



**London Ambulance Service
NHS Trust**

**Operational Radio Telephone (RT) Procedure
and RT Callsigns**

For Use By: All staff

Introduction

This Operational Radio Telephone Procedure is designed to ensure accuracy, speed in passing information and that messages are kept brief and to a minimum especially at a time when vehicle Mobile Data Terminals (MDT) are being introduced Service wide.

Applying the procedure ensures uniformity throughout the Service and prevents misunderstanding and confusion, improving efficiency in responding to demands placed upon the Service and enhancing the reputation of the LAS.

All personnel using the LAS radio system are reminded that correct procedure must be adhered to at all times. This is a requirement of the LAS and a condition of the licence issued by the Department of Trade and Industry (DTI).

Staff must be aware that there are patients, other crew staff, other LAS staff, external organisations and the Radio Investigation Service that listen to our radio frequencies.

It is the responsibility of all users to maintain their integrity, conduct and behaviour towards others while using any LAS radio equipment. Staff must be aware that their conduct influences the impression that patients, the general public and others have of the ambulance service.

It is the responsibility of all staff to utilise recognised radio terminology, code-words and phrases while speaking on the radio system in conjunction with MDT transmissions where appropriate.

Objectives

1. To ensure adherence to the Radio Communications Agency Licence terms and conditions.
2. To promote through proper and correct usage of RT equipment, staff safety.

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3. To ensure that the control centre or remote control site are aware of the current status of all operational resources and that patients receive the most appropriate response.
4. To promote through proper and correct usage of RT equipment, patient confidentiality.
5. To ensure that accurate, concise and appropriate communication is maintained between the control centre and staff.
6. To ensure that recognised terminology is used during all radio transmissions.

Procedure

1.0 Testing RT Transmission and Reception of Radio Equipment

- 1.1 Staff should ensure all RT equipment is in working order at the beginning of each shift.
- 1.2 Any faults found with RT equipment should be reported to Emergency Operations Centre (EOC).
- 1.3 All losses of hand portable radios must be reported to EOC immediately and to the appropriate line manager as soon as practical along with relevant completed documentation.
- 1.4 The following scale will be used to determine the quality of RT transmission and reception during test calls:

Strength 1	-	Unreadable
Strength 2	-	Barely readable
Strength 3	-	Readable with considerable difficulty
Strength 4	-	Readable with practically no difficulty
Strength 5	-	Perfectly readable
- 1.5 If RT contact cannot be established it is the responsibility of staff to find another means of contacting EOC.

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2.0 Routine RT Transmissions

- 2.1 Operational staff wishing to contact EOC should press the appropriate button dependant upon the urgency of the message they wish to transmit.
- 2.2 If difficulty is experienced in establishing contact, operational staff should consider moving their location or selecting an alternative channel.
- 2.3 If an acknowledgement tone cannot be obtained staff should contact EOC using voice only.
- 2.4 Where there is a requirement to report on arrival at an incident or at an 'out posting' staff must do so by pressing the appropriate button on the vehicle's MDT or by RT transmission as necessary.
- 2.5 When operational staff have reached the end of their shift they should add the suffix 'X-ray' to their call sign when transmitting.
- 2.6 If EOC revert to speech only for whatever reason, all resources will be advised via a 'General Broadcast' to use speech only until further notice. Once normal RT communications have been restored a further 'General Broadcast' will be made to advise staff they are able to use the full facility (see Fallback-LAS/MPS Recovery Procedure).
- 2.7 The word 'out' signifies the end of a transmission and may only be used by EOC. Staff wishing to make routine voice only contact should await the word 'out' following the last transmission from EOC before attempting to call.
- 2.8 The term 'over' signifies that the current speaker is waiting and expects a response to the last transmission.

3.0 Cancellation of Calls by RT and MDT transmissions

- 3.1 When cancellation of a call is necessary before the RT transmitted message has been completed, EOC will state "call cancelled", giving the reason for cancellation, if known, and will concluded with the time and exchange of initials which should be recorded on to the appropriate form(s).
- 3.2 Where a call message has been fully transmitted and assigned to a vehicle / resource, EOC will refer to the call by CAD number and address / location. Operational staff receiving the cancellation must repeat all cancellation details as

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given by EOC, exchange time and initials and record the cancellation information on to the appropriate form(s).

