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D-3 RADIO PROCEDURES

Continuity and consistency in the dispatching process is of paramount importance to our member agencies, their field personnel and their Fire Chiefs. As such, there shall be prescribed formats for dispatches, cancellations, and other announcements, and many other routine radio messages. Within those messages, and for routine acknowledgements and other traffic, there shall be standardized clear text terminology.

- All field traffic directed to Heartland will be prefaced with "Heartland", i.e., *"Heartland, Engine 30."*
- All radio traffic directed to field units from Heartland will be suffixed with "Heartland", i.e., *"Engine 30, Heartland."* - All acknowledgements directed to field units from Heartland, will acknowledge the field unit, i.e., *"Copy Engine 30,"* or *"Heartland copies Engine 30."*
- Any unit-to-unit traffic shall be identified by the unit being called given first, i.e., If Engine 3 is calling Engine 14, It would be done so by saying *"Engine 14, Engine 3."*

Radio traffic intended for Heartland that is not prefaced with "Heartland" may not be recognized as such, and in turn, not receive a response. Many activities can be taking place within the communications center that may not be readily apparent to field units, and the dispatchers must do some "screening" of radio traffic.

Dispatchers and fire personnel must always be professional on the radio. Proper radio protocol and practices shall always be used; there is no place for casual conduct, verbiage, or informality on the radio. FCC rules and regulations, good radio practice, and professionalism demand the same standard of conduct on this as on any radio frequency. Many citizens, the news media, and most of our fire agencies monitor the radio on a continuous basis. The use of first names in lieu of authorized radio identifiers is also prohibited on all our channels by this policy as well as FCC rules.

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