# JA-AOP-029 Airside Driving Permit Scheme – Appendix D Radiotelephony (R/T) Procedures

## 1 Policy

1.1 Driving on an aerodrome is close proximity to aircraft requires training, concentration and regular practice. It also requires drivers to comply with rules and standards of conduct in areas designed for aircraft movement, not ground vehicle operations.

1.2 In addition, drivers need to use what are often busy radio frequencies that are also used by pilots and air traffic controllers. In order to do this, drivers need to understand and use the correct radiotelephony phraseology and techniques.

1.3 Jersey Airport has produced this procedure with the purpose of providing drivers with a reference guide to the phraseology most commonly used between vehicle drivers and air traffic controllers in line with CAP413 Radiotelephony Manual and Supplement to CAP413 Radiotelephony Manual (A Reference Guide to UK Phraseology for Aerodrome Drivers)

1.4 This procedure has been designed to enhance R/T training for drivers of vehicles on the aerodrome, but does not replace the need for local training.

## 2 Introduction

2.1 Standard phraseology has been developed over time to be as clear and concise as possible. Ambiguous or non-standard phraseology can lead to misunderstanding and there are many examples, both in the UK and elsewhere, where misunderstanding has contributed to accidents and incidents.

2.2 However, whilst standard phraseology is available to cover most routine situations, not every conceivable situation will be covered. Drivers should be prepared to use plain language where necessary and follow the principle of keeping transmissions clear, concise and to the point.

2.3 This procedure includes phraseology associated with a number of specialised task which shall only be performed by qualified and competent personnel.

2.4 Jersey Airport has overall responsibility for the safety of the aerodrome's operations. However, drivers have a personal responsibility to drive safely and follow the rules for the aerodrome.

## 3 Good RTF Practice

3.1 Before you transmit

i. Be aware of the radio failure procedures
ii. Make sure that the volume and squelch controls on the radio are set correctly
iii. If you plan to work outside the vehicle and it is equipped with a fixed unit, ensure a handheld unit is also available
iv. Be aware that high ambient noise levels, e.g. aircraft noise, may drown out transmissions
v. Drivers may need to use more than one frequency when operating on the aerodrome, make sure you have selected the correct one
vi. Aerodrome frequencies can be very busy. Listen before transmitting, do not interrupt another transmission and allow time for any necessary reply from someone else
vii. Think about what you are going to say before you transit. If you are in a position to do so, it may help to write it down in advance
viii. Press the transmit switch before you talk

3.2 When you transmit:

i. Use a normal conversation tone.
ii. Do not talk too fast, speak clearly and at a steady pace.
iii. Keep rhythm, speed, volume and pitch normal.
iv. Keep the microphone close to your lips but not touching them and do not turn you head away from the microphone whilst talking
v. Always read back in full instructions relating to movement on the manoeuvring areas.
vi. Do not replace a read back of the instructions with 'roger' or 'copied' or 'wilco'.
vii. Read backs are important because they help to make sure that you have received and understood all of the instructions transmitted to you
viii. If you are in a position to do so, it may help to write down important parts of the instruction
ix. If you do not understand instructions, ask for clarification and do not guess what it is you are being told to do
x. If the instructions issued by the controller do not correspond precisely with the request, query them

3.3 After you transmit:

i. Do not release the transmit switch until after you have finished speaking
ii. If you are using a handheld radio or microphone, make sure that it is not left in such a position where the transmit button is pressed in, as this will jam the frequency and mean no else will be heard if they transmit
iii. A jammed frequency is not just irritating; it is potentially dangerous

3.4 Listening:

i. Be aware that people can fall into the trap of hearing what they expect to hear, rather than what is actually said to them. Listen carefully to make sure you hear what is said
ii. At all times, listen for your call sign and new instructions or information
iii. As the traffic situation changes, you may be given different instructions or new information
iv. Transmissions from pilots or other vehicle drivers contain valuable information about their intentions that can help you maintain awareness of the other traffic around you
v. This is particularly important when driving on an aerodrome at night, in adverse weather or during low visibility conditions