- 3.3 A call cancellation transmitted to a vehicle using MDT equipment will follow the laid down MDT protocols for such events by pressing the appropriate button and automatically updating the vehicle's status.

4.0 Vehicle Status

- 4.1 When undertaking any service journey, out-posting or temporary emergency cover, operational staff should notify EOC of any changes in their vehicle status immediately by either RT or appropriate MDT transmission.
- 4.2 When EOC request operational staff to 'Report', they must provide their location and status – see Appendix 1.
- 4.3 In any situations where a vehicle is unable to transmit a status update via the RT or MDT, another means of contacting EOC should be sought.
- 4.4 It is vital that staff always book 'Green on station' on their return. This should always be attempted by RT or MDT. If RT or MDT transmissions cannot be undertaken then contact must be carried out by telephone. Attempts to establish contact with EOC must not stop until a response and acknowledgement is received.

5.0 Listening Watch

- 5.1 Operational staff should maintain 'listening watch' at all times on their regular sector channel unless otherwise directed by EOC.
- 5.2 Whilst maintaining a 'listening watch' any operational staff or Managers who consider themselves a more appropriate resource to respond to a call should contact and inform EOC.
- 5.3 Operational staff at 'Standby' on 'listening watch', must maintain contact with EOC every 20 minutes. In the interests of operational staff safety and welfare, EOC will contact vehicles on 'Standby' every 30 minutes.

6.0 Priority Messages

- 6.1 Operational staff who wish to make urgent contact with EOC should press the

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appropriate button on the RT equipment. On receipt of any priority message, EOC will establish and confirm callsign and the nature of priority.

- 6.2. Alternatively, operational staff may contact EOC urgently by using the coded words 'Priority Priority' followed by the vehicle's callsign.
- 6.3 Where police assistance is urgently required and operational staff have reasons for their message and EOC's reply to be covert, then the coded words 'Zebra - Zebra' must be used. When the term 'Zebra-Zebra' is used, EOC must only repeat to confirm the vehicle's callsign and location where urgent police 'assistance' should attend - see Appendix 1.
- 6.4 Operational staff who have an acute emergency on board and wish to alert a hospital or treatment centre, should initiate the priority call and prefix their message with 'Blue call' and follow the CASMEET mnemonic – see Appendix 2.

7.0 General Broadcast (GB)

- 7.1 General Broadcasts are transmitted in the event of EOC having to pass information to all resources simultaneously. GB's can be repeated at the discretion of EOC.
- 7.2 All GBs must include the prefix "General Broadcast", before the message (normally given twice), and will conclude with "redbase out".

8.0 Emergency Reserve Channel (ERC)

- 8.1 The Emergency Reserve Channel (ERC) is intended for use in major incidents which occur outside the LAS operational area.
- 8.2 The callsign for the London Ambulance Service NHS Trust, EOC, when using the ERC is "LONDAM REDBASE".
- 8.3 When operational staff use the ERC to either contact or when they are contacted by another ambulance service control, the LAS vehicle call sign will be prefixed with 'LONDAM'.
- 8.4 To avoid interference to other ERC users. i.e. other ambulance services, 'Talk-Through' should generally be switched off. When 'Talk-Through' is selected it

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should be used for the minimum time necessary to meet an operational or test requirement

- 8.5 The ERC should be monitored in order to assist vehicles from other ambulance services requesting assistance or information. Monitoring is also necessary in order to detect and rectify interference on the channel, which might affect its operational effectiveness.
- 8.6 Checks ensuring correct operation of the ERC in the London operational area are the responsibility of EOC and should be carried out on a daily basis.

References: Current Control Service Radio System Operating Instructions.
LAS Zetron 4001S Radio Operator Instructions.
Radio Communications Agency - Private Mobile Radio & Common Base Station Operator Licence Guidance Notes RA 126 (REV 2) October 1995.
Wireless and Telegraphy Act 1949
Ambulance Service Basic Training Manual
EOC Fallback Procedures
Better ways to utilize single staff agreement
Joint Standby Agreement
MDT Implementation – Training Guidance Notes for
EOC / Operational Staff

Signature :



**Peter Bradley CBE
Chief Executive Officer**

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Appendix 1

Common Terminology

The coded words or phrases set out below have special and discreet meanings. They simplify the RT communication task of both operational and Control staff and ensure that messages are precisely understood by all users of the LAS Radio Telephone system at all times.

