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Message Passing



Santa Clara County ARES®/RACES

Revised: 18-June-2024

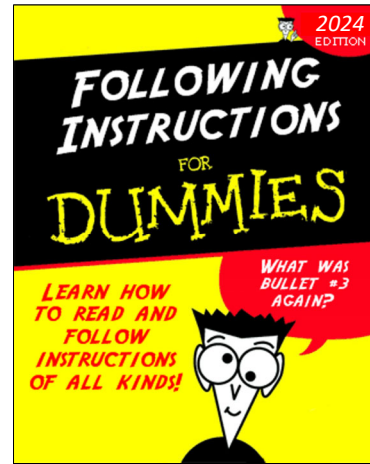
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Housekeeping

- Introductions
- Pen/pencil & paper
- Cell phones on mute
- Side conversations
- Questions
- Breaks
- Restrooms
- Do not wander within building
- In case of emergency



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Agenda

- Being a Great Message Handler/Shared Procedure
- Practice (prowords, message passing techniques)
- Message Types
 - Operator-to-operator vs. 3rd party (spoken and written)
- Radio Routing Information
- Common Procedures
 - Announcing, Sending, Logging
- Form-specific Exercises
- Relaying Messages
- Problem Solving
- Exercises throughout ...



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Learning Objectives

At the end of the class, you should be able to:

- Properly send, receive and log 3rd party written messages, including messages using formats that you haven't seen before

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Fictitious Call Signs

Examples used in this class make use of fictitious call signs:

- W6XRL4: Herman Munster
 - Character in a 1960 TV show
 - We will treat it like a real FCC call sign, even though it doesn't have the correct format
- XNDEOC: City of Xanadu Emergency Operations Center (EOC)
 - We will treat it like a real tactical call signXND ECO



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What does it take to be a great Message Handler?

- You need to be a great communicator,
 - com·mu·ni·cate: to transmit information, thought, or feeling so that it is satisfactorily received and understood
- For 3rd party messages, we don't decide what is "satisfactory"
- We need to deliver the message precisely
 - pre·cise·ly: 1. in a precise manner 2. exactly
- How is that possible?
 - Following shared, standard, procedures that EVERYONE is trained to use!

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Shared Procedures

- If everyone uses the same shared procedures things run efficiently and accurately.
- If people use different procedures things are slowed down, we become less efficient, and errors occur.
- We use shared procedures that everyone utilizes every time.

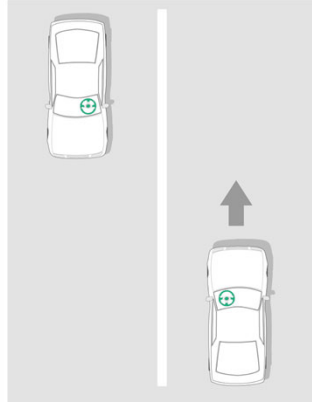
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Which is Correct?

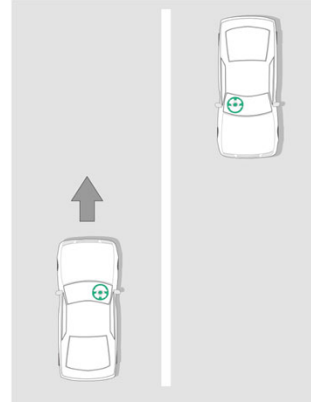
RIGHT-HAND TRAFFIC

- ★ CARS DRIVE ON **RIGHT**-SIDE OF ROAD
- ★ STEERING WHEEL ON **LEFT**-SIDE OF CAR



LEFT-HAND TRAFFIC

- ★ CARS DRIVE ON **LEFT**-SIDE OF ROAD
- ★ STEERING WHEEL ON **RIGHT**-SIDE OF CAR



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HOMEWORK

- Print and read [SCCo ARES/RACES Message Handling Procedures](#) (PDF) [updated 06/28/2024]
- Learn the prowords and techniques. Practice until you know them well. It's not hard but it does take time and must be done before class.
- We will not be teaching what is in that document, just reviewing it during class.
- We will have a practice session using material from this document during class.

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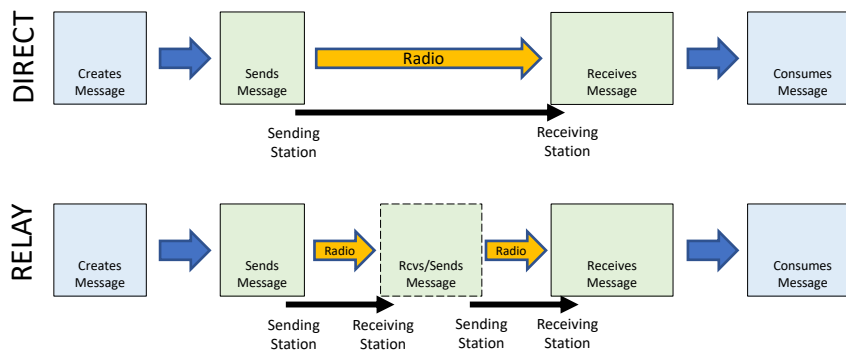
Take every opportunity to practice at Drills, Public Service Events, Weekly Nets, and the Quarterly Training Net.



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Message Handling Roles - Graphical



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Message Types

Operator-to-Operator vs. 3rd Party

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Operator-to-Operator Messages

- Sent by and to other amateur radio operators
 - Message Author is the Origin Station
 - Destination Station is the Message Recipient
- Examples:
 - Check-In/Out, Health & Welfare, Status Updates, Damage Assessments
- Note: The info may be summarized and sent to a 3rd party
 - Crowd counts totaled and sent to event organizer
 - Mike-Mike report summaries delivered to EOC staff.
- But radio operators define their own format and content
- Always use proper prowords, prioritization
- Log all Operator-to-Operator messages on an ICS-309

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3rd Party Messages

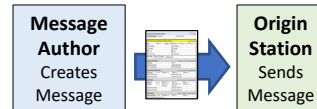
- 3rd Party messages are handled by amateur radio operators on behalf of our served agencies
- 3rd Party Message
 - Format is usually some type of form used by that agency
 - Content may include unfamiliar terms
 - To and From is typically an ICS position and location
 - Handling order is how quickly they need it sent
- Key: Radio operators must conform to 3rd party workflow
- Always use proper prowords, prioritization
- Also follow a common set of procedures

The ability to handle 3rd party traffic is a key difference between a Type IV and a Type III Credential.

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3rd Party Written Messages



- 3rd Party written messages always use an appropriate form
 - General messages on ICS-213; resource requests on EOC-213RR; etc.
- If the message is not on the appropriate form:
 - Best: Ask the author to use the correct form
 - If they don't have one, provide it to them
 - Else: Transcribe the message to the form, asking the author to clarify as you go
 - Clarify spelling, other details
 - Last Resort: Staple to an appropriate form only if necessary
 - Papers can become detached, separated
 - Staples, paper clips, and odd paper sizes can cause problems when scanning/copying
 - Add Message Number and Form Type on top right of attached paper
- Log all 3rd Party written messages on an ICS-309 Comm Log

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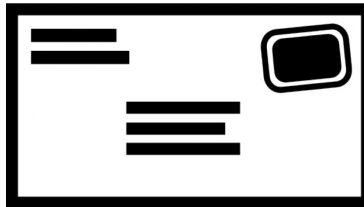
3rd Party Spoken Messages



- For simple messages, handle as spoken
 - Example: Most messages between shadows are simple, spoken messages
 - “Ask Steven to call Jenny at 867-5309”
- Use your judgement
 - IF message is longer or more complicated
 - Such as: a complicated message that needs to be delivered exactly
 - OR if it needs routing information for delivery outside the radio room
 - Such as: a message to be delivered to an ICS position in an EOC
 - OR if the message should be tracked
 - Such as: the 3rd parties may need to refer to it again
 - THEN write it down on the appropriate form; handle as a written message
- Log all 3rd party spoken messages on an ICS-309 Comm Log
 - (Shadows can log on their ICS-214)

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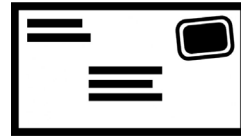
Radio Routing Information

The “Envelope” for 3rd Party Messages

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Envelope Information



- “Envelope” information is needed for all 3rd party comms
 - Postal carriers: envelope
 - Package carriers: waybill
 - Fax machines: cover sheet
- Information needed
 - Who and where it’s going to
 - Who and where it came from
 - How fast it should be sent
 - Tracking info
- The same is true for messages sent via radio

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Message Numbers

- Generally assigned by the served agency
- Format is XXX-NNN
 - where XXX is the agency code or assigned identifier
 - where NNN is a sequential number
- Examples:
 - XND-123 Xanadu EOC
 - SH5-904 Shelter 5
 - CP2-586 Checkpoint 2
- For today’s exercises use your initials and a sequential number, i.e., ABC-100, ABC-101, ABC-102, ...

