

Policy: AD 08-05
Policy Title: Radio Protocol and Guidelines
Policy Purpose: Provide guidance in the use of radio transmissions
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CITY OF WESTFIELD PUBLIC WORKS DEPARTMENT

Radio Protocol and Guidelines

This policy is to provide basic guidance in the use of radio transmissions within the department.

Priorities of Communications

The order of priority for transmission of messages is:

- Emergency communications
- Safety communications
- All other communications

Control of Communications

In communications between a base unit and a mobile unit, the base unit has control of communications, and the mobile unit shall comply with all instructions given by the base unit in matters relating to the order and time of transmission, the choice of talk group and to the duration and suspension of work. This does not apply in the cases of emergency or urgency communications, where the control of the communications lies with the unit initiating the priority call.

During large incidents, such as natural disasters, utilizing the Incident Command System, communication control will be handled by Incident Command. During these incidents, personnel will be instructed as to what talk groups to utilize and who will be controlling their communication activities.

Unnecessary Communications

Communications should be restricted to those necessary for the transmission of authorized messages. Profane or obscene language is strictly prohibited.

Operating Procedure

Time

The twenty-four hour clock system (military time) should be used to express time. Time should be expressed and transmitted by means of four figures, the first two denoting the hour past midnight and the last two the minutes past the hour.

| | | |
|------------------|---------------------|------------------------------|
| Examples: | 12:45 a.m..... | is expressed as 0045 |
| | 12:00 noon | is expressed as 1200 |
| | 11:45 p.m..... | is expressed as 2345 |
| | 12:00 midnight..... | is expressed as 2400 or 0000 |
| | 1:30 a.m..... | is expressed as 0130 |
| | 1:45 p.m..... | is expressed as 1345 |
| | 4:30 p.m..... | is expressed as 1630 |

Phonetic Alphabet

The phonetic alphabet is used to avoid confusion when transmitting difficult or unusual words. The following public sector recognized alphabet should be learned thoroughly so that it is readily available whenever isolated letters or groups of letters are pronounced separately, or when communication is difficult.

| Letter | Word |
|---------------|-------------|
| A | Adam |
| B | Boy |
| C | Charles |
| D | David |
| E | Edward |
| F | Frank |
| G | George |
| H | Henry |
| I | Ida |
| J | John |
| K | King |
| L | Lincoln |
| M | Mary |
| N | Nora |
| O | Ocean |
| P | Paul |
| Q | Queen |
| R | Robert |
| S | Sam |
| T | Tom |
| U | Union |
| V | Victor |

| | |
|---|---------|
| W | William |
| X | X-ray |
| Y | Young |
| Z | Zebra |

Indiana 10 Code

The following are the standard set of codes used in the public service radio system.

| | |
|-------|----------------------------------|
| 10-0 | Fatality |
| 10-1 | Signal Weak |
| 10-2 | Signal Good |
| 10-3 | Stop Transmitting |
| 10-4 | Message Received |
| 10-5 | Relay |
| 10-6 | Busy |
| 10-7 | Out of Service |
| 10-8 | In Service |
| 10-9 | Repeat |
| 10-10 | Fight |
| 10-11 | Animal |
| 10-12 | Stand By |
| 10-13 | Report Conditions |
| 10-14 | Prowler Report |
| 10-15 | Civil Disturbance |
| 10-16 | Domestic Problem |
| 10-17 | Complainant |
| 10-18 | Urgent |
| 10-19 | Go to Station |
| 10-20 | Location |
| 10-21 | Call |
| 10-22 | Disregard |
| 10-23 | Arrived at Scene |
| 10-24 | Assignment Complete |
| 10-25 | Report to _____ |
| 10-26 | Detaining Suspect |
| 10-27 | Driver License Information |
| 10-28 | Vehicle Registration Information |
| 10-29 | Check for Wants/Warrants |
| 10-30 | Illegal Use of Radio |
| 10-31 | Crime in Progress |
| 10-32 | Gun |
| 10-33 | Emergency- Standby |
| 10-34 | Riot |
| 10-35 | Major Crime Alert |

| | |
|-------|---------------------------|
| 10-36 | Time |
| 10-37 | Suspicious Person/Vehicle |
| 10-38 | Stop Suspicious Vehicle |
| 10-39 | Use Lights and Siren |
| 10-40 | Respond Quietly |
| 10-41 | Beginning Shift |
| 10-42 | Ending Shift |
| 10-43 | Information |
| 10-44 | Permission to Leave |
| 10-45 | Dead Animal |
| 10-46 | Assist Motorist |
| 10-47 | Emergency Road Repair |
| 10-48 | Traffic Control |
| 10-49 | Traffic Signal Out |
| 10-50 | Traffic Accident |
| 10-51 | Tow Truck |
| 10-52 | Ambulance |
| 10-53 | Roadway Blocked |
| 10-54 | Livestock on Roadway |
| 10-55 | Intoxicated Driver |
| 10-56 | Intoxicated Pedestrian |
| 10-57 | Hit and Run Accident |
| 10-58 | Direct Traffic |
| 10-59 | Escort |
| 10-60 | Squad in Vicinity |
| 10-61 | Personnel in Vicinity |
| 10-62 | Reply to Message |
| 10-63 | Prepare to Copy |
| 10-64 | Local Message |
| 10-65 | Net Message |
| 10-66 | Cancel Message |
| 10-67 | Clear for Net Message |
| 10-68 | Dispatch Information |
| 10-69 | Message Received |
| 10-70 | Fire |
| 10-71 | Advise Nature of Fire |
| 10-72 | Report Alarm Progress |
| 10-73 | Smoke Report |
| 10-74 | Negative |
| 10-75 | In Contact with _____ |
| 10-76 | En Route |
| 10-77 | Estimated Time of Arrival |
| 10-78 | Request Assistance |
| 10-79 | Notify Coroner |
| 10-80 | Alarm |

