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**2020 Year End Summary, Update, Preview**



Santa Clara County ARES®/RACES  
Revised: 8-Dec-2020

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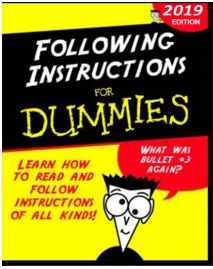
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**HOUSEKEEPING**

- Introductions
- Pen/pencil & paper
- Distractions
  - Cell phone
  - Pets
  - Other household members
- Questions – “Raise Hand”
- Breaks
- If we lose Internet connection
- Course Credit



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**Agenda**

- Year in Review
- Packet Update – Outpost and PacketForms
- Simulated Public Service Event - SET
- Intermod Calculator
- Training Update
- Cupertino - Infectious Disease Response Plan
- Forms Review
- Credentialing Program and COVID



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**Year in Review**

Tim Howard, KE6TIM  
Revised 7-Dec-2020

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**2020 Objectives and Goals**

- Aggressive Training and Exercise Plan
- Earn C4 Credential by Year End
- Adding WiFi connection to BBS Backbone for cities and agencies.
- March 11 - we cancelled or postponed all events thru mid April
- March 17 – SCCo Shelter In Place order

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**What we did to address COVID**

<b>Cancelled or Postponed</b>	<b>Added</b>
Mar – Net Control IIB Class	Apr – Repeater Sprint Contest
Mar – Fundamentals Class	June – Field Packet Mini Drill
Mar – Pop-Up NC Practice	Oct – Sim. Public Service Event
Mar – Medical Health Exer.	
Apr – NC Type II Class	<b>Modified &amp; Rescheduled</b>
May – Message Passing Class	May – Pop-Up Message Passing
Jun – Event Planning Class	June – Pop-Up Packet Practice
Aug – RDF Mini Drill	July – Field Ops Type IIA Class
Nov – Message Passing Class	July – Field Ops Type IIB Class

Modified some classes for Presentation via Zoom

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**Classes Not Conducive to Remote Teaching**

- Message Passing Class
  - Numerous one-on-one participant interaction sending and receiving messages between two participants
  - Student interaction with instructor and other participants that does not lend itself to remote instruction

What can you do?  
 Read the [Message Handling Procedures](http://www.scc-ares-races.org/training/courses/Msg_Passing/Message_Handling_Procedures_v191115.pdf) document is a good place to start. Reviewing the examples shown will make you a better message passer.  
[www.scc-ares-races.org/training/courses/Msg\\_Passing/Message\\_Handling\\_Procedures\\_v191115.pdf](http://www.scc-ares-races.org/training/courses/Msg_Passing/Message_Handling_Procedures_v191115.pdf)

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**Classes Not Conducive to Remote Teaching**

- Event Planning Table-Top
  - Close interaction between team members during the class.
  - Participants are seated at a table and plan a simulated event. They discuss requirements and plans for equipment, staff, addressing each aspect of an event: NC, Packet, Field Ops, Shadows, Logistics, Safety, Staging, etc.

What can you do?  
 Review the class Event Planning handouts  
 If you want to gain experience volunteer to help plan an event at the city level, or assist an experienced planner on one of the county events.

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**Packet Update**

Jim Oberhofer, KN6PE  
Revised 7-Dec-2020

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Packet Exercise

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**Weekly Packet "Practice"**

**2020... by the numbers** (through 8-Dec-2020)

	Monday	Tuesday	'20 ttl	'19 ttl	'18 ttl
Total Practice Messages sent	1394	1744	3138	2844	2116
% Correct all the time	96.6%	94.7%	95.5%	93.7%	93.2%
Ave # of Participants / Night	27	34	31	29	25.5

+6%
+12%

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### Weekly Packet "Practice"

- See the "Standard Packet Check-In/Out Message" App Note under...  
<https://www.scc-ares-races.org/data/packet/index.html#app-notes>
- See the Practice Message, Subject section under...  
<https://www.scc-ares-races.org/data/packet/weekly-packet-practice.html#Message>

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### What was new, different in 2020?

