

# **STANDARD OPERATING PROCEDURES**

## **SANTA CLARA COUNTY ARES/RACES/ACS RESOURCE NET**

Prepared by Santa Clara County RACE/ACS  
Santa Clara County Office of Emergency Management

**BACKGROUND:** The Resource Net serves several purposes. Three levels of activation have been selected to cover these purposes. The main Resource Net is conducted on **AA6BT 146.115 (+) pl 100.0** and for North County **W6ASH 145.270 (-) PL 100.0** and for South County **K6SNY 443.275 (-) PL 107.2**. These repeaters may be linked for a county wide event.

### **LEVEL 1 - INFORMATION GATHERING (INITIAL DAMAGE REPORTS)**

The mission for the Resource Net (RN) at Level 1 is to gather a snapshot of conditions and provide it to County OES. The first person who comes up on the RN repeater(s) should consider announcing a directed net and being net control. However, if he or she is uncomfortable with the task, they should simply announce that they are on frequency, announce what they have heard, and ask if someone else on frequency would be willing to assume net control. The Resource Net Control Operator (NCO) is usually not physically in the EOC during the early stages of an event and need not be a member of the county ARES/RACES staff.

County ARES/RACES staff will check in on this net as soon as possible, help coordinate activation of this net, and aid in assignment of an NCO. Santa Clara County (SCCo) RACES persons should advise the Resource Net NCO when the SCCo OEM radio room is operational, and advise what frequencies are being used for the Message Net, the Command Net, and the Packet Net. A sample Net Control Operator script for initiation of the Resource Net can be found below as *Appendix 1*.

### **LEVEL 2 - REFERRAL TO CITY TACTICAL NETS**

The Resource Net is raised to Level 2 whenever a city Emergency Coordinator (EC) asks that ARES operators from his/her city contact the EC on the city frequency. The Level 2 Resource Net Control Operator tasks may include information gathering and referral of operators to city frequencies during the initial response activity.

City ECs should advise the Resource Net NCO when their city tactical net is in operation and which frequency is being used for their city tactical net. A sample Net Control Operator Script for Referral to City Tactical Nets can be found below as *Appendix 2*.

### **LEVEL 3 - COORDINATION OF MUTUAL AID**

The level 3 Resource Net is used to dispatch and track mutual resources being assigned to assist in the event. The actual assignments will be directed by the SCCo Chief Radio Officer (CRO), or his designee. The NCO then calls the available Mutual Aid Communicators (MAC) who have been released by their city and have announced they are available for assignment. gives the activation number and makes the assignment.

Critical information to be given at that time are: 1) nature of the assignment, 2) time and place to report, 3) travel frequency, and 4) instructions to keep the NCO informed of departure from home, arrival at assignment, departure from assignment and arrival at home. Net control must keep careful logs of all communications with prospective and assigned MACs. The Net Control Operator Script for MAC activation and assignment can be found below as *Appendix 3*.

## Appendix 1

# RESOURCE NET - LEVEL 1 INFORMATION GATHERING

## NET CONTROL SCRIPT

### SANTA CLARA COUNTY ARES/RACES/ACS

Prepared by Santa Clara County RACES  
Santa Clara County Office of Emergency Management

*Note: the primary ARES/RACES repeater for use by the Resource Net is AA6BT, 146.115(+) PL 100.0. This repeater should be linked to W6ASH, 145.270(-) PL 100.0, and K6SNY, 443.275(-) PL 107.2 as soon as possible – follow instructions below. When activating the Resource Net, immediately contact the DEC/CRO.. Listen to the repeater for 15-20 seconds to see if a net is already in operation.*

2. If no one speaks during that time, announce yourself:

**"This is \_\_\_\_ calling from {city, County EOC, etc.}; is there an active net on this repeater at this time?"**

(State your call sign whenever you see \_\_\_\_ in this script)

If NO, go to step 3.

If YES, ask the Net Control Operator (NCO) whether anyone has reported the event you experienced/heard on the radio (or otherwise caused you to check in on the repeater):

**"Are you aware of the event that just happened?"**

If YES, then follow the NCO instructions. If NO, advise the NCO that an event has indeed happened, and tell him what you know of the event. Ask him/her to start an ARES/RACES Resource Net at Level 1 (information gathering only).

**"There has been an event, with the following details - (give a quick summary). Please consider being net control operator for a Level 1 activation of the Santa Clara County ARES/RACES Resource Net."**

3. If there is not an active net on the repeater at the time you check, ask if any other operator has information regarding the event.

