Radio Training for Building Marshal Team Members...

By Sue Fisher, Emergency Mgmt Coordinator
Cal State Fullerton University Police

- Radio features and charging
- Call Signs and Talking
- Emergency messages
- Monthly radio test
Motorola HT-1000 Radio

**On/Off Switch:** If charged, a green light will briefly come on and the radio will beep.

**Press to Talk:** Press ONLY when talking, then release immediately when done.

**Channel Switch:** BMTs use Channel 1.

**Channel 2:** BMTs use only for “line of sight,” or w/o a repeater.
Charging your Radio’s Battery

Charging the battery

Charger, cords and extra battery

Place the entire radio (with the battery) into the charger.

After charging, remove the radio. Don’t leave it on the charger. It should stay charged for several hours.
Call Signs

The radio call sign for your radio will be the name of the building itself.

Example:

The radio identifier for Langsdorf Hall will be, “Langsdorf Hall.”
Radio Coordination

One station will control who shall talk on the radio.

- That station will call all other stations for their reports.
- Typically, this will be the EOC Building Marshal Coordinator.
Talking on the Radio

Think about what you are going to say, before you key the mike (press the Talk button), PAUSE one second, then say it.

- Speak slowly, clearly and as calmly as possible. Pronounce words distinctly and slowly.
- Keep your transmissions as concise as possible.

Remember to RELEASE the Talk button as soon as you have finished talking.
Talking on the Radio

Keep your mouth close to the microphone -- 2 to 4 inches -- when you are speaking into it.

Use a normal voice. No need to be loud.
Talking on the Radio

Keep your language polite and professional.

- Profanity is unacceptable.

Make your words as emotionless as possible...Think Joe Friday...

- Make your voice a monotone.
- Emotion tends to distort the voice and make it unintelligible.
- Stay calm and precise...”Just the facts, ma’am…”
Talking on the Radio

In most cases the unit or station being called (or “hailed”) is the first designation given over the air.

An example: A radio at the Library is trying to contact the Emergency Operations Center (EOC)

“EOC, this is the Library” (Library is hailing the EOC)

“Library, this is EOC. Go ahead” (EOC acknowledges)
Talking on the Radio

“EOC, we have several people trapped on the 4th floor.” (Library provides information)

“OK, Library. We have emergency responders on the way.” (EOC answers)

“Copy that, EOC. (Library acknowledges the EOC response…) Have them respond to the west side of the building. Library will be standing by.” (…and will keep the radio on and listen for further instructions.)

“EOC is clear.” (EOC ends conversation)
Talking on the Radio

- When the conversation is over, the last unit to speak will give their designation and clear the air for other traffic for the EOC.
  
  “EOC is clear.”

- The best radio communication should be brief, using plain language and clear to everyone. Avoid codes that few will know.
Talking on the Radio

Don’t Guess. Confirm what is said.

- Acknowledge messages sent to you (with “Copy” or “10-4”) ONLY if you are sure that you have correctly received the message.

- Only repeat messages that are unclear or cause confusion. Radio time is valuable, especially in an emergency; keep usage to a minimum.
Talking on the Radio

Example: Person at the EOC is unsure what is said by the Library...

- EOC: “Library, this is EOC, can you repeat?”
- Library: “Copy, EOC. I said that I need Purple Poodle Paddles for the Tweetle Beetle Battle.”
- EOC: “Copy, Library. EOC is clear.”
All radio transmissions, regardless of the reason, should be restricted to as minimum as practical.

Any radio transmissions anticipated to take longer than 20 seconds should be broken into 20-second messages by using the words, “Break for Traffic”

…then wait for two to three seconds –FINGER OFF THE BUTTON!-- before continuing with the message.
Talking on the Radio

Example: Library needs specific equipment from the EOC...

Library: “EOC, this is the Library. When tweetle beetles fight, it's called a tweetle beetle battle. And when they battle in a puddle, it's a tweetle beetle puddle battle. AND when tweetle beetles battle with paddles in a puddle, they call it a tweetle beetle puddle paddle battle. AND... Break for traffic.”

Library then pauses for 3 seconds to check for radio traffic…
Talking on the Radio

Library continues...

“EOC, this is Library continuing message. When beetles fight these battles in a bottle with their paddles and the bottle's on a poodle and the poodle's eating noodles... ...they call this a muddle puddle tweetle poodle beetle noodle bottle paddle battle.”

EOC: “Library, this is the EOC. Can you repeat?”
Seriously, it’s no time for jokes

Do not try to be humorous on the air.

It never sounds as funny as you think it does, and it wastes valuable air time.
When operating the radio in a noisy environment, you may not be able to hear yourself talking.

- **DO NOT SHOUT.** If you shout into the microphone loud enough to hear yourself, you are distorting the signal so badly that the person on the other end may not be able to hear or understand you.
Requests to “Stand By”

Sometimes while talking to one station, it may become necessary to ask that station to "stand by." “EOC, this is Library, stand by.”

The proper response, when requested to "stand by," is silence, and finger off the button.

Generally it will only be a moment before the other station will be back.

If you feel it necessary to say something, then say, in this case, “EOC standing by,” but nothing more.
Emergency Messages

If you have an emergency situation that needs attention, say so immediately.

“Emergency. This is the Library. I have an emergency. Clear radio traffic.”

Priority will be given to emergency radio traffic that relates to life safety issues only.
In Emergency Situations

All stations will be polled in alphabetical order for their status in three relays.

1. The **first** relay will be requesting information on any life threatening injuries and the status of emergency response to that situation.

2. The **second** go-round will seek information on structural damage to your building.

3. The **third** relay will seek information on the status of the evacuation process in your building.
For Building Evacuations

- While not required, it is very helpful to use your radio to report the status during fire alarms/building evacuations (other than drills).
- Unless they are tied up in other emergency transmissions, the University Police Dispatcher will hear your radio call and respond.
- Identify yourself, be clear, be concise.
A system for conducting regular radio checks will be instituted on a monthly schedule.

- A test will be initiated of the radio system for CSUF Building Marshals on the second Tuesday of every month at 9:00 a.m.

- The Building Marshal Coordinator (BMC) or the Emergency Management Coordinator (EMC) will conduct the scheduled monthly test.
Each building will be polled in alphabetical order.

If the Lead Building Marshal is not available, an alternate BMT Member from that building will need to be found in advance to conduct the test.
Each building shall respond over the radio system when called with only the radio identification authorized for their building and the quality of the radio message they are receiving, such as:

“College Park reads you loud and clear”

[or “weak” and “garbled,” depending on the circumstances].

Monthly Radio Test (cont’d.)
Monthly Radio Test (cont’d.)

The BMC or EPC shall acknowledge that the transmission from the calling building was received and then proceed calling the next building.

When a building fails to respond to the first call, a second call of the building shall be made.

At the end of the roll call, a third and final attempt will be made to any individual buildings not contacted during the initial check.
At the end of the roll call, the BMC or EPC shall announce over the radio the completion of the communication test.

*The goal of our monthly communications test will be 100% participation*
Thank you!

- Please direct any questions about the monthly radio tests to Co Wilkins, cwilkins@fullerton.edu, or (657) 278-4347.
- Direct all other questions to Sue Fisher, sfisher@fullerton.edu, or (657) 278-3572.