

City and County of Denver		POLICY & PROCEDURES	Public Works Department
Subject:		Radio Procedures	
Approved:		<i>Guillermo Vidal</i> Manager of Public Works	
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GENERAL

This policy replaces PWA-12-85-SOP-002 dated December 20, 1985.

PURPOSE

The purpose of the radio is to expedite communications regarding official business for which the radio is licensed and intended. It should be used in a lawful, efficient manner consistent with procedures outlined herein. In addition to Public Works Radio Procedures, Traffic Engineering Services and other agencies that use the Safety Department radio frequencies should refer to the Safety Department Radio Policies.

REGULATIONS

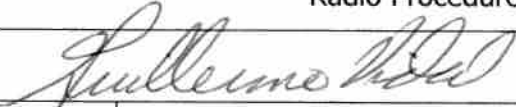
Radio transmissions on all Public Works channels are regulated in part by Federal Law (Communications Act of 1934) as interpreted and enforced by the Federal Communications Commission. The FCC is the final authority in regard to use and operations of the City's radio system. Federal Law under FCC Part 91, Section 91.151 states that radio users may transmit only the following permissible types of communication:

- Any communication related directly to imminent life and property
- Communications directly related and necessary to those activities related to conduct of City and County business
- Communication for testing purposes required for proper station and system maintenance
- Use of indecent obscene, or profane language are violations of FCC guidelines and Public Work Policy

Upon conviction of any of the preceding offenses, the Communications Act of 1934 (Title 18, US Code; Chapter 71, Section 1464) provides a penalty of not more than \$10,000 (Ten Thousand Dollars) fine, and/or not more than two years imprisonment for the first offense.

RADIO ETIQUETTE

- All radio traffic will be professional and business-like. Avoid unnecessary transmissions, be brief, accurate and to the point.
- Do not transmit until you have determined that the air is clear.
- Never use profane language on the air.
- Never use words or voice inflections that reflect irritation, disgust or sarcasm. Do not use jokes on the air.
- Speak calmly, clearly, and distinctly in a natural conversational rhythm and speed.
- The radio currently using the talk-group has the right to finish the conversation without being interrupted, EXCEPT IN AN EMERGENCY.
- All transmissions shall be as brief and concise as possible.

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- Make certain the radio channel is clear prior to beginning transmission: hold the microphone 3 to 4 inches from the mouth to speak. Release the microphone button when transmission is complete.
- Do not use first person (I, me, my, mine, we, our, ours).
- Ask for clarification if in doubt – never guess concerning a transmission.

The Dispatcher at the radio console is responsible for managing radio traffic and for requesting radio silence as necessary. When the Dispatcher announces, "**All Personnel Stand By**" all personnel shall cease transmissions except those which are **urgent**, until the Dispatcher has relinquished the frequency by giving the time of day.

Whenever possible, Dispatchers shall notify personnel responding to an incident of known hazards or danger along with any specific information available; i.e. hazardous materials, weapons, unstable persons, converging response paths, etc.

GENERAL PROCEDURES


Two-way message format for radio broadcasts consists of five parts:

- **Initial Call:** This indicates that a base or mobile unit wishes to make contact with another unit. For example, "Dispatch to Car 1." If there is no response, repeat the initial call. If after reasonable attempts have been made and a response still has not come through, clear the frequency. See "Close".
- **Response:** If the unit is on the air, the response establishes the connection by repeating their unit number. For example, "Car 1."
- **Text of Message:** Radio messages need to be clear and concise to accommodate the maximum number of calls on assigned frequencies. Text should avoid lengthy, superfluous verbiage and should include the use of preferred words and phrases as listed below.
- **Confirmation:** The confirmation is the receiving caller's way of saying the message has been received and understood. The simplest means to achieve confirmation is by the receiver clearing the frequency. For example "Car 1 clear".
- **Close:** The dispatcher of caller will close the message by clearing her frequency through the use of the appropriate call letters or numbers (if assigned). For example, "KOA 550 clear" or "Wastewater clear" or "Car 1 clear".

PREFERRED WORDS AND PHRASES

The use of "Ten Signals" and other terms developed in the past for radio communications: i.e. "Over", "Out", "Roger", "Wilco", etc. should be avoided as it requires a learning process on the part of the users, and confusion can result from non-uniform understanding of the intended meanings. Acceptable language includes the following:

- **Acknowledge:** Let me know that you have received my message and understand my entire thought
- **Correction:** An error has been made. The correct version is as follows . . . ; or cancel the last word or phrase and substitute the new message

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- **Message Relayed:** Used by the relaying station to notify the caller that his/her message has been sent as requested
- **Say Again:** Repeat your last message. This is used when message is not understood for any reason
- **Stand By:** Listen. Do not transmit until directed to do so

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