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## KY EMCOMM COURSE STUDY MATERIAL

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### Definitions

- **Event**  
Scheduled, non emergency occurrence where Amateur Radio support is supplied to public-service organizations, or for the training of operators.
- **Incident**  
(a.k.a.) Communications Emergency - Any planned or unplanned occurrence regardless of cause, which requires action by emergency service personnel to minimize loss of life or damage to property and/or natural resources.
- **Net**  
A Communications Network (Net) is established to handle the information flow during an event or incident when there are three or more stations involved or when the volume is sufficient that it cannot be handled on a first-come first-served basis. A Net will be opened for all incidents. A Net will be opened for events as soon as there are operators and may be opened sooner.
- **Net Control Station (NCS)**  
NCS is the person charged with controlling the information flow during a net and has authority over all traffic handled by the Net and determines the order in which stations use the frequency and when they pass their traffic. The NCS is not in charge of the net only the information flow during the net.
- **Net Script**  
A set of notes or a formal document created as a guideline to aid the NCS in running regularly scheduled Nets.
- **Tactical Call**  
A name assigned to a specific station in a net that describes the function, location of that station. It allows anyone to call the station by its tactical call rather than the call of the operator and thus minimizes confusion at shift changes or when operators break from their duties. See "Net Participant's Guide" in ECom Basic material for more details.

### What do I do?

There are three types of nets that you may be asked to run. First is the regular weekly

ECom district. This is the easiest one for you to learn to be NCS at because you have a On that subject, remember, the script is a guideline of the material to be covered in the may be altered for any good reason. The purpose of the script is to make it easier where you are in the net and help you not forget any of the regular items covered in the SUGGESTION: Have more than one copy of the script so you can mark it up and simplifies keeping track of where you are in the net. It also makes it easier to maintain LOG - of who checked in and who had traffic. See "Record Keeping" in the ECom B more detail.

The second type of net is the Public Service event nets. These are seldom, if ever, scri it is far better for you to have run many weekly nets (ten to thirty - depending on the ir attempting one of these. They range from very simple with a length of one or two hou complex, running several hours to multiple days. Logs of the net activity are very imp operation of this type of net.

The third type of net is the incident or emergency net. These range from complex to v tend to be much more fast paced than they should be (SLOW DOWN - you pass m that way). It is recommended that you have run many event nets, if at all possible, b and incident net. Maintaining accurate logs for these nets is critical to effective net ope

The weekly net or very simple event net are the only nets that can be run effectively by others require at least two people at NCS to run efficiently - one person to talk and on term or very complex nets, a third operator is strongly recommended. This third pe messages, runner tasks, and relieve the other two operators at regular intervals so a higher efficiency.

1. To begin a scheduled weekly net you will:
  - o Get a copy of the Net Script if one exists
  - o READ IT before you start.
  - o Check with your net manager or EC to find out when (time) and where (fr is to be run.
  - o Start the net on time. Remember, there will likely be many people wai Don't waste their time by being late.
  - o Be as concise as possible as you conduct the net.
  - o SMILE - your ability to be friendly helps these nets run more smoothly.
2. To begin a scheduled event net you will need:
  - o A copy of the roster of participants
  - o A map or description of where the stations will be located.
  - o The time and frequency you will start operating on.
  - o A description of what we are to accomplish.
  - o You will then:
    - Open the net with a description of the event and how long it is antic
    - Call for check-ins and issue Tactical Calls based on the opera location.
    - Be as concise as possible as you conduct the net.
    - Keep good logs!
    - Handle traffic.
3. To begin an incident net you will:
  - o Get a description of the incident and what support is needed.
  - o Find out from your EC or AEC where and when the net is to be run

- Find out what resources are needed to support the incident. Remember, you be the staffing net for the first period of time for this incident.
  - Open the net with a description of the incident and a statement of what help
  - Be as concise as possible as you conduct the net.
  - Keep detailed logs!
  - Follow your EC's instructions.
  - Handle traffic.
4. Two important items:
1. **If NCS cannot be heard by all stations on a given repeater system - qualified NCS operators who can be heard by all -- NCS duty should be turned over to the station that can be heard.**
  2. **For all nets - Do your best to remain as calm and relaxed as possible. Be honest try and ask for help if you need it. Nothing more will ever be said. One last hint - ask for a mentor for your first few nets of each type. You will learn faster and insure someone can help you pick things up, show you anything significant.**

### NCS Questions

The following is a list of questions an NCS operator needs to ask of themselves before running a net. If you cannot answer at least two thirds of the questions in the affirmative, you should consider having someone else run the net. Exceptions to these are daily or weekly nets, those should still consider many of the items.

