



PROCEDURE

Land mobile radio communications

M3-2 SOP

Introduction

When to use	Fire and Emergency New Zealand personnel will use this procedure when communicating via the LMR radio network.
Purpose	This document describes the procedures to follow when communicating either verbally, or using the Message Signalling Unit (MSU) via the Land Mobile Radio (LMR) network.

Procedure

Mobile signalling units and status messages	<p>Mobile signalling units (MSUs) are the units on appliances that are used for sending automated status messages, to minimise radio transmission time.</p> <p>Personnel attempting to contact the ComCen will do so by using either the Routine or Priority button, then will wait for a response from ComCen before passing their message.</p> <p>If automated status messaging is unavailable, status messages must be transmitted verbally on the LMR.</p>
Verbal messages	<p>Verbal messages passed by LMR shall:</p> <ul style="list-style-type: none">• start with the call sign of the party being called• include full call signs at all times• use the appropriate K code whenever possible• be clear, accurate, relevant and timely• use the phonetic alphabet when clarity is required, in particular when spelling names of hazardous substances.
Alternative forms of communication	<p>The use of a cellular or landline is appropriate for:</p> <ul style="list-style-type: none">• communications with ambulance clinical support• transmission of hazardous materials names and hazardous action guide (HAG) codes• messages of a sensitive nature that should not be transmitted over the air.

Message types

Arrival message	<p>The Officer in Charge (OIC) of the first arriving appliance will pass an arrival message for other responding appliances (sent by LMR and MSU) that will:</p> <ul style="list-style-type: none">• verify the address of the call, AND• describe the situation and type of incident through the use of the appropriate K code. <p>ComCen operators will acknowledge verbal arrival messages.</p>
Priority message	<p>A Priority message indicates that urgency is required and requests radio channel priority.</p> <p>Priority messages will be used in the following circumstances:</p> <ul style="list-style-type: none">• persons reported• greater alarms or the make-up of individual appliances• urgent response of other services• running call to appliance or station. <p>Pressing 'Priority' on the MSU will access priority for this message with the ComCen.</p>

Situation report

A situation report (SitRep) provides a description of the incident and the measures being taken to manage that incident.

SitReps are to be transmitted in the following circumstances:

- within five minutes of arrival at an incident, and subsequently at intervals of 30 minutes or less
- when a major change in the incident situation occurs
- to request non-urgent assistance
- when all persons are accounted for
- a change of command
- a command or control point is established
- a Fire Service vehicle is unable to proceed
- injuries or fatalities, using the appropriate patient status or K code.

Stop message

A Stop message ('Stop mobilising') means that the currently assigned resources are sufficient and further resources are not required at the incident.

A Stop message may contain details of a SitRep.

K codes

To ensure radio congestion is kept to a minimum, Fire Service personnel must transmit the appropriate K code message where possible.

Status

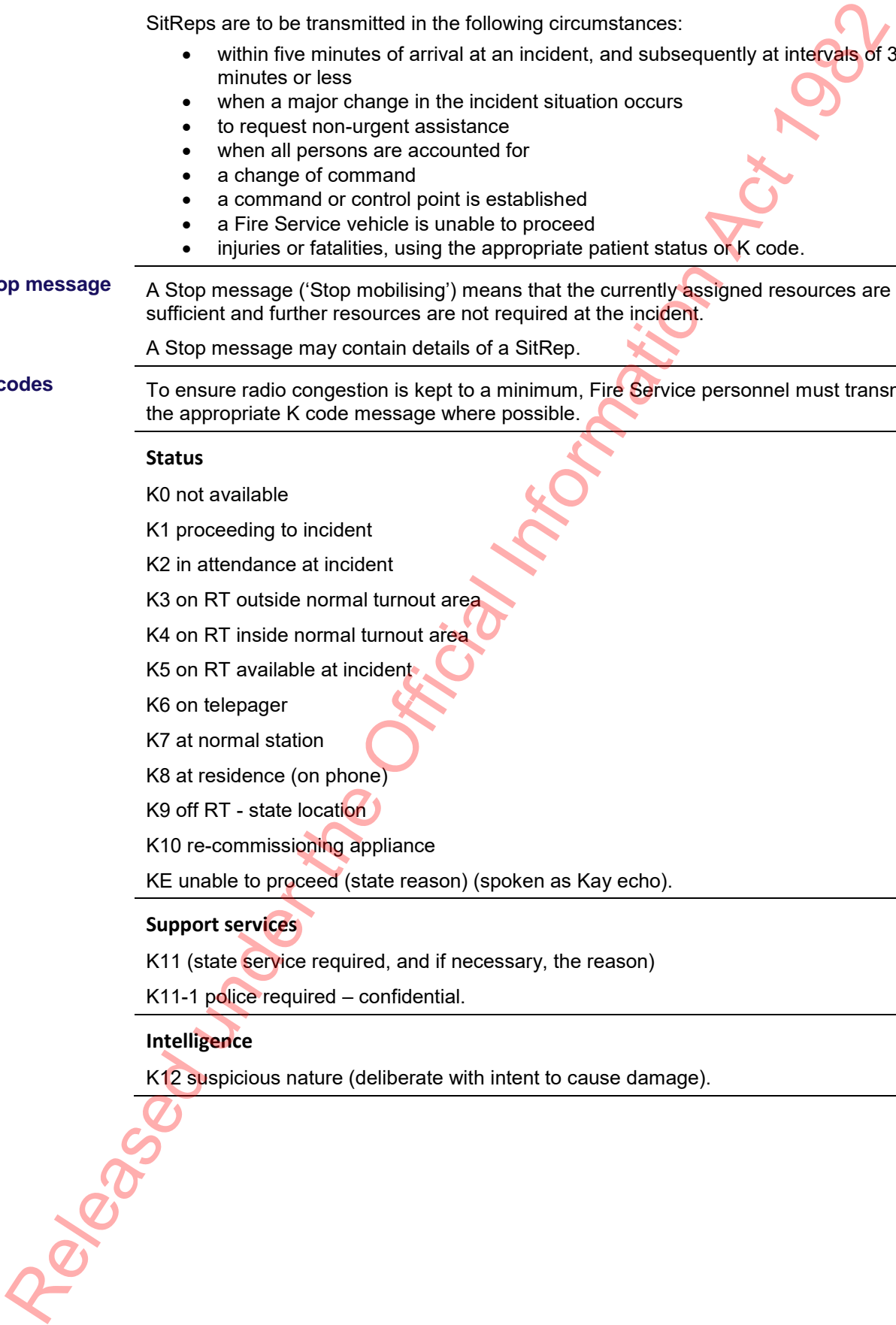
- K0 not available
- K1 proceeding to incident
- K2 in attendance at incident
- K3 on RT outside normal turnout area
- K4 on RT inside normal turnout area
- K5 on RT available at incident
- K6 on telepager
- K7 at normal station
- K8 at residence (on phone)
- K9 off RT - state location
- K10 re-commissioning appliance
- KE unable to proceed (state reason) (spoken as Kay echo).

