


Year-End Summary


Review of Changes and Updates to Core Classes



Santa Clara County ARES®/RACES
Last Updated 2010-Nov-30

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Learning Objectives



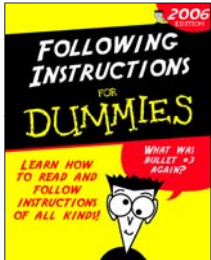
By the end of this class, you should be able to:

- Explain the county arrival and departure process
- Understand and explain proper message handling techniques
- Explain the changes to the County Frequency Plan
- Understand and implement the changes to SCCo packet operations
- Understand the new packet infrastructure
- Identify the changes to Outpost & PacFORMS
- Explain message tracking rationale and proper message passing techniques

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Housekeeping

- Pen/pencil & paper
- Cell phones & pagers
- Side conversations
- Avoid spurious transmissions, hidden transmitters, and jamming the instructor....
- Questions
- Breaks
- Restrooms
- In case of emergency



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Agenda

- Review Field Ops
 - Activation, process, forms, and arrival and departure process.
- Message Handling
- Logging
- Packet
 - Web pages, network structure, network features, client software features, weekly packet check-in process.
- MAC Program
 - Typical Assignments, entrance requirements, tracking and completing the process, earning a qualification, tracking your status, new assignment process, and more.


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FIELD OPERATIONS

- Preparation
- Assignment and Activation
- Arriving on Scene
- Demobilization
- Message Handling Techniques

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Preparation



- Do NOT self-activate!!!
 - Don't go anywhere, don't do anything except prepare
- Net Control may or may not make an immediate assignment
 - It may take time for incident command to determine what resources are needed and where they need to be deployed
 - Be patient; pay attention; monitor closely; respond promptly
 - If you are unable to monitor: inform Net Control that you need to leave the net and provide an alternative contact method
- If not immediately activated, use the time wisely to prepare
 - Continue to monitor closely; don't make the whole net wait on you!
 - Check your go-kit, including batteries, food, water, etc.
 - Check your personal situation: home, family
 - Get yourself ready to leave immediately
 - Then, go about your normal business, but continue to monitor
 - When called, answer promptly!

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Assignment and Activation

Assignment

- Net Control will call you at some point and offer an assignment
 - Applies to both city and county nets
- If you accept the assignment, you will be activated
 - You don't have to accept any assignment if you don't feel safe
 - You shouldn't accept an assignment until you are immediately ready to leave
- Before leaving home, notify Net Control that you are ready to roll
 - Report street location and last three digits of odometer
- You will be given travel and reporting information
 - Write it down! Often includes important travel restrictions
- While en route, check-in every 15-20 min (or as directed by Net Control)
 - Report your street location and last three digits of odometer
 - e.g. "... location is Highway 101, odometer is 456, this is KE6AGJ"
 - Don't wait for Net Control to call you
 - Net control may be busy with tasks that you may not hear on the net
 - Don't make Net Control ask you for the information
 - You know what's needed (street and odometer) so don't slow down the whole net

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RACES ASSIGNMENT FORM

RACES Assignment Form
Santa Clara County ARES/RACES

RACES ACTIVATION NUMBER:		
ASSIGNMENT TASK:		
ASSIGNMENT ADDRESS		
CITY, COUNTY		
THOMAS GUIDE MAP INFO:	Page:	Grid:
LOCAL CONTACT: Name:		
LOCAL CONTACT: Phone Number:		
LOCAL CONTACT: Frequency, PL:		
START TIME:		
LENGTH OF ASSIGNMENT:		
STARTING ODOMETER READING:		

TRAVEL RESOURCE (RESOURCE NET)		
REPAIRER	FREQUENCY (MHz)	TIME (PL)
NAME: (Printed)	146.180 (M)	TUE
NAME: TO WALK-IN (Printed)	146.210 (M)	TUE
NAME: TO MEET (Printed)	146.620 (M)	TUE


INSTRUCTIONS:
 1. Before accepting an assignment from Santa Clara County ARES/RACES, you must be licensed and authorized by the County to be in the area of the assignment. If you are not licensed, you should contact your local ARES/RACES net control and inform them of your status. If you are licensed, you should inform them of your status and inform them of your location. If you are not licensed, you should inform them of your status and inform them of your location. If you are licensed, you should inform them of your status and inform them of your location. If you are not licensed, you should inform them of your status and inform them of your location.

SANTA CLARA COUNTY ARES/RACES - January 01, 2010

http://www.scc-ares-races.org/operations/forms/RACES_Assignment_Form.pdf

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Arriving on Scene




- When you arrive at your destination, **STAY** in your vehicle and do the following:
 - Tell the Travel Net you have arrived and you are checking out.
 - Make contact with the Event Net control, announce that you have arrived and are checking IN. They should give you instructions as to where to report next (maybe Staging, maybe another location, etc.)
 - If you CANNOT make contact with Event Net Control, return to the travel Resource Net Control and ask for further instructions.
 - Do all this FROM YOUR VEHICLE using the more powerful mobile radio.
 - Do NOT leave your car and walk to the event – they may not want you there and this violates the County's standards of operation.
- At the Event, check in where instructed
 - ICS 211A Communications Check-In form (ICS 211A-SCCo)
- Follow the instructions of the local team
 - Be patient; you may be asked to wait until others arrive
 - Be courteous; you are there to help, not run the show
- Remain in constant contact with the local tactical net
 - If you need to go off the air, inform Net control
 - If we lose track of you, we must spend time and resources to find you; you have become part of the problem

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Relief Briefing

Source: "Performance Standards and Best Practices"