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### 440 access channels added BBS Call Signs and Frequencies

Call Sign	AX.25	User Access	BBS-BBS	Location
W1XSC	W1XSC-1	145 750, 223.620, 433.570		Santa Clara Co Office Bldg (San Jose)
W2XSC	W2XSC-1	145 730, 223.560, 433.590		Crystal Peak (South County)
W3XSC	W3XSC-1	144 310, 223.540, 433.450		Palo Alto
W4XSC	W4XSC-1	145 690, 223.600*, 433.550	223.600	Frazier Peak (above Milpitas)
W5XSC	W5XSC-1	varies	varies	Training, events, backup
W6XSC	W6XSC-1	varies	varies	Testing, backup

- Recommendation
  - Individuals use 2m or 440 access ( more readily available equipment)
  - EOCs use 220 access (less congested)
  - Download and print this listing for your Go Kit
  - Check web site and bulletins for changes

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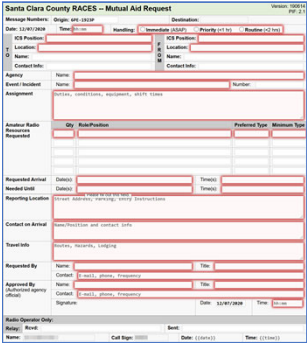
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### Mutual Aid Request Form SCC RACES

- The Mutual Aid Request form is used to request radio RACES operators during an activation.
- This form is now part of the public packet installer 150M.
- Do not use for...
  - RACES Public Service Events
  - Non-RACES jurisdiction mutual aid requests



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### Zoom! Packet training in pajamas

- Ran all the packet classes by zoom
- Zoom registration helped track who actually showed up (and stayed for the entire class!)
- Completing the homework was prerequisite for class credit
- Office Hours offered a chance for troubleshooting, a 1-on-1 chat, and general Q&A
- Quizzes... checked if you were still with us

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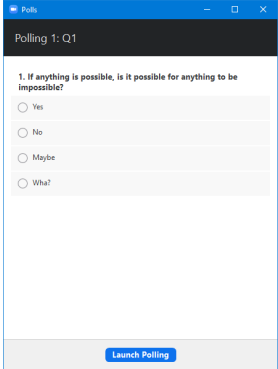
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**SCCo Installer v150M**  
December 2020



**PackItForm 3.2\***

- PackItForms AutoPrinting
- Move the XSC RACES Mutual Aid Request from the private to the public edition
- browse.cmd enhancements and updates
- Various form updates

**Outpost v3.4 c015\***

**By the numbers**

- 1 New Feature
- 15 Defects
- 33 Enhancements
- 19 SCCo Submitted
- 49 Total changes

**These were related to**

- 12 - Message Handling
- 9 - PackItForms AutoPrinting
- 5 - Other Addon Enhancements
- 4 - Opscripts
- ... plus another 19 various changes

\*See the release notes for details

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What's new with  
Outpost and PackItForms

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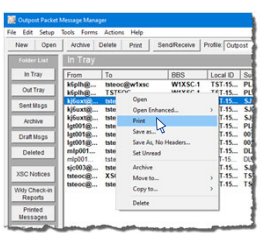
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**4. Message changes**

**Popup Menus**

- Pops up a specific menu of common commands or controls.
- Highlight a message and right-click to open the popup menu
- Added to
  - Outpost message listing
  - When creating a new message
  - After receiving a message

**NOTE!** Missing your favorite command? Let me know.



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**1. AutoPrinting for PackItForms**

**Features**

1. Automatically print messages when they are received, or sent
2. Includes plain text and PackItForm messages
3. Selectable number of copies for received and sent messages
4. Add footers to PackItForms

**When should you use this**

1. Need to distribute messages to different teams in the EOC or ICP
2. Keep track of who gets which copy

**Who is using this now**

1. SCC RACES at the County EOC

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**Step by step process**  
AutoPrinting

1. Install the latest version of SCC Installer 150M
2. Run Outpost
3. Set up Send/Receive Settings
4. Set up General Print Settings
5. Do it!

