



GUIDELINES FOR ESTABLISHMENT OF AN EVENT RADIO SYSTEM

2013

Good communications are essential for the successful and safe event, and radios are an effective way to provide this.

Some questions to consider, and talk further with your local radio expert if needed

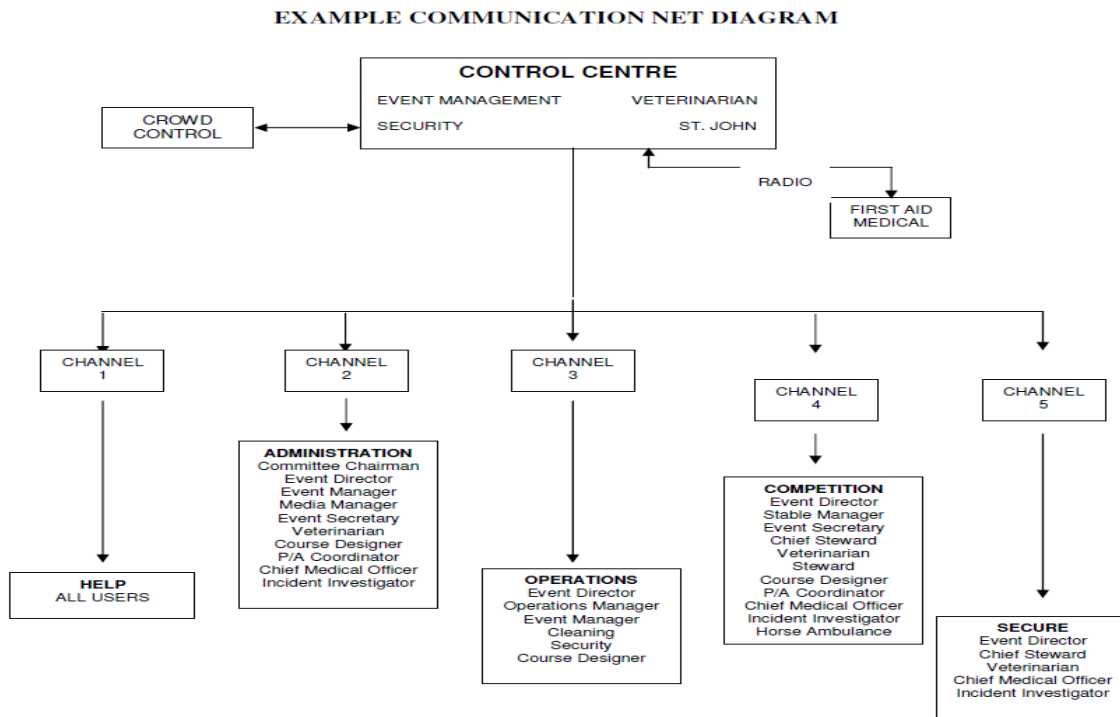
1. What is the terrain where you want to use the radios, as different radios have differing capabilities?.
2. How many radios do you need for your event – remember there is a difference between need and want so most event budgets must be limited to 'need' only.
3. What will be the cost of hiring a suitable set of radios. Most hirers charge not only for the radios but the number of days that the radios are in use.
4. What advance time frame is needed to order the radios.
5. Can the radio network needed be obtained for a limited cost through some of the Volunteer Groups (eg SES) or Amateur Radio Groups such as WICEN.

It is recommended that orders from commercial suppliers be placed at least 6 months in advance of the meeting.

When ordering the radios it easiest for the supplier to install all channels/talkgroups in all the radios, however should you require a discreet channel/talkgroup in a limited number of radios this can also be provided.

Step 1 Who will need a radio and who will they need to talk to.

As an example a net diagram – see example – may assist in reaching a decision.



From this example we can see who needs to speak to whom and therefore what channels/talkgroups they need in their radios.

Draw up a radio communication diagram for your own event.

Step 2 Now we need to establish what days they need their radios for.

As an example a communications map allocation – see example – may assist in reaching a decision.