- Provides complete and accurate relief briefings, including the following (as appropriate for the situation)
 - Assignment, activation number,
 - Served agency and official in charge, including how they are recognized
 - E.g. vests, hats, badges, etc.
 - Frequencies, tactical calls, net station locations, emergency contact numbers
 - Who to contact regularly
 - Radio, power supply, antenna information
 - Nearest telephone: location and number
 - Location of toilet, water, food, first aid, and other supplies
 - Summary of previous operational period
 - Current status of people, resources, incident (as it relates to communications)
 - Pending issues for next operational period (if any)
 - Introduces replacement to the rest of the team

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Demobilization

EXIT

- At the Event, upon relief or at end of assignment, sign OUT where instructed
 - ICS 211A Communications Check-In form (ICS 211A-SCCo)
- Go to your vehicle and do the following from your vehicle using the more powerful mobile radio.
 - First check OUT with the Event Net control.
 - Then check IN on travel Resource Net (be it City or County). Inform them you are proceeding to home.
- Give street location and last three digits of odometer
- Check-in every 15-20 minutes on the way home
 - Give street location ("Highway 101") and last three digits of odometer
- Check-out when you arrive home
 - Give location ("arrived at home") and state you are checking out
- You are responsible for maintaining contact with net control at all times

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MESSAGE HANDLING

- Recommended Process
- Exercise

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Recommended Transmission Process

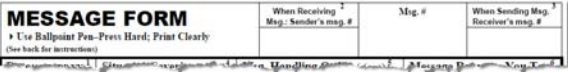
- Sender
 - Message #, Date, Time
 - Wait for ACK
 - Severity, Handling, Requests
 - Wait for Ack
 - To, From
 - Wait for ACK
 - Subject
 - Wait for ACK
 - Reference (if any)
 - Wait for ACK
 - Message - 5 words at a time
 - Wait for ACK after each 5 words
 - "End of message"
- Receiver
 - ACK followed by receiver's message #
 - "This is <call sign>"
 - Fill in Operator Info
- Sender
 - ACK Msg # / Fill in receiver's message #
 - Fill in Operator Info
 - "This is <call sign>"



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Message Form – Message Numbers

- Critically important for tracking messages
- Message #
 - YOUR message number (often pre-stamped to ensure uniqueness)
- When Receiving, Sender's Message #
 - If you are receiving a message, put the sender's message number here
- When Sending, Receiver's Message #
 - If you are sending a message, put the receiver's message number here



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Message Handling Prowords

- WORD AFTER "Say again word after..."
- WORD BEFORE "Say again word before..."
- BETWEEN "Say again between... and..."
- ALL AFTER "Say again all after..."
- ALL BEFORE "Say again all before..."
- I SPELL "Alfa, Bravo..."
- FIGURES "Figures Wun, ZEE-row, NINE-er" (= 109)

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Pronouncing Numerals

0 - zero (ZEE-row)	5 - five (FY-ive)
1 - one (WUN)	6 - six (Sicks)
2 - two (TOOO)	7 - seven (SEV-vin)
3 - three (THUH-ree)	8 - eight (Ate)
4 - four (FOH-wer)	9 - nine (NINE-er)

- Zero is always "zero"; never "oh"
- Decimal point is "decimal" or "point"; never "dot"
- Larger numbers are spoken as a string of single digits: 600 = "six zero zero"
- Often preceded by the word "figures"
 - "Please copy 109" → "Please copy figures one zero niner"
 - "Requesting 16 blankets" → "Requesting figures one six blankets"

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Sending to More Than One Station

- Announce message
 - "All Stations, All Stations, Stand by to copy one routine message"
- Pick a pacing station
 - "Mountain View, will you be my pacing station?"
 - "Mountain View acknowledges"
- Send message as normal
 - Pacing station provides acknowledgements during message transfer
- Ask for acknowledgements from other stations
 - "I will now poll all stations for acknowledgements. When I call you, respond with your message number or request a fill."
 - "Los Altos"
 - Gives stations an opportunity to ask for "fills" or repeats
 - Confirms which stations received the message

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Example Message

- Everyone will need a 213 Message Form
- I will send a message to all stations using a pacing station
- Everyone will copy the message
- After the pacing station acknowledges, you can ask for fills
- We'll compare at the end

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Exercise



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FREQUENCY PLAN CHANGES

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Frequency plan changes

GILROY							
Operational Area	Channel Name	Resource Name	R/S	Frequency	OS	PL	Notes Reviewed
Gilroy	Tactical-1	Simplex	S	147.480			Nov-2010
Gilroy	Tactical-2	Simplex	S	146.445			Nov-2010
Gilroy	Tactical-CERT	Simplex	R	146.595			Jan-2010
Gilroy	Packet-2M	Simplex	S	144.910			Jan-2010
Gilroy	Packet-440	Simplex	S	433.530			Jan-2010

MORGAN HILL							
Operational Area	Channel Name	Resource Name	R/S	Frequency	OS	PL	Notes Reviewed
Morgan Hill	Tactical-1	Simplex	S	146.490			Nov-2010
Morgan Hill	Tactical-2	Simplex	S	147.540			Nov-2010
Morgan Hill	Tactical-CERT	Simplex	S	146.550			Nov-2010
Morgan Hill	Packet 2M	Simplex	S	144.910			Jan-10

SANTA CLARA							
Operational Area	Channel Name	Resource Name	R/S	Frequency	OS	PL	Notes Reviewed
Santa Clara	Tactical	Simplex	S	147.510			Jul-08
Santa Clara	Tactical Alt 1	Simplex	S	147.465			Nov-2010
Santa Clara	Tactical Alt 2	Simplex	S	145.555			Jul-08
Santa Clara	ATV Broadcast	ATV	S	434.000			Jul-08
Santa Clara	Packet 220	Simplex	S	223.660			Jul-08