## 4 General Phraseology (Callsigns)

4.1 Jersey Airport has allocated vehicle call signs that reflect that vehicles task.

4.2 Drivers shall ensure they always use the correct call sign and these are marked in each vehicle.

4.3 Below is the list of call signs allocated to each department:

i. Rescue & Checker – Airport Rescue and Fire Fighting Service
ii. Works – Airport Engineering
iii. Electric – Airport Electricians
iv. Tels – Air Traffic Engineering

4.4 Aircraft will either use a company call sign followed by numbers and letters e.g. Jersey for Flybe, or their aircraft registration, e.g. G-ABCD. Aircraft registered in some countries may use a combination of letters and numbers.

4.5 Aerodromes are identified by the name of the location followed by the suffix indicating the Air traffic Control position. Aerodrome drivers at Jersey Airport will contact either Jersey Tower on 119.450 or Jersey Ground on 121.900.

**5 General Phraseology (Establishing Communication)**

5.1 When first establishing communication, drivers should use the full call signs of both stations, saying first whom they are calling and then who they are.

5.2 The reply may include the phrase 'pass you message'. In the UK the expression 'pass your message' is used instead of 'go ahead' for safety reasons. This is to avoid using an expression that could be confused with the instruction to proceed, i.e. move on the aerodrome

| RTF | Establishing Communication |
|---|---|
| Vehicle | Jersey Tower, Rescue 2 |
| ATC | Rescue 2, Jersey Tower, Pass your message |

**6 General Phraseology (Continuing Communication)**

6.1 Once satisfactory communication has been established, only the vehicle call sign is normally used.

6.2 However, the placing of the vehicle call sign within the message is also important.

6.3 When an exchange is initiated, the message is prefixed with the vehicle call sign, regardless of whether the vehicle driver or ATC initiates the exchange.

6.4 This includes messages where the driver wishes to transmit new information or a request.

6.5 However, when the driver needs to read back an instruction or important information, the instruction or information is repeated first followed by the vehicle call sign.

6.6 This makes it easier for the controller to be sure that the driver has received the instruction or information in full and correctly.

| RTF | Continuing Communication |
|---|---|
| ATC | Checker 1, report your position<br>*Note: controller initiates exchange* |
| Vehicle | Checker 1, on the cargo apron, request proceed to fire station<br>*Note: vehicle driver initiates exchange, so starts with vehicle call sign* |
| ATC | Checker 1, proceed to fire station via taxiways Juliet and Alpha |
| Vehicle | Proceed to fire station via taxiways Juliet and Alpha<br>*Note: driver reads back instruction, so ends with vehicle call sign* |

6.7 If for any reason the controller or vehicle driver considers it appropriate to include to include the aerodrome call sign in a message after satisfactory communication has been established, then the aerodromes call sign may be abbreviated by omitting the location, provided that it is not confusing. For example, Tower may be used forJersey Tower and Ground may be used for Jersey Ground.

## 7 General Phraseology (Readability and Test Transmissions)

7.1 It is important that all RT transmissions are readable, i.e. clear enough and loud enough to be understood.

7.2 Whilst radios need to be tested, test transmissions should only be as long as is necessary for the test and not longer than 10 seconds.

7.3 To make it clear that the transmission is a test, drivers shall follow the format shown below, and include the frequency being used as part of their first transmission.

7.4 The radio station will assess the transmission and advise the driver of the readability of the transmission using the following scale:

| Readability Scale | Meaning |
|---|---|
| 1 | Unreadable |
| 2 | Readable now and then |
| 3 | Readable but with difficulty |
| 4 | Readable |
| 5 | Perfectly Readable |

7.5 Additional information may be added regarding an abnormality noted as shown in the examples below.

7.6 Where the test transmission is unreadable, the radio station may not be able to identify the caller and may respond to 'station calling' also as shown below:

| RTF | Test Transmissions |
|---|---|
| Vehicle | Jersey Tower, Works 1, radio check 119.450 |
| ATC | Works 1, Jersey Tower, readability 5 |
| Vehicle | Jersey Ground, Electric 1, radio check 121.900 |
| ATC | Electric, Jersey Ground, readability 3, with a loud background whistle |
| Vehicle | Jersey Tower, Tels 2, radio check 119.450 |
| ATC | Station Calling, Jersey Tower, readability 1 |

## 8 General Phraseology (Common Phraseology)

8.1 The use of standard words and phrases helps prevent misunderstandings, which can contribute to accidents. It also reduces the need for additional transmissions and reduces congestion on what are often busy frequencies.

