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2022 Year End Updates



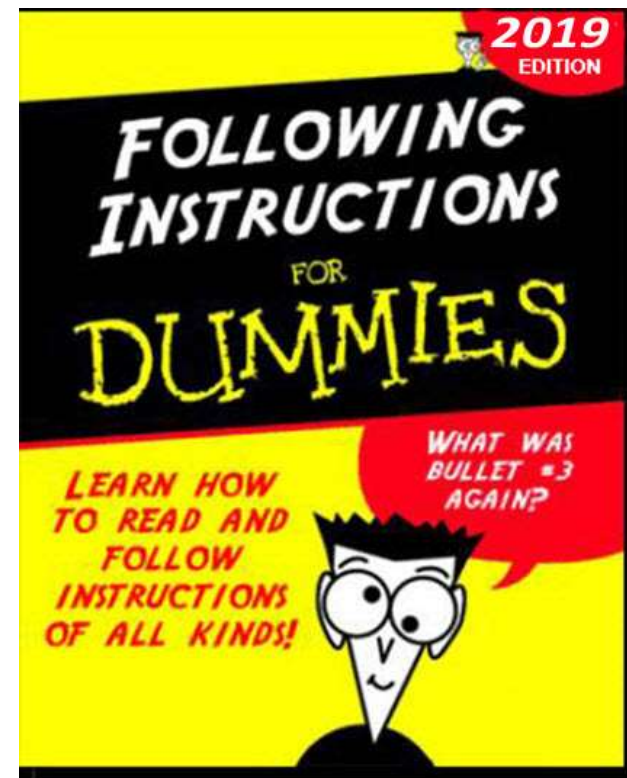
Santa Clara County ARES®/RACES

Revised: Dec 4, 2022

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HOUSEKEEPING

- Introductions
- Pen/pencil & paper
- Cell phones
- Side Conversations
- Questions
- Breaks **Water only in this room**
- Restrooms
- In case of emergency
- Parking – move at first break



Agenda

- Packet Network Update
- Weekly Packet Practice
- Monthly Packet Message Passing Practice
- Message Passing
- ARRL SET
- Credentialing Program
- 2023 Training



Packet Network Update

2022 Year End Review, 2023 Plans

Jim Oberhofer, KN6PE
Revised 3 December 2022

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Packet Training

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2022 Packet Classes

By the numbers

- 153 classroom hours spent (not counting homework)
- 51 class sign-ups (all 3 classes)
 - 19 in Packet IIIA
 - 19 in Packet IIIB
 - 13 in Packet II
- 25 unique participants
- 6 packet Ops attended only one class
- 12 packet Ops attended only two classes
- 7 packet Ops attended all three classes



2022 Packet Classes

Year over Year participation

| | 2017 | 2018 | 2019 | 2020 | 2021 | 2022 |
|--------------------------------|---------|---------|---------|------|------|---------|
| | ClassRm | ClassRm | ClassRm | Zoom | Zoom | ClassRm |
| classroom hours spent | 360 | 318 | 288 | 315 | 342 | 153 |
| class sign-ups (all 3 classes) | 120 | 116 | 96 | 105 | 114 | 51 |
| Packet IIIA | 49 | 46 | 33 | 42 | 44 | 19 |
| Packet IIIB | 42 | 35 | 29 | 29 | 32 | 19 |
| Packet II | 29 | 25 | 24 | 34 | 38 | 13 |

Packet Class Exercises

- Packet IIIA content workbook – Intro to Outpost and PackItForms
- Packet IIIB scripted exercise – check-ins, message passing, check-out
- Packet II scripted exercise – similar to IIIB but without Outpost!

- To get class credit, you had to do three things:
 - Show up for the class
 - Complete the class evaluation
 - Complete the homework

- While not part of the Packet II class, ~40% went on to do the November *Monthly Packet Message Passing Exercise* manually.

Highlights -- Outpost and PackItForms

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What's in the box?

- SCCo Integrated Packet Installer 161G
 - Outpost Packet Message Manager
 - GUI-based interface for managing packet communications
 - Makes using packet as simple as using e-mail
 - PackItForms
 - Next generation HTML-based forms for use with Outpost
 - Headless Chrome for auto-printing support



SCCo Installer v161G

September 2022



PackItForm 3.9*

- New Check-in/Check-out form
- Several forms now with initial field values set
- PackItForms align with the Recommended Form Routing Cheat-sheet
- Other enhancements, minor changes

Outpost v3.6.0*

- Rolls back Installer to support XP system and earlier installations
- Removes PacForms from the Forms menu (but is still installed)
- Other minor functionality changes to address SCC defects

*See the release notes for details

Top 6 packet “what’s new” items for 2022

1. New PackItForm defaults
2. New Check-in/out form
3. New city notice retrieve setting
4. Message ID Suffix characters
5. Manual Ops – a focus on putty
6. Packet USB Stick Suggestions for P2, P1 qualifications

1. PackItForms

Submit to Outpost Submit via Email Reset Form = required Show Text Message

Message number: **6PE-618P**
 Check In Check Out

Your Call Sign: Submit to Outpost Submit via Email Reset Form Show PDF = required Show Text Message
 Use Tactical

MESSAGE FORM
 SCCo ICS F /2022) Submit to Outpost Submit via Email Reset Form Show PDF = required Show Text Message

Date ¹: 07/23/2022

Santa Clara County EOC Resource Request Form 213RR Version: 8/17 PIF: 2.3

Message Number: Submit to Outpost Submit via Email Reset Form Show PDF = required Show Text Message

Date: 07/23/2022

Santa Clara OA Jurisdiction Status WebEOC: 20190327 PIF: 2.2

Message Number: Submit to Outpost Submit via Email Reset Form Show PDF = required Show Text Message

Date: 07/23/2022

Santa Clara OA Shelter Status WebEOC: 20130814 PIF: 2.2

Message Number: Submit to Outpost Submit via Email Reset Form Show PDF = required Show Text Message

Date: 07/23/2022

Allied Health Status Report Short Form (DEOC-9) Version: February 2018 PIF: 2.3

Message Number: Submit to Outpost Submit via Email Reset Form Show PDF = required Show Text Message

Date: 07/23/2022

Santa Clara County RACES -- Mutual Aid Request Version: 20220129 PIF: 2.3

Message Numbers: Origin: 6PE-624P Destination:

Date: 07/23/2022 Time: Handling: Immediate (ASAP) Priority (<1 hr) Routine (<2 hrs)

ICS Position: RACES Chief Radio Officer ICS Position:

Location: County EOC Location:

Name: Name:

Contact Info: Contact Info:

Agency Name:

Event / Incident Name: Number:

Assignment: Duties, conditions, equipment, shift times

| Amateur Radio Resources Requested | Qty | Role | Position | Preferred Type | Minimum Type |
|-----------------------------------|----------------------|----------------------|--------------------|----------------|--------------|
| <input type="text"/> | <input type="text"/> | <input type="text"/> | for example, Ch... | | |

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County Use of PackItForms

- Santa Clara County PackItForms contains these public forms
 1. *XSC Check-In/Out Message* Form
 2. *XSC ICS-213 Message* Form adapted for Santa Clara County to transmit messages.
 3. *XSC EOC-213RR Resource Request* Form – Requests specific resources needed to support an emergency.
 4. *XSC OA Jurisdiction Status* Form – Reports jurisdiction emergency situation status to county OEM.
 5. *XSC OA Shelter Status* Form – Reports information and status on shelters opened in the cities to county OEM.
 6. *XSC Allied Health Facility Status* – Reports information & status of private Skilled Nursing facilities to SCC Public Health Department.
 7. *XSC RACES Mutual Aid Request* Form – Used by a jurisdiction to request a RACES Mutual Aid.
- The SCC Installer program automatically installs these packet forms along with Outpost.
 - Additional forms may be provided by your EC

