

RADIO PROCEDURES

Operating a radiotelephone is extremely simple, over a quarter of a million people in the UK alone use them everyday – keeping it simple but effective means following a few simple rules.

The subsequent information is intended as a guide to best practice when communicating by radiotelephone. The purpose is to foster a better understanding of the need for practical rules so that users can work to an improved capacity. Those working in areas where high sound pressure levels exist such as on stage will require head sets with their radios to enable audio clarity.

To make a call

1. Make certain that your set is turned ON; a lot of users forget to do this, listen to Control and set the volume to a comfortable level.
2. If you have a multi-channel set make sure you are tuned to the correct channel.
3. Important, LISTEN before transmitting. If you are not sure whether the channel is in use, briefly ask.
4. Never interrupt another station already working the channel except in case of EMERGENCY.
5. Do not all speak at once
6. When you are certain that the channel is clear press the PRESS TO TRANSMIT button and speak slowly, clearly and softly across the microphone not directly into it, holding the microphone about 1 - 2 in. away from your mouth, do not shout or whisper. The radiotelephone has all the amplification it needs and speaking above a certain level distorts the signal. Let the radiotelephone do the work. Normal speech speed is about 40 – 60 words per minute. Pronounce words DISTINCTLY and SLOWLY. Our speech tends to speed up when we are nervous and stressed, take a deep breathe before speaking (this also applies to telephones as well as radios).
7. At the end of your transmission release the PRESS TO TRANSMIT button to hear the reply.

The use of obscene language, swearing and the passing of gambling information is expressly forbidden under Radio Telephone Licensing Regulations. The Police or Home Office may be monitoring your calls and in some cases event stewards may be operating on the same channels as the Police with whom close liaison is essential. The Standard International Phonetic Alphabet is recommended when it is necessary to spell out individual words. It is mainly of advantage when operating in difficult conditions of communication and is always given as "A Alpha' B Bravo" etc. never as "A as in Alpha' B as in Bravo" etc.

A Alpha
B Bravo

N November
O Oscar

C Charlie
D Delta
E Echo
F Fox-trot
G Golf
H Hotel
I India
J Juliet
K Kilo
L Lima
M Mike

P Papa
Q Quebec
R Romeo
S Sierra
T Tango
U Uniform
V Victor
W Whiskey
X X-Ray
Y Yankee
Z Zulu

Numerals should be pronounced as follows:

1 Wun
2 Two
3 Three
4 Four
5 Fife

6 Six
7 Sev-en
8 Ate
9 Niner
0 Zero

Strict adherence to procedure is necessary to ensure ACCURACY & SPEED in passing messages and to eliminate mistakes and repetitions. In emergencies think before transmitting and put facts slowly and clearly to control, your professional input

is vital. Emotional tension can speed up the word rate and reduce intelligibility to the point where control and yourself are just not communicating. SLOW DOWN AND SPEAK INTELLIGIBLY. Use code names, numbers and abbreviations. Avoid jargon which may not be understood.

Do not use a radio telephone for idle conversations, transmitting uses up batteries quicker than receiving. You will be able to "monitor" your radio for several hours but you have very limited transmission time, a flat battery is of no use to you when you have an urgent message to transmit. Chatting unnecessarily on your radio is unprofessional and sets a poor example to colleagues and members of the public. If you spend your work time chatting you will be out of contact with control, blocking the channel and oblivious to any situation that may require your urgent attention. It is no exaggeration to state here that lives may be at risk.

Call procedure

After first making sure the channel is CLEAR, call ONCE using the full call signs and always giving your own call sign AFTER that of the station you are calling.

Example:

If Alpha 1 wishes to call Alpha Control

Alpha Control, Alpha Control, Alpha Wun Over

Messages:

Be as brief as possible using abbreviations and codes, ending each time with "OVER"

Example: Alpha Control, Alpha Wun, Job completed, Any message? Over.

Acknowledgements:

Every message must be acknowledged, otherwise the calling station may think the exchange is incomplete and may try to hold the channel clear of other users.

Closing:

1. At the end of a series of messages both stations should finish with the words "STANDING BY", indicating that no reply is expected and that they are open to receive messages from other stations.
2. The words "OVER AND OUT" are only used when a station is closing down and going totally off the air and no further messages are to be transmitted or received.

Example of procedure:

Control Alpha Wun, Alpha Wun, Alpha Control, Over

Alpha One Alpha Control, Alpha Wun, Wait wun. Over

Alpha One Alpha Control, Alpha Wun, Go ahead, Over

Control Alpha Wun, What is your E. T. A. at Glastonbury, Over.

Alpha One 1600, Over

Control Roger, Alpha Control Standing By.

Alpha One Alpha Wun Standing By.

Abbreviations:

E.T.A. Estimated time of arrival

E.T.D. Estimated time of departure

R.T.B. Return to base

SAY AGAIN Repeat your message

ROGER Message understood

OVER Used at the completion of an exchange of messages

WAIT Indicates that you are unable to reply immediately

GO AHEAD Normally used after a "wait" period.

In an emergency situation it may be necessary to interrupt other users on the same channel in order to convey an emergency message. You must interrupt existing conversations by using the words "**PRIORITY, PRIORITY**" this makes it clear to all other users you have an emergency message. Hearing these words

all other users must cease conversation immediately in order to allow the emergency message to be transmitted. Radio silence must be maintained until the emergency situation has been fully dealt with and control gives the all clear to resume normal use.

At the end of your shift turn off your set and put the battery on charge ready for the next shift. When an extra long shift is anticipated make sure that you carry a spare battery. At the end of your duty return all radios and equipment and see that is checked in properly, you may be held responsible for any loss!

Operators of base stations will need further training beyond the scope of this information sheet.

After any event it is vital that a detailed debriefing takes place amongst all departments so that any lessons can be learnt and mistakes rectified prior to future events. The complexity of the debriefing session will depend on the size and scale of the event.