Alpha Alpha	I require information. The patient can over-hear this transmission. Be guarded by your reply.
BBA	Born before arrival
BID	Brought in dead
Correction	Amended information to follow
Echo Delta	Explosive Device
ETA	Estimated time of arrival.
Go ahead	Pass your message
Green on	Returned to station and available
Off Air	Switching off radio
Out	Exchange of message complete, no reply expected – ONLY TO BE USED BY CONTROL
Over	Message finished, awaiting immediate reply
Priority Priority	I wish to pass an urgent message.
Repeat	Repeat your last message
Report	Give your status, location and destination
Roger	Message received and understood

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RTB

Return to base

**Standby
Zebra Zebra**

Standby and await further instructions
Operational staff require **URGENT** police assistance. Make no reference to the 'police' in any acknowledgement/transmission but confirm only 'Zebra Zebra' and the address or location as given by staff.

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Appendix 2

Radio Reporting Codes

In order to avoid confusion, observe patient confidentiality and keep messages brief, the following codes will be used to describe status and availability of the Ambulance

Blue	-	Have acute emergency on board and require hospital to be alerted. The word 'Blue' to be followed by the name of the hospital and CASMEET mnemonic: - <ul style="list-style-type: none">▪ Callsign▪ Age,▪ Sex,▪ Mechanism of injury,▪ Examination,▪ Estimated time of arrival,▪ Treatment given.
Brown	-	Non-urgent patient on board e.g. 'Brown 3' indicated three such patients on board
Green	-	Empty and available
Priority Priority	-	I wish to pass immediate and urgent message
Purple	-	Suspected deceased patient
Purple Annex	-	Mortuary. Advise control of destination e.g. 'Queens Road' Annex
Purple Plus	-	Use if necessary to elaborate on the patients condition, e.g. patient very obviously dead
Red	-	Engaged on an emergency case (when patient on board the word 'red' followed by the number of patients e.g. Red 2' indicated two emergency patients on board
White	-	Empty but mobile to pick up a non-urgent case.

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Approved radio call signs version 14.6 amended Jan- 2010.doc

Operational Radio telephone (RT) Procedure

Radio Call signs for:-

1.0 Senior Managers /Control

- 1.1 Senior A&E Directorate
- 1.2 Performance Improvement Managers
- 1.3 Directorate of Technology
- 1.4 Emergency Operations Centre (EOC)
- 1.5 Emergency Planning Department
- 1.6 CTS
- 1.7 OCU

2.0 Operational Management Main Stations

- 2.1 A/E and Urgent vehicle call signs and Control Centres

3.0 Training

4.0 Non Sector Managers and Officers

- 4.1 Medical Incident Officers
- 4.2 Basics Doctors

5.0 Resource Centre Managers

6.0 Baby Emergency Transfer Service (BETS)

7.0 Fleet Support

8.0 Major and CBRN Vehicles

- 8.1 Hazmat Vehicles
- 8.2 Equipment Support vehicles
- 8.3 Other major Incident vehicles
- 8.4 DoH Pods
- 8.5 Public Events

