

(Draft)

Section 4A - Voice Radio Communications Standard Operating Procedures

I. INTRODUCTION

Although traffic handling has its roots in the continuous wave (CW) mode, voice radio communications has been the mainstay of emergency communications for many years and is particularly well suited for traffic of a tactical nature during emergencies and disasters. Voice radio communications can take several forms:

- Informal communications between amateur stations while setting up and maintaining an emergency communications network.
- Informal third-party communications between officials. (There should be a minimal amount of this type of traffic.)
- Formal, written communications between officials using a designated message form and procedure.
- Formal, written communications of a "welfare" nature going outside of the affected area via the National Traffic System (NTS). (More and more of this type of traffic is now being handled by packet radio.)

In this section we will be focusing on the formal, written form of communications. Informal traffic can usually be handled on a "common sense" basis by the amateur operator.

II. GUIDING PRINCIPLES

As mentioned previously, the key to providing useful emergency communications is to...

- **Maximize accuracy, understanding and expediency** and...
- **Minimize errors, confusion and delays.**

We do this by using a number of "tools", among which are:

- Standardized message forms
- Word count check
- International phonetic alphabet
- Spell out numerals
- Attention to articulation
- Standardized procedures for requesting "repeats"

These and others will all be discussed in the following paragraphs.

III. MESSAGE FORMS

A. Common Elements

There are five common elements among the various message forms that may be used during emergency communications. They are:

1. Preamble - Common elements within the preamble (a particular message form may have more or less) are:

a. Message Number - A message number is simply a way of keeping track of messages. It is a serial number assigned by the operator at the originating station. On some message forms, it may be optional at the discretion of the operator.

b. Precedence - A ranking of importance of the message. Always assigned by the originator of the message. **The precedence of a message must be stated when contacting Net Control and when contacting the destination or relaying station.** Although a code may be used on the form, the full word should be used when expressing the precedence by voice. Four rankings exist (in order of importance):

1. **EMERGENCY** or **IMMEDIATE** - Lives are endangered, handle at top speed. The state RACES message form uses IMMEDIATE (coded with "I" on the form). On some message forms EMERGENCY is always spelled out; on others it is coded with "E". Handle in the order requested, before all other precedences.

2. **PRIORITY** - Coded with "P". Urgent, action required within a few hours. Relating to timely action required to prevent further endangerment of lives. Handle in the order filed, after EMERGENCY messages. **Most messages, during an emergency, will have this precedence.**

4. **ROUTINE** - Coded with "R". Routine, administrative and operational messages. The text of the message should state the time frame of any action expected. Handle in the order filed, after EMERGENCY and PRIORITY messages.

3. **WELFARE** - Coded with "W". A message relating to the health and welfare of a person or persons within the affected area. May be an inquiry or an advisory. Handle as soon as possible (ASAP) only after EMERGENCY, PRIORITY, and ROUTINE messages

c. Date/Time Group - The date and time the message was filed. This may be in 12-hour or 24-hour local time; or it may be in UTC (GMT) time, depending on the form. Note that many NTS traffic operators no longer use the **time** in the date/time group.

2. **Addressee** (To whom?) - The person to whom the message is going. It is important to have as complete an address as is necessary to deliver the message without delay (this may include the need for a telephone number). Some local message forms require only a person's name/title and a tactical location name (such as Red Cross).
3. **Signature/originator** (From whom?) - The person (name/title) who originates the message. It is important that the signature have meaning to the addressee. A signature such as "an old friend" may not have much meaning to the addressee unless the content of the message gives a clue. Some local message forms require an address/location along with the originator's name/title.
4. **Message text** - This is the actual message to be sent, written by the originator and checked by the radio operator for clarity. A number of procedures and conventions are used in the text of the message to assure accuracy. These will be discussed later.
5. **Housekeeping notes** - At the bottom of the form are housekeeping notes such as the sending station date/time, receiving station date/time, radio operator, station location, etc. Individual forms may vary.

B. Specific Message Forms

Clark County AREA/RACES uses three different message forms (in addition to any specific agency forms) during emergencies and disasters, depending upon the situation:

1. **Clark County ARES/RACES Message Form** - used for formal voice traffic on a local basis while the organization is operating as:
 - a. ARES (i.e. between and among the county ECC, county agencies, public and private service organizations, etc.) - see Clark County ARES/RACES Plan in Section 2 of this manual.
 - b. RACES on the local OPS 2 network (i.e. between the county ECC and local jurisdictions, and county agencies.) - see the Washington State RACES Plan in Appendix E.
2. **Washington State General Message Form** - used for formal voice traffic when communicating on the RACES Local OPS 1 network (i.e. between the county ECC and Southwest Region NCS) and the State CMD networks. - see the Washington State RACES Plan in Appendix E.
3. **ARRL Radiogram** - used mainly for formal traffic going outside the affected area via the NTS.

