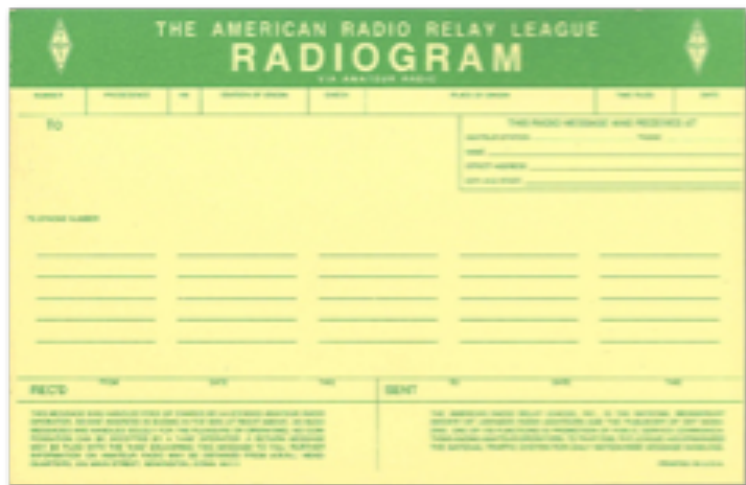


Message Handling Fundamentals



THE AMERICAN RADIO RELAY LEAGUE
RADIOGRAM
FOR AMATEUR RADIO

TO: _____

FROM: _____

DATE: _____ TIME: _____

PHONE: _____

FAX: _____

RECEIVED: _____

SENT: _____



PHONE MESSAGE

TO: _____ DATE: _____ TIME: _____

FROM: _____ PHONE: _____

OP: _____ FAX: _____

RECEIVED: _____

SENT: _____

PHONE: CELL: RECEIVED: REPLY TO: MY ONLY: DATE IN: URGENT:

GENERAL MESSAGE (ICS 213)

1. Incident Name (Optional):		
2. To (Name and Position):		
3. From (Name and Position):		
4. Subject:	5. Date:	6. Time:
7. Message:		
8. Approved by: Name: _____ Signature: _____ Position/Title: _____		
9. Reply:		
10. Replied by: Name: _____ Position/Title: _____ Signature: _____		
ICS 213	Date/Time:	

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Fundamentals of Emergency Communications

Santa Clara County ARES®/RACES

Last Updated: November 10, 2019

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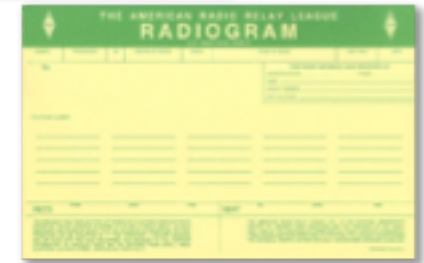


Agenda

- Types of Messages
- Operator Skills and Phonetics
- Prowords
- ICS 213 Form
- Sending to Multiple Stations
- Exercise: Example Message
- Closing Thoughts

Types of Messages

- 3rd Party Messages (for served agencies)
 - Typically between field site and city/county; between city and county; between agency and county
 - Use official ICS Forms where appropriate
 - ICS = Incident Command System
 - Other messages - use dual-copy phone message form, radiogram, or other acceptable form
- 3rd Party messages are always logged
- Operational messages
 - Simple, tactical messages
 - Ex: Check-in/out, health & welfare, damage reports, status reports, etc.

A blue 'PHONE MESSAGE' form with fields for 'TO', 'FROM', 'DATE', 'TIME', and 'MESSAGE'.A yellow 'RADIOGRAM' form with a green header and fields for 'TO', 'FROM', 'DATE', 'TIME', and 'MESSAGE'.

Message Traffic Operator Skills

A good radio operator ...

- ... is as concise as possible
- ... frequently identifies tactical call
 - Don't forget FCC call sign at end of traffic and every 10 minutes
- ... clearly states the nature of the traffic
 - "I have one priority message for you."
- ... passes or copies messages exactly as written
- ... uses the appropriate message form
- ... keeps an accurate log (ICS 214)
- ... uses proper phonetics, numbers and prowords
- ... passes messages five words at a time
 - and only as fast as you can write them yourself