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Frequency plan changes

NASA-AMES							
Operational Area	Channel Name	Resource Name	R/S	Frequency	OS	PL	Notes Reviewed
NASA-Ames	Tactical	Simplex	S	147.420			Nov-2010
NASA-Ames	Tactical Alt 1	Simplex	S	146.445			Nov-2010
NASA-Ames	Tactical Alt 2	Simplex	S	147.585		J	Jul-2008
NASA-Ames	Event 1	Simplex	S	146.505			Nov-2010
NASA-Ames	Event 2	Simplex	S	146.490			Nov-2010
NASA-Ames	Command	NAGMF	R	145.250	-	123.0	Jul-2008
NASA-Ames	Packet 220, Primary	Simplex	S	223.660			Jul-2008
NASA-Ames	Packet 2M, Secondary	Simplex	S	144.910			Jul-2008

SARATOGA							
Operational Area	Channel Name	Resource Name	R/S	Frequency	OS	PL	Notes Reviewed
Saratoga	Command	K6SA	R	146.655	-	114.8	Jul-08
Saratoga	Tactical Alt	Simplex	S	146.505			Jul-08
Saratoga	Tactical Alt 2	Simplex	S	146.595			Nov-2010
Saratoga	Tactical HF	USB	S	28.400			Jul-08
Saratoga	Packet 220	Simplex	S	223.660			Jul-08

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Frequency plan changes

STANFORD U							
Operational Area	Channel Name	Resource Name	R/S	Frequency	OS	PL	Notes Reviewed
Stanford U	Primary	N6BDE	R	440.200	+	123.0	Jul-08
Stanford U	Tactical-1	Simplex	S	146.490		123.0	Jul-08
Stanford U	Tactical-2	Simplex	S	146.550		123.0	Nov-2010
Stanford U	Tactical	W6YX	R	1282.500	-	88.5	O Jul-08
Stanford U	Tactical	W6BITV	R	1292.550	-	88.5	P Jul-08
Stanford U	Packet tcp/tp 1200	W6YX-9	S	145.750			Jul-08
Stanford U	Packet tcp/tp 9600	W6YX-10	S	433.430			Jul-08
Stanford U	Packet 220	Simplex	S	223.660			Jul-08

<http://www.scc-ares-races.org/freqs/freqs.html>

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LOGGING

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ICS 214 – Unit Activity Log

- Our version: ICS 214-SCCo
- A record of all major activities and events
- EVERYONE fills out a 214
 - Individuals: a unit of one
 - Teams: Team leader
- Occasional message traffic?
 - Just log it right on the 214
 - No need to use a 309 Comm Log
- Use multiple pages if necessary
- Start it when you receive your assignment
- Turn in to supervisor at end of shift

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Example 214 (individual field communicator at checkpoint)

UNIT LOG		1. Incident Name and Activation Number		2. Operational Period (Date/Time)	
ICS 214-SCCo ARES/RACES		Mockingbird Heights Mummy Race RIP-13-13T		From: 10/31/09 To: 10/31/09 20:00 To: 24:00	
3. Unit Name / Tactical Call / Designator		4. Unit Leader (Name, Call Sign, IC# Position)			
Checkpoint 1		Herman Munster, W6XRL4			
5. Personnel Roster Assigned					
Name	Call Sign	ICS Position	Home Base/City		
6. ACTIVITY LOG					
Major Activities & Events / Occasional Messages (From / To / Msg# / Msg Text)					
Time (24:00)					
20:00	Received assignment; leaving home				
20:30	Arrive at Incident Command Post - Gateman, Goodbury & Graves funeral home				
20:30	Assigned to Checkpoint 1				
20:35	Arrived at Checkpoint 1				

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ICS 309 – Communications Log

- Our version: ICS 309-SCCo
- Net Control Operators and stations with high message traffic
- Columns help organize key message tracking info
- Does not replace 214
 - EVERYONE fills out a 214
- Turn in to supervisor at end of shift
- Instructions on back

<http://www.scc-ares-races.org/operations.html>

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Example 309 (Resource Net)

Example: Tracking Herman from home to event ICP

COMM Log		1. Incident Name and Activation Number		2. Operational Period (Date/Time)	
ICS 309-SCCo ARES/RACES		Mockingbird Heights Mummy Race RIP-13-13T		From: 10/31/09 To: 11/1/09 20:00 To: 04:00	
3. Radio Net Name (for NCOs) or Position/Tactical Call		4. Radio Operator (Name, Call Sign)			
Resource Net		Wolf Man, W6WOOF			
5. COMMUNICATIONS LOG					
Time (24:00)	FROM		TO		Message
	Call Sign/ID	Msg #	Call Sign/ID	Msg #	
23:00	W6XRL4				Leaving home – 1313 Mockingbird Lane ODO 123
23:15			W6XRL4		H&W - Highway 13 – ODO 141
23:30	W6XRL4				Arrived ICP ODO 150; Check-Out

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Example 309 (Event tactical/message net)

Example: Herman Munster's net control log

COMM Log		1. Incident Name and Activation Number		2. Operational Period (Date/Time)	
ICS 309-SCCo ARES/RACES		Mockingbird Heights Mummy Race RIP-13-13T		From: 10/31/09 To: 11/1/09 20:00 To: 04:00	
3. Radio Net Name (for NCOs) or Position/Tactical Call		4. Radio Operator (Name, Call Sign)			
Event Tactical Net		Herman Munster, K6XRL4			
5. COMMUNICATIONS LOG					
Time (24:00)	FROM		TO		Message
	Call Sign/ID	Msg #	Call Sign/ID	Msg #	
00:00	W6DRAC				Check-In – Assigned tactical Blood bank 1 (BBANK1)
00:05			All Checkpoints		First mummy on course; advise when at your station
00:15	BBANK1	107	MH-ICP	204	Blood bank is running short of O+ blood
00:20	CPI				First mummy passing checkpoint 1

