

SPOKANE COUNTY FIRE DISTRICT 8

Standard Operating Procedures

90.03.04
GENERAL RADIO RULES



Adopted: 12/20/16
Reviewed: 12/20/16
Revised: 00/00/00

Approved:

A handwritten signature in black ink, appearing to read "Tony Fisher", is written over a horizontal line.

Purpose: Spokane County Fire District 8 and its personnel shall comply with the general radio rules as set forth by the Combined Communications Center (CCC).

References: N/A

Procedure:

1. Role of Dispatch.

- a) The role of dispatch is to provide an effective and professional communications link between the citizens of the community and the public safety agencies that serve them.
- b) Dispatch provides support to fire and emergency services agencies through emergency communications. The communications center serves as one link in the public safety chain. If communication fails, the chain is broken.
- c) People call the CCC for assistance because they need and expect help. Whether the call is received by 911, a business line, or a walk-in visit to a neighborhood fire station, each person expects their needs will be met with skilled, knowledgeable personnel.
- d) It is very important that anyone seeking help from the CCC receives courteous, prompt, and efficient service. City policies are clear regarding respect for each individual without regard to or discrimination by age, ethnic identity, language, and gender, political or religious preference. CCC employees must reflect the policies and expectations of the City of Spokane, and our customers.
- e) When someone calls the CCC seeking assistance that cannot be provided, it is the duty of the dispatcher answering the call to make every effort to suggest an alternate source of help.
- f) Each CCC employee will be conscious of the fact that they represent the CCC whenever and wherever they are working. Employees are encouraged to ask for assistance from a colleague or supervisor if they encounter a request they cannot handle.
- g) Employees of the CCC must clearly understand that the public and fire service personnel, are the "customers."

2. Duties and Responsibilities.

- a) Every unit (emergency apparatus or personnel with a unit number (i.e. 801, 802, 803, 820, E81, WT82) shall have a properly functioning radio. They shall quickly answer the radio when called. Personnel are responsible for maintaining the ability to respond to emergencies (by

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means of the radio, pagers, etc.). If a unit is unable to receive radio or pager transmissions, dispatch will be advised of the situation, and how they can be contacted.

- b) It is the duty of all personnel operating on CCC frequencies to comply with the rules and guidelines established by the CCC. Each dispatcher and user shall be responsible for their use of the radio. Each supervisor is responsible for controlling the use of the radio by subordinates.

3. Dispatch Identification.

- a) The communications center shall be referred to as "Dispatch" on all frequencies. Any field unit requesting the communications center shall include "Dispatch" in their transmission.

4. Field Unit Identifiers.

- a) Unit identifiers shall be determined by the Combined Communications Center Policy Board, Policy Statement #97-02.
- b) Each unit shall use its proper identifier when transmitting. Acknowledging receipt of calls or radio transmissions will be done by responding with the unit identifier.

5. Language and Codes.

- a) To facilitate clear understanding of messages between all agencies and dispatch, and to ensure that radio transmissions meet the requirements of brevity, plain text/language shall be used.

6. Phonetic Alphabet.

- a) A recognized phonetic alphabet will be used to clarify the spelling of words or letters when appropriate:

A-ALPHA	H-HENRY	N-NORA	T-TOM
B-BRAVO	I-IDA	O-OCEAN	U-UNION
C-CHARLIE	J-JOHN	P-PAUL	V-VICTOR
D-DELTA	K-KING	Q-QUEEN	W-WILLIAM
E-EDWARD	L-LINCOLN	R-ROBERT	X-X-RAY
F-FRANK	M-MARY	S-SAM	Y-YOUNG
G-GEORGE			Z-ZEBRA

Phonetics shall be used for all letters if it is necessary to spell a name.

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7. Time Identification.
 - a) 24-hour military time is used to identify the time of day.

8. Message Quality and Radio Etiquette.
 - a) Messages should be impersonal but professional. Words and voice inflections that suggest disgust, irritation, levity, or sarcasm must not be used. The voice must be as unemotional as possible, regardless of the situation.
 - b) Profanity is prohibited on any radio frequency or telephone line. All dispatch frequencies and telephone lines are recorded.

9. Brevity.
 - a) All radio messages should be short, concise, and infrequent. Save lengthy messages for the telephone.

10. Recording Information.
 - a) All talk groups are monitored and recorded by dispatch.

11. Back Up Systems.
 - a) Dispatchers will respond to radio transmissions as quickly as possible. However, there may be instances when dispatch is unable to immediately respond.
 - b) If a unit is unable to raise dispatch: 1) wait one minute and try again; 2) if a unit has a priority transmission on a tactical channel, and is unable to raise dispatch, switch to status channel, and try again.
 - c) If a unit is unable to raise dispatch or other units on any frequency:
 - i. Try another radio.
 - ii. Call dispatch on the telephone and determine if it is a system failure or a unit radio failure.
 - iii. If it is a unit radio failure, use current district procedures, or notify your on-duty 820 Officer immediately.
 - iv. If it is a system problem, dispatch will activate back-up procedure.

12. Message Relay.
 - a) Never change the meaning of a message that is intended for relay. Many messages are better handled by telephone.

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13. Radio Usage Restrictions.

- a) Radio silence should be observed when a radio transmission will interfere with in-progress communications.