C. Discussion of individual message forms

1. ARES/RACES Message Form

Figure 4A-1 is a replica of the Clark County ARES/RACES Message Form. This message form is printed on light green paper and consists of the following parts:

a. Preamble

1. Msg. # - This is the radio operator's message number and is optional at the discretion of the operator.
2. Precedence: - **E**=Emergency, **P**=Priority, **R**=Routine and **W**=Welfare,
3. Time Filed: - Time filed by the originator in local 12-hour (AM, PM) time.
4. Date: - Date message is originated (mm/dd/yy).

b. To: (addressee name/title) **At:** (location of addressee)

c. From: (Originating official's name/title) **At:** (location of originating official)

d. Message Text

This is the actual text of the message and is usually filled in by the originating official. Note that if this an **exercise message**, the box next to the phrase "This is an exercise message." **must** be checked and becomes part of the text. Because it is filled in by the originating official, common punctuation is used (no x-ray's for periods, etc.). Since "word count" is not used on this form, it is important to take extra care in receiving the text (messages using this form generally go directly to the destination, or at most, through only one relay station).

e. Housekeeping Notes

At the bottom of the form is a place to note the radio location (tactical), the call of the radio operator, the time the message was sent and/or received. Times are in 12-hour local (circle AM or PM). **It is important to take the time to fill in this information on-the-spot!**

2. Washington State General Message Form

This message form is discussed in the "State of Washington Radio Amateur Civil Emergency Service (RACES) Plan" found in Appendix E of this manual. **Be sure to read through this discussion.**

Amateur Radio Emergency Service
CLARK COUNTY ARES/RACES MESSAGE FORM
(For use with County ECC, Fire, Sheriff, Red Cross, etc.)

MSG.# _____ PRECEDENCE: _____ TIME FILED: (local) ____:____ AM PM DATE: _____
(E=Emergency P=Priority R=Routine W=Welfare)

To: _____ At (location) _____
(Receiving Official)

From: _____ At (location) _____
(Originating Official)

Message: This is an exercise message.

01/31/95 Green

Radio Location: _____ Sent: ____:____ AM PM

Radio Operator: _____ Received: ____:____ AM PM

Figure 4A-1

3. ARRL Radiogram

Use of the ARRL Radiogram message form is discussed in Chapter 15 of the "ARRL Operating Manual", as well as other publications of the American Radio Relay League. These message forms are available from ARRL. **Again, be sure to read the discussion found in one of these publications.**

Note: Copies of messages sent and received should be kept for future critiquing.

- **You should keep several copies of each of the three message forms discussed here, filed in Appendix J of your manual.**

IV. PROCEDURES

This section discusses the actual procedures for sending and receiving amateur radio emergency traffic.

A. General

Remember, our goal in providing useful emergency communications is to

- **Maximize accuracy, understanding and expediency** and...
- **Minimize errors, confusion and delays.**

Nothing does more to defeat these objectives, when communicating by voice, than speaking too quickly. The first rule in passing a message by voice is to **speak slowly and clearly**. A message repeated over and over is an indication it is being sent too fast. The operator at the receiving station has to write it down. Imagine you, too, are writing it down. Are you reading it faster than you can write it? A good way to practice is to actually print a message on paper as you say it.

The second rule is to **speak distinctly**. Use special care in your speech and enunciate clearly. Avoid slurring and mumbling; do not shout into the microphone. When conditions are good there is no need to repeat words or phrases, or to spell out words unless they are unusual. Wait for the receiving station to ask for fills, if any are needed. (However, proper names are usually spelled out.)

After transmitting the initial lines of a message, pause (use the word "break" and unkey the microphone momentarily) immediately before the message text to give the receiving station an opportunity to ask for fills or offer constructive comments, even if he/she just wants to say "**slow down**".

If the message text is long, pause one or more times, preferably at the end of a sentence, for fills or comments by the receiving station. Again, use the word "break" and unkey the microphone when doing this.

The receiving station should be given a final opportunity to request fills or offer comments at the end of the complete message. You should not sign clear until the receiving station has had this opportunity and has acknowledged receipt of the complete message.

Traffic purists frown on the use of "Q" signals, like "QSL?" in voice traffic.

The mark of a good operator is one who sends and receives traffic quickly without numerous repeats, especially when conditions are good. When conditions are poor, a good operator uses sound judgment to calmly and clearly repeat and/or spell out words or phrases which he/she believes may be difficult for the receiving station to copy correctly. When receiving, the good operator asks for repetition of only the specific words missed.

