MBTA Tunnel Communications

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INTRODUCTION

The Massachusetts Bay Transportation Authority (MBTA) has upgraded its radio communication system to provide enhanced radio communications within the MBTA's tunnels for Boston Emergency Medical Services, the Boston Fire and Police Departments, MetroFire (Regional Fire Network that supports 35 fire departments), BAPERN (Boston Area Police Emergency Radio Network that supports over 100 police departments), the Cambridge Fire and Police Departments, the Somerville Fire and Police Departments, the Massachusetts State Police, and the MBTA Transit Police Department.

PROCEDURE

1. Boston EMS personnel operating at the scene of an incident in an underground MBTA station or subway tunnel needing to communicate with the Boston EMS Dispatcher should first attempt to contact the BEMS dispatcher via the assigned operating BEMS frequency (e.g. TAC-1, TAC-5, etc.)

2. If unable to contact the EMS dispatcher via a BEMS channel, one member should switch to Boston Fire Department channel 4. This channel is located in **BEMS** zone with the channel name **BOSTON 4**. Therefore, when properly selected, the display will read: **BEMS BFD 4**

    2.1. EMS users should contact the Boston Fire Alarm Dispatcher using the format: "Fire Alarm, Boston EMS <Unit> Calling on Channel 4.

    2.2. Emergency Requests: Once acknowledged by Boston Fire Alarm, an EMS unit with an emergency request will state their Unit ID, Location, and Nature of the Emergency. The Fire Alarm Dispatcher will act upon the request (emergency request for the police, for example) and then quickly notify the EMS Dispatcher of the situation.

    2.3. Non-Emergency Requests: Once acknowledged by Boston Fire Alarm, an EMS unit with a non-emergency request will state their Unit ID, Location, and Request the EMS Dispatcher.

    2.4. Unless the EMS Dispatcher is monitoring BFD Channel 4 and immediately responds, the Fire Alarm Operator will update the EMS Incident indicating that the Unit is requesting the EMS Dispatcher on Channel 4. If the EMS Dispatcher does not come up on BFD Channel 4 after the CAD message has been entered, the Fire Alarm Dispatcher shall notify the EMS Dispatcher via ringdown.

    Example: Emergency
    EMS Unit: "Fire Alarm, Boston EMS A-1 Calling on Channel 4"
    Fire Alarm: "Fire Alarm Answering Boston EMS Ambulance 1"

Unit: "Fire Alarm- Boston EMS Ambulance 1 at Park Street MBTA requesting Police Assistance for a Violent Patient"

Fire Alarm: "Fire Alarm to Boston EMS Ambulance 1- we'll send the Police to Park Street for a violent patient"

In this case, the Fire Alarm operator should notify the MBTA Police and simultaneously update the CAD incident text.

Example: Non-Emergency

EMS Unit: "Fire Alarm, Boston EMS Ambulance 1 Calling on Channel 4"

Fire Alarm: "Fire Alarm Answering Boston EMS Ambulance 1"

EMS Unit: "Fire Alarm Boston EMS Ambulance 1 at Park Street MBTA requesting the EMS Dispatcher"

The fire alarm dispatcher will then update the Park Street incident indicating the Unit is requesting the EMS dispatcher. The EMS Dispatcher will then come up on BFD Channel 4

EMS Dispatcher: "Ambulance 1, this is Boston"

EMS Unit: "Boston, Ambulance 1—you can cancel the Paramedics to this location. Have the MBTA Police continue for an assault report"

EMS Dispatcher: "Ambulance 1, Boston- roger, cancel the paramedics and continue the MBTA police routine for a report."

If BFD Channel 4 is not available, a secondary interoperability channel is MBTA Transit Police Channel 1

1.   This channel is located in POL zone with the channel name MBTA PD1. Therefore, when properly selected, the display will read: **POL MBTA PD1**

   1.1. EMS users shall contact the MBTA Transit Police Dispatcher: "Transit Police, Boston EMS <Unit> Calling on Channel 1.

   1.2. Once acknowledged by MBTA Transit Police Dispatcher, the EMS unit will state their Unit ID, Location, and message. The MBTA Transit Police Dispatcher will act upon the request (emergency request for the police, for example) and then notify the EMS Dispatcher of the situation.