EXAMPLE COMMUNICATIONS MAP ALLOCATION

No.	Event Title	Name	Monday	Tuesday	Weds	Thursday	Friday	Saturday	Sunday	Monday	Help	Admin	Operations	Competitio	Security
1	Committee Chairman		x	x	x	x	x	x	x	x	x	x			
2	Event Director		x	x	x	x	x	x	x	x	x	x	x	x	x
3	Event Manager		x	x	x	x	x	x	x	x	x	x	x	x	
4	Event Media Manager		x	x	x	x	x	x	x	x	x	x			
5	Stable Manager		x	x	x	x	x	x	x	x	x	x	x	x	
6	Security		x	x	x	x	x	x	x	x	x	x	x		
7	Operations Manager		x	x	x	x	x	x	x	x	x	x	x		
8	Event Secretary		x	x	x	x	x	x			x	x		x	
9	Chief Steward		x	x	x	x	x	x			x	x		x	x
10	Veterinarian		x	x	x	x	x	x			x	x	x	x	x
11	Steward		x	x	x	x	x	x			x	x		x	
12	Steward		x	x	x	x	x	x			x	x		x	
13	St.John		x	x	x	x	x				x	x		x	
14	Course Designer		x	x	x	x	x				x	x	x	x	
15	P/A Coordinator						x	x	x		x	x	x	x	
16	Cleaning						x	x	x	x	x	x	x		
17	Chief Medical Officer							x	x		x	x		x	x
18	Incident Investigator							x	x		x	x		x	x
19	Horse Ambulance							x	x		x	x		x	
20	Control Centre		x	x	x	x	x	x	x	x	x	x	x	x	
21	Control Centre		x	x	x	x	x	x	x	x	x	x	x	x	
22	Spare		x	x	x	x	x	x	x	x	x	x	x	x	x

- Step 3** Place an order with the radio supplier including spare batteries, battery chargers and ancillary equipment such as Extension Speaker microphones for all radios and if the operator needs to wear a helmet, then order Covert Ear pieces.
- Step 4** Receive the radios, check that you have received what you ordered, check that they all work as required, keep the batteries and the spare batteries charged.
- Step 5** Provide a training session so that all personnel understand how the radios work including some trouble shooting and safety instructions – see following example of briefing notes:

EXAMPLE EVENT RADIO USERS GUIDE

Familiarise yourself with a radio and ask questions before the event or at least before you commence duty.

Talk groups and Call signs

- ❑ Each radio user will be allocated to a talk group. Talk groups means the same as channels.
- ❑ Your radio will be set on your talk group.
- ❑ You should not change your talk group unless directed to or in an emergency if you are unable to get through you may change to the 'Help' talk group.
- ❑ Some radio users will be allocated a call sign. Call signs may be descriptive of your position and are used to identify you to the other users on your talk group. Some of you will use personal names.

Who Can Help Me?

- ❑ Your Steward or key persons.
- ❑ The Control Centre that will be operating at the event. The Control Centre monitors most talk groups and will help you to reach users on different talk groups and can assist if you are "lost" on the airwaves.
- ❑ The Control Centre will assist you to respond to an emergency. The call sign for the Control Centre is 'Control'. If you can't get through to the Control Centre straight away on your talk group, wait a moment or two and then call again. If you still cannot get

through change your talk group to 'HELP' (Channel 1) and repeat your call – make sure you return to your correct talk group once you have completed the emergency call.

What Features Do I Need to Be Familiar With?

Radio On / Off and Volume Knob	Turn the radio on by turning the knob clockwise to about 11 o'clock. The radio will go through an automatic self testing sequence. If an error message appears on the display, return the radio to the Control Centre (this is done when you first receive the radio). Adjust the volume to suit your surroundings.
Talk group Selector Dial	This dial is to select another talk group and for the majority of persons it will only be used in an emergency.
Display	The display shows the talk group to which the radio is set, symbols which indicate battery charge status and error messages.
Press-To-Talk Button (PTT)	Press and hold this button to transmit a message. A PTT button is also located on the ear piece cord.
Remote Speaker Mike	Both speaker and microphone. The cable enables the Remote Speaker mike to be clipped to your clothing near your head.
Antenna	Do not use the antenna to carry the radio.
Battery	If your battery is losing charge, you will hear a high pitched beep and the battery icon on the display will flash. Spare batteries can be obtained from Control or a Steward, who will show you how to fit the battery.