B. Spelling Out Numerals and Words

There is often a question of when to read numerals or when to spell them out.

- If your message contains a quantity such as: “require 56 extinguishers”, the numerals should be sent as words: e.g., “REQUIRE FIFTY-SIX... I SPELL... F-I-F-T-Y dash S-I-X EXTINGUISHERS.”

However, a different technique applies if the numerals are part of an address or group/unit title.

- An address such as: “14996 21st Street”, should be sent as: “FIGURES FOLLOW... ONE FOUR NINER NINER SIX... FIGURES... TWO ONE SIERRA TANGO STREET”

TIP: Zero should always be pronounced as ZERO, never as OH. Be particularly conscious of this when transmitting phone numbers, e.g., THREE SIX ZERO EIGHT THREE FOUR FIVE ZERO EIGHT FOUR. The figure 9 should always be pronounced as “NINER”. Only the 9 is said that way, never say FIVER. However, there are a few other special pronunciations which may be used for clarity: 3 may be pronounced THU-REE and 5 may be pronounced FI-YUV.

TIP: If the group starts with figures, introduce with “FIGURES FOLLOW” or simply “FIGURES”.
e.g. 21st --> “FIGURES... TWO ONE SIERRA TANGO”
APT B301 --> “I SPELL... ALPHA PAPA TANGO... I SPELL... BRAVO THREE ZERO ONE”

Another frequent question is when to spell words out and when not to. Often this is a question of judgment influenced by operating conditions.

- “96 Main Street is often sent as: “FIGURES FOLLOW...NINER SIX MAIN...COMMON SPELLING...MAIN STREET”
- “4 MAINE STREET” might be sent as: “FIGURES FOLLOW... FOUR MAINE... I SPELL... MIKE ALPHA INDIA NOVEMBER ECHO... MAINE... AS IN STATE OF MAINE... STREET.”

TIP: When using the phonetic alphabet to spell a word which is a proper name, it is common practice to say the name, spell it, and then say it again. If the word is not a proper name it is not necessary to say it a second time after it is spelled.

TIP: TOM Q Smith would properly be transmitted as “TOM I SPELL TANGO OSCAR MIKE TOM INITIAL QUEBEC SMITH I SPELL SIERRA MIKE

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INDIA TANGO HOTEL SMITH. Notice that neither before nor after the word “INITIAL” was the name of the letter “Q” spoken, only the phonetic was used.

When in doubt, do what you think is best to avoid the receiving station having to ask for fills, but try not to unnecessarily lengthen the time it takes to transmit the message.

Use the **International Phonetic Alphabet** (see Figure 4A-2 below). While there are a number of “standard” phonetic alphabets, amateurs use the International Phonetic Alphabet when passing radio traffic. Learn and use these standard phonetics. Get in the habit of using them in your ordinary radio contacts. They will then become automatic. However, when receiving a message, take it without comment, even if the sender is using improper phonetics or other improper techniques, **so long as you are sure you are copying it correctly.**

Give the organizations we are assisting the impression that we **Amateur** Radio Operators are indeed **Professionals** in the way we handle and pass emergency communications.

INTERNATIONAL PHONETIC ALPHABET

A ALPHA	N NOVEMBER
B BRAVO	O OSCAR
C CHARLIE	P PAPA
D DELTA	Q QUEBEC
E ECHO	R ROMEO
F FOXTROT	S SIERRA
G GOLF	T TANGO
H HOTEL	U UNIFORM
I INDIA	V VICTOR
J JULIET	W WHISKEY
K KILO	X X-RAY
L LIMA	Y YANKEE
M MIKE	Z ZULU

Figure 4A-2

The remainder of the this section is devoted to specific techniques which will aid in the accurate and speedy transmission of emergency messages.

II. -

In the event of a call-out and you hear about it by telephone, or over commercial radio or TV, or if you become aware of some major catastrophe in the area and suspect that there might be a call-out, then follow the instructions in paragraph roman numeral II on page 3-3 of your manual, entitled PRELIMINARY NET and tune to 147.240. Of course, if the call-out comes immediately after the

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catastrophe, there will be no time for a preliminary net. Someone will quickly start the call-out-net. Probably one of the people set forth in paragraph roman III.A on page 3-4 of your manual, but it could be anyone who is authorized to do so by the County Department of Emergency Services.

If this repeater is not functioning, tune to 147.240 anyway. In the absence of a decision to move to another repeater the call out net will be run on that frequency in simplex mode. It is therefore of great importance that you know how to put your radio on simplex, and how to change frequencies, and how to go back to duplex, plus or minus.