Standard ITU Phonetics

- | | |
|---------------------------|---------------------------|
| • A - alfa (AL-fa) | N - november (no-VEM-ber) |
| • B - bravo (BRAH-voh) | O - oscar (OSS-cah) |
| • C - charlie (CHAR-lee) | P - papa (pah-PAH) |
| • D - delta (DELL-tah) | Q - quebec (keh-BECK) |
| • E - echo (ECK-oh) | R - romeo (ROW-me-oh) |
| • F - foxtrot (FOKS-trot) | S - sierra (see-AIR-rah) |
| • G - golf (GOLF) | T - tango (TANG-go) |
| • H - hotel (hoh-TELL) | U - uniform (YOU-ni-form) |
| • I - india (IN-dee-ah) | V - victor (VIK-tah) |
| • J - juliet (JU-lee-ETT) | W - whiskey (WISS-key) |
| • K - kilo (KEY-loh) | X - x-ray (ECKS-RAY) |
| • L - lima (LEE-mah) | Y - yankee (YANG-key) |
| • M - mike (MIKE) | Z - zulu (ZOO-loo) |

- If there is a chance of misunderstanding, spell it out with “I spell”:
- “go to Kay Street” → “go to Kay, I spell kilo alfa yankee, Street”

Homophones

- Words that have the same pronunciation but different meaning (and often different spelling)
- Some Common Homophones:

ate/eight

right/write

to/too/two

for/fore/four

sight/site

one/won

know/no

their/there/they're

wear/where

Pronouncing Numerals

0 - zero (ZEE-row)

1 - one (WUN)

2 - two (TOOO)

3 - three (THUH-ree)

4 - four (FOH-wer)

5 - five (FY-ive)

6 - six (Sicks)

7 - seven (SEV-vin)

8 - eight (Ate)

9 - nine (NINE-er)

- Multi-digit numbers are spoken as a string of single digits:
 - 600 = “six zero zero”
- Preceded by the word “figures”
 - “Please copy 109” → “Please copy figures one zero niner”
 - “Requesting 16 blankets” → “Requesting figures one six blankets”

Message Handling Prowords

- SAY AGAIN ... Repeat – usually used with other prowords
 - WORD AFTER - “Say again word after ...”
 - WORD BEFORE - “Say again word before ...”
 - BETWEEN - “Say again between ... and ...”
 - ALL AFTER - “Say again all after ...”
 - ALL BEFORE - “Say again all before ...”
- I SPELL - “I spell, Alfa, Bravo ...”
- FIGURES - All Numbers - “Figures Wun, ZEE-row, NINE-er” (= 109)
- INITIALS - Capitalized Letters - “Initials Echo, Oscar, Charlie” (= “EOC”)
- MIXED GROUP - A Combination of Letters, Numbers and/or Symbols - “Mixed Group Foxtrot, Wun, FY-ive, ZEE-row” (=“F150”)

FEMA ICS 213 Form

- Header

- Message Body

- Approved By

- Reply Body

- Replied By

GENERAL MESSAGE (ICS 213)

1. Incident Name (Optional):		
2. To (Name and Position):		
3. From (Name and Position):		
4. Subject:	5. Date:	6. Time
7. Message:		
8. Approved by: Name: _____ Signature: _____ Position/Title: _____		
9. Reply:		
10. Replied by: Name: _____ Position/Title: _____ Signature: _____		
ICS 213	Date/Time: _____	

Message Form - Header

- **Incident Name:** optional
- **To:** use at least first initial and last name (if known) and position, use agency names for unified command
- **From:** use at least first initial and last name (if known) and position, use agency names for unified command
- **Subject**
- **Date:** mm/dd/yy
- **Time:** Use 24 hour clock, local time

1. Incident Name (Optional):		
2. To (Name and Position):		
3. From (Name and Position):		
4. Subject:	5. Date:	6. Time

Message Form - Message Body

- 5 words at a time, punctuation is part of the word
- Speak slowly enough for the other person to copy
- Pretend you are writing when you send; helps pace your sending speed
- Messages are recommended to be 25 words or less and should be as concise as possible

7. Message:



Message Form - Approved By

- Name, Signature (yes/no), and Position/Title of person approving the message for sending
- Signature: Receiver writes either “on file” or “none”

8. Approved by: Name: _____ Signature: _____ Position/Title: _____

Message Form - Reply Body

- 5 words at a time, punctuation is part of the word
- Speak slowly enough for the other person to copy
- Pretend you are writing when you send; helps pace your sending speed
- Messages are recommended to be 25 words or less and should be as concise as possible

9. Reply:

Message Form - Replied By

- Name, Position/Title, Signature (yes/no), and Date/Time of person sending the reply
- Signature: Receiver writes either “on file” or “none”
- Date/Time: use mm/dd/yy and 24 hour clock, local time

10. Replied by: Name: _____		Position/Title: _____	Signature: _____
ICS 213		Date/Time: _____	

Recommended Transmission Process - Message

- Sender

- Incident Name, To, From (wait for acknowledgement or fill request)
- Subject, Date, Time (wait for acknowledgement or fill request)
- Message - 5 words at a time (wait for acknowledgement or fill request between each word group)
- “End of message” (wait for acknowledgement or fill request)
- Approved by Name, Signature (“On File” or “None”), Position