XSC ICS 213 Message Form

Submit to Outpost Submit via Email Reset Form Show PDF = required Show Text Message

MESSAGE FORM
 SCCo ICS Form 213 (01/19 /2022) PIF 2.2 Origin Msg #: 2 HXM-626P Destination Msg #: 3

Date ¹: 07/24/2022 Time (24hr): hh:mm Handling ⁵: Immediate (ASAP) Priority (<1 hr) Routine (<2 hr)

This message requests you to ⁶:
 Take Action: Yes No
 Reply: Yes, by No

TO ICS Position: ⁷ ICS Position: ⁸
 Location: ⁹ Location: ⁹
 Name: Name:
 Telephone #: Telephone #:

Subject: ¹⁰
 Reference: ¹¹ e.g. Number of earlier msg.
 Message: ¹²

Action Taken: ¹³ (For use by Originator/Recipient) **USE SEPARATE MESSAGE FORM IF SENDING REPLY!**

CC: Management Operations Planning Logistics Finance

Operator Use Only: ¹⁴
 Relay: Rcvd: Sent:
 How Received or Sent
 Telephone Dispatch Center
 EOC Radio FAX Courier
 Amateur Radio Other: Packet
 Operator Call Sign: W6XRL4
 Operator Name: Herman Munster
 Date: {{date}} Time: {{time}}

- SCC IS 213 Message Form
- Updated Form fields!
 - Message Number Fields
 - Removes **Situation Severity** Field

XSC EOC Resource Request 213RR

Submit to Outpost Submit via Email Reset Form Show PDF = required Show Text Message

Santa Clara County EOC Resource Request Form 213RR Version: 8/17 PIF: 2.3

Message Numbers: Origin: HXM-629P Destination:

Date: 07/24/2022 Time: hh:mm Handling: Immediate (ASAP) Priority (<1 hr) Routine (<2 hrs)

ICS Position: Planning Section ICS Position:

Location: County EOC Location:

Name: Name:

Contact Info: Contact Info:

1. Incident Name 2. Date Initiated 07/24/2022 3. Time Initiated hh:mm 4. Tracking Number (OA EOC)

5. Requested by (name, agency, position, email, phone) 6. Prepared by (name, position, email, phone)

7. Approved By (name, position, email, phone)

Requesting Agency / EOC Section
Requested Resource Details

8. Qty/Unit 9. Resource Description (kind/type if applicable) 10. Arrival (date/time) 11. Priority: 12. Est'd Cost

13. Deliver to (name, agency, position, email, phone) 14. Location (address or lat/long, site type)

- For material, equipment, and staff requests, not for RACES Mutual Aid
 - *New form defaults!*
 - To ICS Position: **Planning Section**
 - To Location: **County EOC**
- Note!** Fields can be changed at message create time

1. New PackItForm Defaults

| PackItForms | Handling Order | TO ICS Position | To Location |
|----------------------------|----------------|----------------------------|-------------|
| ICS 213 Message Form | -- | -- | -- |
| EOC Resource Request 213RR | -- | Planning Section | County EOC |
| OA Jurisdiction Status | Immediate | Situation analysis Unit | County EOC |
| OA Shelter Status | Priority | Mass Care and Shelter Unit | -- |
| Allied Health Status | Routine | EMS Unit | MHJOC |
| RACES Mutual Aid Request | Routine | RACES Chief Radio Officer | County EOC |

- Aligns with the *RACES Recommended Form Routing Cheat Sheet*
- Similar default settings for the Hospital PackItForms
- Fields can be changed at message create time
- Always double-check the *RACES Recommended Form Routing Cheat Sheet* for your specific situation

2. Check-In/Out: PackItForms

- PackItForms now includes a Check-In/Out message form
 - Option for both check-in and check-out messages
 - Handles FCC call signs and Tactical Calls
 - Correctly formats the subject line and message body

Station ID is W6XRL4 as XNDFS1

Identification | BBS Logins | Signatures |

Current Profile: Outpost

Legal

User Call Sign: W6XRL4 New

User Name: Herman Munster Delete

Message ID Prefix: RL4 (3 Characters max)

Tactical

Use Tactical Call for all BBS interaction

Tactical Call Sign: XNDFS1 New

Additional ID Text: Xanadu Station 1 Delete

Message ID Prefix: FS1 (3 Characters max)

Show this form on startup OK Apply Cancel

← → ↻ 🏠 127.0.0.1:56732/form-2

Submit to Outpost Submit via Email Reset Form

Message number: FS1-1772P

Check In Check Out

Your Call Sign: W6XRL4 Name: Herman Munster

Use Tactical Call: XNDFS1 Name: Xanadu Station 1

FS1-1772P_R_Check-In XNDFS1, Xanadu Station 1 (PM:342)

File Edit Actions Window Help

Send Print Save Delete Close Urg Pvt Bul N

Private Message

Bbs: W1XSC-1

From: XNDFS1

To... XNDEOC@W1XSC

Subject: FS1-1772P_R_Check-In XNDFS1, Xanadu Station 1

Check-In XNDFS1, Xanadu Station 1
W6XRL4, Herman Munster|

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2. Check-In/Out Messages

- General rules during field assignments



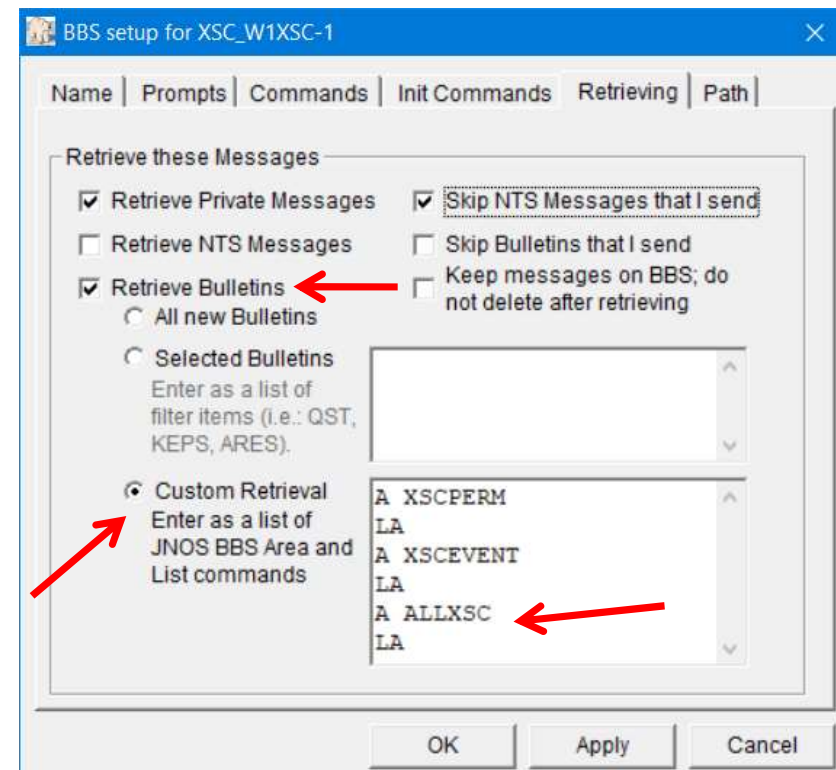
- Check in and out using your assigned Tactical Call, not your FCC call
- Check-in as soon as the station is ready
- Check-out before shutting down the station using your *Tactical Call*
- Always send as plain text messages
- Always use [HandlingOrder] = “_R_”
 - Handling Order = R (Routine)
- Always follow the standard subject line format
 - With specific check-in/out details for subject and message body

