

Mammoth Mountain Ski Area Policies and Procedures

Title: Radio Protocols

Date: 11/20/11

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Number: 027.0001

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Purpose:

To provide clear and concise radio usage guidelines for all radio users throughout the company with a consistent call and response.

Policies:

The radio should not be used like a phone; it should be used to send off a brief message with quick efficiency and promptness in communication.

Procedures:

Department Managers have the primary responsibility for the implementation of all radio protocols in the work area. Please refer to the radio list that is kept current on the intranet for specific radio call numbers and base stations.

Key the mic, to activate the repeater, for a second before you begin speaking.

Know what you are going to say before you say it. Say it to yourself in your head before speaking it if necessary.

Do not interrupt a conversation, wait until you have open radio space and avoid stepping on other transmissions. When making multiple transmissions from one channel to the next be sure to listen to each channel first in order to avoid interruptions.

When calling others on the radio always use the following format: Say who you are calling, who you are, and then repeat who you are calling. This last step is important incase you do cut off the beginning part of your transmission. If a person does not have an assigned call number the last name, then first name would be used. See below for examples.

When responding to someone calling you, always respond with your location. If you are inside a building refer to the lodge name or office phone extension as your location. When in route somewhere, respond with your location and destination.

Profanity, inappropriate comments, and CB lingo are prohibited. Please remember that radio transmissions can be heard by the general public during many situations.

In the event of a power outage radios should continue to work with stand by power at the radio controllers. In case the radio does not go to emergency operation all radios must use talk around on channel 16A. This is line of sight communication and all radio units will be on one channel. It is imperative that only essential operational personnel use the radio during these situations.

Alert Tone Indications:

The radios generate a number of audible tones to indicate radio operating conditions. Common tones on the MMSA system are:

System Busy: A “bah-bah-bah-bah” tone when the repeater is accessed indicates that all available modes are busy and the radio is in queue for the next available mode.

Call Back: A group of two medium-pitched tones repeated twice indicates that a mode is now available for your previously requested transmission.

Failsoft: A faint “beeping” tone every ten seconds indicates that the radio is operating in the failsoft mode. (“Failsoft” ensures continued radio communications in the event of a system failure)

Examples:

Call: “1-2, 545, 1-2” Response: “1-2, online chair 1”

Call: “4-5, 4-1, 4-5 Alastair” Response: “4-5, GS-1, go ahead Chris”

Call “Denton, 545, Corey” Response: “Denton, on Pumpkin, go ahead”

Call “Rosow, 6-1, Bernie” Response: “Rosow, boneyard in route to Compressor House.”

Call: “PB- 4, 2-1, PB-4, Peter” Response: “PB-4, bottom of 17”

Call: “643, Kaylor, 643” Response: “643 go ahead”

Call: “Hoyt, Kaylor, Bobby” Response: Go ahead Tyson”

Commonly used 10 codes at MMSA:

10-1	Receiving Poorly
10-2	Receiving Well
10-4	Message Received and Understood
10-7	Out of Service
10-9	Repeat
10-20	What Is Your Location?
10-21	Call Your Base
10-22	Disregard last transmission
10-60	Chair Down
10-99	Patrol needs Assistance
10-C	Accident investigation is necessary
Code 3	Life Threatening Emergency

Common base stations at MMSA:

545—Mountain Operations/Incident Command Emergency Dispatch (2A)

543—Main Lodge Ski Patrol (1A)

643—Canyon Lodge Ski Patrol (1A)

641—Lift Maintenance/Electrical (3A)

544—Garage (5C)

547—Snowcat Maintenance (4C)

540—Mammoth Mountain Inn Operator (12C)

549—Housekeeping (12B)

550—Front Desk MMI (12A)

642—Staff Accommodations (11B)

Base 1—Transportation Dispatch (14A)

Definitions:

Code 3: Typically called from a Ski Patrol base lodge and refers to a life threatening emergency. The Ski Patrol dispatcher will follow specific Code 3 radio procedures posted in each patrol room including making announcements on channels 2A, 2B, 3A and 7A to inform them of the Code 3 situation. All radio traffic should be limited at this time until the Code 3 is cleared. It is particularly important to keep channel 1 completely clear during a Code 3. The Patrol dispatcher will announce on all necessary channels when the code is secure.

10-60: Dispatched through Mountain Operations on the Lift Maintenance channel of 3A. Mountain Operations will follow specific 10-60 radio procedures already in place by Lift Maintenance and Mountain Operations and available in detail from those departments. Notification of a 10-60 is also made on channels 1A and 2A after the initial dispatching of Lift Maintenance personnel responding. All radio traffic should be limited at this time until the chair is back in operation. It is particularly important to keep channel 3 completely clear during a 10-60. Mountain Operations will announce on all necessary channels when the chair is back in operation.

Signature_____

Print Name:_____Date:_____

Department:_____