



**Nelson County Emergency Services Council**  
**Nelson County, Virginia**

<b><i>Nelson County Emergency Services Council Standard Operating Guideline</i></b>	
Subject:	Busy Signal Usage
Reference Number:	COM 03-002
Effective Date:	1-Jan-16
Last Revision Date:	
Signature of Approval	David Graves, President

**Purpose:**

Develop a method for Nelson County and Wintergreen 911 communicators to indicate to field units when they are unable to answer a transmission because they're on a 911 call or another frequency.

**Procedure:**

911 dispatch consoles are equipped with a momentary switch which creates an audible "busy signal" tone. If a dispatcher is being hailed on a radio frequency however is unable to answer, he/she may use the busy signal to indicate their status quickly to field units.

It is understood this will not be utilized when the pending radio traffic is of priority nature.

Once a field unit receives the busy signal from a 911 communicator, he/she will not continue to attempt calling the dispatch center. The field user will wait to be contacted by the dispatch center once they're able to receive traffic.