**"This is \_\_\_\_\_. Is there anyone on this repeater who has information regarding the event?"**

If NO, then prepare to be the NCO for the Resource Net. Monitor the net, announcing your presence every two minutes, saying:

**"This is \_\_\_\_\_, acting as Net Control Operator. I have activated the Santa Clara County ARES/RACES Resource Net for gathering a snapshot of information regarding the (fire/explosion/earthquake/terrorist attack/etc.) that just occurred. I am ready to receive snapshot reports from any operator who has pertinent information. We want**

**observations only from your current locations--do not go looking for problems. We will ask for reports in the following order: Mike-Mike 7 & 8, MikeMike 5 & 6, Mike-Mike 3 & 4 and Mike-Mike 1 & 2. (if not an earthquake make and use an appropriate scale to provide a quick summary) Please give your call sign and city only at this time. "**

*Note: In most cases, the Resource Net Control Operator will not be able to take appropriate action on reports of immediate danger to life or property. Have the caller contact 911 or their local city net to obtain assistance. Do not take on the responsibility of notifying emergency responders. You will only slow the process.*

4. Record the call signs on the log sheet found as Appendix 1A. Once all the calls have been recorded, return to the list of all calls on the log sheet and ask each station for a brief summary saying:

**“This is Resource Net Control. This net is intended to gather brief damage reports from around the county. I am NOT able to dispatch help for acute situations. If you need immediate help, use 9-1-1 to contact your local emergency response center or try to raise someone on your city tactical frequency. Make reports using the Modified Mercalli descriptors. (if not an earthquake make and use an appropriate scale to provide a quick summary) such as ‘Mike-Mike 7’ or ‘Mike-Mike 3’. Make reports in the following format: Call sign—Location in City --Intensity (‘Mike-Mike’ followed by a numeral 1 to 8)--Call sign.**

**Is there a station that will help with recording information?**

**Are there any stations who are reporting severe damage such as Mike-Mike 7 or 8? Come now.”**

Call in succession for reports of severe, moderate, and light to no damage. Break about every fifth call to ask if any city EOC stations want to report activation. If you hear a weak call from a city you have not heard from, have all stations hold their traffic and try to work the weak caller. If you still cannot reach them, ask for a relay from someone already on the net. Occasionally ask reporting stations to standby if they have traffic similar to a report from their city that has already been given. Repeat this announcement every 5 to 10 minutes to inform late joiners.

5. Log this information so that you can relay it to the SCCo ARES/RACES staff when they become available. See Appendix 1B for a place to record information from the damage snapshot.
6. Your next task is to try to get the three ARES/RACES repeaters linked, so that information can be obtained from all the areas in the county. Contact the DEC or an ADEC to arrange linking. Otherwise, when an operator checks into the repeater, ask him/her to try to reach a control operator for 145.270, and 443.275 (details of offset, etc. are at top of this instruction form), and request linking of those repeaters to 146.115. Then ask stations from North County and South County to access their respective repeaters (145.270, and 443.275), gather a summary of responses and then report this summary to you on 146.115.

*NOTE: If you cannot reach 146.115, please use the procedure outlined here to act as net control for the repeater that you CAN reach. Be ready to pass traffic to the 146.115 repeater when the repeater you are using does get linked to 146.115.)*

7. Maintain the net until you are contacted by a County ARES/RACES official. If no official has announced his/her presence on the net in 15 minutes, contact one of the County Leadership DEC or ADEC. That list should be part of your go kit and can be found here:

<https://www.scc-ares-races.org/staff.shtml>

(Remember to contact the DEC/CRO if you have not already done so.).

8. If you need to leave the net, ask if anyone on the net can take over the task of net control. If so, transfer the net to that person; if not, then announce that you are leaving the net, and that there will be no net control active. In either case, if the DEC or another ARES/RACES representative is not on the net, please contact the DEC/CRO and tell him that you have left the net, or that you have closed the net.
9. If there is no traffic on the net for 30 minutes, you are authorized to close the net. Again, let the DEC/CRO know that you have closed the net.