If the net has been moved to another repeater, announcements will be made on 147.240 instructing you where to tune. If such announcements are made in simplex and you are in a bad spot and cannot hear anything, try going to 146.840 and listen there. That is our secondary VHF repeater choice (if it is available for our use.) It has a negative offset. The tertiary repeater choice is 147.320, with a plus offset.

If the club repeater on 147.240 is non-functional, there is a possibility that the net will be shifted to the Clark County ARC UHF repeater on 443.925+. The 440.300+ UHF repeater is the secondary UHF repeater. However, if all repeaters in the area are down, or if the disaster is wide spread and other repeaters are being used by emergency groups with a higher claim on their use, then we will most probably be on 147.240 simplex.

If we must work the net on simplex, every attempt will be made to put the control station at a physical location capable of reaching the greatest area.

Appendix C contains a tan page. In the middle column of that page is a bold heading which says "SIMPLEX", and below that are a number of frequencies and team names. If you can't find the call-out net, you might be able to make contact with someone on one of the frequencies listed there (excepting the National Calling Frequency and the SAR, Search and Rescue, frequency) But making your initial contact on one of these frequencies should be an absolute last resort. We want all traffic on these frequencies to be directed there by net control, to the maximum extent possible.

If you have a high frequency rig, you could try making contact on 75 meters 3.987 MHz.

III. - Call Signs (Tactical and Amateur)

Tactical call signs indicate from where or in what capacity the radio operator is transmitting, or what location he/she is trying to reach, e.g., County EOC, Red Cross, Net Control, Med Center, etc. With the exception of the call-out/check-in procedure (Section 3), tactical call signs should be used at the start of every transmission and at the **end** of every **contact**.

We cannot overemphasize the importance of using the tactical callsign when calling another location. In an exercise or drill lasting only a few hours this often seems an annoyance, but in a true emergency it may be necessary to continue operations for several days and then there will be continual turn over of personnel at the many operating positions. A protocol of using amateur radio call signs to pass traffic would be unwise for the following reasons:

- Operators whose primary duty is to pass emergency traffic, will be burdened with the administrative task of logging, and keeping current, a record of all ham calls on the network. Changes will have to be announced and posted to every one of these logs across the network whenever any operator changes frequency or is relieved.
- It will be extremely time consuming, and a waste of valuable air time, to continually make the necessary announcements on all frequencies in use.
- In short, it will interfere with the efficient passing of emergency traffic.

The exercises and drills are the time to practice using tactical call signs, so the Clark County ARES/RACES group has adopted a policy to **ALWAYS USE THE TACTICAL CALL SIGNS WHEN CALLING ANOTHER STATION TO PASS TRAFFIC OR TO CONTACT NET CONTROL** (except during the initial call-out.)

At the end of a **contact** both stations should identify with both their tactical call and the operator's amateur call sign. This will satisfy FCC requirements (amateur call signs should also be given every ten minutes during a contact, should it last that long.)

IV. - Message Precedence Assignment

- A. Assignment of the precedence of a message is the responsibility of the originator - the drafter of the message - not the radio operator. The subject matter and time factor involved determines the precedence and, when necessary, or when requested, the radio operator may assist in this determination.
- B. Precedence designations indicate the relative order in which a message is handled , as follows:
- (1) To the originator - to indicate the required speed of delivery to the addressee.
 - (2) To communication personnel - the relative order of handling and delivery.
 - (3) To the addressee - the relative order in which he/she should note the message.

CLARK COUNTY ARES DIRECTIVE

MESSAGE PRECEDENCE SHOULD ALWAYS BE STATED WHEN DECLARING TRAFFIC TO NET CONTROL AND/OR TO THE RECEIVING STATION. : .

(See examples later in this chapter.) The listings with the highest priority should be given first.

- C. **Definitions:** (These are extracted from and are almost identical to the ARRL definitions)

EMERGENCY (always spelled out in full when written, never abbreviated).

Any message having life or death urgency to any person or group of persons, which is transmitted by Amateur Radio, in the absence of regular commercial facilities. This includes official messages of welfare agencies during emergencies requesting supplies, materials, or instructions vital to relief of stricken populace in emergency areas. During normal times it will be *very rare*. On CW/RTTY/ PACKET, this designation will *always* be spelled out. When in doubt do not use it.

CLARK COUNTY ARES DIRECTIVE: EMERGENCY messages should be processed, transmitted and delivered in the order received and ahead of all messages of lower precedence. Messages of lower precedence should be interrupted until the handling of the emergency message is completed.

PRIORITY (Use abbreviation P on CW/RTTY/PACKET.) This classification is for (a) important messages having a specific time limit, (b) official messages not covered in the emergency category, (c) press dispatches and emergency related traffic not of the *utmost* urgency, and (d) notice of death or injury in a disaster area, personal or official.

