

Vermont Emergency Communications Message Guide (3/08)

FORMATTING

Ex: VEM Form 11

MESSAGE # Use a system that helps keep track of the message & its originating Served Agency (eg: for the American Red Cross, you might use ARC 10; for Vt Emergency Management, VEM 11, etc.)

TIME: Use **24-hour** format in **Local**

DATE: Format **MO / DD / YYYY**

TO: Name & Title of intended recipient. Include Agency Name & Phone Number if available

FROM: Name and Title of individual originating the message (not station operator). Include Agency Name & Phone Number if available

TEXT: clear, concise, complete form; as provided by originator; no editing or comments

ACTION: Include call signs of sending & receiving stations, indicate which is which; also dates/times.

• Always send exactly as received

• Be sure there is sufficient info to contact sender if questions, or if undeliverable

• Uppercase used throughout

• **TX:** Speak as if writing message; Pause after address to allow receiver to request fills; short pauses at line ends aid copy.

• **TX:** Use Prowords/Introducers as appropriate to alert receiver about coming content.

• **RX:** Do not hesitate to request slower transmit speed or repeats

• **RX:** Copy exactly as received

GENERAL MESSAGE FORM (VEM 11)

EMERGENCY OPERATIONS CENTER (EOC) MESSAGE

Message # **10**

TIME: **1335 L** DATE: **NOV 25**

TO: **TIM STETSON DIR EMER SERVICES** FROM: **GEORGE HAWK DIR EMER RESPONSE**

AGENCY: **AMERICAN RED CROSS NORTHERN VERMONT CHAPTER 802 555 5555** AGENCY: **AMERICAN RED CROSS HARTFORD/WHITE RIVER VALLEY CHAP 802 555 4444**

MESSAGE:

PLEASE SHIP 15 COTS TO BRATTLEBORO ELEMENTARY SCHOOL BY 11/27 TO BE USED IN EMERGENCY SHELTER

ACTION TAKEN: **N1TOX TO W4YFJ NOV 25 1400 L VIA HF**

VEM 11 Town Form - Rev 2 May 2006 Standard message form of VERMONT EMERGENCY MANAGEMENT.

PROWORDS/OPERATING WORDS/INTRODUCERS

Meaning	Word(s)
Start of message	NUMBER
From (Originator's ID)	FROM
Break for fills	BREAK Standby
Pause (pause longer)	WAIT (WAIT OUT)
More to follow	MORE
End of message	END
End of this message, more to follow...	END, MORE
Transmission received satisfactorily	ROGER
Go ahead	GO, OVER
End of this transmission, Reply needed	OVER
End of transmission, No reply required	OUT
Yes	AFFIRMATIVE
No	NEGATIVE
Ready to receive message	READY
Confirm the following	CONFIRM
I will spell the group (as letters or phonetically)	I SPELL
Please repeat	SAY AGAIN
...the word after ___	WORD AFTER
...the word before ___	WORD BEFORE
...all after ___	ALL AFTER ___
...all before ___	ALL BEFORE ___
...all between ___ and ___	ALL BETWEEN ___ AND ___
I will repeat (correction or clarity)	I SAY AGAIN
...the word after ___	WORD AFTER
...the word before ___	WORD BEFORE
...all after ___	ALL AFTER ___
...all before ___	ALL BEFORE ___
...all between ___ and ___	ALL BETWEEN ___ AND ___
Your transmission is too fast, SPEAK SLOWER	Reduce speed of transmission
Series of numbers follows	FIGURES
Single number	FIGURE
Series of initials follows	INITIALS
Single initial	INITIAL
Group of letters & numbers	MIXED GROUP
Amateur call sign	AMATEUR CALL
Internet Address	INTERNET ADDRESS