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Radio Routing Information

- Written messages must have routing information that a radio operator needs to send, deliver, and track a message
 - Message Numbers
 - Date, Time
 - Handling Order
 - To/From
 - Radio Operator Info
- Some forms contain these fields

Example: ICS-213

The image shows the ICS-213 MESSAGE FORM. Red boxes highlight the following fields:

- Origin Msg # and Destination Msg #
- Handling (Priority, Priority (+) Dir, Route (+) Dir)
- DATE and TIME
- TO (Location, Name, Telephone #) and FROM (Location, Name, Telephone #)
- MESSAGE (text, when needed, low long, contact name and phone number)
- OPERATOR CALL SIGN, OPERATOR NAME, and DATE/TIME

Radio Routing Information (cont.)

- Some forms do NOT have all the fields we need to route a message via radio
- Example: ICS-213RR
- Message Numbers:
 - Date, Time:
 - Handling Order:
 - To/From:
 - Radio Operator info:

Example: ICS-213RR

The image shows the ICS-213RR Resource Request Form. Red boxes highlight the following fields:

- 1. Incident Name
- 2. Date Initiated
- 3. Time Initiated
- 4. Tracking Number
- 5. Requested By (name, agency, position, email, phone)
- 11. Priority (Low, Med, High, Critical)
- 12. Est'd Cost

We'll get back to this

Radio Routing Slip

- Use when sending or receiving a form that does not contain radio routing info
 - A place to write the missing fields
- NOT a substitute for an ICS-213 Message Form
 - Do **NOT** write a message on the Radio Routing Slip
- Instructions on back
 - Short version of Message Author instructions also on front

Connecting Form and Routing Slip

- Attach routing slip to the front of the form being sent/received
 - Staples, ...
- Write Origin Msg Nbr on the top right of the agency's form
 - Helps you find the corresponding Routing Slip if it becomes detached
- Write Form Type / Topic on the Routing Slip
 - Helps you find the corresponding form if it becomes detached

What Routing Info Should be Entered?

- The author of a 3rd party message may not know the proper Handling Order or TO address
 - They usually enter their data into an online system (WebEOC)
 - The “system” handles it from there
 - Not sure which “ICS Position” should get the message (varies by form)
- They may not know how quickly it should be sent (**Handling Order**)
- Radio operators may not know either

² Date:		³ Time (24hr):		⁴ Handling: <input type="radio"/> Immediate (ASAP) <input type="radio"/> Priority (<1 hr) <input type="radio"/> Routine (<2 hr)		
T O	⁵ ICS Position:			F R O M	⁹ ICS Position:	
	⁶ Location:				¹⁰ Location:	
	⁷ Name:				¹¹ Name:	
	⁸ Contact Info:				¹² Contact Info:	

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Recommended Form Routing Sheet

- Covers all standard forms
 - General EOC, Hospital, Allied Health, RACES
- Side 1 is for General Forms
- Side 2 is for Medical/Hospital Forms and RACES Mutual Aid
- As recommended by agencies
- Radio operator can coach
 - Have an extra copy to share
- Message author decides
 - Faster/slower handling
 - To different location/position
 - We only recommend if the message author does not know the information

SCCo ARES/RACES Recommended Form Routing

Usage:

- This cheat sheet summarizes the recommended handling, To Location, and To ICS Position when sending official forms via amateur radio.
- The message author can select whatever Handling Order, To Location and ICS Position (if applicable) for each message.
- Sending:** As a general rule, address a message to the most specific ICS position that is staffed at the destination location. If the specified unit is not staffed, send it to the agency. If the branch is not staffed, send it to the section.
- Defaulting:** As a general rule, deliver the message to the leader of the "To ICS Position" identified in the message: Unit Leader, Branch Director, Section Chief, or their Deputy. If that position is not staffed or available, deliver to the next higher position in the ICS hierarchy shown below.

Form Type	Handling	To Location **	To ICS Position **
General EOC			
ICS-211 Message Form	Author defined	Author defined	Author defined
	If "Priority" (Field 1) is: Then "Handling" is:		
	None	County EOC	Planning Section
	High (<1 hr)	County EOC	Planning Section
	Medium (<2 hr)	County EOC	Planning Section
	Low (>2 hr)	County EOC	Planning Section
04 Jurisdiction Status	Immediate (ASAP)	County EOC	Situation Analysis Unit Else: Planning Section
04 Shelter Status	Priority (<1 hr)	For City managed: City EOC For County managed: County EOC	Mann Care and Shelter Unit Else: Care and Shelter Branch Else: Operations Section

** For actual EOC activations, use the default To Location and To ICS Position(s) as indicated, unless told otherwise by the message originator.
For an ARES/RACES exercise or training event, use the information given for that event, e.g., "Manana EOC" may be specified instead of "County EOC", etc.

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Recommended Form Routing Sheet - Pg 1

- Handling may be conditional upon other fields
- To Location may be conditional upon activation status
- ICS Section > Branch> Unit > are identified to cover different staffing levels

213RR

11. Priority	
Now	<input type="radio"/>
High (0-4 hours)	<input type="radio"/>
Medium (5-12 hours)	<input type="radio"/>
Low (12+ hours)	<input type="radio"/>

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:	
	Now	Immediate (ASAP)	
	High (0-4 hrs)	Immediate (ASAP)	
	Medium (5-12 hrs)	Priority (<1 hr)	County EOC
	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

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Recommended Form Routing Sheet - Pg 2

- Handling varies based on form type
- To Location may be conditional upon activation status
- To Position can vary based on location

Form Type	Handling	To Location **	To ICS Position **
Medical			
HAvBed Report	Immediate (ASAP)	If open: PHDOC Else: County EOC	EMS Unit Else: Medical Health Branch Else: Operations Section
Medical Facility Report	Immediate (ASAP)	If open: PHDOC Else: County EOC	EMS Unit Else: Medical Health Branch Else: Operations Section
Medical Resource Request Obsolete Replaced by EOC-213RR			
Allied Health Facility Status	Routine (<2 hrs)	If open: PHDOC Else: County EOC	PHDOC: Health Care Liaison
			County EOC: EMS Unit -or- Public Health Unit Else: Medical Health Branch Else: Operations Section
RACES			
RACES Mutual Aid Request	Routine (<2 hrs)	County EOC	RACES Chief Radio Officer Else: RACES Unit Else: Operations Section

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Exercise: Radio Routing Information

- What are the fields needed for radio routing?
- Which of the following forms contain all necessary radio routing information?

Form Type	Radio Routing Info?
ICS-213 Message Form	
EOC-213RR Resource Request	
OA Jurisdiction Status	
OA Shelter Status	
Allied Health Facility Status	

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Exercise: Radio Routing Information

213RR Resource Request

- Recommend:
 - Handling Order
 - To Location
 - To Position

County of Santa Clara
Emergency Operations Center (EOC)
Resource Request Form 213RR

COMPLETED BY REQUESTOR

1. Incident Name Some Incident	2. Date Initiated 11/16/2019	3. Time Initiated 10:00	4. Tracking Number (Completed by OA EOC)
5. Requested By (name, agency, position, email, phone) Someone Some agency Some position Some email Some phone number	Purpose: The EOC 213RR is used to request non-mutual aid supplies, services, personnel, teams, equipment, utilities, fuel, facilities, or any other resource or incident management activity required from the Operational Area (OA). When to use: The Form 213RR may be used anytime during any Operational Period. If the OA EOC is not activated the Duty Officer will serve to coordinate the request. Prepared by: Any EOC position or agency requesting resources from the OA. Approved by: Section Chief of the requesting EOC or Supervising Official at requesting agency.		
6. Prepared by (name, position, email, phone) -- 5 attie --	Routed to: Planning Section -> Logistics Section -> Finance/Admin Section -> EOC Director -> Logistics Section		
7. Approved by (name, position, email, phone) -- 5 attie --	Filled with: Logistics Section Resource Tracking Unit / Planning Section Documentation Unit User Notes: The Form 213RR is a two-sided form. Side one is completed by the requestor. Side two is completed by the OA EOC. Please check that both sides are available.		
SIGNATURE			
REQUESTED RESOURCE DETAILS			
8. Qty/Unit 1 ea	9. Resource Description (skintype, if applicable) Something	10. Arrival (date/time) SomeTime	11. Priority Non High (0-4 hours) <input type="radio"/> Medium (5-12 hours) <input type="radio"/> Low (12+ hours) <input type="radio"/>
13. Deliver to (name, agency, position, email, phone) Someone		12. Est'd Cost N/A	
14. Location (address or location, etc type) Somewhere			
15. Substitute/Suggested Sources (name, phone, website) N/A			
16. Supplemental Requirements (include details in #17) <input type="checkbox"/> Equipment Operator <input type="checkbox"/> Fuel <input type="checkbox"/> Meals <input type="checkbox"/> Water <input type="checkbox"/> Lodging <input type="checkbox"/> Power <input type="checkbox"/> Maintenance <input type="checkbox"/> Other		17. Special Instructions None	