- Use Msg # column for formal message nbrs; otherwise blank
- For tactical messages, you can leave to/from blank if yourself

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Resource Net Status Tracking with a Form

Resource Net		1. Incident Name and Activation Number		2. Operational Period (Date / Time)					
Travel Tracking Tool		Mockingbird Heights Mummy Race RIP-13-13T		From: 10/31/09 To: 11/1/09 20:00 To: 04:00					
3. Call Sign		4. Traveler Status (00:00 24-hour open w/)							
	Check in	Depart	HSW-1	HSW-2	HSW-3	HSW-4	Active	Check Out	5. Notes

- Don't get too hung up on the perfect form, t-card or whatever
 - You should be able to do this from anywhere, with anything
- The task is to track status; method is up to you
 - Who are you tracking? What is their status? When do you need to contact them next?
- Make sure you track status correctly!

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Interactive Exercise

Resource Net		1. Incident Name and Activation Number: <i>XSC-10-01A</i>		2. Operational Period (Date / Time): From: <i>3/5/10 06:00</i> To: <i>3/5/10 07:00</i>					
Travel Tracking Tool		Classroom Exercise							
4. Traveler Status (00:00 24-hour -00= ✓)									
B. Call Sign	Check-In	Depart	HW-1	HW-2	HW-3	HW-4	Arrive	Check-Out	C. Notes
<i>N6JRC</i>	06:01	06:05	06:20		06:35	06:50			
<i>K6FSH</i>	06:02	✓					06:14	✓	
<i>KF6ZSQ</i>	06:07	✓	06:21	-----	-----	-----	-----	06:36	Requested to leave early
<i>K6FJC</i>	06:08	06:32	06:47						
<i>KD6SOJ</i>	06:15	✓	06:30	06:45			06:49	✓	

- The time is now 06:57
- Who has arrived at the destination?
- Who is still on the net?
- Who is en route?
- Who is next up for a health & welfare check? And when?

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PACKET

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Disclaimer

- Just about everything we do with packet in the county has changed during 2010
- Functionality and reliability have been improved
- That means there is much more to learn
- Even more improvements are coming
- This section can only make you aware of the changes; it cannot replace 6+ hours of training plus practice
- Packet users are strongly advised to keep up with the regularly scheduled packet classes

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Main Packet Page

- Network Update Notices
 - Stay up to date!
- Frequencies & BBS info
- Presentations
- Configuration & Set-up
- Operating & Usage
- Client Software
 - Outpost / PacFORMS
- User Group & Tech Supp
 - Yahoo Group: scc-packet



http://www.scc-ares-races.org/packet.html

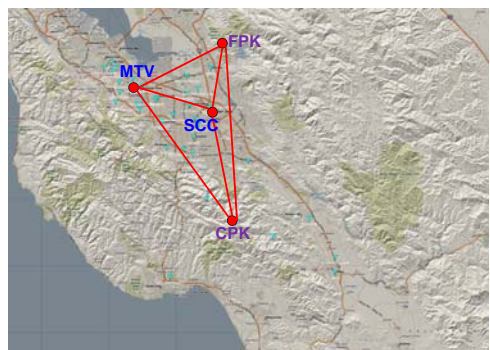
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Packet Network Infrastructure Changes

	Before 2010	2010 and beyond
BBS	<ul style="list-style-type: none"> Single BBS SW: DOS, AA4RE, no supp. HW: 386; DOS; custom 	<ul style="list-style-type: none"> 4 BBSs (2 implemented so far) SW: Linux, JNOS, active devel. HW: 12v, off-the-shelf
Frequencies	<ul style="list-style-type: none"> 3 access frequencies shared by 25+ agencies 	<ul style="list-style-type: none"> Access: 2m, 220 per BBS Backbone: 440
Performance	<ul style="list-style-type: none"> Poor County EOC bottleneck Use of digis adds traffic 	<ul style="list-style-type: none"> Improved First 7 agencies moved to new structure have excellent perf.
RF Coverage	<ul style="list-style-type: none"> Poor Digi on Crystal Peak not dependable 	<ul style="list-style-type: none"> Improved Digis upgraded to BBSs with better antennas, filters (early 2011)
Redundancy	<ul style="list-style-type: none"> None 	<ul style="list-style-type: none"> Excellent Each agency will be able to reach at least 2 BBSs

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BBS Locations



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BBS Assignments

- Each city/agency is assigned a primary BBS
 - City/agency EOC and all other users within that city/agency should use that BBS
 - Example:
 - MTV is primary for: Los Altos, Los Altos Hills, Mountain View, NASA/Ames, Palo Alto, Palo Alto Red Cross, Stanford
 - Any sites (EOCs, fire stations, parks, shelters, etc.) or individuals in those cities use the MTV BBS as their primary
- Assignments based on RF propagation study

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Backup Connectivity

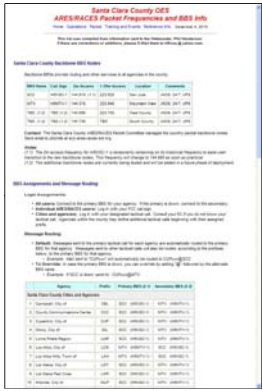
- Each agency also has a backup BBS
- Normal operations:
 - Each agency connects to their primary BBS
- If a particular BBS fails:
 - Agencies on failed BBS connect to their backup BBS
 - Agencies are evenly distributed across backup BBSs
 - Ex: if MTV fails, there will be three other BBSs. So, approximately 1/3 would connect to each of the other BBSs.

