

**RACES Mutual Aid Actions and Responsibilities**  
SANTA CLARA COUNTY ARES/RACES  
Modified by Scott Morse, KC6SKM dated December 2012

The following sequence is intended to show the typical stream of actions that are likely to occur when a non-self-alerting event has happened in a small portion of the county that overtaxes local amateur radio resources and requires the help of ARES members from other cities in the county.

**Affected Area**

- City Emergency Manager (EM) determines that amateur radio resources are required to deal with the event, and activates RACES.
- City Emergency Coordinator/Radio Officer (EC/RO) is contacted by EM, given an activation number and assignment, and instructed to mobilize local ARES/RACES members. EC/RO collaborates with EM and determines duties, likely duration and personnel needs.
- EC/RO notifies city ARES/RACES members by phone tree or other method. EC/RO instructs members to monitor Resource Net or city Tactical Net.
- EC/RO contacts DEC/CRO\* and informs him that city RACES has been activated. Method for continued communication between EC/RO and DEC/CRO is agreed upon (phone, amateur radio, etc.)
- EC/RO notifies EM that local amateur resources are insufficient for the anticipated duration that they will be needed and recommends that RACES Mutual Aid be requested from the OpArea OES.
- EM forwards a request to OpArea OES for RACES Mutual Aid by phone or EOC-to-EOC radio. Written confirmation follows by fax or RIMS.
- Upon authorization of EM, EC/RO contacts DEC/CRO and communicates need for RACES Mutual Aid, activation number, anticipated assignments, number of responders needed, operational period, reporting location and travel frequency.
- EC/RO establishes contact with Op Area EOC RACES Radio Room on County Message Net repeater. Regular exchange of information (e.g., shift, reporting location, tactical frequency, etc.) will take place between EC/RO and DEC/CRO regarding mutual aid needs.
- EC/RO informs Op Area EOC RACES Radio Room of arrival at and departure from employing city of each mutual aid responder (MAC).
- EC/RO provides regular periodic situation reports to DEC/CRO.

\*DEC/CRO means District Emergency Coordinator/OpArea Chief Radio Officer or designated alternate in DEC absence (i.e., RACES Duty Chief).

**Operational Area (Santa Clara County)**

- DEC/CRO receives notification from EC/RO that an event has taken place for which RACES is being activated. DEC/CRO notifies Director of County OES or designee that a city has activated RACES and that there may be a call for RACES Mutual Aid.
- If mutual aid request is likely, DEC/CRO informs County RACES Staff Members.
- If mutual aid is requested, DEC/CRO notifies the Director of OES, requests activation of RACES at the county level, receives a county RACES activation authorization and issues a Mission Number.
- DEC/CRO instructs RACES staff member in Op Area EOC via phone or radio to link the Resource Repeaters and announce,

*“There has been a request for RACES mutual aid in Santa Clara County, and Santa Clara County OES has activated RACES. Any ARES/RACES member listening to this announcement who is registered as a Santa Clara County OES Mutual Aid Responder should immediately contact your city EC for information. Activation will be only for those who have received authorization from the city ECs or EM. **No self-dispatching is permitted**”.*

This message should be repeated every 10 minutes. County will become Resource Net Control.

- DEC/CRO contacts several non-affected city EC/ROs via phone or pager and requests that registered Santa Clara County OES MACs be contacted and requested to **monitor** the Resource Net or local Tactical Net for information about the event.
- DEC/CRO contacts selected nominees via Resource Net or phone, gives information about duration of assignment. If the ARES/RACES member agrees, the DEC/CRO activates and assigns the member, provides travel frequency and city tactical frequency, and reporting location.
- DEC/CRO informs assisting EC/RO(s) of RACES mutual aid activation.
- DEC/CRO informs the requesting EC/RO of the call sign and name of assigned responder and ETA at the reporting point.