9.0 Stadium cover

10.0 Vintage Ambulances

11.0 Major Incident Call Signs

12.0 Miscellaneous Vehicles

13.0 Allocation, amendments and additions to call sign list

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1.0 Senior Managers/Control

1.1 Senior A/E Directorate (Pre-fix "LONDAM")

Role	Name	Call sign	System Call Sign
Chief Executive Officer/Chief Ambulance Officer	Peter Bradley	LONDAM 01	LA01
Deputy Chief Executive/Deputy Chief Ambulance Officer	Martin Flaherty	LONDAM 02	LA02
Director of Operations/Deputy Chief Ambulance Officer	Richard Webber	LONDAM 03	LA03
Deputy Director of Operations	Jason Killens	LONDAM 04	LA04
Medical Director	Dr Fionna Moore	LONDAM 05	LA05
Assistant Director of Operations (East)	Katy Millard	LONDAM 06	LA06
Assistant Director of Operations (West)	Peter McKenna	LONDAM 07	LA07
Assistant Director of Operations (South)	Paul Woodrow	LONDAM 08	LA08
Assistant Director of Operations (Control Services)	Phil Flower	LONDAM 09	LA09
Assistant Director of Operations (Control Services)	John Hopson	LONDAM 10	LA10
Assistant Director of Operations (Projects)	Lizzy Bovill	LONDAM 11	LA11
Assistant Director of Operations (Central)	Chris Howdon	LONDAM 12	LA12
Assistant Medical Director Control Services	Dr Fenella Wrigley	LONDAM 13	LA13
Assistant Chief Ambulance Officer (Head of EPU)	John Pooley	LONDAM 14	LA14
Assistant Chief Ambulance Officer	Ralph Morris	LONDAM 15	LA15
Assistant Chief Ambulance Officer	Steve Sale	LONDAM 16	LA16
Assistant Chief Ambulance Officer (sec to LRT)	Ashley Barrett	LONDAM 17	LA17
Assistant Chief Ambulance Officer (sec to DH)	Russ Mansford	LONDAM 18	LA18
Assistant Medical Director (East)	Dr Neil Thomson	LONDAM 19	LA19
Assistant Medical Director (West)	Dr Peta Longstaff	LONDAM 20	LA20
Assistant Medical Director (South)	Dr Daryl Mohammed	LONDAM 21	LA21

1.2 Performance Improvement Managers

Position	Verbal	System call sign
PIM West Area	WHISKEY ALPHA NINE ZEDRO	WA90
PIM East Area	ECHO ALPHA NINE	EA90

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	ZERO	
PIM South Area	SIERRA ALPHA NINE ZERO	SA90
PIM Control Services	CENTRAL NINE ZERO	CO90

1.3 Directorate of Technology and Airwave Managers (pre-fix "ZULU 9")

Position	Verbal	System call sign
Director of Technology	ZULU 901	Z901
Deputy Director of Technology	ZULU 902	Z902
Head of Networks	ZULU 903	Z903
Airwave life manager (TBC)	ZULU 991	Z991
Business Change Manager (Mark Sommerville)	ZULU 992	Z992
Technical specialist (Andy Wilson)	ZULU 993	Z993
Technical specialist (Phil Sykes)	ZULU 994	Z994
Testing Specialist (Mathew Grey)	ZULU 995	Z995

1.4 AOM- Emergency Operations Centre (EOC) (pre-fix Central Nine & Eight)

Title	Name	System call sign
Ambulance Operations Manager	Lee Brooks	C091
Ambulance Operations Manager	Helen Mason	C092
Ambulance Operations Manager	Alex Foundos	C093
Ambulance Operations Manager	Paul Cassidy	C094
Ambulance Operations Manager	Kevin Canavan	C095
Ambulance Operations Manager	Simon Hading	C096
Ambulance Operations Manager	Al Edmonds	C097
Ambulance Operations Manager	Sue Watkins	C098
Ambulance Operations Manager	Helen Mason	C081
Ambulance Operations Manager	Paul Tattam	C082
Operational Control Managers (OCM)	Central Ten - Nineteen	C010-C019

EOC Vehilces	Verbal	System Call sign
Staff Car fleet 7140	Hotel Quebec Four Six	HQ46
Staff Car fleet 7135	Hotel Quebec Four Five	HQ45
Staff Car fleet 7432	Hotel Quebec Seven Zero	HQ70

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ECV Heathrow	Bravo Mike Three Zero	BM30
ECV Bow	Romeo Mike Three Zero	RM30
Forward Control vehicle	Hotel Quebec Three Three	HQ33

1.5 Emergency Planning Department (pre-fix "ECHO PAPA")

Position	Verbal	System Call sign
Senior Emergency Planning Manager (unassigned)	ECHO PAPA 1	EP01
EPA (unassigned)	ECHO PAPA 2	EP02
EPA (unassigned)	ECHO PAPA 3	EP03
EPA (Geoff Long) EOC	ECHO PAPA 4	EP04
EPA (Garry Phillips) South	ECHO PAPA 5	EP05
EPA (David Williams) West	ECHO PAPA 6	EP06
EPA (Liam Lehane) East	ECHO PAPA 7	EP07
EPA (Chris Reeves) Events	ECHO PAPA 8	EP08
EPA (Alan Palmer) OGPO	ECHO PAPA 9	EP09

Please note the title manager in EPM has been changed to Advisor hence EPA.