8.2 The following words and phrases used in RT communications have the specific meanings given below:

| Word/Phrase | Meaning |
|---|---|
| **Acknowledge** | Let me know that you have received and understood this message |
| **Affirm** | Yes |
| **Approved** | Permission for proposed action granted |
| **Break** | Indicates the separation between messages |
| **Break Break** | Indicates the separation between messages transmitted to different call signs in a busy environment |
| **Cancel** | Cancel the previously transmitted clearance |
| **Changing to** | I intend to call……(unit) on…….(frequency) |
| **Check** | Examine a system or procedure<br>*(Not to be used in any other context. No answer is normally expected)* |
| **Confirm** | I request verification of<br>(clearance, instruction, action, information) |
| **Contact** | Establish communications with ……. |

| | |
|---|---|
| | (your details have been passed) |
| **Correct** | True or accurate |
| **Correction** | An error has been made in this transmission (or message indicated). The correct version is …… |
| **Disregard** | Ignore |
| **Expedite** | Carry out an action at the best rate/speed<br>*Note: usually followed by the action to be taken* |
| **Hold Position** | Do not proceed until you have received permission |
| **Hold Short** | Stop before reaching the specified location<br>*Note: used in limited circumstances where no defined point exists (e.g where there is no suitably located holding point) or to reinforce a clearance limit* |
| **How do you read** | What is the readability of my transmission? |
| **I say again** | I repeat for clarity or emphasis |
| **Monitor** | Listen out on (frequency) |
| **Negative** | No *or*<br>Permission not granted *or*<br>That is not correct *or*<br>Not capable |
| **Pass your message** | Proceed with your message |
| **Read Back** | Repeat all, or the specified part, of this message back to me exactly as received |
| **Report** | Pass requested information |
| **Request** | I would like to know … or I wish to obtain … |
| **Roger** | I have received all your last transmission |
| **Say again+** | Repeat all, or the following part of your last transmission. |
| **Speak Slower** | Reduce your rate of speech |
| **Standby** | Wait I will call you<br>*Note: No onward clearance to be assumed. The caller would normally re-establish contact if the delay is lengthy. STANDBY is not an approval or denial* |
| **Unable** | I cannot comply with your request, instruction or clearance<br>*Note: unable is normally followed by a reason* |
| **Wilco** | I understand your message and will comply with it (abbreviation for will comply) |
| **Words Twice** | As a request: Communication is difficult. Please send every word twice<br><br>As information: Since communication is difficult, every word in this message will be twice |

+ If a driver has any doubt that a message has been correctly reviewed, the driver shall ask for the message to be repeated either in full or in part. The phraseology to be used is shown below.

| Phrase | Meaning |
|---|---|
| Say Again | Repeat entire message |

| Say Again (Item) | Repeat specific message |
|---|---|
| Say again all before (the first word satisfactorily received) | |
| Say again all after (the last word satisfactorily received) | |
| Say again (word before missing portion of transmission) to (word after missing portion | |

## 9 General Phraseology (Acknowledging Instructions)

9.1 Vehicle drivers shall read back in full all instructions relating to movement on the manoeuvring area.

9.2 The manoeuvring area is the part of the aerodrome provided for the take-off and landing of aircraft and for the movement of aircraft on the surface, excluding the apron and any part of the aerodrome provided for the maintenance of aircraft.

9.3 Examples of messages to be read back include movement or towing instructions, information on the runway in use and instructions to enter, cross or hold short of any runway.