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Exercise: Radio Routing Information

Jurisdiction Status

- Recommend:
 - Handling Order
 - To Location
 - To Position

Santa Clara OA Jurisdiction Status		Web/OC: 20190327
Radio Operator Only: Origin Msg #:		Destination Msg #:
This Section to be Completed by Jurisdiction Personnel: <small>(Underlined=Required)</small>		
Date:	Time (24hr):	Handling: <input type="radio"/> Immediate (ASAP) <input type="radio"/> Priority (<1 hr) <input type="radio"/> Routine (<2 hr)
ICS Position:	F ICS Position:	
Location:	R Location:	
Name:	O Name:	
Contact Info:	M Contact Info:	
Report Type: <input type="radio"/> Update <input type="radio"/> Complete <small>(Important: See Instructions)</small>	Jurisdiction Name:	
Contact Information <small>(If Report Type=Complete, then Underline=Required)</small>		
EOC Phone:	EOC Fax:	
Pri EM Contact Name:	Pri EM Contact Phone:	
Sec EM Contact Name:	Sec EM Contact Phone:	
Government Office Status <small>(If Report Type=Complete, then Underline=Required)</small>		
Office Status: <input type="radio"/> (Pick One) <input type="radio"/> Unknown (Grey) <input type="radio"/> Open (Green) <input type="radio"/> Closed (Red)	Expected to Open Time:	
Expected to Close Date:	Expected to Close Time:	
EOC Status <small>(If Report Type=Complete, then Underline=Required)</small>		
EOC Open: <input type="radio"/> (Pick One) <input type="radio"/> Unknown (Grey) <input type="radio"/> Yes (Red) <input type="radio"/> No (Green)	Activation: <input type="radio"/> Normal (Green) <input type="radio"/> Duty Officer (Yellow) <input type="radio"/> Monitor (Orange)	
Expected to Open Date:	Expected to Open Time:	
Expected to Close Date:	Expected to Close Time:	
Declarations <small>(If Report Type=Complete, then Underline=Required)</small>		
State of Emergency: <input type="radio"/> (Pick One) <input type="radio"/> Unknown (Grey) <input type="radio"/> Yes (Red) <input type="radio"/> No (Green)		
Attachment (Indicate where/how sent):		

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Exercise: Radio Routing Information

Shelter Status

- Info: The Shelter is run by the county
- Recommend:
 - Handling Order
 - To Location
 - To Position

Santa Clara OA Shelter Status		Web/OC: 20190319
Radio Operator Only: Origin Msg #:		Destination Msg #:
This Section to be Completed by Shelter Management Personnel: <small>(Underlined=Required)</small>		
Date:	Time (24hr):	Handling: <input type="radio"/> Immediate (ASAP) <input type="radio"/> Priority (<1 hr) <input type="radio"/> Routine (<2 hr)
ICS Position:	F ICS Position:	
Location:	R Location:	
Name:	O Name:	
Contact Info:	M Contact Info:	
Report Type: <input type="radio"/> Update <input type="radio"/> Complete <small>(Important: See Instructions)</small>	Shelter Name:	
Shelter <small>(If Report Type=Complete, then Underline=Required)</small>		
Shelter Type: <input type="radio"/> (Pick One) <input type="radio"/> Type 1 <input type="radio"/> Type 2 <input type="radio"/> Type 3 <input type="radio"/> Type 4	Status: <input type="radio"/> (Pick One) <input type="radio"/> Open (Green) <input type="radio"/> Closed (Red) <input type="radio"/> Full (Yellow)	
Address:		
City:		
State:		
Zip:		
Latitude (d.dddF):	Longitude (d.dddF):	
Shelter Information <small>(If Report Type=Complete, then Underline=Required)</small>		
Capacity:		
Occupancy:		
Meals Served (Last 24 hours):		
ISS Number:		
Pet Friendly: <input type="radio"/> Yes <input type="radio"/> No		
Basic Safety Inspection: <input type="radio"/> Yes <input type="radio"/> No		
ATC 20 Inspection: <input type="radio"/> Yes <input type="radio"/> No		
Available Services:		
MOU (where/how sent):		
Floorplan (where/how sent):		

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Exercise: Radio Routing Information

Allied Health Status

- Info: The Public Health Dept. Operations Center (PHDOC) is **not** activated
- Recommend:
 - Handling Order
 - To Location
 - To Position

The form is titled "DEOC-9 ALLIED HEALTH STATUS REPORT SHORT FORM". It contains various fields for facility information, contact details, and a detailed table for resource availability. The table includes columns for "SMP RES RESOURCE AVAILABILITY" and "AVAILABLE RESOURCES BY FACILITY TYPE" with sub-columns for different resource types like "ANALYSIS", "SURGICAL", "CLINIC", "PHYSICIAN", and "ADULT DAY CENTER".

Exercise: Radio Routing Information

RACES Mutual Aid Request

- Recommend:
 - Handling Order
 - To Location
 - To Position

The form is titled "Santa Clara County RACES -- Mutual Aid Request". It includes fields for "Radio Operator Only", "Origin Msg #", and "Destination Msg #". A prominent section is labeled "This Section to be Completed by Requesting Agency: (Underlined-Required)". Below this, there are sections for "Event/Accident Assignment", "Amateur Radio Resources Requested", "Requested Arrival", "Reporting Location", "Contact on Arrival", "Travel Info", and "Approved By". The form concludes with fields for "Radio Operator Only" and "Page 1 of 3".



Common 3rd Party Procedures

Applies to any 3rd party messages

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Message Announcement Procedure

- Step 1: Announce quantity and handling order; wait for “go”
 - Examples
 - “Net Control, I have 2 Priority messages for you”
 - “Net Control, I have 1 Immediate and 1 Routine message for you”
 - The receiving station will prioritize vs. other messages that may be waiting. When ready, they will say: “go ahead” or “ready to copy”
- Step 2: Announce message type before sending; wait for “go”
 - Let the receiver know what’s coming so they can prepare the right form (and routing slip, if needed)
 - “Message type is ICS-213”
 - “Message type is 213RR with Routing Slip”
 - “Message type is informal” (ex. unstructured, non-form-type messages)
 - The receiving station readies the right form (and routing slip, if needed), then says: “go ahead” or “ready to copy”
- Step 3: Send the message

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Message Sending Procedure

No Routing Slip Needed	Routing Slip Needed
"Message Number" ... (on form)	"Message Number" ... (on routing slip and form)
Other header fields (on form) <ul style="list-style-type: none"> • Date, Time, Handling, etc. (varies by form) • To (position, location, ...) • From (position, location, ...) 	Other header fields (on routing slip) <ul style="list-style-type: none"> • Date, Time, Handling • To (position, location, ...) • From (position, location, ...)
<ul style="list-style-type: none"> • Subject, Report Type, etc. (varies by form) 	<ul style="list-style-type: none"> • Form Type, Topic (on routing slip)
Form fields <ul style="list-style-type: none"> • Say section names (if applicable) at start of each section • Say field name (or number), then field value • Keep to 5 groups/fields at a time 	"Form Contents" (receiver moves to the form) Form fields <ul style="list-style-type: none"> • Say section names (if applicable) at start of section • Say field name (or number), then value • Keep to 5 groups/fields at a time
"End of Message"	"End of Message"
Capture receiving station's message number	Capture receiving station's message number
Log the message	Log the message

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Multi-Recipient Sending Procedure

- Announce quantity and priority of message for ...
 - "All stations, all stations, stand by for one priority message"
 - "All shelters, all shelters, stand by for one routine message"
- [Optional] Poll for readiness of all stations
 - Depends on experience/discipline/professionalism of other operators, previous activity on the net, urgency of message, ...
- Pick a pacing station and confirm with them
 - "<city/agency name>, will you be my pacing station?"
- Send message to pacing station as usual, all other stations copy message
 - Get message number from pacing station
- Poll other stations for their message number
 - "I will now poll all stations for fills and message numbers"
 - Other stations ask for fills (if needed), then provide their message number
- Usually, put stations that missed most/all of the message at the end; don't make everyone else wait!