Note: Until Crystal Peak and/or Frazier Peak is deployed, some agencies can only reach the primary.

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BBS & Freq Page

- BBS info
 - Name
 - Call sign
 - Access frequencies
 - Location
 - Comments
- BBS Assignments & Routing
 - Agency
 - Prefix (used for many purposes)
 - Primary & Secondary BBS
- Other Nodes
 - Info about other systems in the area



<http://www.scc-ares-races.org/freqs/packet-freqs.html>

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Addressing a Message

To Send to:	Format	Example	Note
Self	<call sign> -or- <call sign> @ <bbs-name>	N6MEF	
User on same BBS	<call sign> -or- <call sign> @ <bbs-name>	N6JRC	
User on different BBS	<call sign> @ <bbs-name>	KA3L@SCC	1
Agency on Pri BBS	<tactical-call>	XSCEOC	2
Agency on BkUp BBS	<tactical-call> @ <backup-bbs-name>	XSCEOC@MTV	
Multiple addresses	<address> <address>	N6JRC;KA3L@SCC	3

Notes:

- 1) BBS names are listed on the packet frequency page. Individuals are requested to use the same BBS that is assigned to their city/agency
- 2) City/county tactical calls are auto-routed to their primary BBS
 - o ...@<bbs-name> is o.k. but not required)
- 3) Outpost uses the BBS command "SC" to "cc" the additional addressees

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Agency-specific Tactical Calls

- Agencies can request tactical calls for packet
 - As many as you need; must start with agency tactical prefix
 - Example usage: packet operators deployed to shelter, school, ...
 - Instructions: <http://www.scc-ares-races.org/packet.html>
 - "How to Request Tactical Calls"
- Tactical calls also added for Coastal Region and all surrounding counties
- Updates occur approximately once per quarter
- Once added to BBSs:
 - Packet users can log in with city tactical call signs
 - Messages automatically routed to agency's primary BBS
 - Example: Messages to LOSxxx routed to LOSxxx@MTV
 - Auto-routing can be overridden by specifying desired BBS (@bbsname)

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Packet Comms Outside the County

- Tactical calls created for:
 - OES Coastal Region (located in Oakland)
 - Surrounding counties: Alameda, Contra Costa, Marin, Monterey, San Benito, San Francisco, San Mateo, Santa Cruz
- Many can reach MTV or SCC
- Crystal Peak enhancements should fill in the remaining gaps

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Integrated Installer

- Installs Outpost & PacFORMS
 - Places OutPost in a separate directory (SCCo Packet) so it doesn't impact existing Outpost
- Includes standard TNC and county BBS setups
- Includes all standard county user settings
- Checking version info
 - Start > Programs > PacFORMS > SCCo Version

1. Install: v19
 2. Outpost: v250c007
 3. PacRELEASE: v3.3

- Start > Control Panel > Add or Remove Programs

Outpost v250007 and PacRELEASE v3.3 (Initial 19) Size: 9.49MB

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Standard TNC Settings

- Required when using the county packet net
- Reduces traffic by 80% vs. default settings
- County installer includes for common TNCs
 - Kantronics KPC-3, KPC-3+, Timewave PK-96, Kenwood TM-D710
- Consult documentation for other (AGWPE)
 - <http://www.scco-ares-races.org/packet.html>

Configuration and Set-up Instructions

[Standard Outpost Configuration Instructions - 09/11/2010 \(PDF - 608 KB\)](#)
[Standard TNC Parameter Settings - 05/05/2010 \(PDF - 456 KB\)](#)
[TNCs Settings for Outpost - 02/24/2010 \(PDF - 60 KB\)](#)

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Auto-Delivery Receipts

DELIVERED

- Sending
 - When you receive a message, Outpost generates the delivery receipt
 - Receipt is sent next time you Send/Receive (not visible in Out Tray)
- Receiving
 - Subject line: "DELIVERED: <your original subject line>"
 - Message contents: the date and time delivered

DELIVERED: LOS-101_OR_KCS213_Test of new auto delivery notification

From: K5MTV-1 Sent: 5/17/2010 19:49

To: losacc@mbv.ampr.org

Subject: DELIVERED: LOS-101_OR_KCS213_Test of new auto delivery notification

Your message was delivered to: losacc@cc.sccpc.org at 5/17/2010 7:49:39 PM

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SCCo Bulletin Areas

- Santa Clara County ARES/RACES uses only two bulletin areas
 - perm
 - Used for bulletins which don't expire
 - Examples: standard county procedures
 - 30days
 - Bulletins posted here automatically expire 30 days after date posted
 - Examples: Monday & Tuesday night check-in lists, drills, events, incidents
- County installer enables both bulletin areas

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Testing and Experimenting with Bulletins

- **DO NOT** send test or "unofficial" messages to the county bulletin areas: "perm" and "30days"
 - Only authorized users should post to "perm" and "30days"
- **DO** test and experiment with the "1daytest" bulletin area

- To retrieve:

Retrieve Selected Bulletin or sNDS Areas
 Enter as a list of file items (i.e. QST, KEPS, ARES) separated by commas.
 PERM, 30DAYS, 1DAYTEST
- To send:

Bulletin Message
 Bbt: K5MTV-1
 From: N5MEF
 To: 1daytest
 Subject: This is a test bulletin for our class

Don't forget to remove it later!