3. Outpost is Pre-Configured for SCCo Notices

- The SCCo Packet Installer pre-configures Outpost to download SCCo notices
 - XSCPERM
 - XSCEVENT
 - ALLXSC
- In Outpost:
 - Setup > BBS, Retrieving Tab
 - Check “Retrieve Bulletins”
 - Check “Custom Retrieval”
 - Custom Retrieval:

```

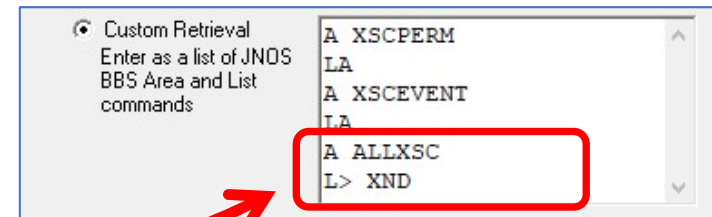
A XSCPERM      (Area)
LA             (List All)
A XSCEVENT    (Area)
LA             (List All)
A ALLXSC      (Area)
LA             (List All)
  
```



3. Using City Bulletins

Setup

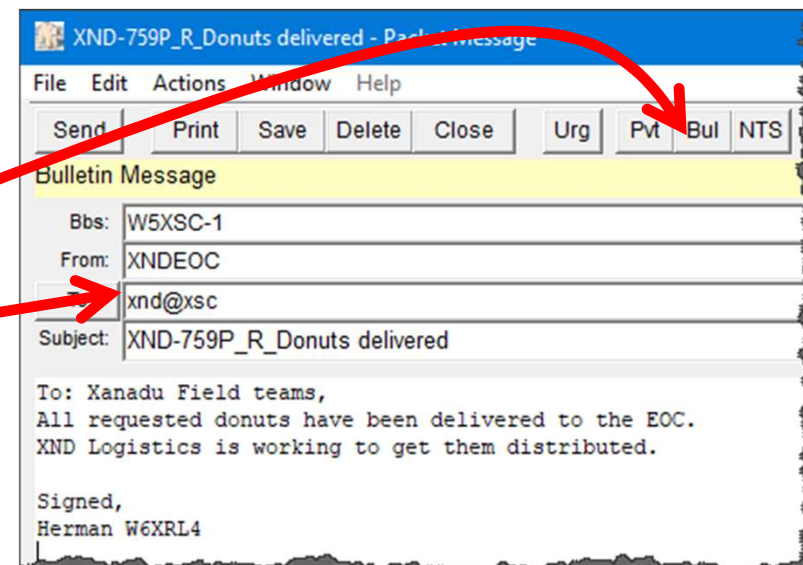
- **Setup > BBS > Retrieving**
- Change the **LA** command to **L>**
- Add your city's three char prefix (ex: "XND", "SJC", "MTV", etc.)



NOTE: only one City entry is allowed.

Create, send a city bulletin

- Start a new message
- Click the "**Bul**" button
- Address it to "**xnd@xsc**"
- Enter your message and click Send
- Addressing it to **@xsc** distributes to all XSC (Santa Clara County) BBSs.




See the details here...

<https://www.scc-ares-races.org/data/packet/packet-addressing.html#bull-city>

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3. SCCo Notice Areas

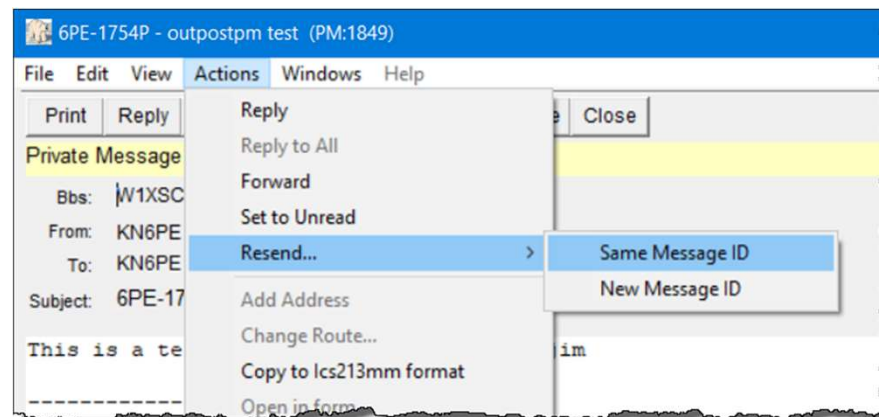
- SCCo ARES/RACES has four special notice categories:
 - xscperm
 - Used for notices that do not expire
 - examples: standard county procedures
 - xscevent
 - Notices posted here automatically expire after 8 days 
 - examples: Drills, public service events, incidents, other activations
 - xsctest
 - allxsc
 - Where you can write city and jurisdiction notes
 - Notices posted here automatically expire after 8 days
- Advantages
 - Limits on-air time required to check bulletins
 - Focuses readership so important information is not missed
 - Outpost only downloads a notice once

4. More message suffix characters

- For this message... “XND-200**P**_R_Event Instructions”, the standard Message ID is:
 - 3-character message prefix for the originator, a hyphen, followed by a message number, followed by...
 - Outpost adds a **P** suffix if it generates the message number
- You might also see:
 - XND-200**R**_R_Event Instructions – **Resend** message; same message number and content, different suffix character.
 - XND-200**M**_R_Event Instructions – **Manually** created message (Outpost was unavailable).

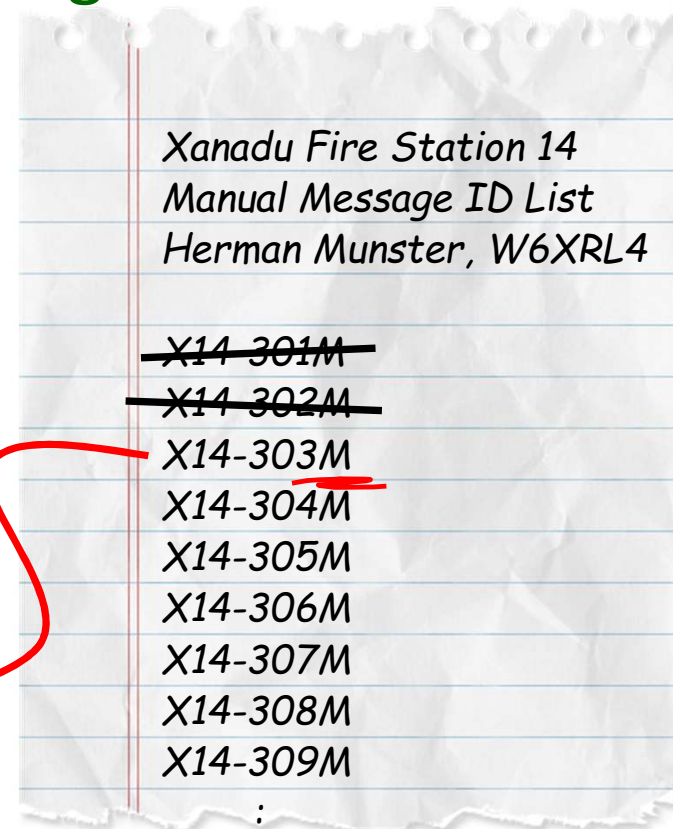
4. Outpost's Resend option

- Resending both Plain Text and PackItForm Messages
- **NOTE!** If you select **Resend, Same Msg ID**, then manually change the Message ID -###P to -###R for Resend. This ensures no duplicate message confusion.