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Logging Messages

- Log all communications traffic on ICS-309 Comm Log
- Include
 - Time message was handled
 - 24-hour local time, as usual
 - “From” and “To” call signs and message numbers
 - Optional: leave your call sign slot empty
 - A summary of the message
 - Form Type: Main Topic/Subject (should match Routing Slip if used)

5. COMMUNICATIONS LOG					
Time (24:00)	FROM		TO		Message
	Call Sign/ID	Msg #	Call Sign/ID	Msg #	
1935	XNDCP5	CP5-123	XNDEOC	XND-511	ICS213: Active Flooding

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Logging Multi-Station Messages

Sending Station:

- Use a separate line for each acknowledgment
 - But the multiple lines essentially constitute one long entry
- Either repeat the From message number, use ditto marks, an arrow, or something else to clearly indicate that all entries are part of the same message

5. COMMUNICATIONS LOG					
Time (24:00)	FROM		TO		Message
	Call Sign/ID	Msg #	Call Sign/ID	Msg #	
1310	XNDEOC	XND-100	All Shelters		ICS-213: Report supply levels by 1500
1311		"	XNDSH1	SH1-123	
1312		"	XNDSH2	SH2-210	
1313		"	XNDSH3	SH3-344	

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Logging Multi-recipient Messages

Receiving Station:

- Indicate the “multi-recipient” nature of the message by logging an appropriate “TO” value.
- Referring to the previous example of the “sender” log, here’s what the “Shelter 2” (receiving station) log might look like:

5. COMMUNICATIONS LOG					
Time (24:00)	FROM		TO		Message
	Call Sign/ID	Msg #	Call Sign/ID	Msg #	
1312	NC	XND-100	All Shelters	SH2-210	ICS-213: Report supply levels by 1500

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Form-specific Exercises

Proper prowords and procedures works for any form

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Form-specific Exercises

- You will need
 - 3rd party forms: 3-ICS-213, 1-EOC-213RR, 1-OA Jurisdiction Status, 1-OA Shelter Status, 1-Allied Health Facility Status, Form 1
 - 3-Radio Routing Slips
 - 1-ICS-309 Communications Log
 - 1-Recommended Form Routing Cheat Sheet
- Process
 - You will be the receiving station
 - You need to copy the message and log it on an ICS-309 (correctly)
 - Observe common behaviors; look for patterns
 - We will compare results after each message

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ICS-213

- Usage
 - General messages
- Recommended field groupings
 - Origin Message Nbr, Date, Time, Handling, Msg Request
 - To, From
 - Subject
 - Reference (if used)
 - Message - 5 groups at a time
 - End of Message after last group
- Not sent over the air
 - Action Taken
 - Local Msg. Author/Receipt Use Only
- Radio operator fills out bottom

Take out an ICS-213 Form

MESSAGE FORM Origin Msg #: Destination Msg #:

For paper, use ballpoint pen - blue or black; ink only (see back for instructions)

Date: Time (24hr): Handling: Immediate (ASAP) Priority (< 1hr) Routine (< 2hr)

This Message Requests You To: TAKE ACTION (✓once) Yes No REPLY (✓once) Yes, by No

ICS Location: (required) ICS Position: (required)

To: Location: (required)* F R O M Location: (required)*

Name: (optional) Name: (optional)

Telephone #: (optional) Telephone #: (optional)

SUBJECT:

REFERENCE: (e.g., Number of earlier msg.):

MESSAGE: (what, when, where needed; how long; contact name and phone number - KEEP MSG. BRIEF)

ACTION TAKEN: (For use by Originator / Recipient) USE SEPARATE MESSAGE FORM IF SENDING REPLY!

CC: Management Operations Planning Logistics Finance

Operator Use Only:

Relay: Rcvd: Sent:

How: Received Sent (✓once) Operator Call Sign:

Telephone Dispatch Center Operator Name:

EOC Radio FAX Courier Date: Time:

Amateur Radio Other

Outgoing Calls:

Message: (Operator) - Send the original to radio. Retain a copy for your reference.
Radio: After reading, complete Operator Use Only and file in radio.
Incoming: (Receiver)
Radio: Complete Operator Use Only then route to the Addressee. Retain a copy in radio if directed by Supervisor.
Address: Take appropriate action.

SCCo RACES ICS Form 213 (01/19/2022, fileable 3/31/2022)

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Exercise: ICS-213 #1 (Single station)

MESSAGE FORM

Origin Msg #: XND-201 Destination Msg #:

Date: 0988 Time: 0955 Handling: Immediate (ASAP) Priority: (1-10) Resend: (1-25)

TAKE ACTION: Yes No

REPLY: Yes, by No

ICS Position: (required) Shelter Manager Planning
 Location: (required) Shelter One Kanadu EOC
 Name: (optional) H. Munster
 Telephone #: (optional)

SUBJECT: Supply Order

REFERENCE: (e.g., Number of earlier msg.)

MESSAGE: (what, when, where needed, how long; contact name and phone number - KEEP MSG BRIEF)
 Send order for next 3 days of supplies by 2300.

Time (24:00)	FROM		TO		Message
	Call Sign/ID	Msg #	Call Sign/ID	Msg #	
HHMM	EOC	XND-201	Shelter 1	<Dest. #>	ICS-213: Supply Order

ACTION TAKEN: Management Operations Planning Logistics Finance

Operator Use Only:

Relay: Recv: Sent:

How: Received or Sent (✓ desc) Operator Call Sign:

Telephone Dispatch Center Operator Name:

EOC Radio FAX Courier Date: Time:

Amateur Radio Other

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At receiving station: Shelter 1

Did you fill this out?

Exercise: ICS-213 #2 (Multi-station/receive)

MESSAGE FORM

Origin Msg #: XND-202 Destination Msg #:

Date: 1008 Time: 1008 Handling: Immediate (ASAP) Priority: (1-10) Resend: (1-25)

TAKE ACTION: Yes No

REPLY: Yes, by No

ICS Position: (required) Shelter Manager Planning
 Location: (required) All Shelters Kanadu EOC
 Name: (optional) H. Munster
 Telephone #: (optional)

SUBJECT: Meal Delivery

REFERENCE: (e.g., Number of earlier msg.)

MESSAGE: (what, when, where needed, how long; contact name and phone number - KEEP MSG BRIEF)
 Tonight's meal delivery will be delayed by 4 hours to 21:30. Truck broke down and we are awaiting the replacement.

Time (24:00)	FROM		TO		Message
	Call Sign/ID	Msg #	Call Sign/ID	Msg #	
HHMM	EOC	XND-202	All Shelters	<Dest. #>	ICS-213: Meal Delivery

ACTION TAKEN: Management Operations Planning Logistics Finance

Operator Use Only:

Relay: Recv: Sent:

How: Received or Sent (✓ desc) Operator Call Sign:

Telephone Dispatch Center Operator Name:

EOC Radio FAX Courier Date: Time:

Amateur Radio Other

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At receiving station: Shelter #

Did you fill this out?

Exercise: ICS-213 #2 (Multi-station/Send)

MESSAGE FORM
* The paper form is subject to change. Please see black ink only, over look for instructions.

Origin Msg #: **XND-202** Destination Msg #: **See 309**

At sending station: Xanadu EOC

DATE: Today Tomorrow 1008 (0000 to 2400)

TIME (UTC): Immediate (ASAP) Priority (< 1hr) Routine (< 2hr)

HANDLING: Immediate (ASAP) Priority (< 1hr) Routine (< 2hr)

This Message Requests You To: Yes No

TAKE ACTION (if only): Yes No

REPLY (if only): Yes, by No

	Time (24:00)	FROM		TO		Message
		Call Sign/ID	Msg #	Call Sign/ID	Msg #	
ACTR	1120	EOC	XND-202	All Shelters	----	ICS-213: Meal Delivery
	1120	"	"	Shelter 1	SH1-###	
CC:	1120	"	"	Shelter 2	SH2-###	
Operat	1121	"	"	Shelter 3	SH3-###	

ICs Position (required):

Shelter Manager: _____ **Planning:** _____

Location (required): _____ **Location (required):** _____

All Shelters: _____ **Xanadu EOC:** _____

Name (optional): _____ **Name (optional):** _____

Telephone # (optional): _____ **Telephone # (optional):** _____

SUBJECT: **Meal Delivery**

REFERENCE: (e.g., Number of earlier msg's) _____

MESSAGE: (what, when, where needed, how long; contact name and phone number - KEEP MSG BRIEF)

Tonights meal delivery will be delayed by 4 hours to 21:30. Truck broke down and we are weighting the replacement.