- *Is the NCS location away from the Command Post?*  
The noise and commotion at CP degrades your ability to run a good net and generate only adds to the confusion there.
- *Do you have the best performing antenna for the conditions?*  
A "rubber duck" is not adequate unless you can see the repeater antenna. That does not mean the mountain the repeater is on, it means see the antenna.  
For HF, polarization of your antennas WILL affect your signal to others.
- *If you are running from battery: Do you have at least enough charge on the battery to last more than one hour?*  
You should have a battery with 90+% charge but if you are the only choice for sure you can run the net long enough to have someone else get ready.
- *Are you using a headset with noise canceling microphone?*  
Even from home the background noise will affect how well you can hear and be heard.
- *Do you have pencil/pen and paper sufficient to run the net for a full shift?*  
You will NOT be able to remember enough about the traffic to be effective unless you have it written down.
- *For VHF/UHF: Do you know the characteristics of the repeater system you are using?*  
Your effectiveness as NCS will be adversely affected if you do not. For example, a simplex connection system must have the repeater at the Denver end down for three seconds to reset timer in Grand Junction, 200 miles away, to reset.
- *Do you have a runner, liaison or logging person to support you?*  
For large scale events all three are required. You **cannot** handle the net and run it by yourself.
- *Do you have a designated relief operator?*  
Everyone gets tired and NCS must be the most alert operator on the net.

### Attributes of a good NCS operator

- Good communications skills and fluent command of our language
- Good voice quality

- Good hearing capabilities
- Good listening capabilities
- Good ear-to-hand copying skills
- Understands what SERVICE means
- Has knowledge of the Incident Command System
- Willing to take and carry out direct orders
- Is a strong team player
- Is Self-assured but not overbearing
- Decisive, with the maturity to make good judgment calls
- Physically able to tolerate high stress for extended periods
- Constant concern for the safety of participants
- Organizer
- Sense of humor
- Ability to absorb new terminologies quickly
- Decent (readable) penmanship
- Generally neat of appearance
- Consistently demonstrates above average operating techniques
- Knowledge of band characteristics

### Learning to be NCS

Many of the skills used in contesting are applicable to NCS. Both activities involve several stations on the same frequency at the same time. The contesteer running a pile-up makes contact as many stations as possible in the least amount of time. A busy NCS will attract much traffic as possible in the least amount of time. NCS techniques include:

- Have the best performing antenna for conditions. A "rubber duck" is not adequate. You can see the repeater antenna. That does not mean you can see the mountain the repeater is on. For HF, polarization of your antennas WILL affect your signal.
- Plan what you are about to say as if you will be quoted. **PTT does not mean Push**
- When asking for reports or soliciting traffic, **listen!**
- Take down as many calls as you can identify before you acknowledge anyone!
- **A good log is critical to an efficient operation.** Create / use a good log! A few minutes on a sheet of paper, in no real order, becomes useless in a few seconds. Make it include: **1) Time of the entry 2) Call / Tactical call 3) Summary of what was said.** Be sure not to kill yourself with excessive details. The log is an overview of where and when.
- **Slow Down!** Wait three or four seconds before you answer any call. This assures that emergency or priority traffic has access to the net without requiring the largest signal.
- Acknowledge all stations that you heard, then yield the frequency to a single station. When a station is finished, hand the frequency to the next station on the priority list, with more traffic. Follow this pattern until you've completed your list, then repeat. this is in handling routine traffic during an emergency. With routine traffic during an emergency, break between messages to solicit any emergency/priority traffic and handle it.
- The net-name/function and the NCS callsign, should be announced several times at the beginning of the net and every eight to ten minutes during the net. Many NCS' use a timer to track the time to identify.
- When acknowledging checkins, list the callsigns as letters (not phonetically). This acknowledgment is to confirm to each checkin that his/her call was heard. Phoning out all acknowledgments simply slows the net. NOTE: Phonetics are an excellent way to ask questions about the call received (was that a B or a D, etc.). Reciting all

information (beyond the call) simply wastes time.