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Automated Standard Subject Line

- County standard Subject: line
 - [Originator Msg #]_[Severity]/[Handling-Order]_[Subject]
 - Documented: <http://www.scco-ares-races.org/packet.html>

Operating and Usage Instructions

[How to Send a Packet Message with Outpost - 01/20/2010 \(PDF - 76 KB\)](#)
[Standard Format for Packet Message Subject Line - 09/08/2010 \(PDF - 65 KB\)](#)
[Weekly Packet Check-In Procedure - 11/18/2010 \(PDF - 90 KB\)](#)

- Manual entry required for Outpost text messages
- PacFORMS automatically populates in Outpost subject line with info from the form

Bbt: WBXSC-1
 From: XSC50C
 To: LOSEOC
 Subject: XSC123_OR_KCS213_TestMessage Subject Line

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Consistent PacFORMS Headers

ICS-213 Message Form

EOC MESSAGE FORM

1) When Receiving Msg: Sender's msg. #

2) When Receiving Msg: Recipient's msg. #

3) Other Receiving Msg: Recipient's msg. #

4) Other Receiving Msg: Recipient's msg. #

5) Other Receiving Msg: Recipient's msg. #

6) Other Receiving Msg: Recipient's msg. #

7) Other Receiving Msg: Recipient's msg. #

8) Other Receiving Msg: Recipient's msg. #

9) Other Receiving Msg: Recipient's msg. #

10) Other Receiving Msg: Recipient's msg. #

11) Other Receiving Msg: Recipient's msg. #

12) Other Receiving Msg: Recipient's msg. #

13) Other Receiving Msg: Recipient's msg. #

14) Other Receiving Msg: Recipient's msg. #

15) Other Receiving Msg: Recipient's msg. #

16) Other Receiving Msg: Recipient's msg. #

17) Other Receiving Msg: Recipient's msg. #

18) Other Receiving Msg: Recipient's msg. #

19) Other Receiving Msg: Recipient's msg. #

20) Other Receiving Msg: Recipient's msg. #

21) Other Receiving Msg: Recipient's msg. #

22) Other Receiving Msg: Recipient's msg. #

23) Other Receiving Msg: Recipient's msg. #

24) Other Receiving Msg: Recipient's msg. #

25) Other Receiving Msg: Recipient's msg. #

26) Other Receiving Msg: Recipient's msg. #

27) Other Receiving Msg: Recipient's msg. #

28) Other Receiving Msg: Recipient's msg. #

29) Other Receiving Msg: Recipient's msg. #

30) Other Receiving Msg: Recipient's msg. #

31) Other Receiving Msg: Recipient's msg. #

32) Other Receiving Msg: Recipient's msg. #

33) Other Receiving Msg: Recipient's msg. #

34) Other Receiving Msg: Recipient's msg. #

35) Other Receiving Msg: Recipient's msg. #

36) Other Receiving Msg: Recipient's msg. #

37) Other Receiving Msg: Recipient's msg. #

38) Other Receiving Msg: Recipient's msg. #

39) Other Receiving Msg: Recipient's msg. #

40) Other Receiving Msg: Recipient's msg. #

41) Other Receiving Msg: Recipient's msg. #

42) Other Receiving Msg: Recipient's msg. #

43) Other Receiving Msg: Recipient's msg. #

44) Other Receiving Msg: Recipient's msg. #

45) Other Receiving Msg: Recipient's msg. #

46) Other Receiving Msg: Recipient's msg. #

47) Other Receiving Msg: Recipient's msg. #

48) Other Receiving Msg: Recipient's msg. #

49) Other Receiving Msg: Recipient's msg. #

50) Other Receiving Msg: Recipient's msg. #

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Inbound Message Numbering

- Some agencies number each incoming message with their own number
- ICS 213-SCCo has a place for Sender's vs. Recipient's message number
- Voice messaging procedures have used this for years
- Outpost & PacFORMS now perform this function automatically
- If configured, incoming message numbers appear:
 - In the message list for each folder (Ex. In Tray)
 - On the message detail when viewed on screen or when printed
 - In the proper box on a PacFORMS message
 - In auto-acknowledgements
 - In the ICS 309 Communications Log

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Inbound Message Numbering

Message Folder Listings

Message Details Display

From: K5MTV-1 Sent: 10/4/2010 09:54

From: losacc@mtv.ampr.org Local Msg ID: MEF122P

To: N5MEF

Subject: LOS987_OR_Message Numbering Test

This is a text message.