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OA Jurisdiction Status

- Usage
 - Report jurisdiction status when WebEOC is not available
- Update vs. Complete
 - If Complete, all underlined fields are required
- Recommended field groupings
 - Msg Nbr, Date, Time, Handing
 - To, From
 - Report Type, Jurisdiction Name
 - Then go section by section
 - Say section name
 - Say field name(s) and value(s)
 - Shoot for about 5 items (fields/groups) at a time
 - Skip empty fields & sections

Santa Clara OA Jurisdiction Status WebEOC: 20190327 PDF: 190208

Radio Operator Only: **Origin Msg #:** _____ **Destination Msg #:** _____

This Section to be Completed by Jurisdiction Personnel: Underlined-Required

DATE: _____ **TIME (UTC):** _____ **HANDLING:** Immediate (ASAP) Priority (<1 hr) Routine (<2 hr)

ICs Position:	ICs Position:
T Location: _____	F Location: _____
O Name: _____	M Name: _____
Contact Info:	Contact Info:

Report Type: Update Complete **Jurisdiction Name:** _____

Contact Information (If Report Type=Complete, then Underline-Required)

EOC Phone: _____ EOC Fax: _____

Pri EM Contact Name: _____ Pri EM Contact Phone: _____

Sec EM Contact Name: _____ Sec EM Contact Phone: _____

Government Office Status (If Report Type=Complete, then Underline-Required)

Office Status: (Pick One) Unknown (Grey) Open (Green) Closed (Red)

Expected to Open Date: _____ Expected to Open Time: _____

Expected to Close Date: _____ Expected to Close Time: _____

EOC Status (If Report Type=Complete, then Underline-Required)

EOC Open: (Pick One) Unknown (Grey) Yes (Red) No (Green)

Activation: (Pick One) Normal (Green) Duty Officer (Yellow) Monitor (Orange)

Expected to Open Date: _____ Expected to Open Time: _____

Expected to Close Date: _____ Expected to Close Time: _____

Declarations (If Report Type=Complete, then Underline-Required)

State of Emergency: (Pick One) Unknown (Grey) Yes (Red) No (Green)

Attachment (indicate where/how sent): _____

Co ARES/RACES Page 2 of 4

Exercise: OA Jurisdiction Status (City > County)

Santa Clara OA Jurisdiction Status WHEOC: 20100813
PDF: 180613

Radio Operator Only: Origin Msg #: XND-203 Destination Msg #: OA EOC

This Section to be Completed by Jurisdiction Personnel:

Date: <today> Time (24hr): 1029 Handling: Immediate (ASAP) Priority (c1 hr) Routine (c2 hr)

ICS Position: Situation Analysis ICS Position: Planning

Location: County EOC Location: Xanadu EOC

Name: Name:

Contact Info: Contact Info:

Report Type: Update Complete Shelter Name: City of Xanadu

Contact Information

EOC Phone: EOC Fax:

Pr EM Contact Name: Pr EM Contact Phone:

Sec EM Contact Name: Sec EM Contact Phone:

Government Office Status

Office Status: Unknown Open Closed

Expected to Open Date: Expected to Open Time:

Expected to Close Date: Expected to Close Time:

EOC Status

EOC Open: Unknown Yes No

Activation: Normal Duty Officer Monitor

Expected to Open Date: Expected to Open Time:

Expected to Close Date: Expected to Close Time:

Declarations

State of Emergency: Unknown Yes No

Attachment (indicate where/how sent):

At receiving station: County EOC

Floding (Pick One) Normal (Green) Unknown (Grey) Problem (Yellow) Failure (Red)

Delayed (White) Closed (White) Early Out (White)

Comment: Streets flooded

Page 2 of 4

Transporation (Roads) (Pick One) Normal (Green) Unknown (Grey) Problem (Yellow) Failure (Red)

Delayed (White) Closed (White) Early Out (White)

Comment: 2nd Ave closed.

Page 3 of 4

Radio Operator Only:

Relay: Recd: Sent:

Name: <Your Name> Call Sign: <Your Call> Date: <today> Time (24hr): 11:13

Time (24:00)	FROM		TO		Message
	Call Sign/ID	Msg #	Call Sign/ID	Msg #	
HMM	Xanadu	XND-203	OA EOC	<Dest. #>	JurisStat: Xanadu City

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OA Shelter Status

- Usage
 - Report shelter status when WebEOC is not available
- Report Type: Update vs. Complete
 - If Complete, all underlined fields are required
- Recommended field groupings
 - Msg Nbr, Date, Time, Handling
 - To, From
 - Report Type, Shelter Name
 - Then go section by section
 - Say section name
 - Say field name(s) and value(s)
 - Shoot for about 5 items (fields/groups) at a time
 - Skip empty fields & sections

Santa Clara OA Shelter Status WHEOC: 20100813
PDF: 180613

Radio Operator Only: Origin Msg #: XND-203 Destination Msg #: OA EOC

This Section to be Completed by Shelter Management Personnel:

Date: Time (24hr): Handling: Immediate (ASAP) Priority (c1 hr) Routine (c2 hr)

ICS Position: ICS Position:

Location: Location:

Name: Name:

Contact Info: Contact Info:

Report Type: Update Complete Shelter Name:

Shelter

Shelter Type: (Pick One) Type 1 Type 2 Type 3 Type 4

Status: (Pick One) Open (Green) Closed (Red) Full (Yellow)

Address:

City:

State:

Zip:

Latitude (d.ddd): Longitude (d.ddd):

Shelter Information

Capacity:

Occupancy:

Meals Served (Last 24 hours):

NSS Number:

Pet Friendly: Yes No

Basic Safety Inspection: Yes No

ATC-20 Inspection: Yes No

Available Services:

MOU (where/how sent):

Floorplan (where/how sent):

SCCo ARES/RACES Page 1 of 3

Exercise: OA Shelter Status (Shelter > City EOC)

Santa Clara OA Shelter Status

Radio Operator Only: Origin: Msg #: HSS-204 Destination: **XNDEOC**

At receiving station: Xanadu EOC

This Section to be Completed by Shelter Management Personnel

Date: <today> Time: 24:00:1104 Handling: O Immediate (ASAP) Priority: (1-10) O Routine (1-24)

ICS Position: Mass Care and Shelter Unit Location: Xanadu EOC ICS Position: Shelter Manager

Report Type: Update Complete Shelter Name: Hope Street Shelter

Shelter Information

Capacity: 350

Stakeholder: 0

Message Sent (last 24 hours): 126

NIS Number:

Pet Friendly: Yes No

Basic Safety Inspection: Yes No

AIRC-20 Inspection: Yes No

Available Services:

Comments

Comments:

Last client has departed, we are closed.

Remove from List: Yes No

Radio Operator Only:

Relay: Rcd: Sent:

Name: Call Sign: Date: Time (24hr):

Time (24:00)	FROM		TO		Message
	Call Sign/ID	Msg #	Call Sign/ID	Msg #	
HMM	Hope Shelter	HSS-204	XNDEOC	<Your #>	Shelter Stat: Hope Street

Page 2 of 3

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Report Type: Update or Complete

Used On: OA Jurisdiction Status

OA Shelter Status

Allied Health Status (Used on Packet Version Only)

Report Type: Update Complete

Important: See Instructions!

Report Type	Required
	<ul style="list-style-type: none"> Update: Normal mode. Recipient should only replace fields in WebEOC that are entered here. Other fields should retain their current values. To tell the recipient to clear a text field in WebEOC, write "{CLEAR}" in the field. To append to existing data in a WebEOC text field, write "{APPEND}", followed by the text to be appended. Complete: <u>Use with caution.</u> An empty field here tells the recipient to clear the field in WebEOC. Use this to replace all fields in WebEOC with the data provided here, or to report on current status of all WebEOC fields.

UPDATE {CLEAR} clears the field of all data that is in WebEOC
 {APPEND} appends the new data to what is already in WebEOC

Radio Routing Slip

- Usage
 - When form being sent does not have all radio routing information fields
 - Also write Origin Msg Nbr in upper-right corner of associated form
- Recommended field groupings
 - Message Nbr, Date, Time, Handling
 - To, From
 - Form Type, Topic
- Then say, “Form Contents” and continue by sending the associated form

Santa Clara County RACES -- Radio Routing Slip Rev: 190527

Radio Operator Only: *Origin Msg #: _____ Destination Msg #: _____

This Section to be Completed by Message Author/Creator: (Underlined-Required)

Date: _____ Time (24hr): _____ Handling: **O**Immediate (ASAP) **P**Priority (1-1 hr) **R**Routine (2 hr)

ICS Position: _____ ICS Position: _____
 Location: _____ Location: _____
 Name: _____ Name: _____
 Contact Info: _____ Contact Info: _____

Form: _____ Type: _____

Instructions for Message Author/Creator:
 1. Complete section above, surrounded by BOLD line (see instructions on back)
 2. Fill in all Required fields.
 3. Attach to the front of a form to be sent via radio
 4. Deliver to radio operator for transmission

Radio Operator Only:
 Relay: _____ Sent: _____
 Name: _____ Call Sign: _____ Date: _____ Time (24hr): _____

SCCo ARES/RACES Radio Routing Slip Page 1 of 2

EOC-213RR Resource Request

- Usage
 - Non-mutual aid resource requests
 - i.e. barricades, water, sand, ...
 - Use with Radio Routing Slip
- Recommended field groupings
 - Incident Name, Date, Time
 - Then, use judgement
 - Say field number(s) and value(s)
 - Shoot for about 5 items (fields/groups) at a time
 - Skip empty fields
- Signature Line
 - If signed, send “with signature” as part of the Field 7 data.