- **DO NOT make editorial comments about the traffic or information being will speed or enhance the information flow!** Chattiness, especially early in the effectiveness of the net.
- For scheduled nets, NCS' goal should be to run the script top to bottom and listed traffic, business/comments as quickly as possible, without rushing. If you find that this makes the net "too cold" you could schedule a "chat session" at the end after the net closes.
- If someone tunes up on the net frequency during the net (SSB, CW, etc.), **repeat** **TIME** that this constitutes harmful interference and should be done off the net. Repeating this notification will only serve to encourage those attempting to join the net. Some HF nets even schedule one minute for tune-ups.
- When there is a double, try to get something unique from one or more of the stations for clarification from those stations **ONLY**. The alternative approach is to do check-ins you could understand and then call for check-ins that were not acknowledged.
- If your net is passing NTS traffic, remind participants to read the variable info without the redundant field identifiers such as: "Check", "phone figures", etc.
- Most participants will catch on quickly to the pattern. If they do not, take the time. Things get done much faster if everyone uses the same techniques.
- **Be as concise as possible.** Use the fewest words that will completely say what you want. This will minimize the need for the repeating of instructions.
- Take frequent breaks. While you may not recognize the stress that being an NCS will become evident in your voice. If you are asking yourself when your last break was, it is time for one. Turn over the net to your backup at least every two hours. Do not listen to the net. **Rest.** Then, when rested, listen to the net for a few minutes before returning to your station.
- **Speak in first person.** It is "recognizing kd0zzz" or "roger kd0zzz" **NOT** "Net recognizes kd0zzz" or worse yet "Net recognizes kd0zzz". This is important because of subconscious acceptance of leadership. The person "bought into" running the net reinforces the NCS' authority by telling everyone they accept full responsibility for the net.
- Control the tone of your voice. Be as calm as possible. Tension tends to make your pitch and this change **will** be picked up by the net. Use a calm tone and members tend to remain calm.

The ability to remain cool, calm and collected will buy you more than anything else. That being an NCS is a high pressure assignment and it is easy to become frustrated. If you have a frustrating problem, ask for help from other members of the net. Knowing when to step back is the mark of a good leader.

### Net Discipline

In many ways the job of NCS can be equated to that of a traffic cop for the frequency. The flow of information. This analogy carries over to the duties of enforcing net discipline. You can reasonably expect net members to:

1. Report to the NCS promptly as they become available.
2. Ask clearance from NCS before using the frequency.
3. Answer **PROMPTLY** when called by NCS.
4. Use tactical call signs.

5. Follow established net protocol.

However, you must remember you are dealing with volunteers that have a vast range and experience. This means you cannot order their compliance, only ask for their cooperation. It is better to lead by example and produces much better results. Probably the best way to cooperate with the net is to explain what you are doing in a calm and straight-forward manner. This may involve supplying a small amount of real-time training. The one thing you **never** do is yell at someone over the air.

One way of classifying a net is the level of net discipline used, or the "style" of the net. The following are the acknowledged styles are:

1. **Open (Informal) Nets**

During an open net most any type of traffic or communication is permitted. Conversations (chews) are permitted provided they break every so often to allow incident related

2. **Directed Nets**

A Directed Net is created when there are a large number of stations needing to be coordinated or the volume of traffic cannot be dealt with on a first-come first-served basis. The net controller determines who uses the frequency and what traffic will be passed first. Casual and tactical call signs will be used as applicable.

**Like anything else, being a good NCS requires practice. Contact your local ECom Officer for opportunities in your area!**

### NCS Hints and Kinks

- If it is a scheduled net, start on time!
- Use a script when/where possible. If you have time, make notes to yourself in the script - before you start the net.
- Create / use a good log! A few calls scribbled on a sheet of paper, in no real time are useless in a few seconds. Make sure your log includes: **1) Time of the entry 2) Call 3) Summary of what was said or requested.** Be sure not to kill yourself with details. **A good log is critical.**
- Be friendly yet in control - speak slowly and clearly with an even tone, not a confident, even if you are not. Above all, don't worry. Just give it an honest try.
- Ask SPECIFIC questions, give SPECIFIC instructions! You can make it difficult for yourself with nebulous questions and instructions.
- **Slow Down!** While it may seem counter-intuitive, you will actually handle more time when you wait three or four seconds before answering any call.
- **DO NOT** make editorial comments about the traffic or information being passed. Do not speed or enhance the information flow! An ECom or RACES net is not about you, it is about efficient information flow.
- Read your owner's manual and understand how to use your microphone. The NCS is one that cannot be heard or sounds like a train huffing and puffing into as they speak. From the ARRL Field Resources Manual: Articulate, don't slur your mike, but **talk across it, NOT into it.**
- When there is a double, try to get something unique from one or more of the stations. Ask for clarification from those stations ONLY.
- During check-ins, recognize participants by name whenever possible.
- Acknowledge checkins and ALL messages.
- Be sure to frequently identify the purpose of the net (let people know what they

