



Portage County Public Safety Communications Board
POLICIES AND PROCEDURES

Policy Number:	2	Subject: Radio Scripting	
Effective Date:	November 1, 2013	Revised Date:	Number of Pages: 4
Related References:			
Policy Statement:	This policy is intended to provide guidance to users of the radio system as to the format, content, and expectations of radio traffic.		

I. DEFINITIONS:

Acknowledged – The term used to indicate to the Communications Center that a call for service page has been received and is being responded to.

CAD – Computer Aided Dispatch; A computer based system, which aids PSAP Telecommunicators by automating selected dispatching and record keeping activities.

Clear – A term indicating that a unit has completed their assignment on scene and there is no further action.

Communications Center – The Portage County Sheriff’s Office Communications Center.

EMR – Emergency Medical Responder; people who are specially trained to provide out-of-hospital care in medical emergencies, typically the first medically trained personnel who come in to contact with a patient.

En route – This term means that the field unit is en route to the call, and not merely acknowledged the page.

Field Unit – Any unit which is interacting with the Communications Center from out in the field, such as squad cars, fire apparatus, EMRs, etc.

IC – Incident Commander.

ICS – Incident Command System.

Municipality – A city, village, or town.

On Scene – A term indicated that a field unit has arrived to the location of a call for service or assignment.

II. STANDARDS AND PROCEDURES

- a. Philosophy. Radio traffic should be structured to accurately transmit just the right amount of information in the shortest time possible, right when it is needed. In order to attempt to achieve this, the following policy strives to provide structure and guidance for the use of the public safety radio system in Portage County.
- b. Brevity. Radio transmissions should be short and to the point. Excessive use of air time can prevent others from being able to access the radio during emergencies, and is generally a waste

of everyone's time. Transmissions should be thought out prior to transmitting, and be brief, akin to air traffic controller/aircraft exchanges.

III. SPECIFICS

a. Radio Traffic

- i. Radio transmissions should be conducted in plain language as much as possible. 10 codes should be avoided. Law enforcement is authorized to utilize 10 codes when communicating internally.
- ii. The Communications Center shall be universally known on the radio as "Comm Center."
- iii. Unit designators should not be abbreviated, as this may cause confusion as to which unit is on the air. Example, "02" vs. "102," or "Engine 1" vs. "51 Engine 1."

b. Initial Transmissions for Communications Center

- i. Transmissions should not normally be given out in the blind without first securing the attention of the party you are trying to communicate with. The format for these transmissions from the Communications Center should be *Station Called* from *Station Calling*, otherwise known as "You, this is Me."

Example; if the Communications Center is calling fire unit 53 Engine 1, the transmission should start with, "53 Engine 1 from Comm Center," or "53 Engine 1, Comm Center."

c. Initial Pages and Call Assignments

- i. Fire. Pages for fire/rescue service incidents should be in the following format: Agency, Call Type, Address, and Time of Page. Once the first unit goes en route to the call, extra details may be given. Pages should not be repeated unless requested (i.e. the information need only be given once.)

1. Example;

- "Metro Fire, structure fire, 1220 Strongs Avenue, City of Stevens Point, time of page 15:35."
- "*Comm Center from 51 Engine 1*"; "Go ahead."
- "*51 Engine 1 is en route, 1220 Strongs Avenue.*"
- "51 Engine 1, this is an occupied single family residential structure with smoke coming from the basement. Residents are evacuating."

2. Example;

- "Hull Rescue, one vehicle roll-over with entrapment, northbound I-39 just south of County X, Town of Hull, time of page 18:40."
- "*Comm Center from 55 Rescue 43*"; "Go ahead."
- "*55 Rescue 43 is en route, northbound I-39 south of X.*"
- "55 Rescue 43, there is a passenger car on its roof in the median. Caller said there is one occupant that is unable to exit the vehicle."

