



Standard Operating Guidelines
Section 70.0

SECTION:		GUIDELINE:	
70.0		Communications	
EFFECTIVE DATE:	LAST REVISION	AUTHOR:	PAGES:
07/05/2017		Chief Wendt	1

Communications

A reliable communications system is essential to obtain information on emergencies, and to direct and control our resources responding to those situations. A department's communication system can set the stage for efficient actions and improve effectiveness of tasks being performed on emergency scenes. Rock County 911 currently runs on a narrow band digital radio system that has both repeated and non-repeated channels. Rock County 911 Fire Dispatch is located at

General Communication Guidelines

- A. Any time you go in route, arrive on scene, or clear a call you must advise dispatch.
- B. (Example: Rock County Fire Dispatch, Engine 64 is en route to _____.)
- C. Be sure the receiver is ready to receive the transmission, make sure the message is acknowledged once the message has been sent. A brief repeat of the message is far better than just a "COPY". Repeating briefly what has been said lets the sender know the message has been received correctly.
- D. Know what you are going to say before transmitting. Choose terms that communicate the desired message clearly without wasting air time. Per NIMS all radio traffic is to be done in a "common English" fashion, and try to control your emotions to prevent garbled transmissions.
- E. Orders given over the radio should tell you what to do, not necessarily how to do it.
- F. **DO NOT** interfere with other transmissions unless you have Emergency Traffic.