County of Santa Clara
 Emergency Operations Center (EOC)
Resource Request Form 213RR

COMPLETED BY REQUESTOR

1. Incident Name _____ 2. Date Initiated _____ 3. Time Initiated _____ 4. Tracking Number (Complete by OA EOC) _____

5. Requested By (name, agency, position, email, phone) _____

Purpose The EOC 213RR is used to request non-mutual aid supplies, services, personnel, teams, equipment, utilities, fuel, facilities, or any other resource or incident management activity, required from the Operational Area (OA.)

When to use The Form 213RR may be used anytime during any Operational Period. If the OA EOC is not activated the Duty Officer will serve to coordinate the request.

Prepared by Any EOC position or agency requesting resources from the OA.

Approved by Section Chief of the requesting EOC or Supervising Official at requesting agency

6. Prepared by (name, position, email, phone) _____

Routed to Planning Section → Logistics Section → Finance/Admin Section → EOC Director → Logistics Section

7. Approved by (name, position, email, phone) _____

Filled with Logistics Section Resource Tracking Unit / Planning Section Documentation Unit

Signature: _____

User Notes The Form 213RR is a two-sided form. Side one is completed by the requestor. Side two is completed by the OA EOC. Please check that both sides are available.

REQUESTED RESOURCE DETAILS

8. Qty/Unit _____ 9. Resource Description (short, if applicable) _____ 10. Arrival (date/time) _____ 11. Priority _____ 12. Est'd Cost _____

High (0-4 hours)
 Medium (5-12 hours)
 Low (12+ hours)

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

15. Substitute/Suggested Sources (name, phone, website) _____

16. Supplemental Requirements (include details in #17)
 Equipment Operator Lodging
 Fuel Power
 Fuel Type _____ Maintenance
 Meals Other _____
 Water

17. Special Instructions _____

Requesting Agency / EOC Section

Exercise: EOC-213RR (City > County)

At receiving station:
County EOC

Santa Clara County RACES - Radio Routing Slip

Radio Operator Only: Origin Msg #: **XND-205**

This Section to be Completed by Message Author/Creator:

Date: <today> Time (APR 18 05) Handling: Immediate (ASAP) Priority (C1) Outroute (C10)

ICS Position: Planning ICS Position: Logistics
 Location: County EOC Location: Xanadu EOC
 Name: Name:
 Contact Info: Contact Info:
 Type: 213RR Title: Widget

Instructions for Message Author/Creator:
 1. Complete section above, surrounded by BOLD line (see instructions on back)
 2. Fill in all required fields
 3. Attach to the front of a form to be sent via radio
 4. Deliver to radio operator for transmission

Radio Operator Only:
 Relay: Recv: Sent:
 Name: Call Sign: Date: Time (24-hr):

County of Santa Clara
Emergency Operations Center (EOC)
Resource Request Form 213RR

XND-205

COMPLETED BY REQUESTOR

1. Incident Name: Training Class
 2. Date Initiated: <today>
 3. Time Initiated: 1107
 4. Tracking Number: 1107

5. Requested by (name, agency, position, email, phone):
 Purpose: How to use the EOC Form 213RR
 The EOC 213RR is used to request non-routine staff supplies, services, personnel, teams, equipment, utilities, fuel, facilities, or any other resource or incident management activity, requested from the Operational Area (OA)

When to use: The Form 213RR may be used anytime during any Operational Period. If the OA EOC is not activated the Duty Officer will serve to coordinate the request.

Prepared by (name, agency, position, email, phone):
 Approved by: Any EOC position or agency requesting resources from the OA
 Section Chief of the requesting EOC or Supervising Official at requesting agency

Routed to: Planning Section, Logistics Section → Finance/Admin Section → EOC Director → Logistics Section

Filed with: Logistics Section Resource Tracking Unit / Planning Section
 Dispositionment Unit

User Notes: The Form 213RR is a two-sided form. Side one is completed by the requester. Side two is completed by the OA EOC. Please check that both sides are available.

Signature: _____

with signature

8. City/Unit: 9. Resource Description: 10. Arrival (approximate): 11. Priority: 12. Ext'd Cost:
 1ea Widget ASAP hour
 (if required)
 Medium
 (if required)
 Low
 (if required)

13. Deliver to (name, agency, position, email, phone):
 Someone
 14. Location (address or geotag, use unit):
 Somewhere

15. Substitute/Suggested Sources (name, phone, website):

Time (24:00)	FROM		TO		Message
	Call Sign/ID	Msg #	Call Sign/ID	Msg #	
HHMM	XNDEOC	XND-205	Cnty EOC	<Dest. #>	213RR: Widget

SCCs/ARES/RACES Radio Routing Slip Page 1 of 2 Last Revised 8/17 Form 213RR County of Santa Clara - Emergency Operations Center (EOC) Page 1 of 2

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Allied Health Facility Status

- Usage
 - Report allied health facility status
 - Use with Radio Routing Slip
- Recommended field groupings
 - Facility Name, Type, Date, Time
 - Contact Name, Phone, Fax
 - Other, Incident Name & Date
 - Then go section by section
 - Say section name
 - Say field name(s) and value(s)
 - Shoot for about 5 items (fields/groups) at a time
 - Skip empty fields & sections

DEOC-9 ALLIED HEALTH STATUS REPORT SHORT FORM

FACILITY NAME: _____ FACILITY TYPE: _____ DATE: _____ TIME: _____

Contact Name: _____ Phone #: _____ Fax #: _____

Other Phone, Fax, Call Phone, Radio: _____ Incident Name and Date: _____

FACILITY STATUS	CHECK ONE	CHECK ADDITIONAL ATTACHMENTS PROVIDED	Yes/No
GREEN FULLY FUNCTIONAL		INHC/ICS ORGANIZATION CHART	
RED LIMITED SERVICES		DEOC-9 RESOURCE REQUEST FORMS	
BLACK-NO SERVICES/RECLOSED		INCIDENT STATUS REPORT FORMS	
		INCIDENT STATUS REPORT FORMS	

FACILITY CONTACT INFORMATION

FACILITY EOC MAIN CONTACT NUMBER: _____ PHONE/COMMUNICATIONS DIRECTORY

FACILITY EOC MAIN CONTACT FAX: _____

FACILITY LOGS/OFFICER NAME: LINKON TO PUBLIC HEALTH/MEDICAL HEALTH BRANCH

FACILITY LOGS/OFFICER NUMBER: _____

FACILITY INFORMATION OFFICER NAME: _____

FACILITY INFORMATION OFFICER CONTACT NUMBER: _____

FACILITY INFORMATION OFFICER CONTACT EMAIL: _____

IF FACILITY EOC NOT ACTIVATED, WHO SHOULD BE CONTACTED FOR QUESTIONS/QUESTS: _____

FACILITY CONTACT NUMBER: _____ SKILLED NURSING: _____

FACILITY CONTACT EMAIL: _____ ASSISTED LIVING: _____

FACILITY PATIENT ROOM INFORMATION: _____ TOTAL: _____

FACILITY PATIENTS TO ENHANCE: _____ SUB-ACUTE: _____

FACILITY PATIENTS INURED - MINOR: _____ ALZHEIMER/DEMENTIA: _____

QUALITY PATIENTS TRANSFERRED OUT OF COUNTY: _____ PEDIATRIC SUB-ACUTE: _____

PSYCHIATRIC: _____

OTHER FACILITY PATIENT CARE INFORMATION: _____

DEOC/EOC/ICF CHEF USE

Large number - # of beds in addition to vacant available beds

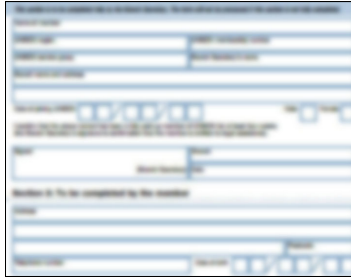
AVAILABLE RESOURCES BY FACILITY TYPE	ADULT	TEEN	CHILD	TODDLER	INFANT	PRENATAL
ANALYSIS						
SURGICAL						
CLINIC						
PHYSICIAN						
ADULT DRY CENTER						

Please follow instructions received from email@phmc.caspan on how to submit this form. If telephone/fax are not working, use alternate means of communication (radio, messenger, etc.) Use the RESOURCE REQUEST FORM to request resources.