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**Plan for printing copies**

1. Before you do anything, make sure you know who needs to get copies of SCCo PackItForms. For instance, suppose you plan on distributing message copies to the following:
  - Radio Room
  - Planning & Intel
  - Operations
- Next...

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**For More Information**

- Support
  - See the Santa Clara County ARES/RACES web site packet page
    - <https://www.scc-ares-races.org/data/packet/index.html>
  - Join the packet discussion group
- Practice
  - Send a message during the weekly packet net, either or both days
    - <https://www.scc-ares-races.org/data/packet/weekly-packet-practice.html>
    - Automated feedback to help you improve, verify you've got it right
  - Participate as a packet operator at drills and other events

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**Simulated  
Public Service Event  
and ARRL SET**

Andreas Ott, K6OTT  
Revised 3-Dec-2019

Photo credits: Leslie Grimm K6EKN, Loretta Keller WB6BWQ, Mark Laubach K6FJC  
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**2020: the “uneventful” year**

- Zero public service events this year, even the one quarterly drill outdoor activity needed to be called off due to heavy smoke (extremely bad air quality in August)
- Almost no other qualifying events for credentials
- New Concept: the parade is simulated and everything was made up. Follow scripted playbook activities for actors, to “provoke” radio traffic that closely resembles the one from the real world parade.
- Exercise built for two hours, run it twice: once you are an operator, once you are a simulator
- Designed as deployment exercise with very little training component (not strictly meant for newbies)
- Entirely outdoor, physically distant operators, no “touch” community items (sharing radios)
- Adhere to state and county COVID-19 guidelines, stay home if you have symptoms, wash your hands, don't touch your face

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### Nobody saw that coming...

- We moved into uncharted territory by putting on an event that is 100% simulated. The Pros @SCC\_OES hire a specialized and \$\$\$ consulting firm to put on exercises like "Yellow Command".
- Prior Art: "Drill in a binder" in Los Altos
- Your Planning Team: 8 core members, plus input from Jim Clark, N6JRC and the real parade Nancy
- 4 weeks planning, 7 meetings, estimated 350 hrs
- Developed framework and placed events on the timeline, put tasks, injects and instructions into playbooks. Procedure to automatically generate printed sheets for each simulator from the MSEL (master scenario events list) spreadsheet. Create roleplay instructions for Principals. Write briefings for all positions. Go!

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### MSEL based planning

F1.04  
 Simulator: MunsterCarSim8  
 Time: 10:04:00  
 Title: car circumventing barricade at Whittney St and 1st St driving in  
 Responders: Police  
 Precedence: routine  
 Props needed: cardboard car2  
 Details what you need to do: sector prep driving in from float viewing area, go all the way east on 1st St, turn right onto State St, right on 2nd St, west on 2nd St, left on Main, hang out there (in parade route)  
 What is expected to happen: checkpoint to report type of car, license plate, direction of travel  
 End of task: drive back out after 2 minutes, back the way you came  
 Unfortunately, nobody can be told what *The Matrix* is.

- Parade documents + map
- Handling "situations", Lost Parent & Found Child
- Briefings
- 4 netcontrols on 3 nets, rotate every 25 mins
- Parade Principals and Shadows
- One MSEL per net
- One Inject task per sheet for simulators: at <time> do <this> until <that>
- Float drivers, pedestrians

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### Statistics - day of the event

- Reduced number of SET categories scored, only one agency, one community served, no formal traffic
- 44 Amateur Radio Operators participated, approximately 300 volunteer hours delivered
- Of these were 15 "new" hams, licensed since 2016
- 100% of stations on emergency power!
- Current ARRL SET score 266, THANK YOU!
- It's just slightly more than a quarter of the points compared to last year, but better than nothing. We don't know yet how the big hitters will score.