1.6 Radio Engineers (pre-fix "ROMEO ECHO")

Position	Verbal	System call sign
Duty Engineers Based at Waterloo	ROMEO ECHO 1-09	RE01 –09
External Radio Engineers	ROMEO ECHO 10-19	RE10 –19

1.7 Central Support Unit (Airwave) (pre-fix "Oscar Control")

Position	Verbal	System call sign
Supervisor	OSCAR NINE ZERO	N/A
BRONZE	OSCAR NINE ONE	N/A

2.0 Operational Management Main Stations

Note: Station Based Management should adopt as part of their call sign the main station code followed by the following numbers, using Whipps Cross (J3) as an example:-

Title	Code	Verbal	System call sign
Ambulance Operations Manager	J3	Juliet Three Nine One	J391
Duty Station Officer (operations)	J3	Juliet Three Nine Two	J392
Duty Station Officer (Office)	J3	Juliet Three Nine Three	J393
Duty Station Officer Events	J3	Juliet Three Nine Four	J394
Training Officer/Clinical Support	J3	Juliet Three Nine Five	J395
Clinical Support Officer	J3	Juliet Three Nine Six	J396

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Team leader (Operational)	J3	Juliet Three Nine Seven	J397
Team Leader (Office)	J3	Juliet Three Nine Eight	J398
Duty Officer When on Galaxy	J3	Juliet Three Nine Nine	J399

2.1 A/E and Urgent Call Signs

The general principle to be adopted for all A/E call signs is that the call sign should start with either the station or sector code.,

This table gives the number range for each type of vehicle and the control centre it operates under. Note this is determined by the call sign and is a default of the system.

Vehicle Use/Type	Call Sign	Number range	Control
Ambulance A/E Work	Station Based Example M201	01-29	EOC
Ambulance A/E Work ISSR	Sector Based Example SE13	10-29	EOC
Emergency Support vehicle	Station Based and 31	31	EOC
Emergency Equipment vehicle	Station Based and 32	32	EOC
EOC Support vehicles	See section 1.4		EOC
Extra Vehicles at Major Incidents and Events	Station Based Example B534	34-39	EOC/ICR
Area Support Vehicles			
South Area -South East	Area Based Example SA01	01-10	EOC
-South West	Area Based Example SA20	20-29	EOC
West Area - West	Area Based Example WA01	01-10	EOC

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- North West East Area - North East - East Central	Area Based Example WA20 Area Based Example EA01 Area Based Example EA20	20-29 01-10 20-29	EOC EOC EOC
Motor Cycle response units Based in East London the prefix will be Mike Echo (ME) Based in Central London the prefix will be Mike Charlie (MC)	Unique call signs ME01 MC02	01-29	EOC EOC
FRU – Single A/E Response vehicles ACR - Additional Complex Response Team leaders Training Officers Technician/Paramedic Duty Station Officers	Sector based Example SE51 Station based example M150 Station based example M145 Station based example M146 Station based example M147 Station based example M159	45-59 45-59 45 46 47 59	EOC EOC EOC EOC EOC EOC
FR- First Responders number range South 01-30 East 31-60 West 61-89	Area Based example South area FR01	01-89	EOC
ECP Additional A/E vehicles (Rostered)	Station Based Example M261 Station Based Example M265	60-64 65-69	EOC EOC
White Work Station based A&E Support/EMT1 UOC crews Sector based A&E Support/EMT1 UOC crews and White Work	Station Based Example M272 Station Based Example M275 Sector Based Example WS74	70-73 74-79 70-79	UOC UOC UOC
Ambulance Extra vehicle (Non Rostered) Training Ambulance University of Hertfordshire Training Ambulance with Team Leader	Station Based Example S180 Station Based Example M183 Station Based Example D486 Station Based Example L189	80-81 82-85 86-87 88-89	EOC EOC EOC EOC
Cycle Response Units (CRU)	Unique call sign Charlie Romeo Example CR01	01-40	EOC

3.0 Training

Each Training Centre will be identified by a unique pre-fix to that Centre.