#### **Non-affected City EC/RO**

- EC/RO receives a phone call or page from DEC/CRO, advising the nature of the event and that a RACES mutual aid request exists. DEC/CRO requests that MACs in that city be contacted by the EC/RO(s).
- EC/RO activates phone tree or uses other methods of communication to determine personnel who might be available for mutual aid.
- EC/RO instructs volunteer MAC(s) to check in on the County Resource Net for activation and assignment.  
*Note:* MAC(s) who have EC/RO approval for activation shall so announce during check in on the Resource Net. Resource Net Control shall query each MAC regarding his/her approval.
- EC/RO contacts his/her EM for authorization of agreed number of MAC(s) for activation under County authority.  
*Note:* A maximum of one from each city may be activated without EM prior approval.
- EC/RO informs DEC/CRO of EM approval of additional MAC(s), if any, and confirms that they are still needed.
- EC/RO instructs additional MAC(s) to check in on the County Resource Net for activation and assignment.
- EC/RO monitors Resource Net for updated information about the event and anticipates additional mutual aid requests.

### **Individual Mutual Aid Responder (MAC)**

- ARES/RACES member receives information that an event has occurred in the county that might require RACES response at some level. (The event could be self-alerting or the member may receive a telephone call or page)
- Member tunes to one of the resource repeaters and **listens** for information. *Note: ARES/RACES members are not to self-activate nor proceed to a possible area of need without first being authorized by his/her own EC/RO and being specifically activated and given an assignment by his/her own city or by county. Failure to observe this rule will negate the Workers Comp insurance that is accorded to DSWs and may result in dismissal from the ARES/RACES program.*
- If his/her own city has activated RACES, ARES/RACES members tune to local Tactical Frequency or as directed.
- On City Tactical Net, each member makes him/herself available for activation either locally or as MAC (if registered with County OES as a DSW) to another jurisdiction or agency.
- ARES/RACES member stays in contact with his/her own EC/AEC by radio or phone until activated or released from standby. (A period of hours or days may pass before there is a need to activate MAC.)
- Upon receiving authorization of local EC/AEC for mutual aid response, members switch to the Resource net and announce his/her availability as a MAC and states that he/she has been authorized for assignment by their local EC.
- MAC receives from County EOC a Mission Number, assignment, travel frequency and receiving city/agency tactical frequency, and reporting location.  
*Note: a volunteer is always free to decline activation and any specific assignment if unable or unwilling to perform the duty.*
- MAC informs County EOC upon leaving home and again upon arrival at his/her assignment. Continuous contact with County EOC on the travel frequency is important for the welfare of the responder. Contact every 15 minutes while en route.
- MAC checks-in with employing jurisdiction or agency on appropriate tactical frequency.
- MAC carries out assigned duties under supervision of employing jurisdiction or agency.
- When released by the employing jurisdiction or agency, MAC informs County EOC of departure from assignment on the travel channel and again upon arrival at home. Continuous contact with County EOC on the travel frequency is important for the welfare of the responder. Contact every 15 minutes while en route. *(Note: the travel channel or frequency will normally be the County Resource Net unless otherwise directed)*
- MAC informs his/her own EC/AEC of arrival home.
- MAC continues to monitor the resource repeater for follow-up requests for MAC(s). *Note: Each response to a new assignment must be individually authorized by own EC/AEC.*

### **Abbreviated Event Sequence**

(Showing chronological order of actions of all participating parties)

1. Nonself-alerting event occurs.
2. RACES in affected city are activated by City EM.
3. EC/RO and EM discuss needs.
4. EC/RO mobilizes city RACES staff.
5. EC/RO informs DEC/ADEC or designated alternate ADEC of city RACES activation.
6. DEC/CRO informs County Director of OES of city RACES activation.
7. DEC/CRO informs County RACES staff of city RACES activation.
8. Affected city EC/RO determines that staffing needs exceed local resources.
9. EC/RO requests affected city EM to contact County for RACES Mutual Aid, verbal followed by fax or RIMS.
10. City EC/RO informs DEC/CRO that mutual aid has been requested.
11. DEC/CRO requests Director of County OES to activate RACES at county level.
12. DEC/CRO activates the County Resource Net, Resource repeaters are linked and informational announcements are made.
13. DEC/CRO requests selected EC/ROs of unaffected cities to canvass for Mutual Aid Responders (MAC(s)).
14. EC/ROs gather candidates for MAC activation, each sends one to the Resource Net, maintains contact with the others by local Tactical Net or phone.
15. EC/ROs inform own EM of assignment of MAC.
16. DEC/CRO selects MAC(s) to be activated, uses Resource Net to send others back to own city EC/RO control.
17. DEC/CRO provides activation, assignment, travel frequency and special instructions on Resource Net.
18. As time permits, DEC/CRO informs respective city EC/ROs of MAC(s) who have been activated.
19. If more than one MAC is needed from a city, EC/ROs obtain permission of their city EM for release of additional MAC(s) (only one can be released without prior EM approval), send additional MAC(s) to Resource Net.
20. Unaffected city EC/ROs stay apprised of further mutual aid needs by monitoring Resource Net.
21. MAC(s) report departure from home and arrival at assignment on travel frequency.
22. MAC(s) switch to requesting city Tactical Net upon arrival.
23. Requesting city EC/RO informs DEC/CRO of arrival and subsequent departure upon release.
24. MAC(s) report departure from assignment and arrival at home on travel frequency.

