**Wayne-Pike ARES Net – 10/25/18**

***“Delivering a Radiogram”***

Tonight’s training lesson is on the topic of how to deliver a radiogram message. As you might expect, there are several approaches that can be used, depending on the handling instructions (“HX”) in the Radiogram and the address / phone number / e-mail addr. / whatever info that’s provided. But here’s a few tips.

1. Always attempt to deliver a Radiogram promptly upon receipt. This is obviously important on any Radiogram with a Precedence of “EMERGENCY”, “Priority”, or “Time Value” designation! However even for Routine and Health & Welfare messages it’s important to get messages delivered quickly. For one thing, it demonstrates the efficiency of Radiograms to the Radiogram recipient. However having noted the importance of fast delivery, it may no always be possible to do this… for example you get involved in a whole list of random stuff that delays delivery. In the case of Routine messages, that’s OK – the world won’t come to an end of delivery is delayed a couple days… the important thing is get the message through, 100% accurate, 100% of the time.
2. Obviously, the quickest way to deliver a Radiogram is via the telephone… but this brings up a couple more possible issues… for example;
	1. The phone is disconnected or an invalid number – What to do? See “Plan-B” below.
	2. No one answers the phone… in which case either…
		1. Leave a message on their answering “machine”, if available, and consider the message delivered.
		2. If no answer (and no answering machine), try again later or the next day
		3. If repeated attempts to deliver the Radiogram by phone fail, revert to “Plan-B”.
	3. Someone answers the phone, but doesn’t recognize the recipient’s name… in other words, wrong number - - - in this case, ask if the address you have is theirs - - - if the response is…
	4. “…that’s not my address, go away, don’t bother me”, in which case you apologize for the error with a sorry to bother you and hang up, or…
	5. “…yes, that’s my address but there’s nobody here with that name or any ham radio operator, in which case revert to “Plan-B”
3. “Plan-B” - - - OK, you’ve tried to deliver the Radiogram by phone but have been unsuccessful – now what? Here you may have to make a judgement call whether or not to put more effort into delivering the message.
	1. In the case of “EMERGENCY”, “Priority”, or “Time Value” messages, the answer is definitely a YES, and the substance of the message may dictate your actions. In the case of “EMERGENCY” traffic, do anything/everything to get the message through… even if means contacting the Police or other Emergency Responders for assistance. This type of action may also be applicable to “Priority” messages.
	2. For “Time-Value” or “Health & Welfare”, a different approach may be possible since you probably have received a street address for the recipient – in this case, quickly dispatch a post card or short letter to the recipient and consider the message “delivered”.
	3. For “Routine” messages, in most cases the contents really aren’t important enough to go to heroic efforts to deliver if… in this case, it’s totally up to you to determine what to do… you can send a post card or just declare the message “undeliverable”.
4. So, you call and someone answers, and – yes – it’s the correct party! Great! What do you say… here’s a “script”…

“Hello, my name is John Doe and I’m a ham radio operator. I received a Radiogram message for Bill Smith, amateur call KC3ABC. Are you Bill Smith? (if not, ‘may I please speak with Bill Smith’ or ‘can you take this message for Bill Smith?’ or ‘can you have Bill Smith call me’, etc.)”

At this point it’s not necessary to give ALL the details of the Radiogram – I suggest just the following”

* Radiogram number 123
* From Hank, amateur call WA2CCN in Lakeville, PA
* Routine message, sent on October 25th
* The text of the message is “whatever”
* Signed Hank, WA2CCN

It’s not important to tell the recipient the Check Number, and special handling instructions (“HX”), or the recipient’s address, phone number, etc. They already know their address & phone number. If the message includes filing TIME in addition to the filing date, give that info too.

If the message contains an “ARL” Code… for example “ARL SIXTY ONE”, don’t bother saying “ARL SIXTY ONE” when reading the message… just tell the recipient the interpretation of the ARL Code… or, in this case, “Wishing you a very Merry Christmas and a Happy New Year.”

1. Lastly, there’s some things that you should do AFTER delivering the Radiogram, such as…
2. If the Handling Instructions (the “HX” Code) is “C”, “D”, or “E”, you may need to initiate a reply Radiogram to the original message originator reporting things like time/date of delivery, message undeliverable because of whatever, a reply message from the recipient, etc. Follow through with this.
3. The “HX” Code also have given you instructions regarding delivery… check it out.
4. Keep a log of your message handling activities – messages originated, received, sent, and delivered (relaying a message is both receiving one and re-sending it). I also log the info in the message instead of keeping Radiogram forms or other pieces of scrap paper around.
5. Participate in the ARRL’s PSHR, or Public Service Honor Role by submitting monthly SAR’s,or Station Activity Reports to me, our District 3 EC (“WT”, WN3LIF), W3GWM our EPA SM & STM, N3OMA our SEC, and Steve Ewald (WV1X) at ARRL HQ, the ARRL’s Supervisor, Field Organization Team. If you check the “Field Organization Reports” in QST you’ll see a listing of “Public Service Honor Roll” “scores” listed (BTW, check page 104 of the November QST and look for WA2CCN with a score of 166 for August).