Training Centre

Pre-Fix

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Fulham	Tango Foxtrot
Ilford	Tango India
Kenton	Tango Kilo
Bromley	Tango Bravo
New Malden	Tango Mike

The following call signs are to be used by trainers based at training centres followed by 20-29

Training Centre	Call Sign	Verbal	Example System Call sign
Fulham	TF 20-29	Tango Foxtrot	TF20
Ilford	TI 20-29	Tango India	TI20
Kenton	TK 20-29	Tango Kilo	TK20
Bromley	TB 20-29	Tango Bravo	TB20
New Malden	TM 20-29	Tango Mike	TM20

Senior Training Managers will be identified as specified in the table below.

Position	Location	Verbal	System Call sign
Head of Training	F2	Trainer 1	T001
Asst. Head (Resource/Planning)	F2	Trainer 2	T002
Asst. Head (Paramedic Training)	F2	Trainer 3	T003
Asst. Head (North West)	Kenton	Trainer 4	T004
Asst. Head (SW.C.SE)	Bromley	Trainer 5	T005
Asst. Head (EC,NE)	Ilford	Trainer 6	T006
Spare Senior Training call signs	various	Trainer 7 – 9	T007
<i>General trainer call signs to be used by training officer in official vehicles</i>	<i>Training centre code followed by the Number range 30-49 Example Training Officer from Ilford TI30 (Tango India three zero)</i>		

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4.0 Non Station Based Managers and Officers

Managers and Officers not directly aligned to a Station have been allocated the following call signs

Position	Location	Verbal	System call sign
H.E.M.S. Co-ordinator	Ryl London	Hotel Charlie one	HC01
Community Relations Manager	Bow	Charlie Mike one	CM01
Public Events Officer	Ilford	Papa Echo one	PE01
Media Resources Manager	HQ	Mike Romeo one	MR01
Senior Press Officer	HQ	Papa one	P001
Press Officer	HQ	Papa two	P002
Executive Officer to Chief Executive	HQ	Echo Oscar one	EO01
Staff Officer to Director of Operations	HQ	Sierra Oscar two	SO02
Staff Officer to Asst Director of Operations South Area	Deptford	Sierra Oscar three	SO03
Staff Officer to Asst Director of Operations West Area	Hanwell	Sierra Oscar four	SO04
Staff Officer to Asst Director of Operations East Area	Ilford	Sierra Oscar five	SO05
Staff Officer to Deputy Director of Operations and Control Services	HQ	Sierra Oscar six	SO06
Clinical Development Officer & staff officer to the Medical Director	HQ	Mike Delta two	MD02
Clinical Practice Manager (Medical Directorate)	HQ	Mike Delta three	MD03
DMC Manager	HQ	Delta Mike nine one	DM91
First Responder Project Manager	HQ	Fox Trot Romeo nine One	FR91
COMMUNITY DEFIBRILLATION OFFICER	Pocock Street	Fox Trot Romeo nine two	FR92
Olympics Project Manager	Pocock St	Oscar Mike nine one	OM91

4.1 Medical Incident Officers

Doctors Name	Location	Verbal	System call sign
Dr Julian Redhead	N/A	Mike Oscar Ten	MO10

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4.3 Basics Doctors

The London Ambulance Service has access to several doctors trained in Trauma and can be called by EOC to attend Incidents, when extra skills or drugs need to be administered. They have been allocated the call sign **Delta Alpha** followed by any number from 1-99.

The current list of Doctors are listed below and are current from the date of issue which is printed at the bottom of this page

Call sign	Doctors Name	Verbal	System call sign
DA1	UNDER REVIEW	Delta Alpha 1	DA01
DA2	UNDER REVIEW	Delta Alpha 2	DA02
DA3	UNDER REVIEW	Delta Alpha 3	DA03
DA4	UNDER REVIEW	Delta Alpha 4	DA04
DA5	UNDER REVIEW	Delta Alpha 5	DA05
DA6	UNDER REVIEW	Delta Alpha 6	DA06
DA7	UNDER REVIEW	Delta Alpha 7	DA07
DA8	UNDER REVIEW	Delta Alpha 8	DA08
DA9	UNDER REVIEW	Delta Alpha 9	DA09
DA10	UNDER REVIEW	Delta Alpha 10	DA10
DA11	UNDER REVIEW	Delta Alpha 11	DA11
DA12	UNDER REVIEW	Delta Alpha 12	DA12

