Kitsap County Fire and Law agencies have both agreed to implement the Receiver-Sender radio communications model at CENCOM. (Hey You it's Me!)

This transition will occur on December 12, 2016 at 0800

Background

The Receiver-Sender radio communications model is a universally accepted procedure for radio communications. Within Federal, State, and local government, the receiver-sender model provides a consistent procedure that increases the likelihood of successful radio communications, improves officer and firefighter safety, and reduces extraneous and redundant radio traffic.

Within Washington State, inter-agency mutual aid occurs daily; for many agencies (Law, Fire, EMS, other public safety entities), mutual aid is a crucial response component that allows for the safe and timely mitigation of significant incidents. Adopting the Receiver-Sender communications model and implementing, Procedures, and Best Practices will clarify communication between responders, reduce redundant radio traffic, provide consistency throughout the county, and significantly improve the safety of all public safety responders.

The "Hey you" communications model first prompts the "Receiver" that someone is calling them and to listen for the message.

Several documents highlight the Receiver-Sender communications model as best practice:

- *National Incident Management System*, U.S. Department of Homeland Security, December 2008, Pages 1, 18, 19, 28,
- *Voice Radio Communications Guide for the Fire Service,* U.S. Fire Administration, October 2008, Page 38.
- U.S Department of Transportation, Federal Aviation Administration, Flight Services, Chapter 12, Section 3, Paragraph 4-3-3 – Radio Message Format
- *Washington State Interoperable Communications Policies, Procedures, and Best Practices*, February 11, 2011, Page 31-32.
- Communications Order Model, Page 205, *Tech Guide for Communications Interoperability, USDOJ, Community Oriented Policing Services, © 2006.*
- *The 4-C Communication Model*, Kitsap County Incident Management Procedures, Page 35

- *Commander Naval Submarine Forces Instruction 2305.1*, Chapter 4, 2(b), Page 4-1.
- *Manual of Radio Telephony, Section 2.8 Communications, Fourth Edition 2007,* International Civil Aviation Organization.

Washington State Interoperable Communications
Policies, Procedures, and Best Practices

(Current language)

Section VI. Initiating a radio call – Communication Order Model

There are two widely accepted methods for initiating a radio call, each having their own benefits and limitations. The first method is for the calling party to identify themselves on the radio first, followed by identifying the party they wish to communicate with. An example of such a call is “Officer 212, dispatch”. This shows that Officer 212 wants to talk to the dispatch center. The second method is for the calling party to first identify the party in which they wish to contact, followed by their own identification. This example may be something such as “Dispatch, Officer 212”. Some examples of each method’s strengths and weaknesses are listed below.

Method	Strengths	Weaknesses
Identify self first	Tends to queue listeners on who is talking on the radio. If transmission is cut-off, the identification of the calling party is still known.	With certain radio systems, users must pause for the system to open a talk path first. If the user does not wait, the first syllables may be missed and identification may be lost.
Identify called party first	Tends to queue specific listener for their attention.	If transmission is cut-off, listeners may not know who originated the message.

Several Agencies currently are using or endorse Receiver – Sender model

Local MUA	Applicable State
Navy Region Northwest	Washington Fire Chiefs
WA State Military	Federal Aviation Admin.
US Maritime Agencies	FEMA
WSDOT	National Fire Academy
DNR	US Forest Service

5.4 Four-C Communication Model

Communication effectiveness is dramatically enhanced when conducted in accordance with the Four-C Communication Model. Consistent application of this model as the routine basis for radio procedures establishes the discipline necessary to assure that messages are heard, conveyed accurately, and thoroughly understood. Communication has not occurred until the message is accurately understood. Good communication needs to become a matter of habit. This occurs by deliberately and routinely modeling the Four-C Communication Model.

Connect: First, before attempting to communicate with others, ensure you have formulated a clear and concise message. If the message is not clear to the sender it is sure to be misunderstood by the receiver. Connect with the receiver by getting their attention and then stating your unit name.

Example: **Sender:** *"Engine 1 from Sunset Command"*

Receiver: *"Engine 1"*

Convey: Transmit the message using normal volume and a normal tone of voice.

Example: **Sender:** *"Engine 1 place a ladder to the roof at side Delta"*

Confirm: The receiver repeats the message to the sender confirming it has been received and accurately understood.

Example: **Receiver:** "*Engine 1 copy, escape ladder to the roof at side Delta"*

Concur: **Listen** to ensure that the receiver understood correctly. The sender should correct any miscommunication and/or misunderstanding or provide assurance to the receiver that the message was understood correctly. **Correct confirmation as needed.**

Examples:

Incorrect: **Receiver:** "*E1 copy, escape ladder to the roof on side Bravo"*

Sender: *"Negative E1, place the ladder on side Delta"*

Receiver: *"E1 copy side Delta"*

Incomplete: **Receiver**: *"E1 copy, escape ladder on side Bravo"*

Sender: *"E1, verify place the ladder to the roof on side Delta"*

Receiver: *"E1 copy to the roof on side Delta"*

Correct: **Receiver**: *"E1 copy, ladder to the roof at side Delta"*

Sender: *"E1, affirmative"* (if confirmation is correct, reply with "affirmative")