



MESSAGE HANDLING

ICS-213

Presented by

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Message Forms

- Various forms were used by different agencies & operators
- Incident Command System requires us to use ICS-213
- Forms may differ – techniques remain the same
- Ask IC or Net Control for specifics to be used
- Use plain English



MSG #

ICS-213 Form



GENERAL MESSAGE

TO:		POSITION	
FROM		POSITION	
SUBJECT		DATE	
MESSAGE:			
SIGNATURE/POSITION			
REPLY			
DATE	TIME	SIGNATURE/POSITION	

213 ICS 1/79
NFES 1336

To Block

From Block

Position Titles

Subject

Date & Time

Message Area

Sender's Signature Block

Reply Area

Reply Date/Time and Signature Blocks



Basics of Message Handling



- 100% accuracy is essential – get it properly from author
- Be concise – summarize – lots of traffic must go through
- Write legibly
- Remember - All messages become public when sent over the air
- SEND the message, don't read it
- Send the message ONCE – be correct the first time
- Speak at writing speed
- Pause every 5 or 10 words
- Verify that the Receiver has it copied



Basics of Message Handling (Cont.)



- Be ready to repeat
 - Receiver should ask for: "All After", "All Before", "Word Before", and "Word After" to clarify missed information
- Say it exactly the same – don't paraphrase
- Spell similar sounding or complex words
- Use phonetics =====>
- Practice with a tape recorder
- Use Procedural Words to help clarify

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



Procedural Words

- Procedural words – words or phrases that provide clues to assist receiver to anticipate what is coming next
- “MESSAGE FOLLOWS”
 - You are starting the message
- “BREAK”
 - Separates parts of message, or sentences or lists within message
 - Say “Break”, release mic and briefly pause
 - Allows Receiver to ask for a repeat of missed info
 - Key mic, pause, and then resume sending message



Procedural Words (Cont.)

- “FIGURE” or “FIGURES”
 - Numbers are coming next
 - Say each number individually – “two, five, eight” NOT “two hundred fifty eight”
- “INITIAL”
 - Single letter follows – usually part of names
 - Always use phonetics here – “Initial, Delta” for “D”
- “I SPELL”
 - Say the word, then say “I SPELL”, then spell next word phonetically
 - “Harris, I SPELL, Hotel, Alpha, Romeo, Romeo, India, Sierra”
 - In good conditions, simply use letters vs. phonetics – but be careful, especially with names or complex words



Procedural Words (Cont.)

- "Letter Group", "Number Group", and "Mixed Group"
 - Another technique used to ensure clarity and speed
 - Use to indicate to Receiver what the next word will be
 - Examples:
 - "Harris" might be sent as "Letter Group – Hotel,Alpha,Romeo,Romeo,India,Sierra"
 - "12345" would be "Number Group – One Two Three Four Five"
 - "KE5RAD" would be read "Mixed Group - Kilo,Echo,Five,Romeo,Alpha,Delta"



Procedural Words (Cont.)



- “I SAY AGAIN”
 - Sender is going to repeat previous word, group, or phrase
 - Ensure Receiver understands WHAT you are repeating
 - Avoids duplicating pieces of the message
- “QUERY”
 - Used to indicate a question
- “DECIMAL”
 - Used for decimal point
 - Say “PERIOD” or “COMMA” for punctuation mark



Procedural Words (Cont.)

- E-Mail addresses are sent using the words "AT SIGN" to denote the ampersand and "Dot" to indicate the dots in the address.
 - Example: John@Smith.net becomes "John-At Sign-Smith-Dot-Net"
- "AMATEUR CALL"
 - Sometimes used to indicate someone's call sign will follow
 - Give call sign phonetically
 - Say "Amateur Call Kilo, Echo, Five, Romeo, Alpha, Delta"
- "END"
 - End of current message
 - To indicate more messages to follow, say "END , MORE"
 - Allow time for Receiver to clarify that current message was received properly



SUMMARY



- Become familiar with and use ICS-213
- Accuracy is paramount
- Use plain English
- Ensure message is received correctly
- Keep good records/documentation
- Know and use procedural words
- Know and use phonetic alphabet
- Practice
- Sample Message Practice Test