CLARK COUNTY ARES COMMENT: It is assumed that most messages sent on an emergency net will be given PRIORITY precedence or above. It will therefore not be necessary to state the precedence PRIORITY when transmitting message content by voice. (However, it should be stated when declaring traffic to net control and/or the receiving station.)

CLARK COUNTY ARES DIRECTIVE: PRIORITY messages should be processed, transmitted and delivered in the order received and ahead of all messages of WELFARE or ROUTINE precedence. Messages of lower precedence should be interrupted until the handling of the priority message is completed.

WELFARE: This classification, (Abbreviated w on CW/RTTY/PACKET) refers to either an inquiry as to the health and welfare of an individual in the disaster area or an advisory from the disaster area that indicates all is well. Welfare traffic is handled only after all emergency and priority traffic is cleared. The Red Cross equivalent to an incoming Welfare message is DWI (Disaster Welfare Inquiry).

ROUTINE: Most traffic in normal times will bear this designation. In disaster situations, traffic labeled Routine (R on CW/RTTY/PACKET), should be handled last or not at all when circuits are busy with higher priority traffic.

CLARK COUNTY ARES COMMENT: It is anticipated that there will be few, if any, ROUTINE messages handled on Clark County disaster/emergency nets.

IV. - Control of Traffic Flow

The Net Control Station (NCS) is responsible for the efficient flow of traffic. Accordingly, all traffic held for transmission should be listed with the NCS; **the listing should include the precedence of the message.** The NCS can then efficiently direct when and how the traffic should be passed.

All tactical locations on the net should make every effort to continually monitor the NCS frequency. If this is not done, there is no assurance that NCS will be able to promptly dispatch high priority traffic. If the NCS frequency cannot be monitored for even a short period, NCS should be advised how contact can be made in the interim, and NCS should be advised when the tactical location is again monitoring the NCS frequency.

Most tactical locations will have a traffic frequency on which to receive traffic. Some of these are pre-assigned, and if not, NCS should assign one. However, a traffic frequency may be busy, or it may not be monitored because the operator(s) are busy transmitting message(s) to some other location on the latter's frequency. Therefore, **initial contact to list traffic for transmission should be always be to the NCS on the NCS frequency.**

Example:

NET CONTROL THIS IS RED CROSS
OVER

RED CROSS THIS IS NET CONTROL
OVER

THIS IS RED CROSS
ONE PRIORITY FOR MED CENTER
OVER

THIS IS NET CONTROL
RED CROSS CALL MED CENTER
OUT

MED CENTER THIS IS RED CROSS
OVER.

RED CROSS, THIS IS MED CENTER
OVER

THIS IS RED CROSS
ONE PRIORITY
STATE DESIRED FREQUENCY
OVER

THIS IS MED CENTER
GO TO (147.580 SIMPLEX)
(amateur call sign)
OVER

Note the use of the word OVER - this in anticipation of getting
ROGER in response.

THIS IS RED CROSS
ROGER
(amateur call sign)
OUT

{Both red cross and MED CENTER provide an operator on (147.580) where the
contact continues. Note: It is Red Cross who is trying to contact MED CENTER.
Red Cross should do the calling.}

MED CENTER THIS IS RED CROSS
ONE PRIORITY
OVER

NOTE: These may or may not be the same operators who spoke on the NCS frequency, and since a frequency change has just taken place for at least one of them, the above transmission should be repeated until an answer is obtained.

THIS IS MED CENTER
SEND YOUR MESSAGE
OVER

THIS IS RED CROSS
MESSAGE FOLLOWS

{Red Cross transmits the message following instructions given later in this section, and Med Center requests any necessary fills or clarifications. Then Med Center receipts for the message and both stations sign off.}

THIS IS MED CENTER
ROGER
{amateur call sign}
OUT

THIS IS RED CROSS
{amateur call sign}
OUT

V. - The Clark County ARES Message Form

The Clark County ARES Message Form is illustrated on the next page. For the most part it is self explanatory, and only a few comments are required. It differs from the ARRL Message Form in several ways:

- A space is provided for a message number, but its use is optional unless the Net Control Station announces to the contrary.
- Both the TO and FROM portions of the form provide space for entering the tactical location of the addressee and originator of the message.
- A check box is provided to indicate whether this is a test message. **THIS BLOCK SHOULD ALWAYS BE MARKED DURING A DRILL OR SIMULATED EMERGENCY, AND THE WORDS “THIS IS A TEST MESSAGE” ARE TO READ LOUD AND CLEAR WHEN THE MESSAGE IS TRANSMITTED.** This is to avoid unnecessary concern on the part of anyone who might be monitoring the frequency during a drill a simulated emergency exercise.
- There are spaces at the bottom left portion of the form in which the operator, whether the sending or the receiving station, should insert his tactical call and his/her amateur call sign.