ALLIED HEALTH STATUS REPORT FORM - Revised February 2016
 Department Operations Center Form 9 (DEOC-9)

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Unfamiliar Forms

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Unfamiliar Form – what do you do?

- First, check if the receiving party has a copy of the form
 - If they do, it simplifies your sending process
 - Send them a copy/photo via fax or email or packet if possible?
- If they do ...
 - Send it as usual: top to bottom, left to right, section at a time, field name (or field number) and value
 - Skip empty sections/fields
 - Shoot for 5 items (fields/groups) at a time
- But what if they don't have the form?
 - Come up with a process!

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Unfamiliar Form – What Do You Do?

1. Define a process that works for you
2. Follow the process

Example: A Donut Ordering form

- How does the recipient know what you're saying is the name of a field, or data you are transmitting?
- Set the expectation: "I will say the word 'Field' followed by the field name, then the word 'Value' followed by the data in the field"
- If a form will be used more than once, assign field numbers and pass the form layout, first: "I will say 'Field' followed by the number, then 'Name' followed by the name."
- Subsequently, use the field numbers: "I'll send the message as 'field', followed by the number, pause, then say the field value"
- Use common procedures: 5 items (fields/groups) at a time, ...

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Example of an unfamiliar form: Donut Ordering Form

Date:	06-25-22
Time:	1430 hours
Person Ordering:	Herman
Glazed:	1 dozen
Jelly:	1 Raspberry
Plain:	24 mixed
Bear Claws:	de-clawed

What's missing?

Radio routing information!

Use a Radio Routing Slip!

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Example of Form with Numbered Fields

Building Status Report Form
Facilities Department Form 23

1. Facility Name:		2. Date:		3. Time:	
4. Contact Name:		5. Phone:		6. Fax:	
7. Other Phone, Fax, Cell Phone, Radio:					

Building Operational Status		Check One	Personnel Status		Total
8. Not Functional	<input type="checkbox"/>		24. Upper-level Managers	<input type="checkbox"/>	
9. Partially Functional	<input type="checkbox"/>		25. Mid-level Managers	<input type="checkbox"/>	
10. Fully Functional	<input type="checkbox"/>		26. Administrative Assistants	<input type="checkbox"/>	
			27. Facilities Engineers	<input type="checkbox"/>	
			28. IT Engineers	<input type="checkbox"/>	
			29. Safety Engineers	<input type="checkbox"/>	
			30. Medical Personnel	<input type="checkbox"/>	
			31. Butchers	<input type="checkbox"/>	
			32. Bakers	<input type="checkbox"/>	
			33. Candlestick Makers	<input type="checkbox"/>	
			34. Other	<input type="checkbox"/>	

Damage Assessment		Yes	No	Equipment/Services		Check Available
11. Structural Damage	<input type="checkbox"/>	<input type="checkbox"/>		35. Cafeteria	<input type="checkbox"/>	
12. Partial Collapse	<input type="checkbox"/>	<input type="checkbox"/>		36. Restrooms	<input type="checkbox"/>	
13. Total Collapse	<input type="checkbox"/>	<input type="checkbox"/>		37. Computer Room	<input type="checkbox"/>	
14. Loss of Natural Gas	<input type="checkbox"/>	<input type="checkbox"/>		38. Auditorium	<input type="checkbox"/>	
15. Loss of Electricity	<input type="checkbox"/>	<input type="checkbox"/>		39. Parking Structure	<input type="checkbox"/>	
16. Loss of Water and/or Sewer	<input type="checkbox"/>	<input type="checkbox"/>		40. Air Conditioning	<input type="checkbox"/>	
17. Loss of Telephones	<input type="checkbox"/>	<input type="checkbox"/>		41. Chilers	<input type="checkbox"/>	
18. Evacuating Building	<input type="checkbox"/>	<input type="checkbox"/>		42. Laboratory	<input type="checkbox"/>	
19. Evac. Transportation Needed	<input type="checkbox"/>	<input type="checkbox"/>				

Employee & Visitor Status		Total
20. Uninjured	<input type="checkbox"/>	
21. Injured, but ambulatory	<input type="checkbox"/>	
22. Injured, needs assistance	<input type="checkbox"/>	
23. Other:	<input type="checkbox"/>	

Building Status Report Form
Facilities Department Form 23
Revised 02/2018

What's missing?

Radio routing information!

Use a Radio Routing Slip!

Exercise: Unknown Form

At receiving station: Xanadu EOC

Santa Clara County RACES -- Radio Routing Slip Rev: 10/27

Radio Operator Only: Origin Msg #: WCP-207 Destination Msg #:

(This section to be completed by Message Author/Creator)

Date: <today> Time: 11:05 Handling: O Immediate (ICAP) Priority: (c-1 hr) Routine: (c-2 hr)

ICS Position: Food Unit	F	ICS Position: IC
Location: XND EOC	R	Location: West Check Point
Name:	M	Contact Info:
Contact Info:		Contact Info:

Form: Type: Donut Order Topic: Morning Order

Instructions for Message Author/Creator:

- Complete section above, surrounded by BOLD line (see instructions on back)
- Fill in all Required fields
- Attach to the front of a form to be sent via radio
- Deliver to radio operator for transmission

Radio Operator Only:

Relay:	Recv:	Sent:
Name:	Call Sign:	Date:
		Time (24hr):

WCP-207

Morning Donut Order

- Date: <today>
- Time: 11:35
- Department: RACES
- Glazed: 6
- Jelly: 2
- Assorted: 1 dozen

Time (24:00)	FROM		TO		Message
	Call Sign/ID	Msg #	Call Sign/ID	Msg #	
HMM	West CP	WCP-207	XNDEOC	<Dest. #>	Morning Donut Order



Relaying Messages

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The Need for Relaying Messages

- We usually send messages directly (one hop)
 - We use the To and From Locations without thinking
 - Origin Station calls Destination Station listed in “To Location”
 - Destination Station sends back confirmation (Destination Msg Nbr) to the Origin Station (“From Location”) during the same conversation
- But sometimes the Origin Station can’t reach the Destination Station directly
 - No repeater (down or limited coverage)
 - Simplex distance or terrain issues

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Relaying Messages

- We can use one or more “Relay Stations” when the Origin Station is unable to talk to the Destination Station directly
 - Origin station needs to find a path (one or more Relay Stations) to the “To Location” for sending the message
 - Destination station needs to find a path (one or more Relay Stations) to the “From Location” for sending their message number (confirmation)
 - This may be the same path used to send the message
 - It might be a different path (if one or more Relay Stations are now gone)
 - Finding the path may occur on the same or different net
 - Example: Command Net might be used to keep Message Net moving

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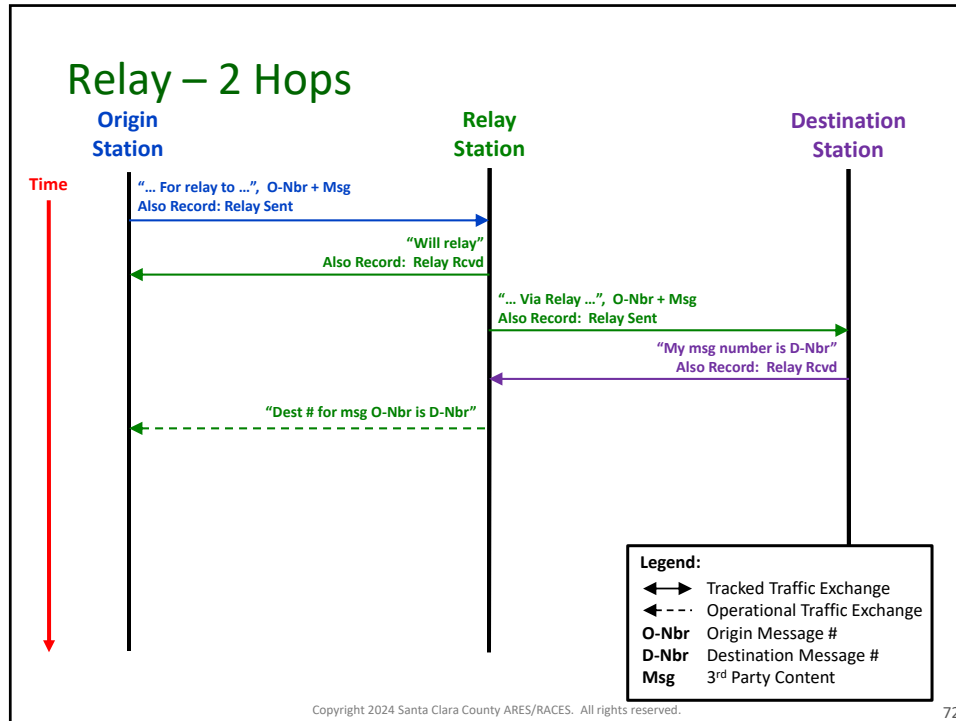
70

Relaying Messages

- Assumptions:
 - Stations know when a relay is required and arrange a path
 - When the message is being passed, stations know the “next hop” needed to reach the Destination Station
 - When the receipt is being returned, stations know the “next hop” needed to reach the Origin Station
 - The path taken by the receipt may be different than the original message.
 - Return receipt is sent as normal, operator-to-operator traffic with “Routine” handling.
 - Return of the receipt is done on a “best effort” basis.

