

KCFPD #47
OPERATING GUIDELINES SECTION 7

O.G. 7.1
TELEPHONE PROCEDURES

1. **If the call is to report an emergency, advise the caller to hang up and call 911.**

2. When answering the business phone, identify the department and yourself. This ensures that the caller has properly placed the call. The proper response upon answering the business line is "Fire Department, Firefighter last name, how may I help you?"

3. *Keep all calls as short as possible.* The telephone is a business tool and the department telephone system should not be used for extended casual visiting.

4. Never make a positive statement on a subject which is unfamiliar to you, or about which you do not have all of the facts or have no knowledge whatsoever. If you do not KNOW, advise the calling party you will work at finding the answer.

5. **WRITE IT DOWN**, use a telephone memo form.

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O.G. 7.2
RADIO PROCEDURES

Units responding to alarms will identify themselves only by their respective vehicle (not utilizing name identifiers) and their respective manpower. Status will be made in the form of plain statements not in 10-codes, i.e., "Engine 88 responding with four"; "Engine 88 on the scene, nothing visible."

When multiple vehicles are responding to the same call, it will be the responsibility of the first-in unit's officer to notify Fire 1 of all units returning rather than each unit returning themselves individually, i.e., "Fire 1 - Engine 88, all units returning to quarters." In the event one unit remains, the Officer on a returning vehicle will then notify Fire 1 that all units are returning with the exception of the remaining unit, i.e., "Fire 1, Engine 89 working, all other units are returning to quarters."

Once all units are back in quarters, the officer handling the call will notify Fire 1.

Valley Communications will handle all radio traffic for the entire duration of the call and maintain the times for each unit.

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O.G. 7.3
GENERAL RADIO PROCEDURES

1. A radio operator is governed by the rules and regulations of the department, as well as the regulations of the Federal Communications Commission.
2. The radio console is to be kept clean and free of papers, books and other objects.
3. Communications equipment is to be used strictly for official business. All transmissions shall be concise and impersonal.
4. To properly operate the transmitter, allow two (2) seconds after the transmitter is activated (keyed) before beginning to speak. This will eliminate the possibility of clipping off the first portion of the message.
5. All unnecessary transmissions are to be AVOIDED. We are all inclined to talk too much. At emergency incidents our frequency availability is very critical, and only one party should talk at any one time.
6. Do not jump to conclusions with information given over the radio. Stick with the facts. All information necessary should be broadcast.
7. Operators must not make technical adjustments to the radio equipment except as provided by the nature of the control knobs.
8. Operators must listen. Do not cause interference or confusion by attempting to broadcast while another broadcast is in progress.
9. Courtesy can be aptly expressed by the tone of the voice and manner of presentation. Never use the term "please" or "thank you" over the air. The object is to keep all transmissions absolutely as short as possible.
10. Construct your message in your mind BEFORE transmitting. If necessary, write in down. Be direct but not brusque.
11. Remember time you spend on the air is time not available to others desiring to use the radio. Unnecessary time on the air is a senseless waste of a valuable resource

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12. Words or voice inflection which when broadcast, reflect irritation, disgust or sarcasm must not be used.
13. Be absolutely impersonal when transmitting. Concentrate on using "third person" language. Avoid the egotistical "I".
14. Avoid familiarity. Use proper names and titles or unit numbers. Do not use first names.
15. Never assume the content of a message. Ask the unit to repeat the message if you did not copy or do not understand.
16. If no reply is received after calling unit three (3) times, sign off the air. Try the call again in a minute.
17. A calling unit should be answered immediately. If it is impossible to take the message immediately, advise the calling unit to "stand by." Never allow a calling unit to go unanswered. Answer the call, at least with a request to "stand by."
18. Never forget a "stand by." Remember to call the unit back.
19. Keep your voice clear, distinct and impersonal. Confidence is destroyed when a voice transmission indicates a weary, disorganized or confused impression.
20. When transmitting dates or times be very specific. For example, use "September 14" rather than "today," "tomorrow" or "yesterday." Also, use definite hours and minutes when broadcasting times.
21. Numbers should be transmitted first as individual integers and then as the whole number. For example, 3056 is properly transmitted "three, zero, five, six (pause), three thousand fifty-six."
22. The number "0" is correctly transmitted as "zero."
23. Forget humor. The radio system suffers enough without it.
24. Become familiar with the area serviced by your station. Learn the locations of highways and the other important geographical features.