HUMBOLDT STATE UNIVERSITY

Facilities Management

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Standard Operating Procedure: FM003-140826

Title: Radio Communications Protocol

The following procedure establishes the required protocol utilized by Facilities Management staff when communicating via department-issued radios:

- Radios have been issued to unit employees as assigned and are available for use during assigned working hours. Radios are stored at Facilities Management for checkin/checkout daily. An employee is responsible to properly care for their radio during those periods checked out for their use.
- Issued radios are to be utilized and kept with an employee throughout the duration of their shift.
- Training on radio operation will be provided to all employees by their Unit manager.
- Radios are a very important medium for communication amongst Facilities Management staff, managers and work control. Radio use must be efficient, professional and devoid of confidential information.
- All employees will be assigned a call sign which must be utilized during communications in lieu of said employee's name; this is a standard operating best practice. Individual call signs are distributed based on the following call assignments:
  - 100 Series- Trades
  - 200 Series- Engineers & Auto Shop
  - 300 Series- Custodial & Distribution Services
  - 400 Series- Sustainability & Grounds
  - 500 Series- Managers & Support Services
  - 601- Trades Staff on Duty
    - Manages immediate service calls related to buildings (except as defined for 603) and utility infrastructure which occur Monday- Friday, 8:00 a.m.-5:00 p.m.
  - 603- Building Service Engineer on Duty
    - Manages immediate service calls related to building HVAC system, alarms, elevators, boilers, refrigeration equipment, swimming pool, etc.,)which occur Monday- Friday, 8:00 a.m.- 5:00 p.m.
- Should employees experience operational issues with their radios, such shall be turned in to Facility Support Services who shall ensure such is repaired in a timely manner.
- Facilities Management operates multiple channels which are utilized as described:
  - Channel 1
    - Limited to use during those times the radio signal repeater is down.
    - Transmits radio to radio only and cannot be heard by Work Control(base) or the University Police Department. This channel will work provided the radios are within range of one another.
  - Channel 2
    - Primary channel for Facilities Management radio communications.
    - Transmits through the radio repeater and can be heard by all other radio operators, Work Control (base) and the University Police Department. This channel's range stretches north to Trinidad and south to parts of Eureka.

PLANNING ♦ DESIGN ♦ CONSTRUCTION ♦ SUSTAINABILITY ♦ OPERATIONS ♦ MANAGEMENT

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- o Channel 3
  - Limited to use for off-line conversations and work efforts involving direct coordination between personnel.
  - Transmits radio to radio only and cannot be heard by Work Control (base) or the University Police Department. This channel will work provided the radios are within range of one another. This channel is also on a different frequency than Channels 1 and 2.
- o The following are sample interactions and guidelines which must be adhered to:
  - Always wait for clear air before starting transmissions.
  - Hold the radio at least two inches away from your face and speak clearly.
  - Hold the "push to talk" button and wait one second before speaking.
  - Always use assigned call signs… personal names are not allowed
  - Start all communications with the call sign you are attempting to reach (i.e., Work Control, another employee's call sign, or UPD) followed by your call sign.
    - Sample: Work Control, this is (your call sign).
  - Acknowledge communications from others.
    - Sample: Go ahead Work Control (or communicator's call sign), this is (your call sign).
  - State your information or need for such and await a response. • Keep transmissions short, simple and speak clearly.
    - Use plain language; avoid using codes.
    - Pause during longer transmissions.
    - Courtesy words are implied and unnecessary for radio use.
  - Listen for responses. Give others a chance to respond; based on what they may be doing, it could take some time to do so.
  - Acknowledge requests by providing direct answers if information is requested or by using "copy that" or "roger that" if information is simply being conveyed so you understand such. Repeat back if necessary to make sure the information was understood. If you do not understand information, ask "could you repeat that?".
  - When a communication is complete, clear the channel. The initiator of the communication shall be the first to clear.
    - Sample: (your call sign) clear.
  - All other participants in the communication shall also clear the channel in the same manner.
  - If you will be doing work that will result in you being unable to respond to radio communication (i.e., running loud equipment), notify Work Control that you are offline.
    - Sample: Work Control, this is (your call sign). When acknowledged, communicate you will be offline due to work assignments for approximately (how long)". Work Control will acknowledge reception of your communication. When you are available again, notify Work Control using a similar approach "Work Control, this is (your call sign). When acknowledged, communicate you are now online and available".
  - When notified by Work Control of a campus emergency in progress, limit communications to emergency radio traffic only and await further direction or communication from Work Control.

REFERENCES
- N/A