THE FINER POINTS

VOICING

- Preamble Groups are not introduced (except optionally the time-filed, MARS origins, etc.)
- Figure(s), initial(s), mixed group (figure[s]), call sign are used to introduced groups of their respective type; always voiced with phonetics
- Address & Signature have a special rule for Zips and Telephone Numbers
- Figure(s) voiced one digit at a time, wherever found
- Groups may be voiced one at a time, or grouped in phrases chosen as logically connected words
- Groups that must be introduced are not included in voiced phrases
- Pausers are critically important for accurate copy. Pause is mandatory between Address & Text, advisable after several lines, or long unspelled words
- The sending operator's progress through the message may be anticipated due to uniform methods; every action is either expected or flagged by prowords, introducers, or operational words
- Sending operator transmits message at copy speed, rather than reading speed, using pauses for clarity
- Certain critical groups are always spelled phonetically, others always spelled with letters or phonetics
- Some of the critical groups that can disable messages or cause serious misinterpretation at the delivery point if transmitted with errors:
 - Last names; telephone figures; street address numbers and names
 - Call signs, Email, Internet, Packet addresses
 - Abbreviations erroneously converted to words, and vice versa.

SPELLING

I. THESE GROUPS ARE ALWAYS SPELLED PHONETICALLY:

- Fills, as requested in any part

Preamble:

- Handling instructions
- Call sign
- Time standard (Local, EST, etc)

Address:

- Last name of addressee (& Op Note)
- All letters in introduced groups

Text:

- Proper names
- ARL Radiogram numbers

Signature:

- Last name (& Op Note)

II. THE FOLLOWING ARE LETTER-OR PHONETICALLY-SPELLED AS THE SITUATION DICTATES

Preamble:

- City of origin, unless very common and understood
- ARL in Preamble Check

Address or Op Note: (unless common & understood)

- First names
- Street names
- City name

Text:

- ARL as part of radiogram reference
- Unusual words; plurals (to emphasize the "s")
- Sound-alike spellings (to, too, two, for, four)
- Words that seem out of context
- Words with sound-alike letters (b, d; f, s; m, n; etc)

PAUSES & BREAKS

I. BREAKS:

A Break does not necessarily indicate a pause. Two Breaks are standard:

- Between Address & Text—the first BREAK is followed by a mandatory listening pause to give the receiver a chance to request fills.
- Between Text & Signature—the BREAK is not accompanied by a pause, but flows immediately into the Signature.

II. PAUSES:

Pauses are clues to what is coming next, in addition to aiding in accurate copying.

- They exist between words, groups (for clarity and separation),
- At the end of the Preamble,
- After each Address line
- After the first BREAK (mandatory listening pause between Address & Text)
- After every five lines of Text

PHONETICS

Written	Voiced	Written	Voiced	Written	Voiced
A	ALFA	Q	QUEBEC	5	FIFE
B	BRAVO	R	ROMEO	6	SIX
C	CHARLIE	S	SIERRA	7	SEVEN
D	DELTA	T	TANGO	8	EIGHT
E	ECHO	U	UNIFORM	9	NINER
F	FOXTROT	V	VICTOR	0	ZERO
G	GOLF	W	WHISKEY	10	figures ONE ZERO
H	HOTEL	X	X-RAY	11	ONE ONE
I	INDIA	Y	YANKEE
J	JULIET	Z	ZULU	20	TWO ZERO
K	KILO			21	TWO ONE
L	LIMA			30	THREE ZERO
M	MIKE			40	FOUR ZERO
N	NOVEMBER			100	ONE ZERO ZERO
O	OSCAR			101	ONE ZERO ONE
P	PAPA			117	ONE ONE SEVEN

NUMBERS preceded by Pro-word *figure(s)*

OTHER COMMON FORMS

GENERAL MESSAGE

TO: TIM STETSON 802 555 5555 DIR EMER SVCS NYT ARC
 FROM: GEORGE HAWK 802 555 4444 DIR EMER RESPONSE ARC HWYRV
 SUBJECT: SHELTER SUPPLIES REQUIRED NOV 25 1335 L