## **Appendix 1A – Resource and Mike-Mike Net Logging Level 1 and 2**

**Note: Use the ICS 309 for logging all incoming and outgoing traffic. Use the Modified Mercalli Earthquake Reporting log for compiling Mike-Mike reports.**

SCCo ARES/RACES Mike-Mike Summary	1. Incident Name (if any):	2. Incident Date / Time:

3. City	4. Mike-Mike Tally (use tick/tally marks)								5. Reporting Totals (numerical)					
	MM-1	MM-2	MM-3	MM-4	MM-5	MM-6	MM-7	MM-8	MM1-3	MM4	MM5	MM6	MM7	MM8
Campbell														
Cupertino														
Gilroy														
Los Altos														
Los Altos Hills														
Los Gatos														
Milpitas														
Monte Sereno														
Morgan Hill														
Mountain View														
NASA/Ames														
Palo Alto														
San Jose														
Santa Clara														
Saratoga														
Stanford Univ														
Sunnyvale														
Other: _____														

6. Prepared by (Name, Call Sign)	7. Date & Time Prepared	Page 1 of 1
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SCCo ARES/RACES Mike-Mike Summary (rev. 06-Sep-2010)

## Mike-Mike Summary (SCCo ARES/RACES)

**Purpose:** The Mike-Mike Summary is used by the Net Control Operator to summarize Modified Mercalli (Mike-Mike) reports from throughout the county. The gathering of Mike-Mike reports occurs immediately following an earthquake, during Resource Net Level 1 operation.

**Preparation:** The Mike-Mike Summary is initiated and maintained by the Net Control Operator. Completed forms are submitted to the County Chief Radio Operator

### Instructions for completing the form:

Field #	Field Title	Instructions
1	Incident Name	Enter the name of the event (if any), such as the epicenter. This information may come somewhat later.
2	Incident Date / Time	Enter the date and time of the event.
3	City Name	The cities within Santa Clara County are listed. One extra row is provided to use for another city or area.
4	Mike-Mike Tally	Use tally marks in groups of five (1-4 vertical marks with 5 <sup>th</sup> horizontal strike-through mark) for each report.
5	Reporting Totals	Total the tally marks for easy transmission
6	Prepared by	Enter the name and call sign of the person completing this form
7	Date & Time Prepared	Enter the date and time the form was prepared (24-hour clock)

### Instructions for transmitting the summary data on this form to another operator:

Position	Script
Sender	I have Mike-Mike Summary data to transmit. Say when ready to copy.
Receiver	Go Ahead
Sender	Incident Name _____ Date _____ Time _____
Receiver	Go Ahead
Sender	Campbell figures <MM1-3 total> figures <MM4 total> figures <MM5 total> figures <MM6 total> figures <MM7 total> figures <MM8 total>
Receiver	Go Ahead
Sender	Cupertino figures <MM1-3 total> figures <MM4 total> figures <MM5 total> figures <MM6 total> figures <MM7 total> figures <MM8 total>
Receiver	Go Ahead
...	and so on ...
Sender	End of summary
Receiver	Mike-Mike Summary Acknowledged

Modified Mercalli Earthquake Reporting Scale can be found at the following URL:

[https://www.scc-ares-races.org/operations/forms/SCCo-ARES-RACES\\_MM\\_Summary\\_v180705.pdf](https://www.scc-ares-races.org/operations/forms/SCCo-ARES-RACES_MM_Summary_v180705.pdf)

## Appendix 1B - City Listing

<u>City</u>	<u>Call Sign</u>	<u>Tactical Freq.</u>	<u>Damage Assessment</u>
Campbell	_____	_____	_____
Cupertino	_____	_____	_____
Gilroy	_____	_____	_____
Loma Prieta	_____	_____	_____
Los Altos	_____	_____	_____
Los Altos Hills	_____	_____	_____
Los Gatos / Monte Sereno	_____	_____	_____
Milpitas	_____	_____	_____
Morgan Hill	_____	_____	_____
Mountain View	_____	_____	_____
NASA Ames	_____	_____	_____
Palo Alto	_____	_____	_____
San Jose	_____	_____	_____
Santa Clara	_____	_____	_____
Saratoga	_____	_____	_____
Stanford	_____	_____	_____
Sunnyvale	_____	_____	_____
Other	_____	_____	_____

## Appendix 1C - City Tactical Frequency Listing

refer to the **Santa Clara County OES ARES/RACES Frequency List** for the most current frequencies at URL: <http://www.scc-ares-races.org/freqs/freqs.html>

## Appendix 2

# RESOURCE NET - LEVEL 2 REFERRAL TO CITY TACTICAL NETS

## NET CONTROL SCRIPT

### SANTA CLARA COUNTY ARES/RACES/ACS

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Santa Clara County Office of Emergency Management