9.4 Because misunderstandings regarding these instructions could have serious safety consequences, divers shall read back in full the message they have received to confirm that there has been no misunderstanding.

9.5 'Read back' is an instruction to repeat all, or the specified part, of a message back to the speaker exactly as it has been received.

9.6 Drivers should note that the expression 'wilco': meaning I understand your message and will comply' is not a substitute for a full read back of a movement instruction.

9.7 If a read back of a movement instruction is not received, the driver will be told to do so.

9.8 Additionally, if the driver does not fully understand the instructions, they must request that they are repeated or clarified.

9.9 Some transmissions require a definite response from the driver and should be answered appropriately with the information requested, not with 'roger'.

9.10 Other transmissions contain information and drivers shall acknowledge by transmitting their call sign or the word 'roger' followed by their call sign. This means 'I have received all your last transmission'.

| **RTF** | **Acknowledgements** |
|---|---|
| Vehicle | Jersey Ground, Works 3, stand 20, request proceed to WIP taxiway Mike |
| ATC | Works 3, proceed to taxiway Mike via Bravo<br>*Note: this is a movement instruction and must be read back* |
| Vehicle | Proceed to taxiway Mike via Bravo, Works 3 |

| **RTF** | **Acknowledgements** |
|---|---|
| ATC | Checker 1, caution work in progress northside of taxiway Mike<br>*Note: this is information* |

| | |
|---|---|
| Vehicle | Roger, Checker 1 |

## 10 General Phraseology (Transmission of Letters)

10.1 RT transmissions containing letters should use the international radiotelephony alphabet.

10.2 The system assigns code words to the letters of the English Alphabet.

10.3 This helps to ensure that critical combinations of letters and numbers can be pronounced and understood by those transmitting and receiving messages by radio and telephone regardless of their native language, especially where safety is essential.

10.4 The words in the table below shall be used when individual letters are being transmitted.

10.5 The syllables to be emphasised are underlined in the right hand column.

10.6 There are, however, a small number of common expressions that do not use the spelling alphabet, such as ILS, IRVR or ATC.

| Letter | Transmitted as | Appropriate Pronunciation |
|---|---|---|
| **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 TELL |
| **I** | INDIA | IN DEE AH |
| **J** | JULIET | JEW LEE ETT |
| **K** | KILO | KEY LOH |
| **L** | LIMA | LEE MAH |
| **M** | MIKE | MIKE |
| **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** | WHISKEY | WISS KEY |
| **X** | X-RAY | ECKS RAY |
| **Y** | YANKEE | YANG KEE |
| **Z** | ZULU | ZOO LOO |

## 11 General Phraseology (Transmission of Numbers)

11.1 Where RT transmissions contain numbers, these should be clearly pronounced.

11.2 Numbers are more easily understood by others if there is a slight pause before and after the number.

11.3 The pronunciation in the table below should be used when numbers are being transmitted. The syllables to be emphasised are underlined in the right hand column.

| Number | Appropriate Pronunciation |
|---|---|
| 0 | ZERO |
| 1 | WUN |
| 2 | TOO |
| 3 | TREE |
| 4 | FOWER |
| 5 | FIFE |
| 6 | SIX |
| 7 | SEVEN |
| 8 | AIT |
| 9 | NINER |
| 10 | WUN ZERO |
| DECIMAL | DAYSEEMAL |
| HUNDRED | HUN DRED |
| THOUSAND | TOUSAND |

## 12 Movement Instructions (Initial Call and Permission to Proceed)

12.1 In their first call, drivers should say:

i. **Whom** they are calling (e.g. Ground)
ii. **Who** they are (e.g. Checker 1)
iii. **Where** they are (e.g. Cargo Apron)
iv. **Where** the wish to go (e.g. Taxiway Hotel)

12.2 Drivers should make a careful note of the route instructions and the position to which they have been given permission to proceed. This is particularly important where the intended route is close to a runway or where the route they are given is not the one they had requested.

12.3 It is important that drivers of vehicles ate Jersey Airport maintain a continuous listening watch on the correct frequency.

