RACES Mutual Aid Actions and Responsibilities
SANTA CLARA COUNTY ARES/RACES/ACS

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 portion of the county that overtaxes local amateur radio resources and requires the help of RACES members from other cities in the county.

Abbreviations used:
  CRO - Chief Radio Officer (DEC in ARES), may also be their assistant or designee
  DSW - Disaster Service Worker, someone with a valid county DSW
  EM - City/Agency Emergency Manager, EOC Director, or designee
  MAC - Mutual Aid Communicator (has MAC Credential Endorsement)
  MAR - RACES Mutual Aid Request Form
  RO - Radio Officer (EC in ARES), may also be their assistant or designee

RO and CRO used below may also be their assistant or designee.

Resources as used in this document refer to Mutual Aid Communicators that have been released from their city/agency and are available to be dispatched to another city/agency by the county for mutual aid.

This document can be used as a checklist for these roles involved:

- Affected Area City RO or designee
- Operational Area (Santa Clara County) CRO or designee
- Non-affected City RO or designee
- Individual Mutual Aid Communicator (MAC)

Affected Area City/Agency RO (city/agency needing resources)

☐ City Emergency Manager (EM) determines that amateur radio resources are required to deal with the event and activates city RACES.

☐ City Radio Officer (RO) is contacted by city's EM, given an activation number and assignment, and instructed to mobilize local RACES members. RO collaborates with EM and determines duties, likely duration, and personnel needs.

☐ RO notifies city RACES members by phone tree, text message, email, AlertSCC, or other available method. RO instructs members to monitor Resource Net or city Tactical Net.

☐ RO informs the Chief Radio Officer (CRO) that city RACES has been activated. Method for continued communication between RO and CRO is agreed upon (phone, amateur radio, etc.)

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- RO notifies EM that local amateur resources are insufficient for the anticipated duration that they will be needed. RO recommends that RACES Mutual Aid be requested from County (OpArea) OEM.

- Upon authorization of city EM, the city RO notifies, via phone or radio as appropriate, OpArea OEM CRO that RACES Mutual Aid is being requested. Written confirmation using the RACES Mutual Aid Request Form (MAR) is sent via Packet, Fax, radio, or email as appropriate.

- RO establishes contact with Op Area EOC RACES Radio Room on County Command Net, other radio, or telephone as appropriate. Regular exchange of information (e.g., shift, reporting location, tactical frequency, etc.) will take place between RO and CRO regarding mutual aid needs.

- RO informs Op Area EOC RACES Radio Room of arrival at and departure from the employing city of each Mutual Aid Communicator (MAC).

- RO provides regular periodic situation reports to CRO.

Operational Area (Santa Clara County) CRO

- CRO receives notification from city RO that an event has taken place for which the city/agency RACES has been activated. CRO notifies Director of County OEM or designee that a city has activated RACES and that there may be a call for RACES Mutual Aid.

- If a mutual aid request is likely, CRO informs County RACES Staff.

- If mutual aid is requested by a city/agency, CRO notifies the Director of OEM, requests activation of RACES at the county level, receives a county RACES activation authorization number.

- CRO instructs RACES staff member in OpArea EOC via phone or radio to link the Resource Repeaters and make announcements on the Resource Net repeaters as follows:

    *"There has been a request for RACES mutual aid in Santa Clara County, and Santa Clara County OEM has activated RACES. Any RACES member listening to this announcement who is registered as a Santa Clara County Mutual Aid Communicator (MAC) should immediately contact your city RO for information. Activation will be only for those who have been released from the city by the RO or city EM or designee. **No self-dispatching is permitted**".*

    This message should be repeated every 10 minutes or as appropriate given circumstances. County EOC will become Resource Net Control.

- CRO posts a Level 4 Alert Notification message on the scc-ares-races.org website if accessible.

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- ☐ If appropriate the CRO will use AlertSCC to notify MACs of an impending need for Mutual Aid Communicators.

- ☐ CRO informs non-affected city RO(s) of RACES mutual aid activation via phone, radio, or other means and requests that registered Santa Clara County OEM MACs be contacted and requested to **monitor** the Resource Net or local Tactical Net for information about the event.

- ☐ The County Resource Net collects information from available MACs that have been released by their city. Mutual Aid Requests forms are matched with available MAC resources and assignments made by the CRO or designee.

- ☐ CRO directs the Resource Net NCO to contact selected MACs via Resource Net or phone, gives information about proposed assignment. If the RACES member agrees, the NCO activates and assigns the member, provides Activation #, travel frequency and city tactical frequency, reporting location, and other relevant information.

- ☐ CRO informs the requesting RO of the call sign and name of assigned responder and ETA at the reporting point.

Non-affected City RO (city/agency releasing resources)
- ☐ CRO notifies non-affected City RO, advising the nature of the event and that a RACES mutual aid request exists. CRO requests that MACs in that city be contacted by the RO and alerted to need for MACs. Telephones, Amateur Radio, and/or AlertSCC, can be used for communications based on methods available at the time.

- ☐ RO activates phone tree or uses other methods of communication to determine personnel who might be available for mutual aid.

- ☐ 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 unless the city has other policies in place.

- ☐ RO informs CRO of EM approval of additional MAC(s) if any and confirms that they are still needed.

- ☐ RO gives permission to volunteer MAC(s) to check in on the County Resource Net for activation and assignment.
  Note: MAC(s) who have RO approval for activation shall so announce during check in on the Resource Net. Resource Net Control shall query each MAC regarding his/her release from the city, their County DSW status, and any credentials/endorsement that they have.

- RO monitors Resource Net for updated information about the event and anticipates additional mutual aid requests.

Individual Mutual Aid Responder (MAC)

- RACES members receive 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, email, or radio announcement).

- Members listen to one of the resource net repeaters for more information. *Note: RACES members are not to self-activate for county response nor proceed to an area of need without first being released by their RO and being specifically activated and given an assignment by their city or by the county. Failure to observe this rule will negate the Workers Compensation insurance that is accorded to DSWs and may result in dismissal from the RACES program.*

- If their own city has activated RACES, those RACES members tune to their city's Tactical Frequency or as directed.

- On City Tactical Net, each member makes themself available for activation. If the city does not need them, they may be released to the county for mutual aid. They must have a County DSW to be activated for mutual aid with a preference given to those having a MAC Endorsement.

- RACES member stays in contact with his/her own RO by radio or phone until activated or informed there is no longer a need for their services. (A period of hours or days may pass before there is a need to activate MACs.)

- Upon receiving authorization of local RO for mutual aid response, members switch to the County Resource Net and announce their availability as a MAC and state that they have been released by their city RO.

- MAC receives from County EOC an Activation 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 Resource Net is important for the welfare of the responder. Contact should be made every 15-20 minutes while en route.

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- ☐ MAC checks in with employing city or agency on appropriate tactical frequency.

- ☐ MAC performs 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 Resource Net and again upon arrival at home. Continuous contact with County EOC on the Resource Net is important for the welfare of the responder. Contact should be made every 15-20 minutes while en route.

- ☐ MAC informs his/her own RO of arrival home.

- ☐ MAC may continue to monitor the resource repeater for follow-up requests for MAC(s). If they can take another assignment, they should let their RO know.

  Note: Each response to a new assignment must be individually authorized by their city/agency RO.