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After Action talking points

- We did OK on prescribing the Simulation, but it depends on the actors pulling their weight acting them out through roleplay
- Some simulation took on a life of its own
- Some simulation events need more QA, especially if they are multi-step or multi-operator
- We exercised some real world scenarios (open mike, traffic during netcontrol shift change)
- Forms handling has improved!
- During an activation: you MUST NOT leave home without being checked in on the Resource Net

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Photos: Parade Route



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Photos: Operators in position



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Photos: Simulator Briefing



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Photos: Parade Floats at Third Street



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Photos: Netcontrol



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Photos: Police Liaison near Safeway



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Photos: Hotwash debrief



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Photos: award winning masks Jeff & Kelly



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**Training Plans for 2021**

Judy Halchin, KK6EWQ  
Revised 5-Dec-2019

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**Scheduled classes for 2021**

- Introduction to Emergency Communications (Zoom)
- Fundamentals of Emergency Communications (Zoom)
- Field Operations IIIA, IIIB/II (Outdoor)
- Net Control IIIA, IIIB, II (Zoom)
- Shadowing (Zoom)
- Packet Operations IIIA, IIIB, II (Zoom)
- Cross-Band Repeating / Antenna Fundamentals (Zoom)

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**Zoom classes**

- No need to travel
- Presentations work well
- Practice sessions work better for some people
- Many fewer questions asked during Zoom classes
- Very little interaction among the participants in Zoom

When it's allowed and safe, we will go back to in-person classes, but we'll try to keep some of the benefits of Zoom classes.

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**Cupertino  
Infectious Disease Response Plan**

Jim Oberhofer, KN6PE  
Revised 1-Dec-2019

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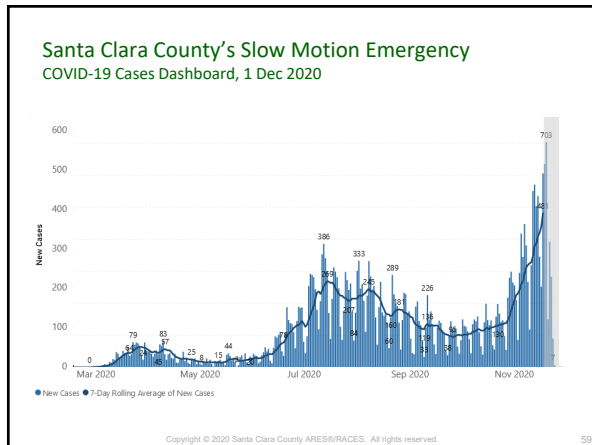
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**Situation**  
What does this mean to us?

- The COVID-19 pandemic is occurring, and will be with us for a while.
- The loss of life and associated economic and social trauma has been significant.
- Given the speed of its onset and expected duration, it is prudent to have a plan in place that guides our emergency field response.
- The complication of dealing with compound emergencies must be factored into any response plans to ensure we not only can meet the assigned mission, but also maintain the health and safety of everyone involved.
- Consider:
  - earthquake ...
  - wildland fire threat...
  - 200 year flood ...
 } ... during a pandemic
- The pandemic element of the response is what we addressed.

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### Plan Objectives

1. *Protect CCC responders and the community with whom we interact*
  - a. Protect their health and safety.
  - b. Maximize resources to maintain day-to-day emergency operations.
  - c. Minimize the virus spread and reduce the impact on CCC and public health.
2. *Maintain the continuity of response operations*
  - a. Continue day-to-day readiness and response operations to the maximum extent possible throughout all stages of the pandemic.
3. *Execute the CCC pandemic response*
  - a. Ensure all CCC teams and facilities can fulfill their response responsibilities during a pandemic.
  - b. Communicate and coordinate pandemic preparedness and response to all City staff and other CCC members.
  - c. Support the efforts of the City in mitigating the consequences of a pandemic.
  - d. Do not become part of the problem.

