

## HXV ... a new Radiogram Handling Instruction

A survey of the “performance” of the National Traffic System in March 2003 indicated that about 4 out of 5 messages actually get to their destination, and about 15 percent of the information that does get there is incorrect. Following is a proposal to improve that unfavorable performance.

Our procedures for relaying formal written traffic (radiograms) do not include a procedure to allow the Sending person to verify that the Receiving person has received the correct information, other than “taking the person’s word for it”, when the Receiving person sends “QSL” (cw) or “yes, I got it OK” (voice).

We need a “feedback” procedure, to further insure the Sending person that yes indeed, the information has been written down by the Receiving person....and is correct.

This simple process is done routinely with “tactical” messages.

1. The Sending person transmits the information.
2. The Receiving person REPEATS BACK the information, as received.
3. The Sending person says, “Yes, you have it correct”, or “No...change....”
4. Steps 2 and 3 are repeated until the Sending person is satisfied, thus the message has been “verified”.

When radiograms are transmitted by pactor or packet, verification is done by the software, similar to the process used with email on the internet. Verification is not normally done with messages sent via voice, cw, or RTTY. Nor is it normally done at an especially critical part of the message handling procedure: the Delivery to the ultimate receiving person (Addressee).

The author is retired from a career with an electric and gas utility. The verification process described above was ALWAYS used at the utility when dispatchers sent instructions to linemen and substation operators regarding Opening and Closing electric power system switches and gas system valves. Experience has shown that “what people hear...and write down” is not always equal to “what people say”. Not following this verification procedure invited possible destruction of equipment, loss of service to customers, and death of field personnel.

### The Proposal

1. Create a “HXV” Handling Instruction. “The Receiving person must repeat back ALL of the message information to the Sending person; for Verification by the Sending person”.
2. This would be done in four steps: Preamble, Address, Text, and Signature.
3. The “HXV” handling instruction would be included in the Preamble at the discretion of the Originating person. By doing so, that person is saying: “This material is VERY important...I want ALL persons relaying this message to use an additional procedure to increase the chances that the message information will arrive at its destination, EXACTLY as I originated the information.

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