After the message has been sent and receipt has been acknowledged, both operators should fill in the time (on the bottom right side of their respective forms); using the Message Sent line if he/she transmitted the message **OR** the Message Received line if he/she was the receiver of the message.

<small>AMATEUR RADIO EMERGENCY SERVICE</small> Clark County ARES Message Form (For use with DES, Fire, 9-1-1, Red Cross, etc.)			
MSG # <input type="checkbox"/>	PRECEDENCE: <input checked="" type="checkbox"/> <input type="checkbox"/> <small>R=Routine W=Welfare P=Priority</small>	TIME FILED (local) 10:10 AM <input type="checkbox"/> PM <input type="checkbox"/>	DATE: 13 Jan 95 <input type="checkbox"/>
To: <i>Dr. Jones</i> <input type="checkbox"/>		AT (location): <i>South West Washington Med Center</i>	
MESSAGE: <input checked="" type="checkbox"/> THIS IS A TEST MESSAGE <input type="checkbox"/>			
<input type="checkbox"/>			
<input type="checkbox"/>			
<i>Ten additional doctors are immediately needed at the evacuation center</i> <input type="checkbox"/>			
<input type="checkbox"/>			
<input type="checkbox"/>			
<input type="checkbox"/>			
FROM: <i>Tom Smith, Regional Director</i> <input type="checkbox"/>		AT (location): <i>Red Cross</i>	
Radio Location: <input type="checkbox"/> <input type="checkbox"/>		Message Sent: <input type="checkbox"/> : <input type="checkbox"/> AM <input type="checkbox"/> PM <input type="checkbox"/>	
Radio Operator: <input type="checkbox"/> <input type="checkbox"/>		Message Received: <input type="checkbox"/> : <input type="checkbox"/> AM <input type="checkbox"/> PM <input type="checkbox"/>	

Note: Many of the examples which follow are based on the above illustration.

VI. - An outline of the transmission of a Clark County Message Form

When using the Clark County ARES Message Form the message should be sent as follows (unless conditions require more frequent pauses):

- A. Send through the "TO:/ AT:" line.
- B. Say, "Break, Over" and then respond to what the receiving station says, including providing any fills requested.
- C. When the receiving station indicates he/she is ready to proceed by saying something like "go ahead, over" or "continue, over", or "roger, over", then send the text of the message. If it is long, consider pausing somewhere in the middle by saying, "over." The receiving station will then ask for fills or tell you to continue. When continuing, start by saying, "text continues" or "I continue"..
- D. When you reach the end of the message text say, "break", but continue without pause with the "FROM:/AT:" line.
- E. Say "Break, End of Message". If you have another message or desire further contact with the receiving station say, "more to follow".

- E. Say “over”, and if requested, provide whatever fills are needed, or respond as necessary to the other operators comments.
- F. Sign off

VII. - Prowords, Getting “Fills” and Corrections:

Prowords are used to facilitate rapid communication by conveying in a simple yet standardized form certain frequently used orders, instructions, requests, reports and/or other information related to voice communications.

- **WORD AFTER / ALL AFTER; WORD BEFORE / ALL BEFORE; WORD BETWEEN / ALL BETWEEN:** - These are generally used after the prowords SAY AGAIN or REPEAT (or I SAY AGAIN, or I REPEAT) to identify a portion of a message. If a word or group of words occurs more than once in a message, it is to be assumed that the first occurrence of the word or group is implied. If otherwise intended you must identify the particular word or group (see examples below for clarification).

Examples:

SAY AGAIN ALL BEFORE BEDS is a request for a repetition of everything in the text of the message before the word “beds”.

SAY AGAIN WORD BEFORE BEDS is a request for a repetition of the single word before the word “beds”.

SAY AGAIN ALL AFTER BEDS is a request for repetition of everything after the word BEDS in the text of the message.

SAY AGAIN ALL BETWEEN BEDS AND NURSES is a request for repetition of all the text between the words “beds” and the word “nurses”. If the word nurses appears twice after the word beds, you can clarify by saying appropriate like BETWEEN BEDS AND PRACTICAL NURSES

- ◆ **BREAK:** - Is used to indicate the separation between parts of a message. It always precedes and follows the message text.

NOTE: As presently distributed, the Clark County ARES Message Form contains the word “MESSAGE” at the start of the message text and does not include the word BREAK either before or after the message text. The form was designed to be used by message originators, who are not necessarily radio operators, and the presence of the word BREAK might cause them some confusion. However, radio operators, when transmitting the message, should substitute the word BREAK for the printed word

MESSAGE and add BREAK and the end of the message text, just before the FROM/AT line.