4. Manually track your Message ID's

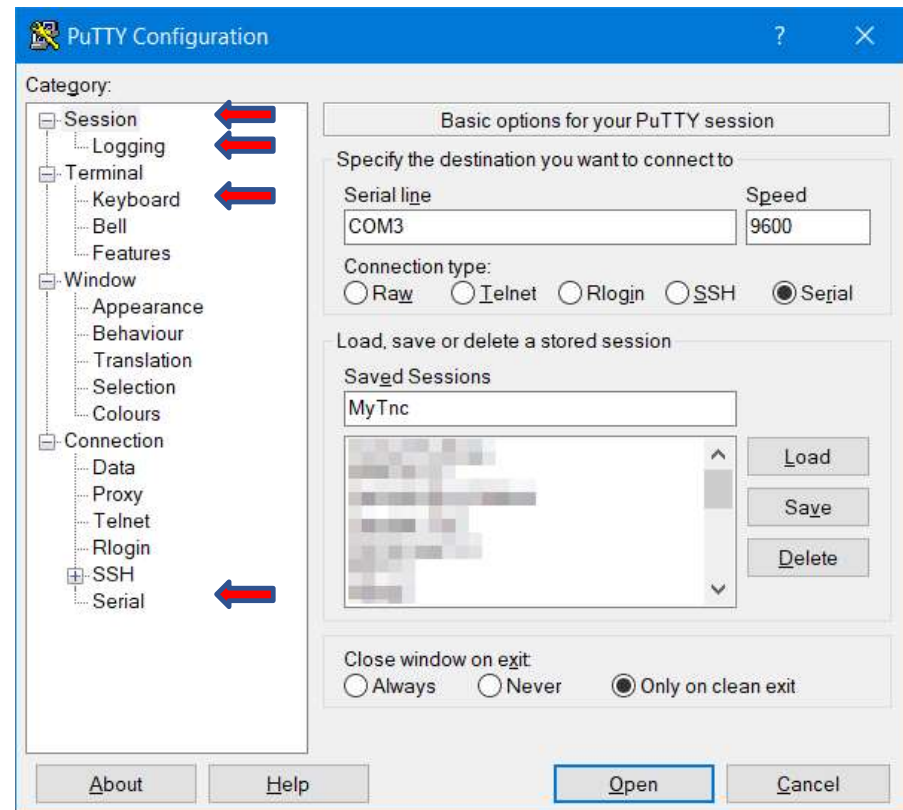
- Outpost usually manages message numbers for you.
- But without Outpost, you have to do it!
- Any piece of paper will do.
- Create a list of message IDs to use.
 - Use the 'M' suffix to indicate this is a **Manual** message and not conflict with Outpost's "P" (for packet) suffix.
- When you use one, cross it out.
- Example: given this list, your next Message ID is **X14-303M**.
- For packet messages sent or received, enter the Message ID in the next message and your ICS 309 Comm Log for packet messages.



NOTE: There are other ways to keep track of your manual message IDs; the above is one method.

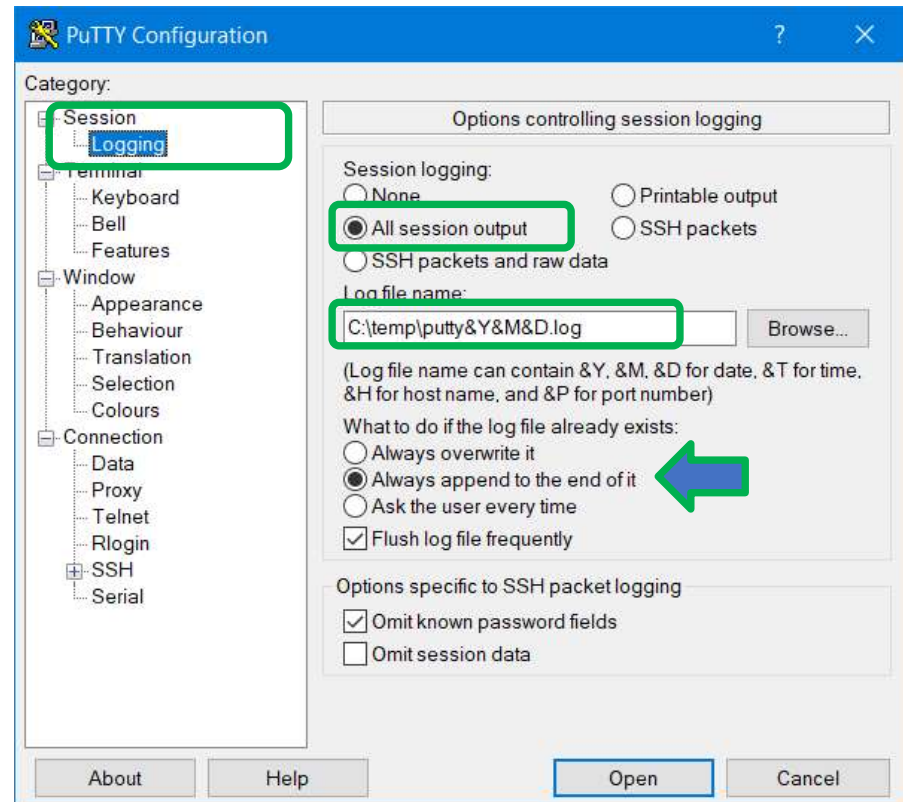
5. Manual Operations – PuTTY

- Why PuTTY?
 - Good terminal emulator for manual packet work.
 - Includes a stand-alone (portable) program that is not dependent on any IT or Admin permissions to run it.
 - Good feature set that aligns with how we do manual packet.
 - Straight forward configuration.



5. Set up PuTTY Session Logging

5. Next, click on the **Session > Logging** tab
6. Set Session Logging to All session output
7. Set up a
8. ... if the file exists: Always append to the end



Why do logging at all?

- During manual operations, it is easy to loose track of what is going on.
- Logging creates a history of your manual interactions and a reference if you ever need to go back and check if you got it all right.

6. Packet USB Stick Suggestions

or, could Manual Packet Ops really happen to me?

- Better to be safe than sorry... Build your USB packet memory stick now!
- Directories (suggested)
 - x:\Programs
 - Putty installer (<https://www.putty.org/>)
 - Putty standalone executables (<https://www.putty.org/> > Alternate Bin Files)
 - SCCo PackItForm Directory (C:\PackItForms\Outpost\SCCo)
 - SCCo Packet Installer (<https://www.scc-ares-races.org/data/packet/client-software.html>)
 - Office Libre Portable version (<https://www.libreoffice.org/download/portable-versions/>)
 - x:\SCC Notices
 - downloaded text version (SCCo Packet Check-In~Out v220324.txt, etc.)
 - Archive of the Outpost SCC Notices directory to reload if necessary
 - x:\TNC Init files

| | |
|----------------------------|------------------------|
| • Kantronics_KPC3.txt | • Kenwood_TM-D710A.txt |
| • Kantronics_KPC3-Plus.txt | • MFJ_1270C-1274C.txt |
| • Kenwood_TH-D72A.txt | • TAPR_TNC2.txt |
 - x:\Docs
 - JNOS commands (<https://www.scc-ares-races.org/data/packet/jnos.html>)
 - TNC Manual
 - (Unofficial) Amateur Packet Radio Field Reference
 - x:\Messages & Logs



What's the plan for 2023?

