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