Example: (This also illustrates a way the message on the illustrated_form may be properly sent.)

MED CENTER THIS IS RED CROSS
THREE PRIORITY
OVER

RED CROSS THIS IS MED CENTER
SEND YOUR MESSAGE
OVER

MED CENTER THIS IS RED CROSS
MESSAGE FOLLOWS
TIME.....TEN TEN AM
DATE.....THIRTEEN JANUARY NINETY FIVE
TO DOCTOR JONES.....I SPELL.....JULIET OSCAR NOVEMBER ECHO
SIERRA.....JONES.....AT.....SOUTH WEST.....I SPELL..... SIERRA
WHISKEY.....WASHINGTON.....I SPELL.....WHISKEY
ALPHA.....MED.....I SPELL.....MIKE ECHO DELTA.....CENTER

BREAK
OVER

{Med Center requests any necessary fills, offers whatever comments are appropriate, says CONTINUE followed by the word OVER. Then Red Cross continues}

THIS IS RED CROSS
I CONTINUE
THIS IS A TEST MESSAGE....
TEN.....I SPELL.....TANGO ECHO NOVEMBER.....ADDITIONAL DOCTORS
ARE IMMEDIATELY NEEDED AT EVACUATION CENTER

BREAK
FROM.....TOM.....I SPELL.....TANGO OSCAR MIKE.....SMITH.....
COMMON SPELLING.....SMITH...COMMA.....REGIONAL
DIRECTOR.....AT.....RED CROSS

BREAK
END OF MESSAGE
OVER

THIS IS MED CENTER
ROGER
SEND YOUR MESSAGE
OVER

NOTE: Red Cross announced at the beginning that he/she had three messages, so now at the end of the first, Med Center Rogers for it and indicates he/she is ready to receive the next.

- ◆ **CONTINUE:** - Continue is used by the receiving station to indicate readiness to continue copying the message after the sending station has provided a break for fill requests and/or comments, and all have been successfully handled. It may also be used by the sending station in such phrases as, “I continue” or “Message continues”. Of course the receiving station could also indicate his readiness to proceed by saying ROGER OVER.
- ◆ **CORRECT:** - When used alone the proword CORRECT means, “You are correct.” It may also be incorporated in a question such as, “IS THIS CORRECT.....”

Example: Red Cross is transmitting a message to Med Center and Med Center questions the accuracy of what was received.

.....
BREAK
FROM.....TOM.....I SPELL.....TANGO OSCAR MIKE.....SMITH.....
COMMON SPELLING.....SMITH...COMMA.....REGIONAL
DIRECTOR.....AT.....RED CROSS

BREAK
END OF MESSAGE
OVER

RED CROSS THIS IS MED CENTER
IN THE FROM LINE.....IS THIS CORRECT
TOM SMITH COMMA REGIONAL DIRECTOR AT RED CROSS
OVER

THIS IS RED CROSS
CORRECT
OVER

{Both stations sign off}

Example: Correcting a message immediately after an error is made:

.....ARE IMMEDIATELY REQUIRED
CORRECTION.....
IMMEDIATELY **NEEDED** AT EVAC CENTER. (Note how the last word before
the error is included for clarification and how the sending operator
emphasizes the corrected word(s).)
{The message transmission continues in the normal fashion.}

Example: Correcting a message after the final break:

BREAK
FROM TOM....I SPELL....TANGO OSCAR MIKE....TOM....SMITH....I
SPELL....SIERRA MIKE INDIA TANGO HOTEL....SMITH....AT RED
CROSS
BREAK
END OF MESSAGE
CORRECTION
WORD AFTER IMMEDIATELY IN THE TEXT SHOULD BE....**NEEDED**
OVER

Example: Red Cross has received the message and questions the word after IMMEDIATELY:

MED CENTER THIS IS RED CROSS
SAY AGAIN WORD AFTER IMMEDIATELY
OVER

RED CROSS THIS IS MED CENTER
I SAY AGAIN WORD AFTER IMMEDIATELY
NEEDED
OVER

If RED CROSS thinks there may still be confusion, or if MED CENTER should ask for another repetition, MED CENTER may spell the questioned word(s) in phonetics in addition to just saying it:

RED CROSS THIS IS MED CENTER
I SAY AGAIN WORD AFTER IMMEDIATELY...
NEEDED.....I SPELL.....NOVEMBER ECHO ECHO DELTA ECHO DELTA
OVER

- ◆ **MORE TO FOLLOW:** - This is used in the final portion of a transmission when a station has more to transmit, i.e., an additional message(s) or comments.