*Note: the primary ARES/RACES repeater for use as the Resource Net is AA6BT, 146.115(+) PL 100.0. This repeater should be linked to W6ASH, 145.270(-)PL 100.0, and, K6SNY 443.275(-)PL 107.2 as soon as possible - follow instructions below.*

1. This script assumes that the resource net is open and level 1 has been activated and is being run by a Net Control Operator. If not, it must be opened/activated (follow the procedure outlined in the script for Level 1 Activation). Level 2 will be activated when any city EOC opens or a city EC has requested city ARES operators to contact the him/her on the city frequency.
2. Shift from Level 1 to Level 2 by making the following announcement:  
**“This is \_\_\_\_ ; Net Control for the Santa Clara County ARES/RACES Resource Net which is operating in RACES mode at this time. All registered RACES Operators should shift to their city tactical frequency or otherwise contact your city EC if you wish to make your services available. The following cities have activated their city nets.”**
3. As necessary, periodically poll the cities for such information.
4. Repeat announcement 2 periodically.
5. Continue to accept reports from operators, following the instructions for Resource NetLevel 1.
6. Request any damage reports that the operators may have. Log the time, the amateur's call sign, the damage report, and location.
7. If the amateur's city tactical net is operational, direct the operator there. If the operator's city has not opened the EOC or if the tactical net is not active, advise the operator to monitor the county resource net until further notice.
8. Periodically broadcast the names and the tactical frequency of the cities with open EOCs or active ARES/RACES city nets.
9. The Level 2 net will be maintained until closure is authorized by Scott Morse or one of the other SCCo Staff members.

## Appendix 3

# RESOURCE NET - LEVEL 3 COORDINATION OF MUTUAL AID

## NET CONTROL SCRIPT SANTA CLARA COUNTY ARES/RACES/ACS

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1. A Level 2 Resource net will already be in operation.
2. Shift from Level 2 to Level 3 by making the following announcement:  
**"This is \_\_\_\_ ; Net Control for the Santa Clara County ARES/RACES Resource Net which is operating in RACES Mutual Aid mode. There is a need for Santa Clara County OES Mutual Aid Communicators at this time. We need (list the tasks that need to be done). Specific assignments will be determined when the MAC reports to the Resource Net after obtaining authorization to respond from the Communicator's own EC. All registered RACES MACs should shift now to their city tactical frequency or otherwise contact your city EC if you wish to make yourself available for County activation. Come back to this net when you have a release from your EC."**
3. Obtain from the SCCo Chief Radio Officer (CRO) a list of mutual aid assignments that need to be filled. As MACs return to the Resource Net and make themselves available for assignment, ask the following of each of them:  
**"Have you been released by your EC to take a mutual aid assignment?"** If not, refer them back to their city EC.  
*Note: Although the Resource Net Control Operator will be passing instructions to MACs, formal authorization to respond must be given by the CRO or ACRO.*
4. Log the call signs of MACs who have answered affirmatively, then make assignments in the following way:  
**"This is \_\_\_\_ ; Net Control, calling \_\_\_\_ . I have a proposed mutual aid assignment for you, are you ready to copy? <break> Your proposed assignment is at (location) . <break> Report at (time and date). <break> Be prepared to perform the following duties: \_\_\_\_ . <break> The expected duration of your assignment will be approximately \_\_\_\_ hours. Do you accept this assignment?"**
5. If the MAC accepts the assignment, issue the following instructions:

**“You are hereby activated under RACES activation number \_\_\_\_\_. <break> Your assignment is Mutual Aid to \_\_\_\_\_. You are to report to \_\_\_\_\_, at \_\_\_\_\_. Travel frequency is this Resource Net. <break> Report your departure from home with last three numbers on your odometer and your arrival at destination on this frequency. Check-in on the city tactical frequency \_\_\_\_\_ at arrival. <break> Report your departure from the assignment and arrival at home on the Resource Net. <break> While in a travel status, contact the Resource Net at approximately 15 minute intervals with location and odometer reading. Do you acknowledge these travel instructions?”**

6. Once acknowledged, wish the MAC well and thank them for their service. Log the assignment and all departure and arrival reports received.
7. Be alert for check-ins and check-outs at expected shift changes. Keep track of all personnel on assignment and raise questions if a MAC is out of contact at a time he or she should be in contact.
8. Make additional assignments as MACs check-in to make themselves available.
9. Make announcement 2 periodically if a need exists.
10. Keep the Resource Net in operation if there are MACs in the field.