

## Standard Operating Procedure

2023-3

Date: 06 July 2023

Title: Radio Communications

Purpose: To direct actions for use of the emergency radios during an emergency by the Emergency Communications Team

Applies to: All team members volunteering to maintain a radio link

Criterion for use: Declared severe emergency by EMD (Emergency Management Director), or during an acutely identified need, or in case of townwide phone service disruptions. **ONLY TO BE USED WHEN 911 CANNOT BE CONTACTED BY ROUTINE METHODS.**

Training required:

1. SOP signoff
2. 2023-1 signoff
3. Practical radio use class
4. Attendance at routine drills

Procedures:

1. Check out radio and charging station from meeting house. Log name and radio/charging station serial numbers in log in drawer in Emergency Management Office.
2. Radio maintenance - keep radio in charging station when not in use
  - a. Test battery charge monthly - leave off charger 12 hours, check charge by turning on radio, leave radio on for 12 hours, check to ensure holds charge
  - b. Charging to full capacity usually takes x hours
  - c. Contact EMD for directions with faulty equipment
3. Radio etiquette - communicate with team members on Sharon EMD channels 1 and 2 only. Use channel 12 for Peterborough Police. Use Channel 13 for Peterborough Fire.
  - a. Radio etiquette
    - i. Plan English
    - ii. Hold down large side button (microphone) to speak, release to listen
    - iii. Speak slowly, don't mumble, watch background noise and wind
    - iv. Key microphone button for 1-2 sec before talking
    - v. Start with who you are calling, end with your ID
    - vi. ID is Sharon Communication Team (Last Name)
      1. Chief Walker from Sharon EMD Tobias
      2. Sharon Emergency Management Base from Sharon Communication Team MacEachran

3. KCF 415 from Sharon Emergency Management Base with Priority Traffic
4. Peterborough Police from Sharon Emergency Management Base
5. When receiving a message repeat what you heard to be sure both parties are on the same page  
Example: 123 southbound traffic control to 123 north bound traffic control
  - a. Last car in the line is a white subaru, then you may let your direction go

*Zone A Channel Directory:*

Channel 1 Sharon Town  
Channel 2 Sharon Direct  
Channel 3 KCF-415 (Keene SouthWest Mutual Aid)  
Channel 4 Tac 1  
Channel 5 Tac 2  
Channel 6 Tac 3  
Channel 7 WQKF-752  
Channel 8 Tac 4  
Channel 9 Tac 5  
Channel 10 Tac 6/921  
Channel 11 Tac 7/523  
Channel 12 Peterborough Police  
Channel 13 Peterborough Fire Operations 1  
Channel 14 Peterborough Fire Operations 2  
Channel 15 Peterborough Highway  
Channel 16 Peterborough Fire Repeater

4. Radio etiquette - ONLY use radios when telephone 911 is not available.

**5. Phone Number of Southwest Mutual Aid  
603-352-1291**

6. Phone Number of Peterborough  
603-924-8050 - Police  
603-924-8090 - Fire

REMINDER: After use of radio in incident, email summary of incident, any consumable supplies used, and questions or suggestions for improvements to EMD for discussion at next team meeting.

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