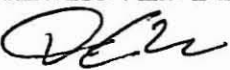


STANDARD OPERATING GUIDELINE

SUBJECT: Radio Communications	ISSUE DATE: April 1998	NO.: SOG 31	
ISSUED BY: D.McCarthy	APPROVED BY: 	SUPERSEDES DATE:	PAGE: 1 OF 4

General: The purpose of this guideline is to provide a means to establish and maintain clear and standardized two way radio communications between all Public Works Staff and other Town Departments.

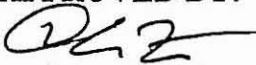
Intent: The intent of the Public Works radio network is to provide a quick and accurate method to communicate with and between various departments and employees. To insure the brevity and accuracy of all communications it is necessary to keep all airway traffic as short and work related as possible. Therefore there shall be no extraneous chatter which is not specifically related to the work at hand.

Frequency: The various divisions and/or departments of the Raymond Public Works operates on the low band frequency of 45.52 megahertz.

Equipment: The majority of the Public Works rolling stock is equipped with low band portable radios capable of operating on the department's assigned frequency of 45.52 megahertz. In addition mobile units are also permanently maintained in the Highway Garage, Maintenance Garage and the Public Works Office. A base station is maintained and operated twenty four (24) hours a day by the Raymond Dispatch Department at the Town's Safety Complex.

Call Signs: Every permanent full time and permanent part time employee of the Public Works Department is assigned a call sign. (see appendix to this SOG) In addition call signs are assigned to the Code Enforcement Officer and various employees of the Recreation Department. Also temporary and/or seasonal employees of the Public Works and Recreation Departments will be assigned call signs if their job requires the operation of Town vehicles and /or equipment. Call signs consist of three digit designations, the first digit of which designates the employees primary assigned work department. Said department designations shall be as follows:

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Highway	100-199
Water	200-299
Cemetery	300-399
Code Enforcement	400-499
Recreation	500-599

Stationary

Mobiles: Stationary mobile units are located in the Highway Foreman's Office the Maintenance Garage, and the Public Works Office. The whole hundred numbers of 100, 200, 300, 400, and 500 are not assigned to employees but rather reserved for locations. Persons looking to contact any person at a specific location need use only the 100, 200, 300 call sign to contact any person who may be at the desired location.

Implementation: All radio communication between persons or locations shall begin with the call sign of the person being called, followed by the call sign of the person making the call, commonly called the "hey you its me" method.

Example

Speaker 205 - "103 from 205"

The receiving unit shall acknowledge receipt of the call by repeating their call sign in some manner.

Example

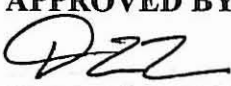
Speaker103 - : "Go ahead to 103 "

or

"103 Standing By"

All communications should be made clearly and concisely in plain English *without* the use of ten codes or similar code designations.

STANDARD OPERATING GUIDELINE

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Persons receiving instructions over the airways should repeat the assignment in a shortened concise manner to insure proper interpretation and understanding.

Example

Speaker 101- "108 from 101"
108- "Go ahead 101"
101- "Move the front end loader from the shed to the pit"
108- "Understood, loader from shed to pit"

Emergencies:

From time to time the staff may be involved in or witness to an incident which requires an emergency response. In most instances the fastest means of implementing emergency responders will be by notification to Raymond Dispatch on the Town frequency. Persons notifying Dispatch of any emergency will do so by announcing " **Emergency Traffic for Raymond Dispatch on Town.**"

This will notify Raymond Dispatch and other network users of the emergency. Upon notification of emergency traffic, all other frequency users must stop and stand by to monitor the message. Emergency messages shall, as with all radio traffic be brief, clear, and descriptive such as:

Example

Speaker 205 - "Emergency Traffic for Raymond Dispatch from 205 on Town"

Raymond Dispatch- "Go ahead 205"

205 - "Reporting single car motor vehicle accident with personal injury on Lane Road at Old Bye Road."

Raymond Dispatch - "205 your reporting MVA with PI at Lane Road and Old Bye Road"

205 - " That's affirmative"

STANDARD OPERATING GUIDELINE

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APPROVED BY:**SUPERSEDES DATE:**

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Relaying: Due to the nature of low band radio communications, it is a common occurrence not to be able to communicate directly with other network users located at some distance from each other. Others users should not volunteer to relay the message unless requested to do so by the transmission originator and in position to do so. A typical transmission would be as follows:

Example

Speaker 108 - "401 from 108"

"Any town unit from 108 for relay"

103 "108 from 103 for relay"

108 "103 notify 401 I will be at the town office in
fifteen minutes"

END OF S.O.G.