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Performance Standards & Best Practices

Subject: Radio Communications Protocol

Number: 015

Successful communication between one another is essential to accomplishing our tasks and maintaining our efficiency at Facilities Services. These communications frequently fall upon the ears of others while transmitted via our radios. It is our responsibility to maintain radio communications that mirror the regulations and policies that have been outlined in the UAF Facilities Services Radio Communication Protocol (12/03/02). While this protocol will facilitate more effective communication, it will also protect us from violating FCC regulations.

The Federal Communication Commission (FCC) reminds us that it is a violation of federal law to conduct obscene and indecent broadcasts at any time. Blatant disregard for FCC communication regulations and/or this policy may lead to employee discipline.

Additional information on University Regulations, Regent's Policy, or Alaska Statute, may be obtained online at <https://alaska.edu/bor/policy-regulations/> or visit <http://transition.fcc.gov/aboutus.html> for information about the Federal Communications Commission (FCC).

Attachment: UAF Facilities Services Radio Communication Protocol (12/03/02)

UAF FACILITIES SERVICES RADIO COMMUNICATION PROTOCOL

1. Facilities Services Work Management is to be identified as “**Base**” and UAF Police/Fire as “**University Dispatch**”. Your transmissions may go unanswered if any other call names are used.
2. Always monitor the radio frequency before transmitting. Monitoring ensures that emergency messages affecting the safety of life or property will have top priority and that all transmissions will be heard. Wait your turn to talk, the other party must be finished speaking before you begin transmitting. Failure to monitor is also a direct violation of the FCC rules.
3. Speak clearly and in a normal conversational tone. For clearer communication, speak across the face of the microphone, not directly into it. It takes the system three seconds to identify itself, so before speaking, key your mike and wait three seconds before speaking.
4. Clearly identify yourself when beginning transmission. Example: “Plumbing 1 this is Carpentry 2”.
5. Keep messages brief. It is helpful to plan what you have to say before keying the microphone.
6. Never use your radio for personal messages. Similarly, the use of jargon, “CB language.” Profanities are prohibited.
7. Always clear your transmission when finished so others who are waiting to transmit know when the frequency is available. Example: “Plumbing 1 clear.”
8. Traffic issues (accidents, parking/traffic violations) and emergencies should be reported to “**Base**” who will relay them to University Fire/Security Dispatch by phone.
9. University Dispatch does **NOT** routinely monitor the Facilities Services radio frequency, especially during Facilities Services Dispatch office hours. When working hours outside the Facilities Services Dispatch office hours (M-F 8am – 5pm), call (907) 474-7721 to prompt the University Dispatcher to monitor the Facilities Services radio frequency.
10. When assigned as a designee, respond to calls directed to the person you are substituting for.
11. Lost and/or misplaced radios must be reported to the supervisor & the warehouse as soon as possible. Property loss forms and a police report must be submitted through your supervisor and copied to the warehouse.
12. Radio battery maintenance is required for proper operations as administered by FS Warehouse.
 - a. Regularly scheduled deep cycle charging is required.
 - b. Schedule renewal/replacement of batteries as supplied by the warehouse.
13. Radio assignments, temporary issues, and any radio changes must be processed through the warehouse. The radios must be assigned to an individual who is fiscally responsible for their radio.