

REDWOOD DISPATCH COMMUNICATIONS AUTHORITY  
STANDARD OPERATING POLICY

ORDER MODEL FOR RADIO COMMUNICATIONS

Policy

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Effective Date: November 25, 2014

Approvals



DOAG Chairperson



Communications Director

**3.0 ORDER MODEL FOR RADIO COMMUNICATIONS**

- 3.1 The Order Model for Radio Communications provides a framework for radio traffic. It assures that messages are understood (particularly important during emergencies) by providing confirmation. It also provides for effective two-way communications through use of a standard radio contact format.
- 3.2 Communications shall be regulated by the following (ORDER MODEL) procedures:
- 3.2.1 Sender transmits the receiver's ID and then the sender's ID.
- 3.2.2 Receiver transmits their ID to indicate that they are ready to receive the message. "Go ahead" shall not be transmitted.
- 3.2.3 Sender re-transmits the receiver's ID and then gives the message, order, etc. in clear text terminology.
- 3.2.4 Receiver will acknowledge receipt of the message by a brief restatement of the message. "Copy" will be used for strictly routine messages.
- 3.2.5 The Communications Center shall acknowledge all communications directed to it by a brief restatement of the message. Particular attention shall be given to repeating "at scene", conditions reports, requests for additional resource, "available", "out of service" and "in service". "Copy" shall only be used to acknowledge long, non-essential messages.