- Maintenance release planned
 - more Outpost and PackItForm enhancements; reported bug fixes
- Pop-up Packet Exercise
 - March 2023 (tentative)
- Packet class schedule
 - Packet Type IIIA 5-Aug-2023
 - Packet Type IIIB 7-Oct-2023
 - Packet Type II 4-Nov-2023

Weekly Packet Practice

Steve Roth, KC6RSC

Revised 3-Dec-2022

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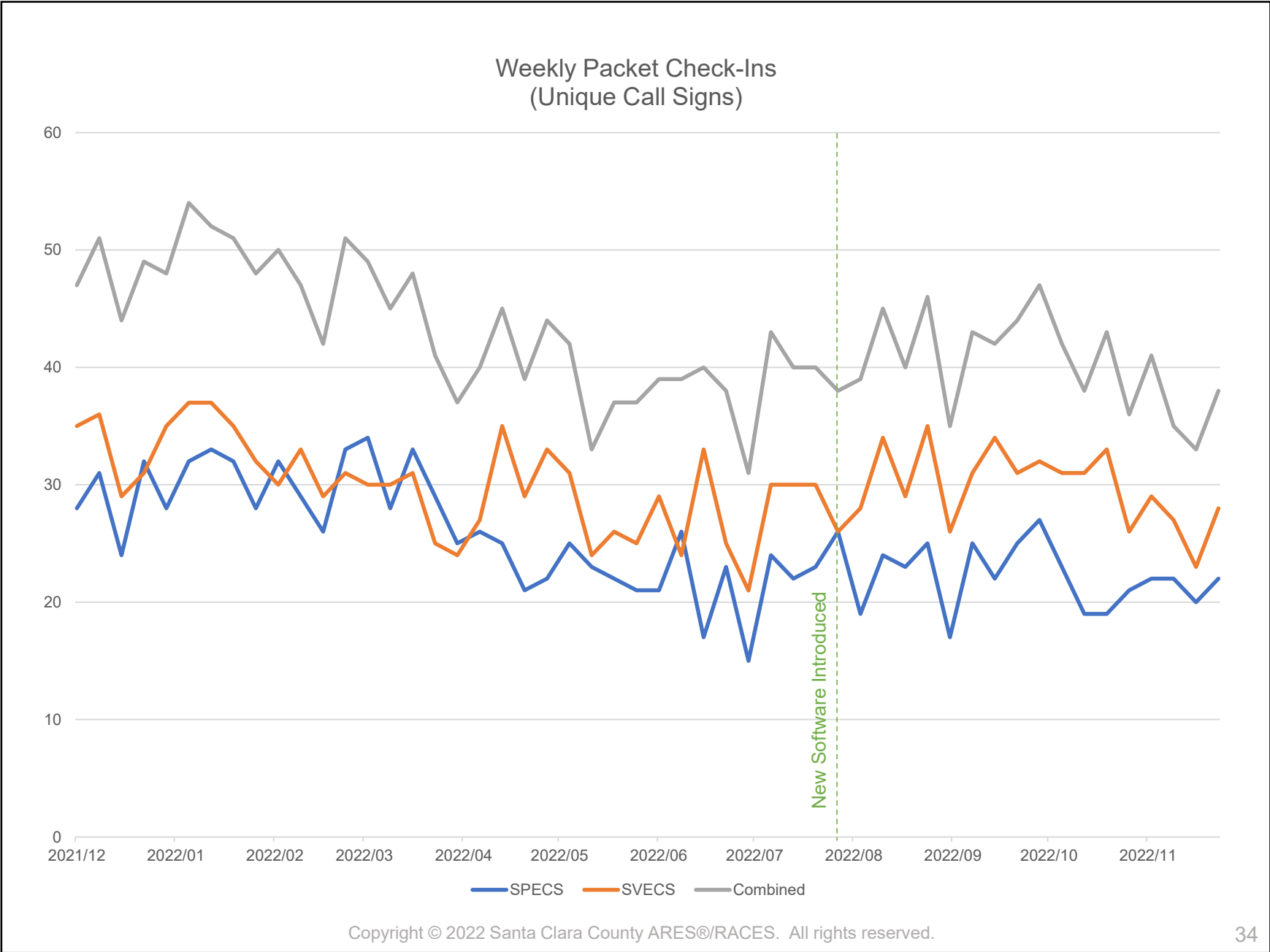
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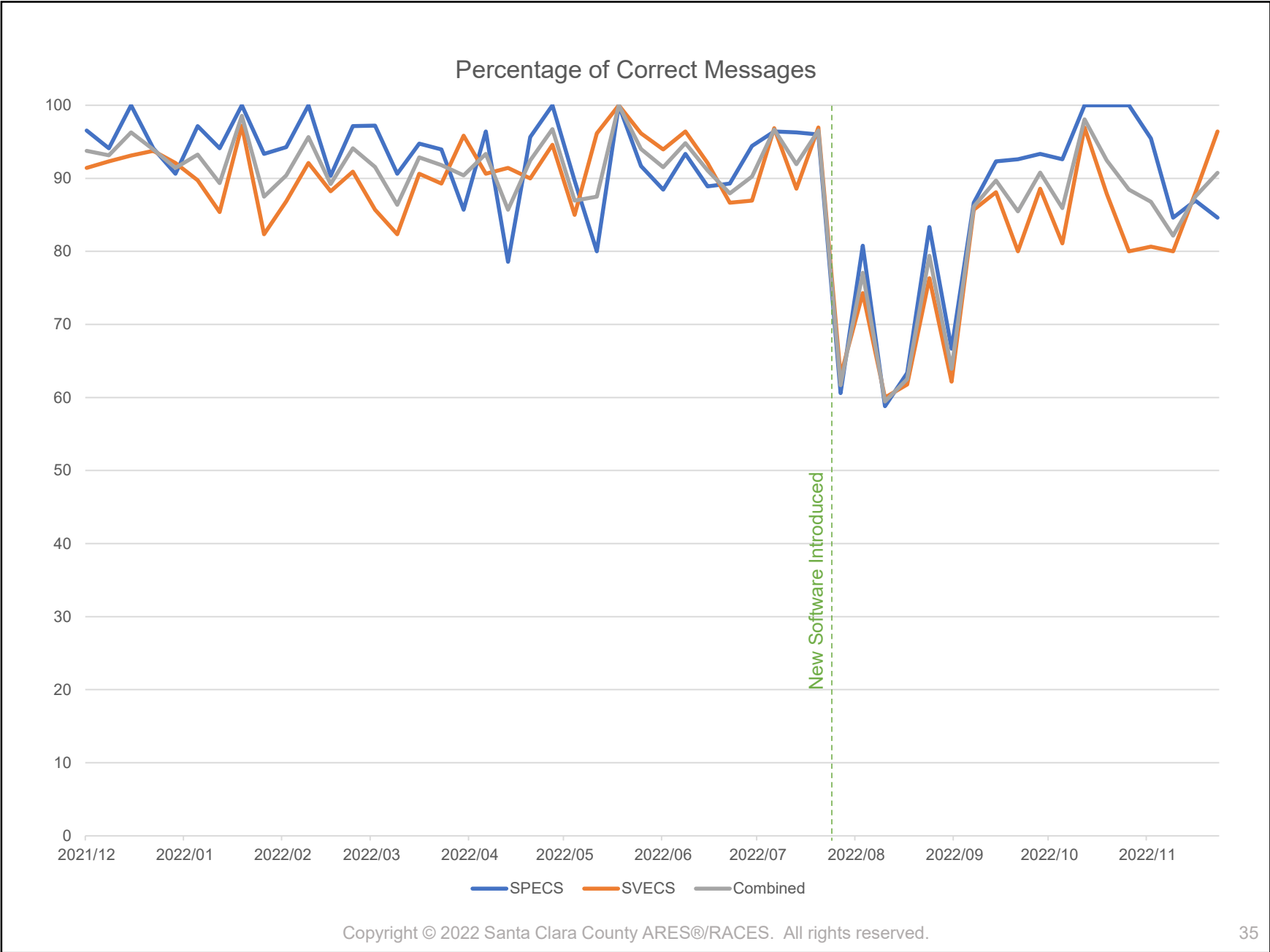
New Weekly Packet Practice Mechanism