MESSAGE: PLEASE SHIP 15 COTS TO BRATTLEBORO ELEMENTARY SCHOOL BY 11/27 TO BE USED IN EMERGENCY SHELTER

DATE: TIME: SIGNATURE: POSITION:

THE AMERICAN RADIO RELAY LEAGUE
RADIOGRAM
 THE AMATEUR RADIO

1 R HXE N1TOX 24 BRATTLEBORO 1335 L NOV 25

TIM STETSON DIR EMER SERVICES AMERICAN RED CROSS NORTHERN VERMONT CHAPTER 802 555 5555

PLEASE SHIP 15 COTS TO BRATTLEBORO ELEMENTARY SCHOOL BY 11/27 TO BE USED IN EMERGENCY SHELTER GEORGE HAWK DIR EMER RESPONSE 802 555 4444

N1TOX TO W4YFJ NOV 25 1400 L

SPELLING Letters or Phonetics?

The choice depends on radio conditions, interference, and type of group. Phonetics always used with introduced groups, last names in Addresses, proper names in Text, Radiogram numbers, the letter X when used as period, when any ambiguity exists (eg: four/for, to/too/two, fifty/sixty).

PUNCTUATION

Mark	As Written	Voiced
/	/	SLASH
?	QUERY	QUERY
,	COMMA	COMMA
.	(period)	INITIAL X-RAY
.	(decimal)	ROMEO

Reference:
 Vermont Emergency Communications Instructions

More PHONETICS

MISC. INTRODUCED GROUPS

Written **Voiced**

FIGURE(S)
4 "figure FOUR"
46 "figures FOUR SIX"

TELEPHONE In Address (or Sig)
410 555 1234 "figures FOUR ONE ZERO . . FIFE FIFE FIFE . . ONE TWO TREE FOUR"

TELEPHONE FIGURES (when no zip code figures in address)
410 555 1234 "telephone figures FOUR ONE ZERO . . FIFE FIFE FIFE . . ONE TWO TREE FOUR"

TELEPHONE, in Text or elsewhere, (each group introduced separately, as with any other figure groups).
410 555 1234 "figures FOUR ONE ZERO . . figures FIFE FIFE FIFE . . figures ONE TWO TREE FOUR"

INITIAL(S) (Letter Group)
John A Smith "JOHN . . initial ALPHA . . SMITH"
I AM "initial INDIA . . AM"
X "initial X-RAY"
PM "initials PAPA MIKE"

Written **Voiced**

MIXED GROUP
B6 "mixed group BRAVO SIX"
R/9 "mixed group ROMEO SLASH NINER"
I/O "mixed group INDIA SLASH OSCAR"
W4KFC/VA "mixed group WHISKEY FOUR KILO FOXTROT CHARLIE SLASH VICTOR ALPHA"

MIXED GROUP FIGURE(S)
2C "mixed group figure TWO CHARLIE"
2/C "mixed group figure TWO SLASH CHARLIE"
146R67 "mixed group figures ONE FOUR SIX ROMEO SIX SEVEN"

AMATEUR CALL
W3BOB "amateur call WHISKEY TREE BRAVO OSCAR BRAVO"

EMAIL
KXXX@ARRL.NET "email address KILO X-RAY X-RAY X-RAY . . ATSIGN I spell A T S I G N . . ALPHA ROMEO ROMEO LIMA . . DOT I spell D O T . . NOVEMBER ECHO TANGO"

ARRL Radiogram

ARRL Radiograms and Numbered Radiograms will most likely be encountered only when messages are transmitted to agencies outside the state. The VEM 11 and ICS-213 forms are the most commonly used among in-state agencies. The HX Codes may be encountered on any form.

HX Codes

Spell phonetically
HXA followed by number: Collect landline delivery authorized by addressee within ___ Miles. No number: authorization is unlimited.
HXB, followed by number: Cancel if not delivered within ___ hours of filing time; service originating station.
HXC Report date & time of delivery back to originating station.
HXD Report to originating station: ID of station from which received, plus date & time. If delivered, report date, time, & method of delivery.
HXE Delivering station: get reply from addressee, originate message back.

