

ANPR 721

# Spoken and Written Communication

**Applicability**

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NSW

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SMS

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**Publication Requirement**

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External Only

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**Document Status**

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## Introduction

Effective written, radio and telephone communication is essential for safety in the Australian Rail Track Corporation (ARTC) NSW Network.

## Spoken numbers

### Qualified Worker

1. Use the spoken numbers in the following table.
2. Stress the syllables in capital letters.
3. For a decimal point, say “point”.

For digit	Say	For digit	Say
0	ZEE-roh	5	FI-yiv
1	WUN	6	SIX
2	TOO	7	SEV-en
3	Thuh-REE	8	ATE
4	FO-wer	9	NINE-uh

## Phonetic alphabet (spoken letter names)

### Qualified Worker

1. If it is necessary to spell words, use the spoken letter names in the following table.
2. Stress the syllables in capital letters.

For	Letter name	Say	For	Letter name	Say
<b>A</b>	ALPHA	Al-fah	<b>N</b>	NOVEMBER	no-VEM-ber
<b>B</b>	BRAVO	BRAH-voh	<b>O</b>	OSCAR	OSS-cah
<b>C</b>	CHARLIE	CHAR-lee	<b>P</b>	PAPA	pah-PAH
<b>D</b>	DELTA	DELL-tah	<b>Q</b>	QUEBEC	keh-BECK
<b>E</b>	ECHO	ECK-oh	<b>R</b>	ROMEO	ROW-me-oh
<b>F</b>	FOXTROT	FOKS-trot	<b>S</b>	SIERRA	see-AIR-rah
<b>G</b>	GOLF	GOLF	<b>T</b>	TANGO	TANG-go
<b>H</b>	HOTEL	hoh-TEL	<b>U</b>	UNIFORM	YOU-nee-form
<b>I</b>	INDIA	IN-dee-ah	<b>V</b>	VICTOR	VIC-tah
<b>J</b>	JULIET	JEW-lee-ETT	<b>W</b>	WHISKY	WISS-key
<b>K</b>	KILO	KEY-loh	<b>X</b>	X-RAY	ECKS-ray
<b>L</b>	LIMA	LEE-mah	<b>Y</b>	YANKEE	YANG-key
<b>M</b>	MIKE	MIKE	<b>Z</b>	ZULU	ZOO-loo

## Standard terms

Use only these standard terms to convey these meanings:

Term	Meaning
Emergency, emergency, emergency	This is an emergency
Correct	Yes. You are right
I read back	I am going to repeat all, or part, of your statement exactly as I received it
I say again	I am going to repeat all, or part, of my last statement
I spell	I am going to use the phonetic alphabet
Loud and clear	Your signal is strong, and every word is understood
Message received	I clearly received and understand your message
Negative	No. Not correct
Out	My transmission is complete
Over	I have finished speaking, and I am waiting for a reply
Read back	Repeat all, or a specified part, of my message back to me exactly as you received it
Receiving	I acknowledge your call. Proceed with the message
Roger	All your last statement is received and understood
Say again	Please repeat your last statement
Speak slower	Repeat what you said, speaking more slowly. It is hard to understand you
Stand by	Wait. I will be back soon

## Open-channel communications

### Qualified Worker

1. Except in an emergency, make sure that no-one else is speaking before you begin to use an *open-channel* radio.

### Sender

2. Start your message with the Safeworking designation, *location*, and/or *train number* or *track vehicle number*, as appropriate, of the person you are calling.

Say: "(Receiver) this is (Sender), over".

Identify yourself by Safeworking designation, location, and/or train or track vehicle number as appropriate.

### Receiver

3. Start your reply with the Safeworking designation, location, and/or train or track vehicle number, as appropriate, of the person calling you.

Say: "(Sender) this is (Receiver), over".

Identify yourself by Safeworking designation, location, and/or train or track vehicle number as appropriate.

### Sender

4. Make your statement, ending with "Over".

### Receiver

5. Reply, ending with "Over".

### Sender and Receiver

6. Use standard terms as required in the communication.

### Sender or Receiver

7. At the end of the communication say: "Out".

## Emergency radio communications

Use whatever communication method is available.

### **If an emergency button is fitted:**

#### **Qualified Worker**

1. Press the emergency button.
2. If there is no immediate answer, pause.
3. Repeat Step 1 until you are answered. If you are not answered, follow the steps for 'If an emergency button is not fitted'.
4. When the Receiver answers, give your location and the emergency message.
5. Exchange necessary information and directions.

### **If an emergency button is not fitted:**

#### **Qualified Worker**

1. Say: "Emergency, emergency, emergency, this is (your identification)".
2. If the radio is open-channel, give brief details about the emergency.
3. If the radio is open-channel, users other than the Sender and Receiver *must* immediately cease transmission.
4. If there is no immediate answer, pause.
5. Repeat Step 1, and Step 2 if necessary, until you are answered.
6. When a Receiver answers, give your location and the emergency message.
7. Exchange necessary information and directions.

## Written communication abbreviations

### Qualified Worker

1. Use the standard abbreviations listed below in written Safeworking communications:

Abbreviation	Meaning
BF	blocking facility
Cir	Circular
CP	clearance post
CAN	Condition Affecting the Network
CSB	controlled signal blocking
X/over	crossover
ESR	Eastern Suburbs Railway
Frame	groundframe
hr	hours (time of day by 24hr clock)
IBA	Infrastructure Booking Authority
Illa	Illawarra
Inst	instrument
Jct	junction
km	kilometre
km/h	kilometres per hour
kP	kilometre post
L/Xing	level crossing
LE	light locomotive
LPA	Local Possession Authority
Loco	locomotive
metro	metropolitan
min	minutes
NIN	Network Incident Notice
NSR	New Southern Railway
Nth	North

Abbreviation	Meaning
No.	number
PSN	Pilot Staff Notice
PSW	pilot staff working
pts	points
Sig	signal
SPA	Special Proceed Authority
Sth	South
STN	Special Train Notice
Subn	Suburban
TCR	Train Control Report
TOA	Track Occupancy Authority
TOC	Train Operating Conditions Manual
TWA	Track Work Authority
WOLO	hot weather speed restriction
YLS	yard limit sign

## Related ARTC Network Procedures

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**NIL**

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## Effective Date

11 October 2015