**BBB Radio Communication Scripts**

**Standardized Language for Radio Communication**

Replies as needed: **RECEIVED** Message received and will be complied with

 **OVER** Speaker expects a reply

**OUT**  Speaker is finished, and no reply is expected

 **AFFIRMITIVE** Yes Answer to a direct question

 **NEGATIVE** No Answer to a direct question

**REPEAT** When a message is unclear or not heard

**REPEAT BACK** **Radio Communication used by Control:** Control has asked the listener to do something different from normal operations and directs the listener to **“REPEAT BACK”** the instruction exactly as given to confirm the correct understanding

***Radio Check***

**“Transit Ambassador South Station (Specify direction – North, South, East, West) to Control Radio Check OVER”**

 “Control answering Transit Ambassador South Station (North, South, East, West) radio check clear OVER”

**“RECEIVED OUT”**

***Medical Emergency***

**“Transit Ambassador Broadway (Specify direction – North, South, East, West) to Control with a medical emergency OVER”**

“Control answering Transit Ambassador South Station (North, South, East, West) go ahead with your medical emergency OVER”

**“A (Descriptives: Approximate age and gender) rider/customer by the** **(Location: Stairs, elevator, faregates, etc.) has (Descriptive: Fallen down the stairs, collapsed, etc.) and is (Descriptives: Unresponsive, alert, bleeding, etc.) OVER”**

Control may ask additional questions. Provide Control with the information they need and reply as needed. Once Control receives all the information they need, they will send the appropriate person(s) to assist: Ambulance, Fire Department, Inspector, and/or Transit Police.

**“RECEIVED OUT”**

***Fight with no weapons***

 **“Transit Ambassador South Station (Specify direction – North, South, East, West) to Control OVER”**

“Control answering Transit Ambassador South Station (North, South, East, West) OVER”

**“(Descriptives: Nature of the problem - Report what you see (Two customers, a couple, teens, intoxicated individuals, etc. - Approximate age, gender, etc.) are fighting, no weapons shown OVER”**

Control may ask additional questions. Provide Control with the information they need and reply as needed. Once Control receives all the information they need, they will send the appropriate person(s) to assist: Inspector and/or Transit Police.

**“RECEIVED OUT”**

***Perceived Criminal or Safety Issue***

**“Transit Ambassador South Station (Specify direction – North, South, East, West) to Control requesting Transit Police OVER”**

“Control answering Transit Ambassador South Station (North, South, East, West) go ahead with your request for Transit Police OVER”

**“A rider/customer (Descriptives: Approximate age and gender) is vandalizing the fare vending machines by the (Location: Stairs, elevator, faregates, etc.) OVER”**

Control may ask additional questions. Provide Control with the information they need and reply as needed. Once Control receives all the information they need, they will send the appropriate person(s) to assist: Ambulance, Fire Department, Inspector and/or Transit Police.

**“RECEIVED OUT”**

**OR**

**“EMERGENCY, EMERGENCY, EMERGENCY Transit Ambassador South Station** **(Specify direction – North, South, East, West) to Control there is a person with (Weapon: gun/knife/machete/etc.) by the (Location: Stairs, elevator, faregates, etc.) OVER”**

“Control answering Transit Ambassador South Station (North, South, East, West) RECEIVED OVER”

Control may ask additional questions. Provide Control with the information they need and reply as needed. Once Control receives all the information they need, they will send the appropriate person(s) to assist: Ambulance, Fire Department, Inspector, and/or Transit Police.

**“RECEIVED OUT”**

***Elimination of Codes***

**“Transit Ambassador South Station (Specify direction – North, South, East, West) to Control there is a fire in the pit OVER”**

“Control answering Transit Ambassador South Station (North, South, East, West) RECEIVED OVER”

Control may ask additional questions. Provide Control with the information they need and reply as needed. Once Control receives all the information they need, they will send the appropriate person(s) to assist: Ambulance, Fire Department, Inspector, and/or Transit Police.