5.0 Resource Centre Staff

Resource Centre Managers and co-ordinators will be identified with the letter code RC and the number range 01- 9

Position	Location	Verbal	System call sign
Resource Centre Manager	Ilford	Romeo Charlie Two	RC02
Resource Centre Manager	Croydon	Romeo Charlie Three	RC03
Senior Co-ordinator	Ilford	Romeo Charlie Five	RC05
Senior Co-ordinator	Croydon	Romeo Charlie Six	RC06
Co-ordinator	Ilford	Romeo Charlie Eight	RC08
Co-ordinator	Croydon	Romeo Charlie Nine	RC09

6.0 Call Signs for Baby Emergency Transfer Service (BETS)

Verbal	System call sign
Bravo Tango One	BT01
Bravo Tango Two	BT02
Bravo Tango Three	BT03

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7.0 Fleet Support

Workshop staff that may be required to use a service radio will identify themselves using the prefix Foxtrot followed by their station code and the number 1

Fleet Workshop Staff	Verbal Call Sign	System Call sign
Example based at Water loo (N3)	Fox trot November three one	FN31
Based at West Ham	Fox Trot Juliet two one	FJ21

8.0 Major and CBRN Vehicles

8.1 HART Team

The team will have the unique pre fix "India Alpha" which stands for Incident Assessment Team.

HART & HAZMAT Decontamination Management Team	Verbal Call Sign	System Call sign	Location
CBRN/HART Co-ordinator – Marc Rainey	India Alpha One	IA01	Pocock St
CBRN/HART Operations Officer – David Leach	India Alpha Two	IA02	Deptford
CBRN/HART Training Officer – Andy Ashman	India Alpha Three	IA03	Deptford
Tony Little	India Alpha Four	IA04	On call TSO
Alan Tokley	India Alpha Five	IA05	On Call TSO
Mo Halawi	India Alpha Six	IA06	On Call TSO

HAZMAT Decontamination Units (East Team)	Verbal Call Sign	System Call sign	Loction
HART Command and Control Vehicle	Hotel Alpha One Zero	HA10	Deptford
HART Light Equipment Vehicle	Hotel Alpha One One	HA11	Deptford
HART Heavy Equipment Vehicle	Hotel Alpha One Two	HA12	Deptford
HART Personnel Carrier	Hotel Alpha One Three	HA13	Deptford
HART USAR Vehicle	Hotel Alpha One Four	HA14	Deptford
HART USAR Vehicle	Hotel Alpha One Five	HA15	Deptford
FRU	Hotel Alpha Five Five	HA55	Deptford
FRU	Hotel Alpha Five Six	HA56	Deptford
Portable Decon unit Barnehurst	India Alpha Nine	IA09	
Portable Decon unit Barnehurst	India Alpha Ten	IA10	
Portable Decon unit Fulham	India Alpha One One	IA11	
Portable Decon unit Fulham	India Alpha One Two	IA12	
Portable Decon Unit St. Helier	India Alpha One Three	IA13	
Portable Decon Unit St. Helier	India Alpha One Four	IA14	
HART Response car North London based at Deptford	India Alpha Five Five	IA55	
HART Response car South London based at Deptford	India Alpha Five Six	IA56	
HART Command Vehicle based at Deptford	India Alpha Three Zero	IA30	
HART Support Vehicle (1) based at Deptford	India Alpha Three One	IA31	
HART Support Vehicle (2) based at Deptford	India Alpha Three Two	IA32	
PPE Trailer 1	India Alpha Three Three	IA33	

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PPE Trailer 2	India Alpha Three Four	IA34	
PPE Support Vehicle (not yet in service)	India Alpha Three Five	IA35	

The following call signs will be for the second HART that is planned for the west London area in the next financial year