#### Mutual Aid Checklist for Affected City EC/AEC

- RACES has been activated by City Emergency Manager (EM)
- EC/RO collaborates with EM and determines duties, likely duration and personnel needs.
- EC/RO mobilizes local members.
- EC/RO notifies DEC/CRO\* and informs that city RACES has been activated.
- If local resources are insufficient, EC/RO notifies EM and recommends that RACES Mutual Aid be requested of the OpArea OES.
- City EM forwards a request to OpArea OES for RACES Mutual Aid.
- Upon authorization of City EM, City EC/RO contacts DEC/CRO and informs of need for Mutual Aid.  
Info Needed: activation number, likely types of assignments, number of responders needed, timetable and reporting point.
- EC/RO establishes contact with County EOC RACES Radio Room on County Message Net repeater.
- EC/RO informs County EOC of arrival at and departure from affected city of each mutual aid responder (MAC).
- EC/RO provides regular periodic SitReps to DEC/CRO.

#### Mutual Aid Checklist for SCC DEC/CRO

- DEC/CRO receives notification from local EC/RO that an event has taken place for which RACES is being activated.
- DEC/CRO notifies Director of County OES that a city has activated RACES and that there may be a call for RACES Mutual Aid.
- If mutual aid request is likely, DEC/CRO informs County RACES Staff Members.
- If mutual aid is requested, DEC/CRO notifies the Director of OES, requests activation of RACES at the county level, and receives a county RACES activation authorization and number.
- DEC/CRO instructs RACES staff member in County EOC via phone or radio to link the Resource Repeaters and announce,  
*“There has been a request for RACES mutual aid in Santa Clara County, and Santa Clara County OES has activated RACES. Any Amateur Radio Operator listening to this announcement who is registered as a Santa Clara County OES Mutual Aid Responder should immediately contact your city EC for information. Activation will be only on the authorization of the city ECs. **No self-dispatching is permitted**”*. This message should be repeated every 5 minutes. County EOC will become Resource Net Control.
- DEC/CRO contacts several non-affected city EC/ROs via phone or pager and requests that registered Santa Clara County OES MAC(s) be contacted and requested to **monitor** the Resource Net or local Tactical Net for information about the event.
- DEC/CRO contacts selected nominees via Resource Net or phone, gives information about duration of assignment. If member agrees, activates and assigns the member, provides travel frequency and city tactical frequency, and reporting location. Important, DEC/CRO must maintain contact with responders who are en route to or returning from assignments. 15 minutes is the target interval between contacts.
- DEC/CRO contacts assisting EC/RO and informs of the activation of the MAC.
- DEC/CRO contacts requesting RO and informs of call sign and first name of assigned MAC and ETA at reporting point.

#### Mutual Aid Checklist for Assisting City EC/AEC

- EC/RO receives a phone call or page from DEC/CRO, alerting of the event and RACES mutual aid request. DEC/CRO requests that MAC(s) in that city be contacted.
- EC/RO activates phone tree or by other method of communication determines personnel who might be available for mutual aid.
- EC/RO instructs one volunteer MAC to shift to County Resource Net for activation and assignment.  
Note: MAC(s) who have EC approval for activation shall so announce when returning to the Resource Net. Resource Net Control shall ensure that each MAC so states.
- EC/RO contacts own EM for authorization of agreed number of MAC(s) for activation under county auspices (maximum of one from each city can be activated without EM prior approval).
- EC/RO informs DEC/CRO of EM approval of additional MACs and verifies MACs are still needed.
- EC/RO instructs additional volunteer MAC(s) to shift to County Resource Net for activation and assignment.
- EC/RO monitors Resource Net for developing information about the event and anticipates additional mutual aid requests.