Example

BREAK
(Text of Message)
BREAK
(FROM line)
BREAK
END OF MESSAGE

MORE TO FOLLOW
OVER

Example: If after receiving a message from Red Cross, Med Center realizes they have traffic for Red Cross, he/she should receipt for the message from Red Cross and then, before either signs off, inform Red Cross of the desire to continue the contact, as follows:

RED CROSS THIS IS MED CENTER
ROGER
MORE TO FOLLOW
OVER

{Red Cross may at the same time indicate the number and precedence of the message(s):}

RED CROSS THIS IS MED CENTER
ROGER
MORE TO FOLLOW
ONE EMERGENCY TWO PRIORITY
OVER

- ◆ **OUT:** - Means “This is the end of my transmission to you and as far as I am concerned, no response is required or expected.” However, it does not preclude requests, as necessary, for repetitions or verifications, or continuation of the contact for any legitimate reason.

Example:

RED CROSS THIS IS MED CENTER
ROGER
OUT

MED CENTER THIS IS RED CROSS
I HAVE TWO PRIORITY FOR YOU
OVER

- ◆ **OVER:** - Means “Go ahead” or “This is the end of my current transmission and a reply is expected.”
- ◆ **READ BACK:** - Is a request, made because of extreme necessity for absolutely accuracy (formulas, or complex instructions, etc.), to have the recipient read back the entire message. **It is rarely used.** It would be transmitted immediately before the TIME at the start of the message.

- ◆ **REPEAT:** - Same as SAY AGAIN. Many authorities discourage the use of REPEAT as a proword.
- ◆ **ROGER:** - Is used to indicate that a transmission or message has been received satisfactorily. Identification of the message(s) may be included if absolutely necessary.
- ◆ **SAY AGAIN:** - Means “repeat” the last transmission or the parts indicated.

Example: Med Center requests repetition of whatever was just said by Red Cross:

RED CROSS THIS IS MED CENTER
SAY AGAIN
OVER

Example: SAY AGAIN followed by identification of data means repeat (or I repeat) the indicated portions of the transmission:

RED CROSS THIS IS MED CENTER
SAY AGAIN ALL BEFORE ADDITIONAL
OVER

MED CENTER THIS IS RED CROSS
I SAY AGAIN ALL BEFORE ADDITIONAL
TEN.....I SPELL.....TANGO ECHO NOVEMBER
OVER

- ◆ **UNKNOWN STATION:** - A phrase used in lieu of a call sign in establishing communication with a station whose callsign is not known or is not recognized.

Example: Red Cross hears its own call sign but misses the call sign of the calling station. Red Cross transmits:

UNKNOWN STATION THIS IS RED CROSS
OVER

- ◆ **VERIFY:** - Means verify all or the specified part of a message, often, but not necessarily one which was passed earlier. Only the originator, the author, may verify a message. It is used if the recipient (not the radio operator), the addressee questions the content of the message as received. It is a request for the current receiving station (the station which previously sent the

message) to go back to the originator and verify that the message as received by the addressee is indeed correct.

Example: Med Center suspects that a message was received incorrectly:

RED CROSS THIS IS MED CENTER
OVER

MED CENTER THIS IS RED CROSS
OVER

THIS IS MED CENTER
PLEASE VERIFY THE FOLLOWING MESSAGE FROM TOM SMITH
REGIONAL DIRECTOR AT RED CROSS WITH TIME OF TEN TEN AM
THIS DATE
{Entire message, or a specific part is transmitted back to Med Center}
OVER

MED CENTER THIS IS RED CROSS
ROGER
WAIT
OUT

- ◆ **WAIT:** - Wait is used when the called station is not prepared to accept traffic or for any other reason is not prepared to continue the present radio contact. When transmitted without an ending proword, i.e., OVER or OUT, it indicates a short pause. When followed by the proword OUT means to wait an indefinite time. WAIT (5) OUT means the delay in minutes is as specified by the numeral - in this case five. Once you have received the proword WAIT, you should wait for the proword OVER before transmitting unless in the meantime you receive a message of high precedence to transmit or receive, or it appears your station has been overlooked.

Example: MED CENTER has received the preamble to the text of the message and told RED CROSS to continue.

THIS IS RED CROSS
I CONTINUE
THIS IS A TEST MESSAGE
TEN ADDITIONAL DOCTORS...
WAIT

When Red Cross is ready to resume, he/she continues with the last word previously sent:

MED CENTER THIS IS RED CROSS

OVER

THIS IS MED CENTER
OVER

THIS IS RED CROSS
I CONTINUE WITH TEXT OF MESSAGE WITH ALL AFTER WORD
DOCTORS.....
ARE NEEDED AT EVAC CENTER.
BREAK
(etc.)