

STANDARD OPERATING GUIDELINE - 2.1.1

TOPIC - COMMUNICATIONS - GENERAL PROCEDURES

PURPOSE:

To promote effective radio communications

GENERAL:

All operation of public communication systems must comply with the rules and regulations as set forth by the Federal Communications Commission. The following procedures and suggestions will help to promote effective communication.

GUIDELINE:

1. Department radios are to be used only for official department communications.
2. Speak distinctly, calmly, and clearly.
3. Keep messages brief, using natural phrases and common language.
4. Use the phonetic alphabet to clarify single letter portions of a message.
5. The "Order Model" is to be used ensuring truly understood communications.
6. Eliminate all unnecessary talking, remember that we share air space with other emergency agencies. If, after attempting to reach a station, unit, or individual twice unsuccessfully, either request a relay from dispatch or sign off and try again in a minute or so.
7. Indecent, obscene, or profane language is strictly prohibited.
8. Avoid familiarity (first names); use only unit numbers, titles or proper names.
9. When transmitting to another radio, address the receiver first then identify yourself.
10. Under all conditions; whenever apparatus leaves the station an, "enroute/responding", to location must be transmitted. Under emergency conditions transmit personnel status.
11. Under all conditions; whenever apparatus returns to the station a, "secure in quarters", must be transmitted.
12. Whenever a tactical frequency has been assigned by dispatch units

must go enroute on the assigned frequency.

13. Whenever possible and applicable group broadcasts may be the best means to notify dispatch that we are enroute, returning or secure.
14. Upon arrival to the scene or when you are nearing the scene be sensitive that Command may be busy and not able to immediately make your assignment known to you, be patient but persistent.