| | |
|-------|---------------------------|
| 10-81 | Breathalyzer Report |
| 10-82 | Reserve Lodgings |
| 10-83 | School Crossing Detail |
| 10-84 | Estimated Time of Arrival |
| 10-85 | Arrival Delayed |
| 10-86 | Operator on Duty |
| 10-87 | Pick Up |
| 10-88 | Advise Telephone Number |
| 10-89 | Bomb Threat |
| 10-90 | Bank Alarm |
| 10-91 | Pick Up Subject |
| 10-92 | Illegally Parked Vehicle |
| 10-93 | Blockage |
| 10-94 | Drag Racing |
| 10-95 | Subject in Custody |
| 10-96 | Mental Subject |
| 10-97 | Test Signal |
| 10-98 | Prison Break |
| 10-99 | Wanted or Stolen |

Talk Groups

The following are talk groups which are programmed into the radios for transmission purposes:

| |
|----------------|
| W Street |
| W City |
| W Spev 1 |
| W Tk – Tk |
| W Water |
| W Waste |
| W Const Dev |
| W GIS |
| W Plan |
| W Com Dv |
| W Parks |
| W City Adm |
| W PW Adm |
| W Supv |
| Nobl Disp. REC |

Procedural Words and Phrases

Unit Numbers

A distinctive *Unit Number*, consisting of a group of numbers, is assigned to radio units for identification purposes and should be used at least when initial contact is being established and again when the communication is concluded. When two or more users share a common talk group, it is essential that correct identification is used at all times to ensure positive identification of the users.

| | |
|-----------------------------------|------|
| Administration- Base Unit | 8700 |
| Administration Personnel | 870X |
| Streets Personnel | 872X |
| Grounds and Maintenance Personnel | 873X |
| Customer Service- Base Unit | 8800 |
| Wastewater Personnel | 880X |
| Engineering Personnel | 883X |
| Water Personnel | 884X |
| Instrumentation & Control | 886X |
| Dev/Construction Personnel | 888X |
| GIS Personnel | 889X |

Radio Calling Procedures

A unit having emergency, urgency or safety communications to transmit is entitled to interrupt at any time a transmission of lower priority that is in progress.

The identifier of the unit being called is **ALWAYS** spoken first, followed by the words "THIS IS" and your own unit identifier.

Single Unit Call

When a unit wishes to establish communication with a specific unit, it shall transmit the following items in the order indicated:

Unit Number of the unit called

The words "THIS IS".

Unit Number of the unit calling

Invitation to reply.

Multiple Unit Call

If it is desired to call more than one unit simultaneously, the *Unit Numbers* of the units may be transmitted in any convenient sequence preceding the words "THIS IS".

When a mobile wishes to establish communication with any unit within range, or within a certain area, the call should be made as follows:

General call

The words "THIS IS".

Unit Number of the unit calling

Invitation to reply.

When a unit wishes to broadcast information to all units that are within the coverage area of the base unit and does not require an acknowledgement or a reply, it proceeds with the message immediately after giving its *Unit Number* and ends the transmission with its *Unit Number* and the word "OUT".

Replying

An operator hearing a call directed to his/her unit shall reply as soon as possible and advise the calling unit to proceed with the message using the words "GO AHEAD".

If the unit is not ready to receive the message, the operator should reply to the call and advise the calling unit to "STAND BY".

Failure of Communications

When contact with a base unit fails on the selected talk group, the mobile should try to establish contact on another talk group (if available) appropriate to the area in which it is operating.

When normal communications from a base unit to a mobile cannot be established, the base unit should try to relay the message via any other unit which may be able to establish communications.

Corrections and Repetitions

When an error has been made in transmission, the word "CORRECTION" should be spoken, and the last correct word or phrase repeated, and the correct version transmitted. Transmissions or items of transmissions should not be repeated unless requested by the receiving operator.

If the receiving unit desires repetition of a message, the operator should request it by saying the words "SAY AGAIN". If repetition of only a portion of a message is required, the receiving operator should use the following appropriate phraseology:

Requests for repetition of specific items of a message should be made using the words "SAY AGAIN" followed by the identification of the portion of the message desired.

**Examples: SAY AGAIN NAME OF STREET
SAY AGAIN HOUSE NUMBER**

Message Handling Procedures

When transmitting a message, the operator should:

- deliver the radio message clearly and concisely using standard phraseology whenever practical;
- plan the content of the message before transmitting;

The message generally consists of four parts:

- The call-up
- The reply
- The message
- The acknowledgement or ending

Radio Checks

When your radio unit requires a radio check, follow this procedure:

Call another unit and request a radio check. The signal check consists of "RADIO CHECK HOW DO YOU READ ME? OVER."

Your unit identification (*Unit Number*) should be transmitted during such test transmissions.

Urgency Communications

Urgency Signal

The urgency signal indicates that the unit calling has a very urgent message to transmit.

The urgency signal is "RUSH". It should be used at the beginning of the first communication.

The urgency signal and the urgency message may be addressed to all units or to a specific unit.

Example: If you were to call Customer Service with an emergency it would be phrased as; "8800 8861 Rush". This is an indicator to all the talk groups that you have Rush Traffic and all units are to clear the talk group.

Priority

The urgency signal has priority over all other communications except emergency.

Radio Station Licenses

All Westfield Public Works radio units utilize the countywide system. It is not necessary for us to maintain an FCC license. All licensing is handled by the county as they operate the system and the towers and we are simply users of the system.



Kurt J. Wanninger, Director
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