- to!) and advise all listeners of the subaudible frequency required if applicable.
- Ask for assistance if/when you need it. If this is not a weekly net, delegate resp cannot do it all.
  - Maps are VERY helpful in events or incidents.
  - If this is an emergency net, remind listeners to listen and tell them where the Someone checking in to say they are listening only slows the net.
  - Don't be afraid to say "OOPS" if you get flustered and mumble a bit. Pause, tak and go back at it. If you make a mistake, remember this is not Brain Surgery. CALMLY recover. Nothing more will ever be asked of anyone.
  - DON'T THINK ON THE AIR! If you need a moment to consider what is r something like "Stand by" and unkey your mic.
  - Keep transmissions as short as possible. Resist the tendency to ragchew or ramb
  - Transmit only facts! If there is need to make an educated guess or speculate, VERY clear that it is speculation. **First choice is to not speculate at all**.
  - Avoid becoming the source for general information about the event. If it is an e incident status questions to the served agency Public Information Officer (PIO).
  - When necessary, use standard ITU phonetics. There is no such thing as "co Send all numbers as individual numbers, e.g., 334 is three three four not three four.
  - **Speak in first person.** It is "recognizing kd0zzz" or "roger kd0zzz" **NOT** "NC recognize kd0zzz" or worse yet "Net recognizes kd0zzz". This is important be subconscious acceptance of leadership. The person "bought into" running the : reinforce the NCS' authority by telling everyone they accept full responsibility i net.
  - For voice nets, use plain English. "Q" signals are for CW.
  - If the net has been quiet for more than ten minutes, check on operator status. TI running more smoothly and insures you know about equipment failures as soon :

### Contingency plans

A somewhat thread bare saying that is very true, tells us a lot about contingency plann fail to plan, plan to fail". Or as Murphy put it - "Anything that can go wrong, will. An go wrong, still will". How does this relate to Emergency Communication? Simple. As planning for emergency operation, be sure you have redundancy of equipment and available when ever possible.

As NCS it is up to you to plan for your backup and have backup equipment availat Every emergency net and the vast majority of event nets require at least one extra pe position. Ideally, there will be three people at NCS for any emergency or major event one person to act as NCS, one person to handle logging and the third to handle liaisor agency and act as runner. The people at NCS will rotate assignments about each hour.

Try to obtain more volunteers than you have positions to fill. Wait! More volunteer need for? Yes. On average, for every ten volunteers you get, there will be at least one t equipment problems, or have transportation problems, or have personal emergencies you have only "just enough" volunteers, you actually are short ten percent for the even

**Having one or two "floaters" who can act as relief for almost any of your operat the event run more smoothly.** In addition, having an extra person to act as - ru message transportation to/from your served agency will help your group function more side benefit is that should one of the volunteers prove to not have sufficient training, t

the backup on that job and have a successful training experience during the event.

### **Handovers**

During the course of every event that lasts over two hours (and most of the others) you to turn over operation of one or more of the locations in the net to a relief operator. As best interest of the net and your sanity to do likewise with the net to another NCS every hour. To facilitate this change of operators the new operator will need:

- List or note of outstanding messages to/from the location
- Log of traffic to/from the location  
These two items may be one log, properly annotated
- Status of open queries
- Local and remote contacts for the location (served agency and others as necessary)
- Any other information the outgoing operator feels necessary

When ever possible, both operators should handle the location for at least ten minutes transition. This is sometimes referred to as briefing / debriefing.

### **Coverage breaks**

Coverage breaks are, as the name implies, failures of a station to handle traffic as required on the net. These will usually take the form of equipment failures, power supply failures, operators who fail to pay attention. In ALL cases, prior agreement of how the coverage break be handled, should be announced in the pre event briefing.