PacFORMS

1) When Receiving Msg: Sender's msg. #

2) When Receiving Msg: Recipient's msg. #

3) Other Receiving Msg: Recipient's msg. #

4) Other Receiving Msg: Recipient's msg. #

5) Other Receiving Msg: Recipient's msg. #

6) Other Receiving Msg: Recipient's msg. #

7) Other Receiving Msg: Recipient's msg. #

8) Other Receiving Msg: Recipient's msg. #

9) Other Receiving Msg: Recipient's msg. #

10) Other Receiving Msg: Recipient's msg. #

11) Other Receiving Msg: Recipient's msg. #

12) Other Receiving Msg: Recipient's msg. #

13) Other Receiving Msg: Recipient's msg. #

14) Other Receiving Msg: Recipient's msg. #

15) Other Receiving Msg: Recipient's msg. #

16) Other Receiving Msg: Recipient's msg. #

17) Other Receiving Msg: Recipient's msg. #

18) Other Receiving Msg: Recipient's msg. #

19) Other Receiving Msg: Recipient's msg. #

20) Other Receiving Msg: Recipient's msg. #

21) Other Receiving Msg: Recipient's msg. #

22) Other Receiving Msg: Recipient's msg. #

23) Other Receiving Msg: Recipient's msg. #

24) Other Receiving Msg: Recipient's msg. #

25) Other Receiving Msg: Recipient's msg. #

26) Other Receiving Msg: Recipient's msg. #

27) Other Receiving Msg: Recipient's msg. #

28) Other Receiving Msg: Recipient's msg. #

29) Other Receiving Msg: Recipient's msg. #

30) Other Receiving Msg: Recipient's msg. #

31) Other Receiving Msg: Recipient's msg. #

32) Other Receiving Msg: Recipient's msg. #

33) Other Receiving Msg: Recipient's msg. #

34) Other Receiving Msg: Recipient's msg. #

35) Other Receiving Msg: Recipient's msg. #

36) Other Receiving Msg: Recipient's msg. #

37) Other Receiving Msg: Recipient's msg. #

38) Other Receiving Msg: Recipient's msg. #

39) Other Receiving Msg: Recipient's msg. #

40) Other Receiving Msg: Recipient's msg. #

41) Other Receiving Msg: Recipient's msg. #

42) Other Receiving Msg: Recipient's msg. #

43) Other Receiving Msg: Recipient's msg. #

44) Other Receiving Msg: Recipient's msg. #

45) Other Receiving Msg: Recipient's msg. #

46) Other Receiving Msg: Recipient's msg. #

47) Other Receiving Msg: Recipient's msg. #

48) Other Receiving Msg: Recipient's msg. #

49) Other Receiving Msg: Recipient's msg. #

50) Other Receiving Msg: Recipient's msg. #

Auto-Acknowledgement from Recipient

Your message was delivered to: losacc@mtv.ampr.org at 10/4/2010 7:29:35 PM

losacc@mtv.ampr.org assigned Msg ID: SNY132P

This is a text message.

- Instructions: <http://www.scc-ares-races.org/packet.html>
- "How to Configure Outpost for Inbound Message Numbering"

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ICS-309 Communications Log

- Outpost now produces an ICS 309 communications log
- The log can be automated to print on a regular interval
- Configuration Options:
 - Reporting period, content, sort, layout, output destination
- Instructions: <http://www.scc-ares-races.org/packet.html>
- "How to Configure Outpost for Automated ICS-309 Printing"

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ICS 309 Communications Log

COMMUNICATIONS LOG					
Operational Period: 10/01/10 00:00 to 10/08/10 23:59	TASK # MEF-10-10-01	Date/Time Prepared: 10/08/10 09:37	Task Name: Example Log Output		
Radio Operator Name: Michael Fox	Station ID: N5MEF	LOG			
Time	From	To	Msg ID	Local ID	Subject
10/04 16:44	N5MEF	SNYEOC			Check-In 10/4 N5MEF - Michael - Los Altos - via MTV
10/05 19:06	K5FCW@MTV...	N5MEF@SCC...	MEF120P		RE: Packet Tactical Call Signs 10-Sep-2010
10/05 19:07	N5MEF@SCC...	K5FCW@MTV...			DELIVERED: RE: Packet Tactical Call Signs 10-Sep-2010
10/05 19:08	N5MEF@MTV...	K5FCW@MTV...			RE: Packet Tactical Call Signs 10-Sep-2010
10/08 09:29	N5MEF	K5FSH	MEF401		MEF401: new feature test
10/08 09:29	SNYEOC@SCC...	N5MEF@MTV...			DELIVERED: Check-In 10/4 N5MEF - Michael - Los Altos - via MTV
10/08 09:32	N5MEF	K5FSH	MEF402		MEF402_OR_Testing New Feature
10/08 09:36	N5MEF	K5FSH	MEF403		MEF403_OR_IC3213_Test of PacFORMS message Number

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Weekly Packet Check-In Procedure

- Weekly check-ins have migrated to the county network
- Connect to the primary BBS assigned to your city/agency
- Address your message to: SNYEOC
 - A new tactical call will soon be added for weekly check-ins; stay tuned
- Use a different PacFORM each week as a way to test and become familiar with them

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Upcoming Enhancements

- Add next two BBSs:
 - Crystal Peak – December install; January test
 - Frazier Peak – early 2011
- Additional services from the network
 - E-mail gateway: exchange messages with Internet e-mail addresses (early 2011, restrictions likely)
 - AMPR.org gateway: exchange messages and bulletins with other ampr.org (net 44) BBSs around the world (early 2011)
 - BBS gateway: exchange messages and bulletins with traditional amateur BBS network (maybe)
- Additional client software features (Outpost/PacFORMS)
 - Variety of ease of use enhancements

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MAC PROGRAM

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What is a Mutual Aid Communicator?

- Amateur radio operator (any license class)
- Willing to be deployed outside their own city
 - Typical shift is 8 hrs; be prepared for 12 hrs
- Meets basic/minimum requirements
 - Administrative
 - Training
 - Equipment
 - Experience
 - Performance
 - Ongoing Participation
- Nominated by EC and approved by CRO

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Typical MAC Assignments

- Field Communicator
 - Field checkpoints, CERT team communicator, damage surveys, crowd observation and information assistance, shelters, ...
- Net Control Operator
 - County EOC, city EOC, tactical nets, staging area nets, ...
- Packet Operator
 - County EOC, city EOC, shelter, staging area, ...
- Shadow Communicator
 - Public event staff, city or county staff, hospital staff, ...
- HF Operator (TBD)
 - Pass traffic out of the county, remote locations, ...