- ii. EMS. Pages for EMS/medical incidents should be in the following format: Agency, Chief Complaint, Address, and Time of Page. Once en route to the call, extra details may be given. Pages should not be repeated unless requested (i.e. the information need only be given once.)
1. Example;
 - “Station 2 ambulance, possible cardiac arrest, 3801 Post Road, Village of Whiting, time of page 10:35.”
 - “*Comm Center from 51 Medic 2*”; “Go ahead.”
 - “*51 Medic 2 en route, 3801 Post Road, Whiting.*”
 - “51 Medic 2, 65 year old male with profuse sweating and pain radiating down his left side. Two baby aspirin have been administered by his wife. Use the garage door entrance”
 2. Example;
 - “Almond EMR, child with seizures , 2121 County J, Town of Almond, time of page 21:20.”
 - “*Comm Center from 60 EMR 1*”; “Go ahead.”
 - “*60 EMR 1 is en route, 2121 County J.*”
 - “60 EMR 1, seven year old female was convulsing, but has now stopped. Parents report that she is resting comfortably but is still acting confused.”
- iii. Law Enforcement. Assignments to law enforcement units should be in the following format: start with initial alert broadcast with Unit Number and Incident Type. Once acknowledged, give Address/Location and Brief Details. If units are responding urgently, more details can be given over the air that would otherwise simply be entered into CAD to be read at the officer’s convenience. Most details on routine calls should be posted on CAD, and not necessarily transmitted.
1. Example;
 - “269, Theft from Vehicle.”
 - “269”
 - “2456 Fourth Avenue, discovered this morning, caller will be waiting outside.”
 2. Example;
 - “345 and 346, Fight in Progress”
 - “345” “346”
 - “Jim’s Bar, 2345 Post Road, two males in the parking lot, no weapons, a crowd is gathering.”
- iv. Traffic Enforcement Stops/Field Interviews.
1. Transmissions to the Communications Center that will require an action may be prefaced with a heads up. Example; if unit 199 is making a traffic stop, the

transmission should start out with, “Comm Center, 199, traffic stop,” or “199, Comm Center, traffic stop.” Abbreviated transmissions are allowable, such as “199, traffic.”

2. Plate information should be initially transmitted using the standard pattern of character-phonetics then phonetics alone. Example; plate ABC123 would be read as “A-Adam, B-Boy, C-Charles, 1-2-3, Adam-Boy-Charles 123.”
3. Units should give out the vehicle license plate information then the location of the stop. Example; “A-Adam, B-Boy, C-Charles, 1-2-3, Adam-Boy-Charles 123, County J-John at Highway 66.”
4. Driver’s license and/or wants checks should be initially transmitted using the character-phonetic style. Example; the last name of GHUY would be spelled, “G-George, H-Henry, U-Union, Y-Young.” Phonetics alone should be avoided.

v. Cancelling Calls.

1. Units paged to a scene, where their response is no longer needed, should be cancelled using one of two methods.
 - a. For units that have been paged, but have not yet gone in service, those agencies should be re-paged with the cancellation instructions.
 - b. For units on the air, the cancellation should be given directly over the radio. The cancelled agency may request a re-page cancellation notice as well if determined to be appropriate.
2. Units cancelled by the IC or the Communications Center, while en route or prior to going en route, are expected to cancel themselves from the call. By way of a cancellation, these units are being notified that there is no longer an emergency situation for them to respond to, and their presence is not necessary.

vi. General.

1. Addresses given should also contain the municipality unless it is obvious that a municipal agency is responding within its own municipal boundaries.
2. Field units should restrain themselves from unnecessary queries, especially for information that is provided via CAD.
3. Incidents involving multiple units should be managed using ICS. The IC should refer to himself/herself (or themselves in the case of unified command) as “Command.” The Communications Center should also only need to refer to “Command” when contacting the IC.

d. Interagency Communications

- i. On large scale events, all disciplines are encouraged to give coordinating information across the Public Safety channel, rather than relaying information through the Communications Center. The IC is expected to operate on this frequency.
- ii. Discipline specific transmissions (such as law enforcement registration and license checks) should be conducted on other appropriate channels.