### **NCS**

The best way to handle NCS coverage breaks is with a known NCS backup. This person is on the net and has a duplicate copy of the operational log for the event and thus is able to take over operation of the net in just a few moments. When there is not sufficient resource to handle the NCS then the person with the best NCS skills and most complete staff at their location take over the net. This person will start with a call for emergency traffic, handle that, then establish continuity. After which regular net traffic will resume. **NOTE: As this person takes over the net they will no longer be available to handle the previous assignment.** A relief operator need to be dispatched to handle the new NCS' previous assignment!

### **Non NCS**

When a station fails repeatedly to respond to calls from NCS an assessment must be made of the criticality of the traffic. If there is critical traffic holding for that station then a relief operator need to be dispatched immediately. If the traffic can be held for several minutes then a re-evaluation can be made at that time. If the coverage break was from equipment failure and that can be corrected the relief operator may be recalled. If the coverage break was from being inattentive the relief operator should take over.

### **Handling an irate participant**

This is one of the toughest problems you will face. If handled incorrectly, it can cause you to 'take sides' and erode the morale and effectiveness of your net. People can get themselves over very little, especially when they are tired and in unusually stressful circumstances. The reactions need to be:

- a. **Slow up.** Don't respond instantly. Take a deep breath.
- b. Do a quick review of what you know about this person.

- c. DO THE NEXT THREE STEPS ALL IN ONE STATEMENT.
1. Acknowledge the problem. Give in to the 'Problem' Whether they are right acknowledges that there is a problem and that you are recognizing that agree that there is a problem, the 'fight' is gone.
  2. Empathize with them! Whether you understand or not, tell them that you how they can feel that way and that, were the situation reversed, you would the same way.
  3. Ask them to suggest a simple yet reasonable solution. Listen intently! They will reveal the real problem. Everything they have said up to now may be a smokescreen. Somewhere in their suggestion, they will tell you what to do from you.
- d. If their suggestion/solution is reasonable, tell them that you will try to put it into make a counter-suggestion that will satisfy the real problem that they have revealed.
- e. If the problem cannot be resolved quickly and reasonably, quietly send someone individual and relieve him from his post. If there are no posts involved in the operation . . . let him win . . . politely explain that the net must continue, thank the person and tell him he doesn't have to stick around. You tried to solve the problem and he refused. He wins the fight and you win the battle. The rest of the net will respect and morale will remain intact.

### **Handling malicious interference**

Most people that interfere with net operations or with casual conversations are poor, vain, and that think the only way to get recognition is to behave improperly. The best way to handle them is to ignore them. When they can evoke no response, at all, they tend to leave. Let them comment. If you comment in any way, these people will persist.

Unfortunately, there are people who prove there is need for more chlorine at their end of the net. To overcome the interference from these individuals you will have to plan for it. Use alternate frequencies announced at the pre-event briefing. Should the interference become too much, move to the alternate frequency. When you move to another frequency, do so under proper conditions (at the briefing) and **without** saying anything on the primary frequency. A successful method involves the use of your local "fox hunters" to track down the offender. This will need to be a well coordinated effort that is not announced on the net frequency.

### **Shortcut to being a good NCS - Practice, Practice Practice**

- Be willing to learn.
- Accept constructive criticism politely.
- Contact your district Emergency Coordinator and volunteer.
- Contact the person in charge of your local traffic net and volunteer.
- Contact your local Amateur Radio club to see if they have a net. If so volunteer.
- Look for the group that handles public service events in your area. Many times they are the ECom group, so volunteer.
- Work with the best NCS you can find. This person will be able to show you (and watch) a lot of subtle, but important techniques.
- Work as NCS as often as you can.

### **Liaison**

The dictionary tells us - Liaison: n. a connecting of the parts of a whole, as of military units. It brings about proper coordination of activities. You will most likely be concerned with:

### **Your group**

You are now at the point where you are accepting management duties. With these responsibility of becoming one of the people who **MUST** be concerned with how people in your group interact with others. The easiest way to start this process is to make mental notes to yourself on what person-x did wrong, or better yet what person-x did help. People respond very well to positive feedback and when you are consistent and provide positive feedback you will find your job much easier. Please understand that if you become the local "snitch" people will cease to cooperate / interact with you. Thus it is important to comment **ONLY** when there is noticeable negative impact by person-x and that you are in your assessment. You, and the group, will be well served if you can just take people and provide them with friendly help to resolve the situation.