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MAC Program Entrance Requirements

```

    graph LR
      MIT[MIT] --> Req["Nomination Requirements:  
• Administrative  
• Training  
• Equipment  
• Experience  
• Performance  
• Ongoing Participation"]
      Req --> EC{EC Nomination}
      EC --> CRO{CRO Acceptance}
      CRO --> MAC[MAC]
    
```

- Candidate is designated “MAC in Training” (MIT) by EC
- Candidate completes nomination requirements
- Emergency Coordinator nominates candidate when ready
- County RACES Chief Radio Officer can accept or decline
- Once accepted, the individual becomes a MAC

Details in the MAC Program Handbook: <http://www.scc-ares-races.org/mac>


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County Performance Standards

- What are they?
 - An objective set of performance standards for emergency communicators
- Where did they come from?
 - Distilled from county training courses and best practices
- How are they used?
 - Recommended for ALL!
 - Required minimum standard for MACs
 - Objective standard for MAC evals

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Tracking & Completing the Process

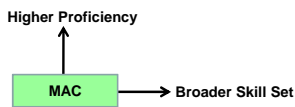


- Candidate**
 - Formulates plan with help of EC
- EC**
 - Designates candidate as MIT
 - Coaches and facilitates
- Candidate**
 - Manages own progress
 - Completes "MAC Candidate Record"
 - Submits form to CRO
- EC**
 - Nominates candidate to CRO
- CRO**
 - Reviews nomination with staff
 - Notifies candidate of acceptance

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Becoming a MAC is Just the Beginning

- Opportunities to learn
 - Different cities + different served agencies + MAC drills = higher proficiency + broader skill set




- Existing pool of MACs has widely varying skill sets
 - This occurs naturally, based on individual interest
 - That's part of what makes it fun

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How to Use Widely Varying Skill Sets?

Assignment Process:

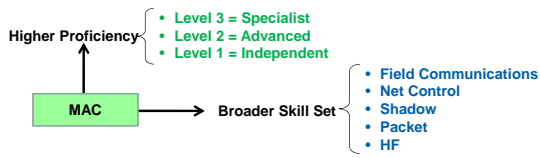


- Requesting resources
 - What types of resources are available to request?
 - How does served agency request specific type of resource?
 - When a resource arrives, what capabilities does he/she have?
- Assigning resources
 - How many MACs do we have that can do X?
 - How does net control know which MAC has which capabilities?
- Previously used individual knowledge to fill the gap
 - Problem: Who can know everyone's skill level? (hint: no one!)

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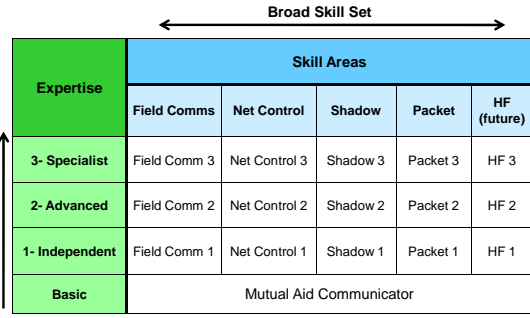
MAC Qualification Program Structure

- Take what we already do and divide it into meaningful and useful "buckets" of capabilities
- Structure:



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MAC Qualifications at a Glance



Expertise	Skill Areas				
	Field Comms	Net Control	Shadow	Packet	HF (future)
3- Specialist	Field Comm 3	Net Control 3	Shadow 3	Packet 3	HF 3
2- Advanced	Field Comm 2	Net Control 2	Shadow 2	Packet 2	HF 2
1- Independent	Field Comm 1	Net Control 1	Shadow 1	Packet 1	HF 1
Basic	Mutual Aid Communicator				

Higher Proficiency ↑

← Broad Skill Set →

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Earning a Qualification is Straight Forward

- Candidate completes requirements for the skill level
 - Prerequisites, training, participation
- Candidate undergoes a standardized evaluation
 - Conducted during drills, approved public service events, ...
 - Candidate simply operates their assignment normally
 - Evaluator observes performance vs. the Performance Standards
 - No "gimmies" and no "gotchas"
 - If passed, qualification is recorded in county database
 - If not, attend more training, get more experience, try again



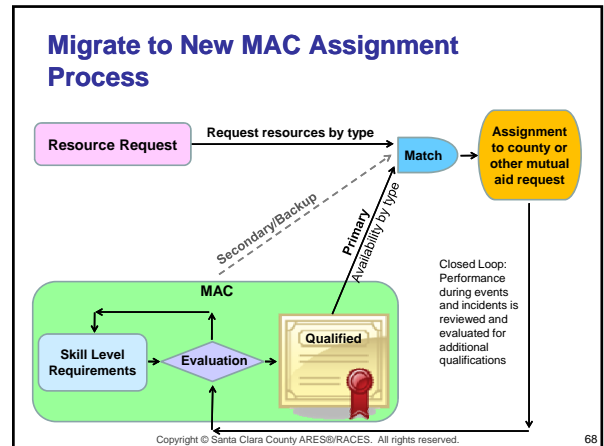
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View and Track your MAC Status Online

- View color coded qualification status summary
- Drill down to individual details in each qualification
- Print qualification credentials
- ECs: simplified reports
 - Rosters include qualifications
 - List of MACs by Qual Area
- County DEC/ADECs
 - DSW/Qual dispatch report
 - List of MACs by Qual Area

<http://www.scc-ares-races.org/activities>

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More Info in the MAC Program Handbook

- Table of Contents:
- Performance Standards
- How to Become a MAC
- Roles and Responsibilities
- Resource Assignment & Typing
- Advanced Qualifications
- Evaluations
- Recognition
- Advanced Qualification Definitions
- MAC Response Teams
- ICS and NIMS
- Records Management
- Program Management

<http://www.scc-ares-races.org/mac>

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