Support services

- K11 (state service required, and if necessary, the reason)
- K11-1 police required – confidential.

Intelligence

- K12 suspicious nature (deliberate with intent to cause damage).



K codes
continued

Appliance movement

- K22 is your appliance available for a further call?
- K22-1 appliance available to respond to a further call
- K22-2 have you any appliances that can be released?
- K25 proceed to, and stand-by at (location)
- K25-1 appliance standing by awaiting instructions at (location)
- K26 appliance will be engaged at incident for (time)
- K26-1 appliance still engaged, no additional developments
- K28 appliance is to return to station (only to be used by mobilising centre)
- K28-1 return other or specific responding appliances.

Radio procedure

- K31 request permission to go off RT (fires and standbys)
- K32 on radio test – how do you receive?
- K33(1-5) radio test received satisfactorily (readability 1 to 5)
- K34 repeat your message
- K35 verify address of call
- K35-1 request map reference
- K36 contact communication centre by telephone
- K38 associate this officer to incident (state incident address)
- K39 re-transmit your current status (MSU or verbal).

Incident ground command

- K41 fatality (indicate number with suffix)
- K42 fire suppressed, commencing overhaul
- K43 all available manpower fully utilised
- K44 command or control point established (OIC and location)
- K45 command responsibility change (state name).

Stop messages

- K46-1 stop message – false alarm – good intent
- K46-2 stop message – false alarm – accidental
- K46-3 stop message – false alarm – defective apparatus
- K46-4 stop message – false alarm – malicious
- K46-5 stop message – alarm agent in attendance
- K46-6 stop message – nothing showing on indicator panel
- K47 stop message – message unchanged from SitRep
- K48 stop message – details to follow.

Trial evacuation

- K51 trial evacuation to be carried out at (state location)
- K52 (location) was a 111 call received from the premises
- K53 (location) evacuation successful.

K codes
continued

Arrival message

- K55 first appliance in attendance – special service incident
- K66 first appliance in attendance – non property fire
- K77 first appliance in attendance – nothing showing investigating further
- K88 first appliance in attendance – property fire apparently small
- K99 first appliance in attendance – property fire well involved.

Patient messages

SitRep messages about patients are to contain the following on each patient:

- age
- sex
- status
- chief complaint
- treatment (e.g. CPR, First response duties).

Fire and Emergency personnel will use the following patient status codes to communicate the status of casualties at incidents.

Status	Patient condition	Stability	Potential to deteriorate	Special criteria
zero	deceased			
one	critical, extreme	unstable	obvious	under active resuscitation to maintain airway, breathing, or circulation (e.g. airway obstruction) uncontrolled haemorrhage needs definitive medical intervention on arrival at hospital
two	serious	unstable	probable	not under active resuscitation, but airway, breathing, or circulation at risk needs definitive medical intervention within 10 minutes of arrival at hospital
three	moderate	stable	unlikely	
four	minor	stable	none	

Phonetic alphabet

A	Alpha	J	Juliet	S	Sierra
B	Bravo	K	Kilo	T	Tango
C	Charlie	L	Lima	U	Uniform
D	Delta	M	Mike	V	Victor
E	Echo	N	November	W	Whiskey
F	Foxtrot	O	Oscar	X	X-ray
G	Golf	P	Papa	Y	Yankee
H	Hotel	Q	Quebec	Z	Zulu
I	India	R	Romeo		

Related information

The following documents provide information relevant to this procedure:

- [Land mobile radio communications policy \(M3-2 POP\)](#)
- [Command and control technical manual \(M1 TM\)](#)

Document information

Owner	National Operations Manager, National Manager Rural Operations
Last reviewed	15 January 2018
Review period	Every second year

Record of amendments

Date	Brief description of amendment
15 Jan 2018	<ul style="list-style-type: none"> • 'include full call signs at all times' added to Verbal messages list. • Rebranded for Fire and Emergency • Links updated to published documents.

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