

PUBLIC TRANSPORT AUTHORITY
SAFEWORKING RULES AND PROCEDURES

2007
NETWORK
COMMUNICATIONS

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1. PURPOSE

The purpose of this rule is to provide protocols for the effective use of spoken and written communications between *Train Controllers, Workers, Rail Traffic Crew* and other users in the Public Transport Authority (PTA) *Network*.

2. GENERAL

Effective Communications are essential for safety in the PTA *Network*.

2.1. COMMUNICATION FUNDAMENTALS

Communications in the PTA *Network* must be:

- clear, brief and unambiguous;
- relevant to the task at hand; and
- agreed as to its meaning before being acted upon.

Communications may be spoken, written or electronic transmissions.

Communications must use the 24 hour system of time.

Communication equipment used for railway operations must be tested for correct operation:

- for *Rail Traffic*, prior to entry on to the PTA *Network*; and
- for *Work on Track*, prior to starting work.

2.2. CONFIRMATION OF COMMUNICATION

The receiver must confirm the content of spoken or written communication by repeating the message back to the sender, if requested by *Train Control*, or the communication is about:

- an *Occupancy Authority*;
- an instruction not to *Proceed*;
- *Special Working*; or
- a *Condition Affecting the Network (CAN)*.

The receiver must not act on spoken or written communication until the sender confirms that the message has been repeated correctly.

2.3. RELAYING COMMUNICATIONS

If it is not possible for a sender to communicate directly with an intended receiver, a *Competent Worker* may relay the content.

The content of a communication must be relayed exactly as it was received.

3. EMERGENCY COMMUNICATION

When required to communicate in an *Emergency*, *Workers* are to use whatever communication method is available, with radio communications being the first priority.

Emergency communications must:

- start with “EMERGENCY, EMERGENCY, EMERGENCY”;
- be given priority; and
- be answered immediately.

If there is an *Emergency* message on an *Open-Channel* radio, other users of the channel must stop transmission immediately.

Unless they are answering or aiding the *Emergency* call, *Workers* must not transmit unless they are certain no interference will result.

3.1. EMERGENCY RADIO COMMUNICATIONS

If an *Emergency* button is fitted, the *Worker* must:

- press the *Emergency* button;
- if there is no immediate answer, follow the steps for if an *Emergency* button is not fitted;
- when the receiver answers, give their *Location* and the *Emergency* message; and
- exchange necessary information and directions.

If an *Emergency* button is not fitted, the *Worker* must:

- transmit: “EMERGENCY, EMERGENCY, EMERGENCY. This is (*Worker’s* identification)”;
 - give brief details about the *Emergency*;
 - if there is no immediate answer, pause;
 - repeat “EMERGENCY, EMERGENCY, EMERGENCY. This is (*Worker’s* identification)” and details about the *Emergency*, and keep repeating until answered by the receiver;
 - give the *Location* and the *Emergency* message; and
 - exchange the necessary information and directions.
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4. SPOKEN COMMUNICATION

Open-Channel communication must use the standard terms and protocols in this rule and must be acknowledged promptly.



WARNING

Competent Workers must not assume that a receiver has understood a message before the receiver confirms that the message has been understood.

If the meaning of a spoken communication is not understood:

- the receiver must ask that it be repeated;
- if necessary, the sender and receiver must use the Phonetic Alphabet and spoken numbers to clarify and confirm the message; or
- arrange alternative means to communicate with the sender.

4.1. SPOKEN NUMBERS

When transmitting numbers, a *Competent Worker* must:

- use the spoken numbers in the following table;
- stress the syllables in capital letters; and
- for a decimal point, say “Day Cee Mal”.

FOR DIGIT	SAY
0	ZE-ROh
1	WUN
2	TOO
3	TREE
4	FOW-er

FOR DIGIT	SAY
5	FIFE
6	SIX
7	SEV-en
8	AIT
9	NINE-er

4.2. PHONETIC ALPHABET (SPOKEN LETTER NAMES)

When it is necessary to spell words, the *Competent Worker* must use the spoken letter names in the following table:

Stress the syllables in capital letters.

FOR	LETTER NAME	SAY
A	ALPHA	AL-fah
B	BRAVO	BRAH-voh
C	CHARLIE	CHAR-lee
D	DELTA	DELL-tah
E	ECHO	ECK-oh
F	FOXTROT	FOKS-trot
G	GOLF	GOLF
H	HOTEL	hoh-TEL
I	INDIA	IN-dee-ah
J	JULIET	JEW-lee-ETT
K	KILO	KEY-loh
L	LIMA	LEE-mah
M	MIKE	MIKE

FOR	LETTER NAME	SAY
N	NOVEMBER	No-VEM-ber
O	OSCAR	OSS-cah
P	PAPA	pah-PAH
Q	QUEBEC	keh-BECK
R	ROMEO	ROW-me-oh
S	SIERRA	see-AIR-rah
T	TANGO	TANG-go
U	UNIFORM	YOU-nee-form
V	VICTOR	VIK-tah
W	WHISKY	WISS-key
X	X-RAY	ECKS-ray
Y	YANKEE	YANG-key
Z	ZULU	ZOO-loo

4.3. STANDARD TERMS

A *Competent Worker* must only use these standard terms to convey these meanings:

TERM	MEANING
Emergency, Emergency, Emergency	This is an <i>Emergency</i> .
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 understood 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.
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 to you soon.

4.4. RECORDING SPOKEN COMMUNICATIONS

If spoken communication recording equipment is provided, it must be used to record *Train Control* communications.

The recordings must be kept for at least 90 days.

5. COMMUNICATION PROTOCOLS

5.1. IDENTIFICATION

Communications must begin with identification of the receiver, followed by identification of the sender.

Rail Traffic Crew communications must include the sender's *Rail Traffic Identification Number*.

Communications from a worksite must include the sender's:

- name;
- *Safeworking* designation; and
- *Location* (include *Structure Numbers* where appropriate).

5.2. OPEN-CHANNEL COMMUNICATIONS

Competent Workers using *Open-Channel* radios must:

- except in an *Emergency*, check that the channel is not already in use before starting a transmission;
- if a reply is expected, use the term "OVER" to end each statement; and
- to end each transmission, use the term "OUT".

5.3. ABBREVIATED IDENTIFICATION

An abbreviated identification may be used, after making an initial positive identification, for *Shunting* or similar operations within a *Yard* or terminal on a dedicated *Shunting* channel.

5.4. COMPILING SAFWORKING FORMS

Competent Workers compiling *Safeworking* forms, *Work on Track Authorities* and records must:

- complete all required items on the form;
- write clearly in permanent ink;
- write numbers in numerals, not words, using for example "12" instead of "twelve"; and
- draw a single line through errors, and initial the corrections; or compile a new form if an error is made.

If *Safeworking* forms include items that have a checkbox before them, the *Competent Worker* must:

- tick the box if it applies, and complete the item; or
- place a cross in the box if the item does not apply.

If forms include options, text that does not apply must have a single line drawn through it.

Unless otherwise specified, *Safeworking* forms and other records must be kept for at least 90 days.

5.5. WRITTEN COMMUNICATION ABBREVIATIONS

Use the following standard abbreviations approved by the PTA in written *Safeworking* communications:

ABBREVIATION	MEANING
JCT	Junction
KM	Kilometre
LOCO	<i>Locomotive</i>
No	Number
SN	<i>Special Notice</i>
STN	Special Train Notice
TM	On-Track Machine

6. COMMUNICATIONS EQUIPMENT

Communication equipment *Authorised* by the PTA, or compatible with PTA equipment may be used to establish *Effective Communication* in the PTA Network.

Before *Rail Traffic* operates in the PTA Network, equipment to communicate with *Train Control* must be working correctly.

Before entering the PTA Network, *Rail Traffic Crew* must be aware of:

- communication protocols; and
- radio channels for each type of communication equipment.

6.1. DEFECTIVE EQUIPMENT

If PTA *Train Control* communication equipment is defective, the *Train Controller* must:

- tell *Maintenance Representatives* about the faulty equipment; and
- establish alternative communication methods.

If *Rail Traffic* communication equipment is defective, *Rail Traffic Crew* must:

- use a third party to relay messages; or
- use *Wayside* communications equipment.

If *Rail Traffic* communication equipment becomes defective, use mobile phones where available.

7. REFERENCE

| Procedure 9016 Written Authorities and Forms

8. EFFECTIVE DATE

4 December 2017