



# Standard Operating Procedure

Title / Subject <u>Plain Language</u>	Effective Date 03/06/12	Revision Date ----
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## **1. PURPOSE:**

To provide guidelines for the conversion of the Statewide Interoperable Radio Network (SIRN) communications from 10 codes to Common Language Protocols (plain language). The use of plain language in emergency response is a matter of public safety, especially the safety of first responders and those affected by the incident. It is critical that all local responders, as well as those coming into the impacted area from other jurisdictions and other states as well as the federal government, know and utilize commonly established operational structures, terminology, policies and procedures. This is what NIMS and the Incident Command System (ICS) are all about—achieving interoperability across agencies, jurisdictions and disciplines. It is important that responders and incident managers use common terminology.

## **2. POLICY:**

This protocol is a step toward ensuring that during a multi-jurisdictional incident or anytime different agencies must communicate through the radio system; everyone involved understands what is being communicated. It is required that plain language be used in multi-agency, multi-jurisdiction and multi-discipline communications. Beginning FY 2006, federal preparedness grant funding is contingent on the use of plain language in incidents requiring assistance from responders from other agencies, jurisdictions, and functional disciplines.

### **2.1 Four Signals:**

Four Signals will be used to provide for officer safety and disseminating sensitive information. The signals and their definitions are listed below:

#### **2.1.1 Signal 1 - Mayday/Emergency.**

This will indicate that the issuer needs immediate assistance and there is an immediate threat to life. The issuer should include location with the transmission and any other pertinent information concerning the emergency.

#### **2.1.2 Signal 2 - Backup Needed.**

This will indicate that the issuer needs assistance, there is no immediate life threat but the issuer does not want the subject to know backup has been requested. It will still be acceptable to simply request backup instead of using the signal.

#### **2.1.3 Signal 3 - Indicates taking subject into custody and resistance is anticipated.**

For use when a responder wants to alert a partner, other responders or dispatcher of the intention to take a subject into custody and resistance is anticipated, or as a directive to take the subject into custody and to expect resistance.

#### **2.1.4 Signal 4 - Confidential/critical information to be relayed.**

This will be used to indicate that a possible hit has been received. It can be used by the dispatcher to alert the unit that information needs to be relayed to them that should not be heard by the subject. The unit should respond with current location and indicate whether or not the dispatcher can go ahead with the information.

## 2.3 Phonetic Alphabet

A - alpha (AL fah)	N - november (no VEM ber)
B - bravo (BRAH voh)	O - oscar (OSS car)
C - charlie (CHAR lee)	P - papa (pah PAH)
D - delta (DELL tah)	Q - quebec (keh BECK)
E - echo (ECK oh)	R - romeo (ROW me oh)
F - foxtrot (FOKS trot)	S - sierra (SEE air rah)
G - golf (GOLF)	T - tango (TANG go)
H - hotel (HOH tell)	U - uniform (YOU nee form)
I - india (IN dee ah)	V - victor (VIK tah)
J - juliet (JEW lee ett)	W - whiskey (WISS key)
K - kilo (KEY low)	X - x-ray (ECKS ray)
L - lima (LEE mah)	Y - yankee (YANG key)
M - mike (MIKE)	Z - zulu (ZOO loo)

## 2.4 Additional Regulations

- 2.4.1** The use of 10-4 to acknowledge a transmission will continue. This 10 code has been deemed universal and should not cause any problems during inter/intra-agency communications.
- 2.4.2** All other radio communications will be conducted using plain Language while maintaining brevity and professionalism on the radio.
- 2.4.3** Professional tone of voice and communications will be utilized at all times. The use of jargon and/or slang terms to include abbreviations will not be used.
- 2.4.4** Training and certification on the use of the system shall be to the responsibility of the umbrella agency.