12.4 This not only means that drivers can react to further instructions from ATC, but also that they can be aware of the movements and intended movements of other traffic.

12.5 This helps to reduce the risk of confliction in a constantly changing environment.

12.6 Where a driver is escorting other vehicles, the initial transmission shall clearly identify the total number of vehicles, e.g. 'Checker 1 plus 2 vehicles'. That same vehicle will undertake all further communications for that group of vehicles.

| RTF | Initial Call combined with a request |
|---|---|

| | |
|---|---|
| Vehicle | Jersey Tower, Works 3, request proceed to Work In Progress on taxiway Hotel, via Runway 34 |
| ATC | Works 3, via Alpha 1 and Charlie 1 cross runway 34, proceed to taxiway Hotel |
| Vehicle | Via Alpha 1 and Charlie 1 cross runway 34, proceed to taxiway Hotel, Works 3 |

**13 Movement Instructions ('Hold Position' and Proceeding to a defined point)**

13.1 If ATC is particularly busy, the driver will be instructed to 'standby'.

13.2 This means that the driver shall wait until the controller calls back and then request permission for what they wish to do.

13.3 The driver shall not proceed until permission is given.

13.4 Where there is conflicting traffic, the controller may reply 'hold position'.

13.5 This means that the driver shall not proceed until the controller calls back with permission.

| RTF | Instruction to Hold Position |
|---|---|
| Vehicle | Rescue 6, request permission from the Western Slip road onto the Bravo Taxiway |
| ATC | Rescue 6, hold position |
| Vehicle | Holding, Rescue 6 |

13.6 All other replies should contain a clearly defined point to which the driver may proceed.

13.7 This may or may not be the intended destination.

13.8 If it is not the intended destination, the driver shall stop at this point and request permission to proceed further.

13.9 For example, a vehicle may be instructed to proceed only as far as a specific holding point and then await permission to proceed further.

13.10 The controller may include the instruction 'hold short' to reinforce the point beyond which the vehicle may not proceed.

13.11 Even where the instruction 'hold short' is not included, drivers should listen carefully and must not proceed beyond the named holding point.

| RTF | Movement Instruction to defined point |
|---|---|
| Vehicle | Electric 1, on Stand 32, request proceed to hangar 3 |
| ATC | Electric 1, proceed holding point Charlie 1, runway 14, via Alpha and Bravo |
| Vehicle | Proceed holding point Charlie 1, runway 14, via Alpha and Bravo, Electric 1 |

| RTF | Movement Instruction to defined point |
|---|---|
| Vehicle | Rescue 6, by the control tower, request proceed to hangar 3 |
| ATC | Rescue 6, proceed holding point Charlie 1, hold short of runway 14 |
| Vehicle | Proceed holding point Charlie 1, hold short runway 14, Rescue 6 |

## 14 Movement Instructions (Conditional Permission to Proceed)

14.1 Permission to proceed may also include instructions to ensure safe operations.

14.2 It is common for the driver to be permitted to proceed only after another action has taken place.

14.3 Correct read back of a conditional permission to proceed is vital.

14.4 The condition must be the first item read back, so that the controller is aware that the driver has heard the condition on which the permission is based.

14.5 Drivers who have received a conditional permission, must also be particularly careful that they have identified the correct aircraft or vehicle specified in the condition.

14.6 If there is any doubt the driver should query the instructions.

| RTF | Conditional Permission to Proceed |
|---|---|
| Vehicle | Rescue 2, on stand 32, request proceed to Alpha 1 |
| ATC | Rescue 2, after the British Airways A319 on you left has passed, proceed to Alpha 1 |
| Vehicle | After the British Airways A319 has passed, proceed to Alpha 1, Rescue 2 |

## 15 Movement Instructions (Additional Movement Instructions)

15.1 After a vehicle has received permission to move on the manoeuvring area, it may be necessary to inform the driver of a potentially dangerous situation and tell the vehicle to stop.

| RTF | Instruction to Stop |
|---|---|
| ATC | Works 3, stop immediately, aircraft crossing ahead |
| Vehicle | Stopping, Works 3 |

15.2 Sometimes the controller may ask a driver to 'Report you position'.

15.3 The driver should identify the vehicle's location on the aerodrome as precisely as possible using stand numbers, taxiway letters, holding point designators or other aerodrome information as appropriate.