How to Use the Radio

Making a Radio Call - The Six Step Process. Always follow the six-step process when making a radio call:

1. **THINK** about what you need to say.
2. **LISTEN** to ensure there are no existing conversations on your talk group.
3. **PRESS** and hold the Press-To-Talk button.
4. **BREATHE** take a breath and listen for the talk permit.
5. **SPEAK** hold the microphone about 5 cm from your mouth. Speak across the microphone.
6. **RELEASE** the Press-To-Talk button. No one else can transmit when you have the button held down.

Radio Protocols You Should Follow

Making a Call	"Other Call sign, this is Your Call sign; come in "
Receiving a Call	"Your Call sign, Receiving "
End Transmission	say " Over " to indicate you expect a response
End Conversation	say "Your Call sign Out " to let the talk group know you have finished your call
Make Radio Check Call	"Control, this is Your Call sign, radio check, come in "

Your first call for the day should be to the Control Centre to check the radio is working properly and to let the talk group know you are on air. You should expect a response:

"Your Call sign, **You are loud and clear, Over**"

You should then end the call in the usual way.

When You Don't Receive A Response

After making the initiating call, wait about 15 seconds and call again, saying the other user's call sign three (3) times. If you still do not receive a response, call:

"**Nothing Heard**, Your Call sign **Out**"

Responding When You Are Busy

If you can't answer a call straight away, call:

"Other Call sign, **this is** Your Call sign, **Standby Five**"

this indicates you will return to the caller within five (5) minutes.

Priority Calls

If you need urgent or emergency assistance, call the Control Centre using the word "**PRIORITY**":

"Control this is Your Call sign, PRIORITY Come In"

On hearing a PRIORITY call, all other users on the talk group must refrain from making calls until the Control Centre has cleared the talk group for normal transmissions.

Problem Solving

If you experience problems when using the radio:

- ❑ If you hear a **low pitched tone** when pressing the PTT, this can mean:
 - Your **talk group is busy**. Listen before retrying.
 - The **system is busy**. Wait for talk permit tones and immediately press the PTT;
 - or,
 - If the display also shows "**Out of Range**", move around until the message stops flashing.
- ❑ Check your **battery** is not flat. Listen for tones and check the display for flashing battery icon.
- ❑ Check the radio is turned on and **volume** is loud enough.
- ❑ Check that you are on the **correct talk group**.
- ❑ Check that when you press the PTT button the **indicator light** is lit.
- ❑ Check the **aerial** is screwed on properly.
- ❑ Make a **Radio Check call** to the Control Centre.

If you cannot solve the problem, return the radio to your Steward or Control Centre for assistance

Safety Warnings

- ❑ Do not place spare batteries in pockets or other places where they may come into contact with metal objects such as coins or keys - this can short circuit the battery and cause burns.
- ❑ Do not use your radio near flammable gases and liquids.
- ❑ Do not carry the radio by the aerial

THE TWO x TEN RADIO COMMANDMENTS

1. Thou shalt turn the radio on when you receive it and **only** adjust the volume to suit your hearing and the surroundings.
2. Thou shalt listen attentively to the radio as long as thou shalt have it.
3. Thou shalt answer when spoken to.
4. Thou shalt never leave it unattended even if you have to go to the loo.
5. Thou shalt not twiddle with knobs to see what else they do.
6. Thou shalt not carry the radio by the aerial.
7. Thou shalt not click the button to deafen others.
8. Thou shalt not jam the airways by leaning on the button.
9. Thou shalt listen intently to the airwaves before trying to make a transmission.
10. Thou cannot speak if someone else is speaking so save your breath.
11. Thou shalt keep messages very brief.
12. Thou shalt identify who you want to talk to first and then identify yourself.
13. Thou shalt say 'over' if you expect the conversation to continue.
14. Thou shalt say 'out' when the conversation is finished.
15. Thou shalt be patient if you do not get an immediate answer – they may be indisposed.
16. Thou shalt say 'stand-by' if you heard someone call you and you are busy being indisposed.
17. Thou shalt only change channels when directed to do so.
18. Thou shalt only change to channel 1 'HELP' in an emergency.
19. Thou shalt say "PRIORITY" if the message is one of life threat.
20. Thou shalt shut up and listen if someone calls "PRIORITY".

Step 6 Distribute the radios, keeping a record of who receives each radio and including instructions on where and when to return them

Step 7 Receive radios back and place on charge for the next day or for return to the supplier as appropriate.