Facilities & Auxiliary Services Procedure

Radio Protocol

FOM-00010

1.0 Purpose and Scope: This procedure defines the process to be used by Facilities & Auxiliary Services Operations and Maintenance as related to use of base, portable and mobile radios. This procedure will also provide examples of clear, concise and accepted terminology to be used with these radios, as well as provide a system of vehicle and unit numbering to identify those using these radios.

2.0 Definitions:

2.1 FCC – Federal Communications Commission Wireless Telecommunication Bureau.
2.2 Base Station – A radio installed in a building (Maintenance Center – Operations Center). This is the primary dispatch site for all radio communications.
2.3 Portable radio – Any hand held radio capable of being used away from vehicles or buildings.
2.4 Mobile radio – A radio installed in vehicles.

3.0 Responsibilities:

3.1 It is the responsibility of all persons who operate Facilities radios to have read, be familiar with and utilize these procedures. In any two-way radio system it is absolutely essential that each person using the system recognize that many people must also use the same frequencies (channels). Therefore, it is necessary to practice the policy of “Listen Before You Talk”. This is also a requirement of the Federal Communications Commission (FCC).

3.2 University of Delaware Facilities & Auxiliary Services is licensed through the Federal Communications Commission to operate under specifically assigned radio frequency and identification. All radios operating on campus are subject to the conditions and requirements set forth under this license.

Radio Call Sign: WQAV347
3.3 Radio transmissions are not private conversations. Everything that is transmitted on the base, portable and mobile radios might be heard by other persons monitoring the Facilities channel. All Facilities radio transmissions on channel 1 are recorded at the Facilities Operations Center. Therefore use discretion in transmitting any message on the Facilities radio channels.

3.4 Communications prohibited by the FCC.

- Profane, indecent or obscene language.
- Malicious interference with any other radio transmission.
- Unnecessary or unidentified transmission.
- Direct communication of personal messages.
- Announcement of regularly scheduled meetings that can be announced by other means.

Violations of this procedure will result in disciplinary actions.

3.5 Protocol

Communication between Base Station, portable, and Mobile units is expected to follow this specific protocol.

1. “Listen Before You Talk”. No transmission is begun without listening for clear air. *(This is a requirement of the FCC)*

2. Key-Up (depress microphone key to transmit) and then begin speaking. Speak directly into the microphone receiver without screaming. Speak distinctly. Release the key when you have completed speaking.

3. Identify Yourself. Transmissions begin with Unit identification number. *(Example: Unit three)*

4. The Unit transmitting will direct the radio transmission to the receiving unit by Unit Identification number. *(Example: Unit three to unit ten)*

5. The receiving unit will acknowledge the transmission. *(Example: Unit ten. Go ahead unit three)*

6. Refrain from “walking on” or interfering with the other transmission by listening before you talk.

7. The transmitting unit will state when the communication is received or complete. *(Example: Copy Unit three)*

8. Set volume control to mid-level to clearly and continuously receive all radio transmissions.
10. Utilize the 10 code terminology and the phonetic alphabet when appropriate to convey your messages.

4.0 Channel Assignments and Uses

4.1 Channel 1 – This is the Primary channel (151.925) This is the channel used by Dispatch.
4.2 Channel 2 -- This is the talk around channel (151.805) This is a secondary channel used to talk portable radio to portable radio. It is important to note that this channel does not utilize the repeater system. This channel is also used for confined space entry communications.

4.3 Confined Space radio use: Any person performing a confined space entry will inform the Operations Center staff of their radio unit number and location of the confined space entry. Operations Center staff (dispatcher) will make a radio broadcast that radio unit number(s) will be on channel two and all other radio traffic shall be restricted until the units have cleared their confined space entry.

5.0 Radio Unit Numbering

5.1 Each Facilities Staff member that is issued a radio will be assigned a radio unit number.
5.2 The manager of the Facilities & Auxiliary Services Operations Center will assign as necessary.

6.0 References:

6.1 Terminology and 10 code

7.0 Attachments:

7.1 10 codes
7.2 Phonetic Alpha list

Effective Date: 4/17/06
Approved by: (Original on file)