

# INCIDENT MANAGEMENT SYSTEM AND TACTICAL OPERATIONS MANUAL

---

SERIES 335

## OPERATIONAL GUIDELINE RADIO COMMUNICATION PROTOCOL

### PURPOSE

To establish guidelines that insures effective radio communications

### PROCEDURE

- I. The following general guidelines will be used when operating radios:
  1. Microphones should be held as closely to the mouth as possible. Speak with normal volume, pronouncing words distinctly
  2. Avoid unnecessary transmissions
  3. Ensure the frequency is clear before transmitting
  4. Transmissions must be brief, concise and to the point
  5. Be Professional. Speak clearly and distinctly
  6. Refer to department members by their call sign
  7. Personal messages and, messages not involving department business are strictly prohibited
  8. Do not use personal names or nicknames over the air
  9. Think about what you are going to say before you transmit
  10. Do not make derogatory statements and comments, or use profanity
  11. Attempt to curtail background noise as much as possible when transmitting
- II. Normal Radio Transmissions
  1. On transmissions between mobile units, the party initiating the message will first identify the party the message is intended for, then will identify themselves. The party being called will answer with their call sign.
    - A. EXAMPLE:
      - (1). 1st party : "Battalion 21, this is Engine 21-11."
      - (2). 2nd party: "Battalion 21"
      - (3). 1st party: Transmits message.

**DRAFT**

Adopted: 1-97

Revised: 1-06

2. Attempts to contact mobile units should occur no more than three times, after which an alternate unit should be called or another means of contact attempted.

3. On transmissions between Dispatch and companies, the same protocol as listed above will be used except that Dispatch will answer with the 1st parties call sign.

A. EXAMPLE:

(1). 1st party: "Dispatch, this is Engine 21-11."

(2). Dispatch: "Engine 21-11"

(3). 1st party: Transmits message.

### III. Emergency Radio Traffic

1. Emergency Communications supersede all other radio traffic. The term "Emergency traffic" when transmitted from a mobile or portable radio shall signify the transmitter has an emergency circumstance which is immediately dangerous to life or health.

A. EXAMPLE:

(1). Field Unit: Dispatch from Battalion 6, "EMERGENCY TRAFFIC"

(2). Dispatch: Transmit the Emergency Traffic Tone over the transmitter site being used by Battalion 6 on frequency 1 and operational frequencies

(3). Field Unit: Battalion 6 states message: IE "All interior units abandon the structure — roof collapse imminent"

(4). Dispatch: Repeat Message - "Battalion 6 advising all units to abandon the structure roof collapse imminent". (Dispatch will say this two times)

### IV. Priority Radio Traffic

1. Priority Communications takes precedence over normal radio traffic, how does NOT supersede Emergency Radio traffic.

When Dispatch states "Priority Traffic only on Frequency 6" the only time units should come on the air is to request assistance (Police, Battalion Chief, etc....) or to request additional resources or greater alarms.

**DRAFT**