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### Leveraging from similar risks

<https://www.nrc.gov/about-nrc/radiation/protects-you/protection-principles.html>

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### Distance

#### Minimizing pandemic risk

Limiting close face-to-face contact with others is the best way to reduce the spread of COVID-19... keeping space between yourself and other people outside of your home.

**CDC recommends:**

- Stay at least 6 feet (about 2 arms' length) from other people.
- Limit close contact with others outside your household in indoor and outdoor spaces.

**CCC Action Plan:**

1. Adopt and implement social distancing requirements to the fullest extent possible.

**SOCIAL DISTANCING**

Keep one wavelength apart at 146MHz

2.0m = 6.7ft

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### Time (duration)

#### Minimizing pandemic risk

Most discussions on duration of exposure are aimed at Health Care Professionals (HCP), especially those working in the vicinity of aerosol treatments. The time (or duration) aspect of a contact comes into play when physical distancing requirements cannot be maintained.



The less time spent near a source, the less risk of an infection

Environmental considerations must be factored in when thinking about limiting or minimizing any possible exposure time.

- Spaces with poor air circulation (rooms with little or no ventilation) may result in a build-up of airborne viral matter that increases the likelihood of an infection.
- Conversely, spaces with good air circulation (spaces with open doors and windows, being outside) reduce the viral load by dispersing it over a wider area.

**CCC Action Plan:**

1. Do not engage in activities similar to those of HCP (be prepared to render First Aid if safe; do so with proper PPE).
2. Maximize the use of outdoor spaces whenever possible to maintain good air circulation.

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### Shielding / PPE


#### Minimizing pandemic risk

Cloth face coverings are most likely to reduce the spread of COVID-19 when they are widely used by people in public settings.

**NOTE:** You wearing a mask protects others from you, not you from others.

**CDC recommends:**

- People wear cloth face coverings in public settings when around people outside of their household, especially when other social distancing measures are difficult to maintain



**CCC Action Plan:**

1. Cloth face covering is required when a CCC responder is near anyone else.

**NOTE:** Starting June 18 2020, per state order, Californians must wear face coverings in common and public indoor spaces and outdoors when distancing is not possible.

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### Applying the Swiss Cheese Model

ANY SAFEGUARD HAS INHERENT FLAWS OR HOLES

DISTANCING

MASKS

TIME  
Cumulative impact

HAND-TO-HAND

PROBLEMS OCCUR WHEN MULTIPLE "HOLES" LINE UP

(@electroplandom) Reason

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**Assessing Risks**

<p><b>Low risk</b></p> <ol style="list-style-type: none"> <li>1. Physical Distancing. Keep at least 6 ft (2 meters) from others in public.</li> <li>2. Reduced group size in enclosed spaces</li> <li>3. Outdoor gatherings</li> <li>4. Sufficient ventilation</li> <li>5. Face masks</li> </ol>	<p><b>High Risk</b></p> <ol style="list-style-type: none"> <li>1. Close-up, in-person interaction</li> <li>2. Crowded events</li> <li>3. Poorly ventilated spaces</li> <li>4. People talking loudly, singing</li> <li>5. Prolonged exposure (15 minutes of unprotected exposure with someone less than 6 ft)</li> </ol>
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**Scope of the Plan**

1. General Field Assignments
2. ARK Level 3 Operations
3. ARK Level 2 Operations
4. ARK Level 1 Operations
5. Fire Stations Operations
6. Comm 469 Operations
7. Roles and Responsibilities

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**1. General Field Deployment Operations**

**Highlights – CARES**

Deployment activities involve operating a radio in the field to report observations or passing messages by radio on behalf of someone else; applies to Infrastructure Safety Assessment, Ember Watches, and Alt911 operations.

- A **Safety Officer** will be designated, either dedicated or in conjunction with other duties.
- Exercise social distancing between responders and the public at all times, except as strictly necessary to carry out a task associated with the response mission
- CCC members should recruit other household members as their Buddy
- SS checks resource list for pre-identified members interested in single-person (solo) assignments
- Use two vehicles if two non-household responders travel to the same location
- If you are not comfortable with your surroundings or assignment, let your supervisor know

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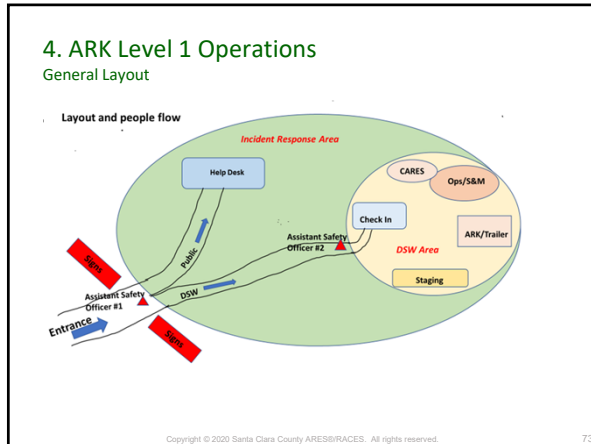
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- ### 6. Comm 469 Operations
- **Highlights –CARES**
  - All *General Field Deployment Operations* changes apply.
  - Only one individual will occupy the Comm 469 cab at a time. Supporting staff follows in separate vehicles.
  - When deployed, all vehicle operating compartment doors and roof vent will be open for increased air circulation.
  - Operations are split between inside and outside.
    - Radio Room Operator (P3) and Shift Supervisor (P4)
    - Resource Net (P1) and SCC County voice net/Packet (P2)
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**Broken record:  
Why logs are important**

- The paperwork we get from you is part of us exercising supervision over you while you are deployed. And we need proof of that in case we need to submit a DSW insurance incident report form.
- By keeping good documentation we can show that you did the “right thing™”, also important as a witness statement of events

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**From the lonesome event  
this year**

- Forms handling quality has improved compared to last year!
- Training works! So please attend our classes.
- ICS-214 (FieldOps 3A and NetControl 3A Classes) and video training
- ICS-309 (NetControl 3A and FieldOps 3B Classes) and video training
- This year’s event had no ICS-213 form messages (multiple classes / Monthly Practice Sessions)
- But still .....

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**Problems 1: Did these operators  
attend the same event I did?**

- ICS-214: only 9 lines are filled in (vs. 38 lines, or 21 lines on mine), no ICS-309
- OK to be less verbose when it’s boring, but just attending an event is 8 lines
- Lost child/parent? crowd counts? H&W
- Time stamps out of order
- ICS-214 last entry at 11:30, operator left event at 14:30 according to ICS-211

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### Problems 2: Unit Name and Unit Leader on ICS-214

- Unit Name: Your assigned tactical call or the name of the net you are the netcontrol for, might change
- Unit Leader: Your name and call sign (fill in right away), won't change

UNIT LOG	1. Incident Name and Activation Number	2. Operational Period (Date/Time)	
ICS 214-SCCo ARES/RACES	Mockingbird Heights Mummy Race RIP-18-13T	From: 10/31/18 20:00	To: 11/1/18 04:00
3. Unit Name / Tactical Call / Designators		4. Unit Leader (Name, Call Sign, ICS Position)	
Tactical Net Control		Herman Munster, W6XRL4	

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### Problems 3: Netcontrol ICS-309

- This is the main log of all happenings
- FROM and TO columns! See training
- Message column: keywords
- Use English, and we need to be able to decode your abbreviations
- Shift Changes (wax on – wax off, don't forget to breathe)

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### Problems 4: Radio Net Name and Radio Operator Name ICS-309

- It should be obvious, but just in case
- And if you forgot your name, check your Drivers License or FCC license

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: 10/31/13 2000	To: 11/1/13 0400
3. Radio Net Name (for NCOs) or Position/Tactical Call		4. Radio Operator (Name, Call Sign)	
Resource Net		Wolf Man, WBWOOF	

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**Credential Program**  
Challenges During COVID

Tim Howard, KE6TIM  
Revised 6-Dec-2020

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**Events are Required to Gain Experience**

- Experience in varied activities is an important part of earning a Credential
- No Public Service Events
- Few Drills/Exercise

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**2020**  
**Limited Number of Evaluations**

- Pop-Up Packet – P3 and P2 Evals
- Quarterly Drill – N3, P3
- Quarterly Drill – F3 Evals cancelled due to poor air quality (fires)

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**2021 Planned Eval Opportunities**

- Pop-Up Packet – P3 and P2 Evals
- Quarterly Drills – N3, P3, F3, maybe some Type 2 depending on evaluator availability.
- We will remain open to other opportunities that meet Credential requirements without sacrificing program quality.

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**What about 2 year requirement**

- The Credential program requires that requirements must be completed within a 2-year period.
- That time frame will be extended.
- When that time frame is determined it will be published.
- But, if an event/activity is offered try and take advantage, don't wait.

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**Challenges**

- COVID is still with us and probably will affect the number and types of activities for some time.
- We may plan events and later have to cancel them if situations change.
- Bringing the resources (staff, location, scenario, etc.) together takes time and effort.
- Be patient and flexible.

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## DSW Stickers

- New stickers for your County DSW card will be sent to the ECs for distribution.
- If ...
  - you are currently a County DSW
  - your contact data in the activity database has been updated or verified within the past 12 months.

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## Update/Verify Contact Info

**My Contact Information**

**My Profile**

- [My Contact Info](#) ←
- [My Equipment](#)
- [My Activity Record](#)
- [My Completion Certificates](#)
- [My Credentials](#)
- [My MAC-Qualifying Events](#)
- [Cities/Agencies I Support](#)
- [Change My Call Sign](#)
- [Change My Password](#)

Personal Information		Contact Information	
Call Sign*	W6XRL4	Home Phone#	999-555-1475
First Name*	Herman	Work Phone#	999-555-5693
Last Name*	Munster	Cell Phone#	999-555-4321
Address 1*	1313 Mockingbird Ln	Pager	
Address 2		e-mail #1 *	W6XRL4@arrl.net
City*	Mockingbird Hgts	e-mail #2	lmunster1815@gmail.com
State*	XX	* denotes required field	
Zip*	99999-0123	# at least one number is required	
Emergency Contact Information		AlertSCC Information	
Emergency contact*	Lily Munster	<b>County of Santa Clara</b> <small>(Home for phone &amp; SMS numbers: 909-949-9900)</small>	
Contact number*	999-555-1234	Phone #1 :	999-555-1475
<b>Thomas Bros. Map Information</b> <small>Enter the appropriate information for the above address</small>		Phone #2 :	
Page (3 digits) *		Phone #3 :	
Column (A-Z) *		e-mail #1 :	lmunster1815@gmail.com
Row (1-9) *		e-mail #2 :	
* denotes required field		SMS #1 :	999-555-4321
		<small>Note: to use AlertSCC, Phone #1 cannot be blank, if it is blank, the other information is ignored.</small>	

You last reviewed this information on: 01/07/2011  
I have reviewed the information on this page:  ←

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## Q&A

All Staff

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## Thank You!

Please check your email and follow the instructions to complete and return the Course Evaluation.

If you have questions or feedback about this or other training activities, you can join our Training discussion group.

<https://scc-ares-races.groups.io/g/training>

This is a moderated group.

**See you at a training class or exercise next year!**

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