

# *Augusta County Emergency Services Officers Association*

*Augusta County Government Center  
P.O. Box 590 – 18 Government Center Lane  
Verona, Virginia 24482*



## *Fire-EMS Standard Operating Guideline*

<b>Section:</b>	Communications
<b>Title:</b>	Busy Signal
<b>Date:</b>	
<b>Revised:</b>	<b>05/2013</b>

### Busy Signal

**Busy Signal:** A communication signal transmitted on a Fire-Rescue frequency to alert Emergency Service Personnel the Augusta County Emergency Communications Center is unable to promptly acknowledge or respond to non-emergency radio traffic.

Augusta ECC will follow the outlined procedure when activating the busy signal:

1. <**Activate**> the busy signal on a communication frequency (s) **ONLY**

Radio traffic may continue on the channel but Emergency Service Personnel shall not expect Augusta ECC to acknowledge communications unless a "Priority Traffic" request is transmitted.

2. <**Activate**> the busy signal on communication frequency (s) and request all units to hold radio traffic unless priority.

No radio traffic shall be transmitted on the frequency until further notice or a "Priority Traffic" request is transmitted.

**Emergency Service Provider with priority traffic:** In the event the busy signal is activated and the Emergency Service Provider has priority radio traffic, the provider will contact Augusta ECC on a communication frequency and advise "priority traffic". Augusta ECC will acknowledge the radio traffic on the appropriate communication frequency immediately.

**Emergency Service Provider with non-emergent radio traffic:** Augusta ECC will acknowledge an Emergency Service Provider with non-emergent radio traffic at the first convenient opportunity.

## Reference:

### **Busy Signal**

Augusta County Emergency Services Officer's Association – Website (2008)  
Section 3: Communications

## Related Content: