

**MORA- SAN MIGUEL ELECTRIC COOPERATIVE, INC
TWO-WAY RADIO DISPATCH OPERATIONS POLICY**

BOARD POLICY NO. 219

MSMEC Two-Way Radio Dispatch Policy:

The MSMEC Two-Way Radio Dispatch Policy is to establish a communication protocol to be adhered to by all employees who possess the responsibility to provide service on behalf of the Cooperative and who operate a Cooperative vehicle and or equipment when doing so. Vehicles and Equipment shall be equipped with a two-way radio to be used in maintaining communications with headquarters, supervisors and coworkers while providing services during working hours.

Purpose of MSMEC Two-Way Radio Dispatch Policy:

The purpose of the MSMEC Two-Way Radio Dispatch Policy is to insure employees of MSMEC who are responding to service requests maintain radio communications with Headquarters, Supervisors and Coworkers within the organization to insure the whereabouts, safety and wellbeing of all Cooperative employees conducting business in the field, while providing the opportunity to report emergency situations within isolated areas of the service territory.

Implementation of MSMEC Two-Way Radio Dispatch Policy:

All MSMEC vehicles and operable equipment are to be equipped with a two-way radio equipment necessary for employees driving or operating the MSMEC vehicle/and or equipment to communicate by radio with headquarters, supervisors, and/or coworkers. Two-way radio equipment not functioning properly should be reported to the supervisor immediately on a written work order provided by the Cooperative. It is incumbent upon the employee driving or operating the vehicle/equipment to insure the two-way radio unit is operating.

Employees driving or operating MSMEC vehicle and/or equipment shall be required to report their whereabouts once the employee takes possession of the vehicle and proceeds to the field for duty.

Employees shall be required to announce when In Service (10-8) and announce when going Out of Service (10-7). Location shall be announced when going out of service (10-7). Dispatch records all In Service and Out of Service announcements and locations daily.

Announcing or requesting information with Headquarters, Supervisors, or Coworkers in the course of being In Service or Out of Service shall be reported using the MSMEC 10-Code scheme. All communications are to remain business in nature. Communications involving personal matters, joking or inappropriate comments is not acceptable and will not be tolerated by management.

MSMEC Listing of Ten Codes:

The listing of MSMEC Ten Code for radio communication is identified and attached to this policy as Attachment A.

MSMEC Employees Required to Adhere to policy and provide communications support:

MSMEC employees who's daily job responsibilities require possessing a valid driver's license and who operate a cooperative vehicle and/or equipment are responsible to comply with this policy on a daily basis and in course of performing their daily assignment.

Managers and Supervisors of the Cooperative shall be required to adhere to the Radio Dispatch Policy in the course of performing their daily assignments.

Office Radio Dispatch employees manning the base radio in the Mora and or Pecos office headquarters shall be responsible for documenting 10-8's and 10-7's. Dispatch shall communicate utilizing the MSMEC's 10 codes. All communication shall remain professional and to task on information being shared over the radio frequency.

Emergency Situation Reporting: MSMEC employees who are active in the field performing their duties and come across emergency situations that involves a life threatening situation shall report to Headquarters dispatch the situation as seen in the field. Information to be reported should include at a minimum the following: Situation evolving, location of situation, First Responders on sight (if none request first responders), persons involved, and condition(s) of person(s) involved. Use of the MSMEC 10 Codes are required when reporting.

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Effective: July 25, 2019



Virginia Mondragon
Board Secretary

MORA-SAN MIGUEL ELECTRIC COOPERATIVE, INC.

LIST OF 10 CODES

10-1 = Poor Reception

10-2 = Good Reception

10-3 = Stop Transmitting

10-4 = Message Received, Affirmative, OK

10-5 = Relay this Information to (name of person)

10-6 = Busy

10-7 = Out of Service

10-8 = In Service

10-9 = Please Repeat, Please Repeat the Message

10-12 = Standby

10-19 = Return to the Station

10-20 = Specify Location/My Location is (name of location)

10-21 = Place a Phone Call to (name of person)

10-22 = Disregard

10-24 = Assignment Completed

10-36 = What is the Correct Time of Day?

10-50 = Accident

10-51 = Tow Truck Needed

10-52 = Ambulance Needed