HAZMAT Decontamination Units (West Team)	Verbal Call Sign	System Call sign	Location
HART Command and Control Vehicle	Hotel Alpha Two Zero	HA20	West (TBA)
HART Light Equipment Vehicle	Hotel Alpha Two One	HA21	West(TBA)
HART Heavy Equipment Vehicle	Hotel Alpha Two Two	HA22	West(TBA)
HART Personnel Carrier	Hotel Alpha Two Three	HA23	West(TBA)
HART USAR Vehicle	Hotel Alpha Two Four	HA24	West(TBA)
HART USAR Vehicle	Hotel Alpha Two Five	HA25	West(TBA)
FRU	Hotel Alpha Five Seven	HA57	West(TBA)
FRU	Hotel Alpha Five Eight	HA58	West (TBA)

HAZMAT Decontamination Units	Verbal Call Sign	System Call sign	Location
Decon Unit	Delta Charlie One Zero	DC10	Becontree
Decon Unit	Delta Charlie One One	DC11	Becontree
PPE Carrier	Delta Charlie One Two	DC12	Becontree
Decon Unit	Delta Charlie Two Zero	DC20	Bounds Green
Decon Unit	Delta Charlie Two One	DC21	Bounds Green
Decon Unit	Delta Charlie Three Zero	DC30	Isleworth
Decon Unit	Delta Charlie Three One	DC31	Isleworth
PPE Carrier	Delta Charlie Three Two	DC32	Hanwell
Decon Unit	Delta Charlie Four Zero	DC40	Croydon
Decon Unit	Delta Charlie Four Zero	DC41	Croydon
Decon Unit	Delta Charlie Five Zero	DC50	Not Yet Assigned
Decon Unit	Delta Charlie Five One	DC51	Not Yet Assigned
Decon Unit	Delta Charlie Six Zero	DC60	Not Yet Assigned
Decon Unit	Delta Charlie Six One	DC61	Not Yet Assigned
Land Rover with attached trailer	Delta Charlie Seven Zero	DC70	Deptford

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8.2 Equipment Support Vehicles

Location	Verbal	System Call sign
Greenwich	Echo Sierra 1	ES01
Greenwich	Echo Sierra 2	ES02

8.3 Other Major Incident Vehicles

ECV, Forward Command Vehicle See 1.4, Emergency Support vehicle See 2.1, Emergency Equipment vehicle See 2.1

8.4 DOH – POD Vehicles

Location	Verbal	System Call sign
Deptford	Papa Delta 1	PD01
Edmonton	Papa Delta 2	PD02
Bromley	Papa Delta 3	PD03
Croydon	Papa Delta 4	PD04
Park Royal	Papa Delta 5	PD05

8.5 Vehicles used for Public Event Duty

Location	Verbal	System Call sign
Ilford/various	Papa Echo	PE01-10

The call signs allocated to these vehicles will be PE 01-10
Spoken this will be Papa Echo 1 (for example PE01)

9.0 Resources for Stadium Cover

To be allocated by the resource centres see section 2.1 Major incidents and Events

10.0 Vintage Ambulances

The vintage ambulances owned and managed by the Service have each been allocated a call sign with the pre-fix **Victor Alpha** with the number, range **1-99**.

11.0 Major incident Command Structure

Verbal Call Sign	System call sign	Notes
Gold Medic	GM01	May be required to leave HQ for meetings
Silver Medic	SM01	Ambulance Incident Officer
Silver Staff	SS01	Emergency Planning Officer
Bronze Medic	BM01-09*	Forward Incident Officer
Bronze Safety	BS01-09*	
Bronze Loading	BL01-09*	Loading Officer
Bronze Parking	BP01-09*	Parking Officer

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Bronze Clearing	BC01-09*	Casualty clearing
Bronze Equipment	BE01-09*	
Bronze Decom	BD01-09*	CBRN adviser
Silver Doctor	SD01	Medical Incident Officer
Bronze (Hospital name)	BH01 – 09*	Hospital Liaison Officers

* More than one Officer may be appointed

Note: Officer's are to use their Airwave radio as part of the command structure for any major incident.

12.0 Miscellaneous Vehicles

All other Service vehicles, including staff cars, Corsas, which do not have a dedicated call sign, should request a temporary call sign by contacting EOC/UOC. The temporary call sign will only be valid for one shift.

13.0 Allocation, amendments and additions to call sign list

The allocation, amendments, and additions to the call sign list will be the responsibility of the Assistant Chief Ambulance Officer (Control Services).

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