### **Served Agencies**

The second portion of liaison is with your served agencies. This can be either quite easy (before you had a good working relationship with the agency) or very difficult should you need to "educate" your served agency on the value of ECom/RACES. When the re-education (or initial education) of a served agency is required, **it is imperative that you are visible as a player that is there to help when and where they need help.** This is easiest if you keep in mind:

- Every public service agency has daily contact with people that are very negative.
- Police, Sheriff's departments and State agencies have had negative encounters and do not want to be a Police person or fire person but do not have "what it takes".
- Police, Sheriff's officers and State agencies are most comfortable when **THEY** are in control.
- They may be embarrassed at having to ask for help.

It is up to you how the served agency will perceive you and your group. When you are without being pushy, cooperative and **LISTEN** to what they say, your group will make go out of your way to be available (but **NOT** in their face) when they have training, prove the value of your group to your served agency.

**The key word in dealing with a served agency is SLOWLY.** If you attempt to push (except in response to their requests) or attempt to tell them how to run their business, fail.

There is a fine line between being available and being pushy. You will need to be very careful to approach this line to insure you do not cross it. With that said, there are many agencies that have regular contact and it does prove very helpful.

### **Training Others**

As you begin to train others on a regular basis you will need to consider many things to quantify. The reason they are hard to quantify is that each person learns at a different rate of several different ways. Some of the more common learning/teaching techniques are:

- Stick to the subject.  
Examples, used to make a point, are good. So long as you spend more time on the subject than on examples (commonly called "war stories").
- Vary your speed of presentation.  
Highly technical information should have a slower presentation rate while simple information can be covered more quickly. Take extreme care to realize what is simple to some is complex to others.

- Organize your material.  
The standard "timing" for course preparation is two hours of preparation time presentation time. This will vary with how many times you have taught the material. The time you do a segment you may need three to four hours of prep. time for each hour.
- Have a specific learning goal in mind for each segment.  
The most effective presentations are short, concise and handle one subject.
- Use charts and diagrams as applicable.  
Many people find it easier to learn material when they have "pictures" to help with. The old truism states "a picture is worth a thousand words".
- Make copies of the material for your students.  
Handouts give the student a good place to make notes and insures they will have those notes later.
- Make notes to yourself - on your copy - about which examples work best for this.  
As you teach, you will find specific examples that work very well in emphasizing. The notes will help you remember which one(s) work the best and where.
- Above all else, try to have fun while you teach.  
Students pick up, very quickly, how relaxed you are. If you are having fun, students will probably have fun learning.

It has often been said that you learn more about a subject when you teach it. That is true and fun.

### **NCS Self Evaluation**

ECom and/or RACES operators are frequently called upon to create "Nets" (short for Networks) with little or no advance warning. Those are the life blood of our work. To prevent events or incidents we regularly hold training nets that have the potential for being poorly conducted to very efficient. By what standard do we measure how good those are? Keep in mind that everyone needs to have as many of these items correct as possible. Experience *requires* more correct than a new NCS.

- **Yes items - can you answer yes to all of these**
  1. If it was a scheduled net, did I start the net on time?
  2. Was I prepared?
  3. Did I use my microphone correctly?
    - a. No huff and puff from P, B, etc.
    - b. No breath sounds
    - c. Volume consistent
    - d. No distortion
    - e. No (or minimal) background noise
  4. Did I allow enough time for net participants to reply? A consistent four second wait is essential.
  5. If on a repeater - Did I listen well and hear stations without asking unnecessary repeats?
  6. If on a repeater system - Did I properly utilize the unique properties of the system? Colorado Connection for example, requires the Denver machine three seconds to have the Grand Junction timer reset, 200 miles away.
  7. If on HF - Did I ask for relays as appropriate?
  8. Did I handle acknowledgments correctly?
    - a. Not repeating phonetics
    - b. Not repeating checkin information beyond the call and those with trailing

- c. Not missing multiple checkins
- 9. Did I speak in first person during acknowledgments?  
("Net would like to recognize ...." is not first person)
- 10. Did I handle "doubles" properly?
- 11. Did I ask specific questions?
- 12. Did I give specific instructions?
- **No items - can you answer no to all of these**
  - 1. Did I over identify?
    - Was this a script problem?
  - 2. Was I overly talkative?
  - 3. Did I mumble or fumble through more than one item?
  - 4. Did I seem in a hurry?
  - 5. Did I make editorial comment on more than one item?
  - 6. Did I seem to be under stress?
  - 7. Did I seem to "get lost" and have to think on the air (dead air time)?
- **Overall:**

Were you comfortable with the net?  
If not, what specific items would improve the net?

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