- Introduced in August 2022
- Gives feedback within one hour, via return packet message
 - Also available at scc-ares-races.org/pacpractice
- Checks for more problems
 - Messages sent to wrong BBS
 - Messages not following Recommended Routing Cheat Sheet
 - Messages with incorrect “Practice CallSign, Name, City, Net Date”
- Form rotation includes new forms
 - OA Shelter Status
 - Allied Health Facility Status
 - RACES Mutual Aid Request
- Full history and details at scc-ares-races.org/pacpractice

Implementation

- Entirely new software
 - Source code at github.com/rothskeller/packet
- Written in Go with minimal dependencies
 - Does not use Outpost or PackItForms
- Runs 24x7 on a hosted Linux server
 - Web site scc-ares-races.org/pacpractice always available
- Checks for new messages every hour
 - PKTMON and PKTTUE on all four BBSes
 - Checks more often during the hour before the end of the session
- Communicates with BBSes via TCP/IP with secure login
- Web site authentication delegated to scc-ares-races.org





Multi-Year Comparison

| | 2018 | 2019 | 2020 | 2021 | 2022 |
|----------------|-------|-------|-------|-------|-------|
| Total Messages | 2116 | 2844 | 3138 | 3226 | 3200 |
| % Correct | 93.2% | 93.7% | 95.5% | 96.6% | 88.4% |
| Unique Calls | 25.5 | 29 | 31 | 30 | 27.4 |

Packet NCOs and Voice Net Reporting

Starting this week, packet check-in counts are being looked up and reported by the SPECS and SVECS voice NCOs. We no longer have separate packet NCOs.

Thank you for longstanding, diligent service as packet NCOs:

- Dave Koberstein N9DK
- Max Lanfranconi W6BG
- Thomas Leibold KK6FPP
- Steve Roth KC6RSC
- Brian Tanner AG6GX



Monthly Packet Message Passing Year End Review



Santa Clara County ARES®/RACES/CRU

Last Updated: 01 Dec 2022

Author: Mark Laubach K6FJC

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Overview

- Starts 3rd Wednesday of each month at 09:00 until the 4th Wednesday at 17:00
 - Participants can proceed at their own pace
- Participants are assigned a tactical call number
 - XX is a range from “01” to “99”
 - Tactical callsign is XND042, message prefix is X42-*nnn*(P|M|R)
- Scenario varies: check point, post, shelter, clinic, etc.
- Specific assignments of participants to tactical call is private
 - Anonymous participation and recording
- URL download used for simulating being handed a message by your manager
- XSC notices and XND@XSC city notices exercised every month
- Exercise starts for each participant with a successful Check-In
- Exercise ends with sending the ICS-309 via email
- Xanadu EOC Outpost script is picky about subject lines

2022 Global numbers (approximate) as seen from Xanadu EOC Outpost ICS-309 for each event

| Month | Packet Stations | Total Messages | Total Message minus Delivered | Avg Message per Station |
|-----------|-----------------|----------------|-------------------------------|-------------------------|
| January | 38 | 1146 | 575 | 15.1 |
| February | 28 | 980 | 520 | 18.6 |
| March | 27 | 764 | 394 | 14.6 |
| April | 23 | 698 | 369 | 16.0 |
| May | 25 | 717 | 387 | 15.5 |
| June | 19 | 469 | 247 | 13.0 |
| August | 19 | 467 | 251 | 13.2 |
| September | 23 | 497 | 258 | 11.2 |
| October | 22 | 464 | 236 | 10.7 |
| November | 21 | 580 | 322 | 15.3 |
| | 24.5 average | 6782 total | 3559 total | |

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Forms transmitted + received (approximate)

| Month | ICS 213 | EOC 213R R | RAC ES-MAR | Shelt Stat | csv | Plain text ^[1] | Allied Health Facilities Status |
|-----------|---------|------------|------------|------------|-----|---------------------------|---------------------------------|
| January | 83 | 42 | 40 | | | 94 | |
| February | 116 | 35 | | | 30 | 72 | |
| March | 62 | 38 | | | 30 | 46 | |
| April | 23 | 56 | | | 50 | 24 | |
| May | 45 | 11 | | | 27 | 46 | |
| June | 43 | 18 | | | 17 | 16 | |
| August | 18 | | 19 | 21 | | 15 | |
| September | 20 | 40 | 19 | | | | 20 |
| October | 41 | | | | 20 | 29 | |
| November | 67 | 41 | 19 | | 19 | 21 | |
| | | | | | | | |

¹ not including check-in, check-out, courtesy, etc.

Summary

- We are exercising the county BBSs each month
- We are rotating forms used
 - Note: short this year on Jurisdiction Status, Shelter Status, Allied Health
- Participants can sign up stating mode of operation
 - Primary: using their normal packet station
 - Alternate: field set-up different from Primary location
 - Could be kitchen table
 - Manual: run entire practice without using Outpost
 - Required demonstration for the P2 credential
- Monthly Packet Message Practice will continue in 2023
- Monthly practice [training page](#)
 - General event information and how-to's
 - Summary of past months: summary presentation and scorecard
- Credential update will require participation (after 6 months)

Message Passing Updates

Tim Howard, KE6TIM
Revised 02-December-2022

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New ICS-213 Message Form

- Updated in Jan. 2022
- Form header section now looks like other forms
- Only two Message Number fields
 - Origin
 - Destination
- Removed Severity Field
- Reformatted layout