15.4 Before entering the manoeuvring area, drivers should ensure they have an up to date aerodrome map.

| RTF | Instruction to Report Position |
|---|---|
| ATC | Checker 1, report your position |
| Vehicle | Checker 1, Alpha Taxiway opposite the fire station |

## 16 Permission to Enter a Runway

16.1 A number of vehicles at Jersey Airport need to enter the runway to carry out specialised tasks such a runway surface and lighting inspections.

16.2 JA-AOP-46 Airfield Surface Inspections refers to the local procedures at Jersey Airport for carrying out inspections.

16.3 Be especially careful whenever seeking approval to enter the runway.

16.4 Check you are on the correct frequency and know what you wish to say. This will help to minimise confusion and reduce the risk of runway incursion.

| RTF | Entering a Runway |
|---|---|

| | |
|---|---|
| Vehicle | Checker 1, holding point Alpha 1, request enter runway 27 for surface inspection, (number of runs intended) |
| ATC | Checker 1, at Alpha 1 enter runway 27, report vacated |
| Vehicle | At Alpha 1, enter runway 27, Checker 1 |

## 17 Vacating a Runway

17.1 When a vehicle driver is instructed to vacate the runway, the driver must read back the instruction.

17.2 A runway vacated report shall not be made until the vehicle or associated vehicles if there are any being escorted, are clear of the designated runway area. This means that once the appropriate runway holding point has been passed.

17.3 For safety reasons, use of the words 'clearance' and 'cleared' is restricted to a small number of messages permitting an aircraft to do certain things.

17.4 To avoid misunderstanding, drivers shall use the expression 'vacated' and not 'clear' or 'cleared'

| **RTF** | **Vacating a Runway** |
|---|---|
| ATC | Checker 1, vacate runway 27 at Delta, report vacated |
| Vehicle | Vacate at Delta, Checker 1 |
| Vehicle | Checker 1, runway 27 vacated at Delta |
| ATC | Checker 1 |

## 18 Additional Message used by Vehicle Drivers

18.1 Drivers at Jersey Airport sometimes see things that could affect the safety and need to transmit this information to ATC.

18.2 The examples shown below are not exhaustive. Drivers may need to use plain language and should be as clear and concise as possible.

## 19 Messages relating to the Safety of an Aircraft

19.1 Information regarding the safety of a specific aircraft shall be transmitted ATC who in turn will pass the information to the aircraft pilot.

| **RTF** | **Messages regarding Safety of an Aircraft** |
|---|---|
| Vehicle | Checker 1, open ventilation panel starboard side of the Easyjet A319 passing on taxiway Alpha |
| ATC | Checker 1, roger |

19.2 If the driver has noticed something which may be significant, but is told to 'standby' they should not assume that ATC has seen the same thing, but should emphasise the urgency of their message.

## 20 Message regarding Wildlife

20.1 Wildlife such as birds and animals are a potential hazard to aircraft.

20.2 One bird can destroy a jet engine and a flock could cause an aircraft accident.

20.3 Jersey Airport has developed the Wildlife Control Management Plan which gives guidance on how drivers carry out Wildlife control and how to report sightings of wildlife to ATC.

| **RTF** | **Messages regarding Wildlife** |
|---|---|
| Vehicle | Rescue 6, large flock of gulls North of runway abeam Foxtrot |
| ATC | Rescue 6, roger |

## 21 Broken Down Vehicle

21.1 If a vehicle breaks down, the driver shall inform ATC immediately, including precise information regarding the vehicles location, and following Jersey Airport procedures for broken down vehicles.

| RTF | Broken Down Vehicle |
|---|---|
| Vehicle | Works 1, holding point Alpha 1, broken down unable to move, contacting engineers |
| ATC | Works 1, roger |