

CRITICAL INFORMATION & TECHNIQUES FOR MESSAGE TRAFFIC

In emergency situations it is critical to obtain complete and correct information for message traffic. The message creator may not be readily available to ask questions of after the fact, plus a return message just asking for clarification loads the system with unnecessary traffic.

1. Obtain as much detailed information as possible from the sender including:
(Ensure Message Form headers are completely filled out)

-Complete name, position, location, & contact method for the sender/ recipient.

-Message priority, complete description of the number and type of item(s) needed, and when the response is needed (time required).

-Location/name/thorough directions to the place to respond to and the name of the individual to report to or deliver the items to at the needed location.

-Always obtain and transmit complete description of/directions to primary operating locations including a Lat/Long if available-- ICP, staging, evacuation centers, evacuated areas, and closed roads, etc.

2. For voice relayed message traffic, remember to speak the message content at a slow rate as though you were writing it out yourself. Break frequently to ensure that the recipient has followed your sending of the message.

3. Acknowledge receipt of a message only after you are sure you have 100% copy on both the message header and content.

4. Helpful hint checklist—

- to name
- to position
- to location/group
- from name
- from position
- from location/group
- qty required
- when required
- where required
- etc.

By k0yy