- Receiver

- acknowledgement or fill request
- “ This is <FCC call sign>”

- Sender

- acknowledgement
- “ This is <FCC call sign>”

- Note: acknowledgement can be “acknowledged”, “go ahead”, or similar

GENERAL MESSAGE (ICS 213)		
1. Incident Name (Optional):		
2. To (Name and Position):		
3. From (Name and Position):		
4. Subject:	5. Date:	6. Time
7. Message:		
8. Approved by: Name: _____ Signature: _____ Position/Title: _____		
9. Reply:		
10. Replied by: Name: _____ Position/Title: _____ Signature: _____		
ICS 213	Date/Time: _____	

Recommended Transmission Process - Reply

- Sender
 - Incident Name, To, From (wait for acknowledgement or fill request)
 - Subject, Date, Time (wait for acknowledgement or fill request)
 - “Reply Only”
 - Reply - 5 words at a time (wait for acknowledgement or fill request between each word group)
 - “End of reply” (wait for acknowledgement or fill request)
 - Replied by Name, Signature (“On File” or “None”), Position (wait for acknowledgement or fill request)
 - Replied Date, Time
- Receiver
 - acknowledgement or fill request
 - “ This is <FCC call sign>”
- Sender
 - acknowledgement
 - “ This is <FCC call sign>”
- Note: acknowledgement can be “acknowledged”, “go ahead”, or similar

GENERAL MESSAGE (ICS 213)		
1. Incident Name (Optional):		
2. To (Name and Position):		
3. From (Name and Position):		
4. Subject:	5. Date:	6. Time
7. Message:		
8. Approved by: Name: _____ Signature: _____ Position/Title: _____		
9. Reply:		
10. Replied by: Name: _____ Position/Title: _____ Signature: _____		
ICS 213	Date/Time: _____	

Sending to More Than One Station

- Announce message
 - “All Stations, All Stations, Standby to copy one routine ICS-213 message”
- Pick a pacing station
 - – “Mountain View, will you be my pacing station?”
 - – “Mountain View acknowledges”
- Send message as normal
 - Pacing station provides acknowledgements during message transfer
- Ask for acknowledgements from other stations
 - – “I will now poll all stations for acknowledgements. When I call you, respond with acknowledgement or request a fill.”
 - – “LosAltos”....
 - – Gives stations an opportunity to ask for “fills” or repeats
 - – Confirms which stations received the message

Example Message

- Everyone will need a 213 Message Form (handout)
- I will send a message to all stations using a pacing station
- The pacing station will acknowledge or ask for fills.
 - The receiving station does **not** read back the message
- Everyone will copy the message
- After the pacing station acknowledges, you can ask for fills
 - Be sure to use the proper Prowords!
- We'll compare at the end

How'd You Do?

- Should look like →
- Is it EXACTLY correct?
- Complex spelling
- Homophone
 - “to” vs. “too” vs. “two” vs. “2”

GENERAL MESSAGE (ICS 213)

1. Incident Name (Optional): Christmas 2019 Outbreak		
2. To (Name and Position): Planning, All Hospitals		
3. From (Name and Position): Planning, EOC		
4. Subject: Availability of medication	5. Date: 12/25/19	6. Time: 1252
7. Message: Need 500 doses of acetaldehyde/to treat two cases of/aspergillosis. Request advise availability.		
8. Approved by: Name: <u>K Corscadden</u> Signature: <u>On File</u> Position/Title: <u>Planning</u>		
9. Reply:		
10. Replied by: Name: _____ Position/Title: _____ Signature: _____		
ICS 213	Date/Time: _____	

Get it Right!

- Our task is to effectively transfer message traffic
 - Priority ONE is to get the message through accurately
 - Priority two is to do so as quickly and efficiently as possible
- We don't alter the message, we send it as written
- If we don't get that right, there's no point in us being there
- Get it right – the first time, every time
- When you are given a message to transmit look it over; ask questions of the originator if anything is unclear and you have the opportunity to do so. If not, transmit it exactly as written anyways.
- Remember:
 - “For want of a letter, a word was lost. For want of a word, the message was lost. For want of a message, a life was lost.”

Additional Resources

- **Training from Santa Clara County:**
 - Fundamentals of Emergency Communications
 - 3 hour Message Passing Class
 - Message Passing Practice Training Net - Monthly 3rd Tuesday 2030 On the Santa Clara County Resource Net Repeaters: AA6BT, N6NAC, W6ASH
- **Reading:**
 - ARRL NTS Chapter 2 - Sending Messages on Voice
 - <http://www.arrl.org/files/file/Public%20Service/MPG204A.pdf>

Thank You!

- Please complete the training evaluation!
- If you have questions or feedback you can contact your EC