



**STATE OF CONNECTICUT
DEPARTMENT OF
EMERGENCY MANAGEMENT AND HOMELAND SECURITY**



OFFICE OF THE COMMISSIONER

ADVISORY BULLETIN 2008-3

Issued May 19, 2008

RE: NATIONAL INCIDENT MANAGEMENT SYSTEM (NIMS) PLAIN LANGUAGE FOR MULTI-AGENCY/MULTI-JURISDICTIONAL RESPONSES

In a continuing effort to bring the state into NIMS compliance, the State-wide Emergency Management and Homeland Security Coordinating Council (“Coordinating Council”) recently recommended the following policy on plain language communication during multi-agency and multi-jurisdictional responses. The policy was developed by the Coordinating Council’s NIMS/Training Committee, as well as reviewed and approved by its Interoperable Communications Committee. The Coordinating Council recommended this policy to the Commissioner, who has approved the policy as recommended.

The policy is offered as a means to allow communication between multiple agencies at any incident where more than one agency is operating. As an example: this system will be utilized during the deployment of any of the STOCS radio systems.

Plain Language: Communication Personnel Duties and Responsibilities

A. Avoid the Use of Codes and Signals

Emergency communication personnel shall direct all operations (actual emergencies, drills) in plain language by avoiding the use of radio codes and signals that may confuse personnel.

B. Transmit Information Properly

(a) Whenever transmitting information, hold the microphone button down firmly and speak slowly and clearly at a normal speaking volume, following the operational instructions provided with the equipment.

1. If an audible or visual indicator occurs that indicates you cannot transmit, release the talk button until your unit indicates you are now clear to transmit, re-key the button, then begin your message.

(b) Think about what you want to say before speaking. Press the button and hesitate a moment to allow radio circuits to activate and speak calmly and clearly, without mumbling or shouting.

(c) Adjust the rate of speech to the type of information delivered or, if information must be written down by the listener, speak slowly.

C. **Enunciate Clearly**

(a) **Use the standard NATO Phonetic Alphabet**

Certain words may be misunderstood because of the similarities in sound to other words. Use phonetic spelling to spell out words, which are prone to misunderstanding. Phonetic spelling should be used for unusual names and locations and for the letters in a vehicle registration. The following are standard NATO phonetic terms:

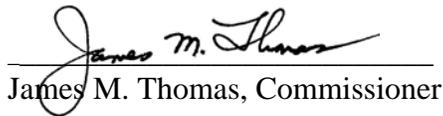
A = Alfa	G = Golf	M = Mike	T = Tango
B = Bravo	H = Hotel	N = November	U = Uniform
C = Charlie	I = India	O = Oscar	V = Victor
D = Delta	J = Juliet	P = Papa	W = Whiskey
E = Echo	K = Kilo	Q = Quebec	X = X-ray
F = Foxtrot	L = Lima	R = Romeo	Y = Yankee
		S = Sierra	Z = Zulu

(b) **Numbers**

The enunciation of some numbers should be exaggerated. Each digit of a multiple number is pronounced separately except for the terms "hundreds" or "thousands." Such as:

1 – one	6 -- six
2 – two	7 -- seven
3 – three	8 – eight
4 – four	9 -- nine
5 -- five	0 – zero
70 – seven, zero	
84 – eight, four	
131 -- one, three, one	
500 – five hundred	
1,468 -- one, four, six, eight	
7,000 -- seven thousand	

Issued by Order of the Commissioner of the Department of Emergency Management and Homeland Security:


James M. Thomas, Commissioner

May 19, 2008
Date