Annotations:
 - **Emergency; Priority; Welfare; Routine** (pointing to PRECEDENCE)
 - **Handling instructions** (pointing to HX)
 - **First amateur handler** (pointing to HXE)
 - **Number of groups in Text** (pointing to CHECK)
 - **Sender's location, not operator's** (pointing to PLACE OF ORIGIN)
 - **Optional: 24-hr clock, Local time** (pointing to TIME FILED)
 - **3-char month plus day, no year** (pointing to DATE)

Check "Groups"

To get the "Check" number, count the words/groups in the message body text only.
A "group" is any series of characters, numbers (figures), or characters & numbers (mixed group) with no spaces. Counting is easier if written 5 or 6 groups per line.
• Pro-words not written or counted.
• Punctuation written as words (query, comma, x-ray), each counts as 1 group
Original count must stay in header as originally sent. Correction made by adding a / and the correct number, as follows: **21/24**

RADIOGRAMS

"Regular Formal"

- Use ARRL format, include header info.
- 5 to 6 groups per line.
- No punctuation unless necessary.
- Count groups in body only, put number under "Check".
- Use Prowords/Introducers as needed

NUMBERED RADIOGRAMS

Use number of message, spelled out, all upper case. Precede each message number with "ARL;" fill in blanks as required.
When delivered, recipient may need message "decoded" if unfamiliar with meaning of message numbers.
TX: numbers spelled phonetically ("I spell..."), ARL letter-spelled, no introducer
Write: ARL SIXTEEN ARL EIGHT 12
Voice: "A R L SIXTEEN . . I spell Sierra India X-ray Tango Echo Echo November . . A R L EIGHT . . I spell Echo India Golf Hotel Tango . . figures One Two

ARRL Numbered Radiograms

Group One—"Relief Emergency" Use
EMERGENCY! Priority messages originating from official sources must carry the signature of the originating official.

ONE Everyone safe here. Please don't worry.
THREE Am in ___ hospital. Receiving excellent care and recovering fine.
FOUR Only slight property damage here. Do not be concerned about disaster reports.
SIX Will contact you as soon as possible.
EIGHT Need additional ___ mobile or portable equipment for immediate emergency use.
NINE Additional ___ radio operators needed to assist with emergency at this location.
TEN Please contact ____. Advise to standby and provide further emergency information, instructions or assistance.
ELEVEN Establish Amateur Radio emergency communications with ___ on ___ MHz.
THIRTEEN Medical emergency situation exists here.
FOURTEEN Situation here becoming critical. Losses and damage from ___ increasing.
FIFTEEN Please advise your condition and what help is needed.
SIXTEEN Property damage very severe in this area.
EIGHTEEN Please contact me as soon as possible at ____.
NINETEEN Request health and welfare report on _____. (State name, address, and telephone number.)

TWENTY Temporarily stranded. Will need some assistance. Please contact me at ____.

TWENTY ONE Search and Rescue assistance is needed by local authorities here. Advise availability.

TWENTY TWO Need accurate information on the extent and type of conditions now existing at your location. Please furnish this information and reply without delay.

TWENTY THREE Report at once the accessibility and best way to reach your location.

TWENTY FOUR Evacuation of residents from this area urgently needed. Advise plans for help.

TWENTY FIVE Furnish as soon as possible the weather conditions at your location.

TWENTY SIX Help and care for evacuation of sick and injured from this location needed at once.

Group Two—Routine Messages

FORTY SEVEN Reference your message number ___ to ___ delivered on ___ at ___ UTC.

SIXTY FOUR Arrived safely at ____.

SIXTY FIVE Arriving ___ on ____. Please arrange to meet me there.

SIXTY SEVEN Your message number ___ undeliverable because of ____. Please advise.

[As transcribed for delivery, if necessary:
Property damage very severe in this area Need additional 12 mobile or portable equipment for immediate emergency use.]