| MESSAGE FORM | | Origin Msg #: ² | Destination Msg #: ³ |
|---|--|---|-----------------------------------|
| <small>For paper: use ballpoint pen – blue or black ink only (See back for instructions)</small> | | | |
| Date: ¹ | Time (24hr): | Handling: ⁵ (<input type="radio"/> Immediate (ASAP) <input type="radio"/> Priority (< 1hr) <input type="radio"/> Routine (< 2hr)) | |
| This Message Requests You To: ⁶ | | TAKE ACTION (<input type="checkbox"/> Yes <input type="checkbox"/> No) | |
| REPLY (<input type="checkbox"/> Yes, by <input type="text"/> <input type="checkbox"/> No) | | ICS Position: (required) ⁷ | |
| T O | Location: (required) ⁹ | F R O M | Location: (required) ⁹ |
| | Name: (optional) | | Name: (optional) |
| | Telephone #: (optional) | | Telephone #: (optional) |
| | SUBJECT: ¹⁰ | | |
| REFERENCE (e.g., Number of earlier msg.): ¹¹ | | MESSAGE: ¹² (what, when, where needed; how long; contact name and phone number - KEEP MSG BRIEF) | |
| ACTION TAKEN: ¹³ (For use by Originator / Recipient) USE SEPARATE MESSAGE FORM IF SENDING REPLY! | | | |
| CC: <input type="checkbox"/> Management <input type="checkbox"/> Operations <input type="checkbox"/> Planning <input type="checkbox"/> Logistics <input type="checkbox"/> Finance | | | |
| Operator Use Only: ¹⁴ | | | |
| Relay: | Revd: <input type="text"/> | Sent: <input type="text"/> | |
| How: <input type="radio"/> Received or <input type="radio"/> Sent (<input checked="" type="radio"/> one): | Operator Call Sign: <input type="text"/> | | |
| <input type="radio"/> Telephone | <input type="radio"/> Dispatch Center | Operator Name: <input type="text"/> | |
| <input type="radio"/> EOC Radio | <input type="radio"/> FAX | <input type="radio"/> Courier | |
| <input type="radio"/> Amateur Radio | <input type="radio"/> Other | Date: <input type="text"/> | Time: <input type="text"/> |
| Outgoing (Sent): ¹⁵ Message Originator: Send the original to radio. Retain a copy for your reference. Radio: After sending, complete Operator Use Only and file in radio. Incoming (Received): ¹⁶ Radio: Complete Operator Use Only then route to the Addressee. Retain a copy in radio if directed by Supervisor. Addressee: Take appropriate action. | | | |
| SCCo RACES ICS Form 213 (01/19/2022, fillable 3/31/2022) | | | |

Message Handling Procedures

Revised July 2022

- Unknown Symbol
- Newline
- Superscript/Subscript
- Figures (clarification)
- Long Addresses
Internet, Packet, Email
- Signature Fields



Santa Clara County ARES®/RACES

Message Handling Procedures

Revised: 11-July-2022

Unknown character or symbol

- You are given this to send.

Send 50 z today

- If you can, get the message author to provide clarification. If you can't, then send the message.
- Inform the receiver that the message has some unknown characters or symbols before starting to send the message.
- When the unknown character/symbol is encountered simply say “unknown symbol” or “unknown character” as appropriate.

Unknown character or symbol

Example:

- **Written:** *Send 50 ž today*
- **Spoken:** “send FIGURES fife zero <pause> UNKNOWN SYMBOL <pause> today”

The receiver draws an empty box on their message form where the unknown symbol would appear.

Send 50 □ today

Unknown character or symbol

Example:

- **Written:** We can use AB§δ instead
- **Spoken:** “We can use MIXED GROUP alpha bravo UNKNOWN SYMBOL UNKNOWN SYMBOL <pause> instead”

The Receiver writes: We can use AB□□ instead

Newline

Example:

- **Written:**
Red wheels
Blue bucket
- **Spoken:** “red wheels NEWLINE blue bucket”

The receiver writes:

Red wheels
Blue bucket

SUBSCRIPT and SUPERScript

- Used to indicate the following character should be written a half-line lower (SUBSCRIPT) or higher (SUPERScript) than the rest of the text, such as subscripts and mathematical exponents
- Used with one character at a time.
- Does NOT remain in effect until the end of the group (not sticky).

SUBSCRIPT and SUPERScript

Example:

- **Written:** White blood cell count is 10^5
- **Spoken:** “white blood cell count is FIGURES one zero SUPERScript five”

Example:

- **Written:** Model XS4₆₃
- **Spoken:** “model MIXED GROUP x-ray sierra four SUBSCRIPT six SUBSCRIPT tree”

Figures

- If anything, other than a numeral is present, it becomes a MIXED GROUP, MIXED GROUP FIGURE(S), or MIXED GROUP SYMBOL(S).
- These are figures: 5 123 34564321
- There are NOT figures:
 - 147.525 Mixed Group Figures
 - -26 Mixed Group Symbol
 - 5,357 Mixed Group Figure
 - \$61 Mixed Group Symbol
 - 408 555 1234 Telephone Figures

Long Internet, Packet or Email Address

Ref: Page 27 of “*Message Handling Procedures*”

- Some long address may be sent in smaller parts
 - Allows for receiver to ask for fills sooner
 - Allows repeater to reset before it times outs
- Announce to the receiver that the address will be sent in multiple parts. Use the appropriate Proword followed by “in multiple parts”. I.E.: “**Internet Address in multiple parts**”.
- The message sender should determine when to break the long address (See page 27 for suggestions)

Long Internet, Packet or Email Address

- The UPPERCASE/LOWERCASE prowords are sticky and apply for the entire address (group) including through the multiple parts.
- When sending the end of each part, say “**END OF PART**” and wait for the receiver’s acknowledgement or request for fills.
- At the end of the last part, say “**END OF GROUP**” and wait for the receiver’s acknowledgement or request for fills.

Example:

Written: www.scc-ares-races.org/operations/forms/SCCo-ARES-RACES_MM_Summary_v180705.pdf

Spoken: “*INTERNET ADDRESS IN MULTIPLE PARTS* <pause>
 whiskey whiskey whiskey *DOT* sierra charlie charlie dash alpha
 romeo echo sierra *DASH* romeo alpha charlie echo sierra *DOT*
 oscar romeo golf *SLASH LOWERCASE* oscar papa echo romeo alpha
 tango india oscar november sierra *SLASH* foxtrot oscar romeo
 mike sierra *SLASH* <pause> *END OF PART* <wait for
acknowledgement> *UPPERCASE* sierra charlie charlie *LOWERCASE*
 oscar *DASH UPPER CASE* alpha romeo echo sierra *DASH* romeo
 alpha charlie echo sierra *UNDERSCORE* mike mike *UNDERSCORE*
 sierra *LOWERCASE* uniform mike mike alpha romeo yankee
UNDERSCORE victor *FIGURES* one eight zero seven zero fife *DOT*
 papa delta foxtrot <pause> *END OF GROUP*”

Forms Containing Signature Fields

- On forms with signature fields (213RR and RACES Mutual Aid Request) simply voice 'with signature' if a signature is present.
- The sender is not expected to determine what the signature reads. If someone wants to see who signed the form later, the original form will be part of the records that are turned in after the event.
- The message receiver will write "with signature" on the form in the signature field.

Recommended Form Routing Sheet

- Have several copies with you.
- Help message authors with Handling Order, To Location, and To ICS Position if they do not know it.

| Form Type | Handling | To Location ** | To ICS Position ** |
|----------------------------|------------------------------|--|---|
| General EOC | | | |
| ICS-213 Message Form | Author defined | Author defined | Author defined |
| EOC-213RR Resource Request | If "Priority" (Field 11) is: | Then "Handling" is: | County EOC Planning Section |
| | Now | Immediate (ASAP) | |
| | High (0-4 hrs) | Immediate (ASAP) | |
| | Medium (5-12 hrs) | Priority (<1 hr) | |
| | Low (12+ hrs) | Routine (<2 hrs) | |
| OA Jurisdiction Status | Immediate (ASAP) | County EOC | Situation Analysis Unit Else: Planning Section |
| OA Shelter Status | Priority (<1 hr) | For city-managed: City EOC For county-managed: County EOC | Mass Care and Shelter Unit Else: Care and Shelter Branch Else: Operations Section |

Message Passing Is What We Do

- Get it right every time
- It takes experience and knowledge
- Experience come at drills and practice sessions
 - Watch the activity calendar and monthly actively announcement for opportunities
- Knowledge comes from training
 - Next Message Passing Class - January 28, 2023

Any Questions?