**“RECEIVED OUT”**

***Person in the pit***

**“Transit Ambassador South Station (Specify direction – North, South, East, West) to Control there is a person in the pit OVER”**

**OR**

**“Transit Ambassador South Station (Specify direction – North, South, East, West) to Control there is a report of a person in the pit OVER”**

“Control answering Transit Ambassador South Station (North, South, East, West) RECEIVED standby OVER”

Control may ask additional questions. Provide Control with the information they need and reply as needed. Once Control receives all the information they need, they will send the appropriate person(s) to assist: Ambulance, Fire Department, Inspector, and/or Transit Police.

**“RECEIVED OUT”**

**OR**

**“EMERGENCY, EMERGENCY, EMERGENCY Transit Ambassador South Station (Specify direction – North, South, East, West) to Control there is a person (or report of a person) in the pit OVER”**

“Control answering Transit Ambassador South Station (North, South, East, West) RECEIVED standby OVER”

Control may ask additional questions. Provide Control with the information they need and reply as needed. Once Control receives all the information they need, they will send the appropriate person(s) to assist: Ambulance, Fire Department, Inspector, and/or Transit Police.

**“RECEIVED OUT”**

***Should a situation clear up after a request***

**“Transit Ambassador South Station (Specify direction – North, South, East, West) to Control OVER”**

“Control answering Transit Ambassador South Station (North, South, East, West) go ahead OVER”

**“The fighting couple has left the station OVER”**

“RECEIVED OVER”

**“RECEIVED OUT”**

**Bridgeplate and Other SWA Requests**

**FYI’s…….**

* Ask rider if they would like to board a certain car.
* Many riders prefer to board the car that will allow easy access to an elevator or exit.
* Riders may prefer to board a car less crowded.
* Never tell the rider to go to a specific car.
* It is the rider’s choice where to board.
* Riders may choose to enter trains equipped with Gap Mitigation Devices (GMDs). These devices are located on the first car of the new Orange Line and Red Line trains.

**Bridgeplate**

***Notify Control of a pending bridgeplate request***

**“Transit Ambassador South Station (Specify direction – North, South, East, West) to Control I have a pending bridgeplate request OVER”**

“Control answering Transit Ambassador South Station (North, South, East, West) let me know when you have the information RECEIVED OVER”

**“RECEIVED OUT”**

***Notify Control which car the rider has boarded***

**“Transit Ambassador South Station (Specify direction – North, South, East, West) to Control”**

 “Control answering Transit Ambassador South Station (North, South, East, West) OVER”

**“The rider is on car #1234 and will (or will not) need assistance at Andrew OVER”**

  “Control answering Transit Ambassador South Station RECEIVED OVER”

**“RECEIVED OUT”**

***Control notifies the Transit Ambassador at rider’s destination***

“Control to Transit Ambassador Andrew (North, South, East, West) OVER”

**“Transit Ambassador Andrew (Specify direction – North, South, East, West) Answering OVER”**

“You have a bridgeplate enroute on car #1234 OVER”

**“RECEIVED OUT”**

***Notify Control the rider has been accommodated***

**“Transit Ambassador Andrew (Specify direction – North, South, East, West) to Control the rider has been accommodated OVER”**

“Control answering Transit Ambassador Andrew (North, South, East, West) RECEIVED OVER”

**“RECEIVED OUT”**

**Other SWA Requests – Blind person**

***Notify Control which car the rider has boarded***

**“Transit Ambassador South Station (Specify direction – North, South, East, West) to Control OVER”**

“Control answering Transit Ambassador South Station (North, South, East, West) OVER”

**“I have a person who is blind (or blind person) on car #1234 that will (or will not) need assistance at Andrew OVER”**

“RECEIVED OVER”

 **“RECEIVED OUT”**

***Control notifies the Transit Ambassador at rider’s destination***

“Control to Transit Ambassador Andrew (North, South, East, West) OVER”

**“Transit Ambassador Andrew (Specify direction – North, South, East, West) Answering OVER”**

“You have a person who is blind (or blind person) enroute on car #1234 OVER”

**“RECEIVED OUT”**

***Notify Control the rider has been accommodated***

**“Transit Ambassador Andrew (Specify direction – North, South, East, West) to Control the rider has been accommodated OVER”**

“Control answering Transit Ambassador Andrew (North, South, East, West) RECEIVED OVER”

**“RECEIVED OUT”**

**NOTE:** All communications are recorded, monitored and audited