

Basic Rules for Effective Two-Way Radio Communications

1. LISTEN LISTEN LISTEN
2. EMERGENCY messages ALWAYS have priority
3. REMEMBER radio communications are verbal ONLY – no eye contact or body language
4. FIRST, make contact
5. THINK about what you want to say and use short, concise words to convey your message
6. ACKNOWLEDGE receipt of the message OR ask for clarification
7. WAIT until the current conversation is completed BEFORE transmitting

1. **LISTEN** - Only one person can talk at a time on the radio. So, listen and be sure there isn't a conversation already in progress before you start talking. Wait your turn!
2. **EMERGENCY** - messages are about life safety and property protection. Use the keyword "emergency" at the first break in a radio conversation to get control of the conversation. When you hear the key word "emergency" STOP your conversation and let the person with an emergency talk.
3. **REMEMBER** - the other person can't see you and you can't see them. Always wait for a verbal acknowledgment that the other party is listening or that they have understood what you just said.
4. **FIRST** - make contact. DO NOT just start sending your message. Wait for the person you called to acknowledge your call and then send your message when you know they are listening.
5. **THINK** - about what your message will be BEFORE you start sending it. Only one person at a time can talk on the radio. Keep your messages short, direct, and to the point. If more information is needed, the other person will ask for it. This is critical when there are many others wanting to communicate and are waiting their turn for you to finish.
6. **ACKNOWLEDGE** - everything verbally. Remember, the other person can't see you. They don't know if you were listening or if you understood what they just said. Always give a verbal response on the radio to each and every communication.
7. **WAIT** - your turn. Be patient. Only one person can talk at a time. The ONLY exception is for emergency messages.

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EXAMPLE RADIO CONVERSATIONS:

IC THIS IS **ZONE 1**

ZONE 1 THIS IS **IC** GO AHEAD

IC WE HAVE MINOR STREET FLOODING IN THE HAMMERHEAD ON COLUCCIO ST.

ZONE 1 THIS IS **IC**, ROGER, THANK YOU.

TEAM LEADER THIS IS **PAUL**

PAUL THIS IS **TEAM LEADER** GO AHEAD

TEAM LEADER THERE IS A LAMP POST DOWN AT 13400 DEMARCO STREET

BLOCKING THE STREET

ROGER PAUL, THANK YOU

NOTE: Short, direct, to-the-point conversations. Radio is not the place for long, drawn-out chats.