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ARRL SET 2022

Countywide Drill 09/17/2022

Andreas Ott, K6OTT
Revised 04-Dec-2022

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ARRL SET points

- Total: 527 (similar to previous years)
- 1 agency (county) and 9 communities (participant's cities)
- All 38 stations on emergency power
- 38 participants, of these 8 “new” licensed since 2018
- 206 formal messages (36+24 on voice nets, 106 on packet)

Credentialing Program Updates

Tim Howard, KE6TIM
Revised 02-December-2022

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Program Updates

- *The “Credentialing Program Handbook”* was updated 11-November-2022.
- Changes based on clarifications and issues noted since the last update in January 2020.
- Observations at drills and public service events that were inconsistent with good communication practices.
- Effective for all future credential activities with some exceptions we will discuss.

Program Updates

- MAC and F3 require participation in an approved drill/exercise not conducted by their own agency/city
(6-month temporary exception)
- P3 and P2 require participating in 2 Monthly Packet Practice sessions
(6-month temporary exception)
- Type 1 added new knowledge requirements
(DSW, SUVs, staffing, inter-county and inter-section traffic flow)

Program Updates

- P2 and P1 requires a USB Flash Drive for archiving messages/logs
- S2 and S1 requires a 2nd HT to monitor a second frequency
- Credential approved activities must use standard county ICS forms (including 205, 211, 213, 214, and 309)

Program Updates

- Equipment checks and Knowledge checks are only good for one year. This has always been the case, but it was never clear in the public documentation.
- Radio familiarity now requires:
 - Non-standard offset and CTCSS tone
 - Repeater output frequency only on simplex with CTCSS tone

Credentials and Endorsements Earned

Training & Events Calendar
Click on an event title for more detail

Saturday, December 10
9:00 AM 2022 End of Year Updates

Saturday, December 17
9:00 AM County EOC Radio Room Orientatic

Tuesday, December 20
8:30 PM Training Net - Message Passing Pra

Wednesday, December 21
9:00 AM Monthly Packet Message Passing E:

Saturday, January 7
9:00 AM Field Operations Type III, Part A

Saturday, January 7
8:00 AM Los Altos Fun Run

Saturday, January 28
9:00 AM Message Passing - Tabletop

For More Info. & Sign-Up, click here to visit our Training & Events System

DRILL/EVENT PICTURES

- *Masked Pumpkin Festival Parade, Drill 10/12/20 (PDF)*
- *Radio Direction Finding Drill, 10-10-19*
- *Advanced Packet Class, 06-06-09*

If you have training or other events, send E-Mail to the [Webmaster](#),

QUICK LINKS

ALERTS
Frequency Lists: [County Voice](#), [County Packet](#), [Regional](#)

SERVICES
Overview
Emergency Management: [Op Area EOC](#), [Jurisdiction EOCs](#), [Credentialing](#), [Mutual Aid](#)
Agencies and Community: [Allied Health](#), [County Fire](#), [Hospitals](#), ...

OPERATIONS
[Activation Info](#), [Contact Info](#), [DSW](#), [Forms & Signs](#), [Frequency Lists](#), [Go Kit](#), [Mutual Aid](#), [Nets](#), [Programs \(Credentialing Program, Hospital Net\)](#), [Standards & Procedures](#), [Monthly EC report](#), [More...](#)

DATA NETWORKING
Overview
Services: [Packet BBS](#), [E-mail](#), [Intranet Access](#), [Internet Access](#)
Access: [AX.25 over VHF](#), [AX.25 over IP/UDP](#), [TCP/IP over UHF](#), [TCP/IP over Mesh](#), [TCP/IP over WiFi](#), [TCP/IP over LAN](#)

CREDENTIALS
Earned Credentials ←
Details: [Overview](#), [Documentation](#), [Forms](#), [Records](#), [Training](#), [Support](#), [Management](#)

TRAINING & EVENTS
Calendar and Sign-Up
Courses: [ARES/RACES](#), [Emergency Mgmt](#)
Events: [Practice Sessions](#), [Drills/Exercises](#), [Public Service Events](#)

Credentials and Endorsements Earned in Santa Clara County As of 12/04/2022

Number of Credentials Earned by Type

| Credential | Field Operator | Net Control | Packet Operator | Shadow |
|------------|----------------|-------------|-----------------|--------|
| Type I | 4 | 6 | 0 | 5 |
| Type II | 15 | 11 | 12 | 8 |
| Type III | 39 | 28 | 30 | 16 |
| Type IV | 58 | | | |

Number of Endorsements Earned

| Endorsement | Earned |
|--|--------|
| Mutual Aid Communicator (MAC) | 37 |
| County Fire Station Radio Operator (Pending) | 0 |
| County EOC Radio Operator | 4 |
| County EOC RACES Unit Leader (Pending) | 0 |

Moving Forward

- In January of 2020 the old MAC program was changed to the Credential Program and open to all.
- Then COVID hit and things ground to a halt.
- Things are moving again.

Moving Forward

Credentials/Endorsements Earned by Year

2014 to 2019 – Average of 14 per year

2020 – 16 (8 – C4, 4 – MAC)

2021 – 45

2022 – 35

Over 2/3^{rds} of those signed up for today's class have at least one Credential.

Moving Forward

- EOC Radio Room Endorsement
 - Pilot orientation class conducted in February 2022 with 7 people as a dry run
 - Scheduled for December 17 – next week
 - SCCo EOC Orientation class schedule
- EOC RACES Unit Leader Endorsement
 - Pilot class at end of 1st quarter 2023
 - Will be open to small group of those holding or nearing completion of EOC Radio Room Operator Endorsement

Moving Forward

- County Fire Station Radio Operator Endorsement
 - Requires “*Auxiliary Communications Emergency Service (ACES) Fire Station Operations*” class.
 - County Fire put this class on hold during COVID until visitors are allowed back into the fire stations.
 - Discussions with County Fire now underway.

Dispatching Resources

We have these communication jobs to fill

- Packet Operator at a small shelter
- Communicator for a Hospital
- Net Control Operator and scribe for a busy net

The person in charge has these 7 resources:

Bob Johnson, Sally Wren, Patrick Sommers, Betty Rothberg, Teng Wang, Aadeep Singh, Sal Cruz

Who do they select for each assignment?

Become a Credentialed Operator

1. Resource Typing

- Available communications capabilities are defined by role and capability levels
- Requests for amateur radio resources can be clearly made using the resource types

2. Qualified Operators

- Served agencies know that the resource they receive has the needed capabilities
- Amateur radio operators know what capabilities are expected from them

Become a Credentialed Operator

- The credentialing process identifies which operators have the necessary training, equipment, knowledge, experience and operational ability to perform the duties of a particular resource type.

**Make it your new years goal
To earn a new Credential in 2023!**

Any Questions?

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Training

Judy Halchin, KK6EWQ

Revised 30-Nov-2022

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2020-2022

- 2020 – some classes cancelled, Zoom, Hellyer Park
- 2021 – Zoom, SNY Public Safety, Sheriff's Auditorium
- 2022 – Sheriff's Auditorium, SNY Fire Station 5, Zoom, SNY Public Safety, CUP City Hall

2023

- Sunnyvale Public Safety – new classroom (no ID required)
- Sheriff's Auditorium

2023 Activities

- Annual Drill – September 23
- Monthly Message Passing Practice is now the Monthly Training Session
 - Practice taking mike-mike reports
 - Prowords practice
 - Message Passing (January)
 - Let us know what you'd like to see

Q&A

All Training 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!