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Message Hop 1 Origin Station To Relay Station

- Indicate relay request during handshake
 - “Message type is Shelter Status for relay to <destination>”
- Transfer message as usual
- Relay acknowledges message with “Will relay”
 - Instead of “My message number is...”
- “Radio Operator Only” section:
 - Origin Station records Relay Station’s call sign in “Relay: Sent”
 - Relay Station records Origin Station’s call sign in “Relay: Rcvd”
 - Remainder completed as normal
- Both log the traffic on their ICS-309

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Relay Example: Message Hop 1

Xanadu EOC
Origin Station

Message
→

Xanadu Fire Station 4
Relay Station

→

Xanadu Shelter 1
Destination Station

Origin

Form: Radio Operator Only: ¹ Origin Msg #: *XND-321* Destination Msg #:

Radio Operator Only:

Relay: Rcvd: Sent: *Fire 4*

ICS-309:

Time (24:00)	FROM		TO		Message
	Call Sign/ID	Msg #	Call Sign/ID	Msg #	
1100	EOC	XND-321	Fire 4		ICS-213: Water / Relay to Shelter 1

Relay

Form: Radio Operator Only: ¹ Origin Msg #: *XND-321* Destination Msg #:

Radio Operator Only:

Relay: Rcvd: *EOC* Sent:

ICS-309:

Time (24:00)	FROM		TO		Message
	Call Sign/ID	Msg #	Call Sign/ID	Msg #	
1100	EOC	XND-321	Fire 4		ICS-213: Water / Relay from EOC

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Message Hop 2: Relay Station To Destination Station

- Transfer message as usual
 - Relay Station uses same paperwork that was created in previous hop
- “Radio Operator Only” section:
 - Relay Station records Dest Station’s call sign in “Relay: Sent”
 - Dest Station records Relay Station’s call sign in “Relay: Rcvd”
 - Remainder completed as normal
- Both log the traffic on their ICS-309
- Relay station should update previous log entry
 - Add Destination Msg Nbr to 1st hop message

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Relay Example: Message Hop 2

```

graph LR
    A[Xanadu EOC  
Origin Station] -- Message --> B[Xanadu Fire Station 4  
Relay Station]
    B -- Message --> C[Xanadu Shelter 1  
Destination Station]
    C -- Dest Msg # --> B
    
```

Relay

Form: Radio Operator Only: ¹ Origin Msg #: *XND-321* Destination Msg #: *S01-104*

Radio Operator Only:

Relay: Rcvd: *EOC* Sent: *Shelter 1*

ICS-309:

Time (24:00)	FROM		TO		Message
	Call Sign/ID	Msg #	Call Sign/ID	Msg #	
1100	<i>EOC</i>	<i>XND-321</i>	<i>Fire 4</i>	<i>S01-104</i>	<i>ICS-213: Water / Relay from EOC</i>
1100	<i>Fire 4</i>	<i>XND-321</i>	<i>Shelter 1</i>	<i>S01-104</i>	<i>ICS-213: Water / Relay to Shelter 1</i>

Destination

Form: Radio Operator Only: ¹ Origin Msg #: *XND-321* Destination Msg #: *S01-104*

Radio Operator Only:

Relay: Rcvd: *Fire 4* Sent:

ICS-309:

Time (24:00)	FROM		TO		Message
	Call Sign/ID	Msg #	Call Sign/ID	Msg #	
1100	<i>Fire 4</i>	<i>XND-321</i>	<i>Shelter 1</i>	<i>S01-104</i>	<i>ICS-213: Water / Relay From EOC</i>

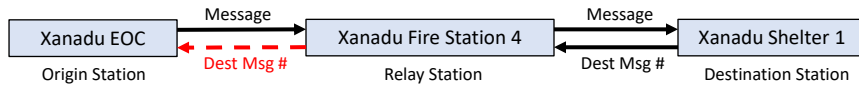
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Receipt Hop 1: Relay To Origin Station

- Relay Station contacts Origin Station with operator-to-operator traffic
 - “<Origin Station>, this is <Relay Station> with a destination message number”
 - “Go ahead”
- Relay Station passes the message number
 - “For your Origin Msg Nbr XND-321, Dest MSg Nbr is: S01-104”
 - “Copy”
- Both log the traffic on their ICS-309
- Origin Station should update previous log entries
 - Add Destination Message Number to:
 - The original, outgoing message form
 - The original ICS-309 log entry

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Relay Example: Receipt Hop 1



Relay

Form: Radio Operator Only: ¹ Origin Msg #: *XND-321* Destination Msg #: *S01-104*

Radio Operator Only:
Relay: Rcvd: *EOC* Sent: *Shelter 1*

ICS-309:

Time (24:00)	FROM		TO		Message
	Call Sign/ID	Msg #	Call Sign/ID	Msg #	
1100	<i>EOC</i>	<i>XND-321</i>	<i>Fire 4</i>	<i>S01-104</i>	<i>ICS-213: Water / Relay from EOC</i>
1100	<i>Fire 4</i>	<i>XND-321</i>	<i>Shelter 1</i>	<i>S01-104</i>	<i>ICS-213: Water / Relay to Shelter 1</i>
1100	<i>Fire 4</i>		<i>EOC</i>		<i>Origin # XND-321 = Dest # S01-104</i>

Origin

Form: Radio Operator Only: ¹ Origin Msg #: *XND-321* Destination Msg #: *S01-204*

Radio Operator Only:
Relay: Rcvd: Sent: *Fire 4*

ICS-309:

Time (24:00)	FROM		TO		Message
	Call Sign/ID	Msg #	Call Sign/ID	Msg #	
1100	<i>EOC</i>	<i>XND-321</i>	<i>Fire 4</i>	<i>S01-104</i>	<i>ICS-213: Water / Relay to Shelter 1</i>
1100	<i>Fire 4</i>		<i>EOC</i>		<i>Orig # XND-321 = Dest # S01-104</i>



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More Complex Relay Situations

- Time Lag
 - It may be 30 minutes to an hour before you get the destination message number back; longer with two relays
- Two relays
 - The same procedure is easily extended to more than one relay
 - This would be extremely rare in our county, much less for a city
 - See Appendix at the end for a diagram
- Different path for return of Destination Message Nbr
 - By the time the Destination Message Number is on its way back to the Origin Station, one or more of the relays may be gone
 - So the “receipt” may take a different path back
 - See Appendix at the end for a diagram

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Problem Solving

How to handle the problems that will inevitably happen

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Proword Is Part of the Message

- What if a proword like “figures” is part of the message?
- Answer: Use “I spell”
- Examples:
 - Written: “The latest figures are encouraging.”
 - Spoken: “The latest figures *I SPELL* foxtrot india golf uniform romeo echo sierra <pause> are encouraging.”

 - Written: “Itemize 4 figures each.”
 - Spoken: “Itemize *FIGURE* four <pause> figures *I SPELL* foxtrot india golf uniform romeo echo sierra <pause> each.”

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Message Is Too Long for the Form

- When you run out of room on the form when receiving a message:
 - Make it *abundantly* clear on page 1 that there is more than one page (“Page 1 of X”)
 - Use plain paper (Form 1) for subsequent page(s)
 - Add Origin Message Number and “Page X of Y” to each page
 - Use only front of paper
 - Copying and/or scanning often misses the back of pages
 - Immediately staple or otherwise affix all pages together

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Untrained Operator; Known Form

- What if an Operator is sending a known form poorly?
 - Suggest a process
 - “Send fields top to bottom, left to right, 5 fields at a time. For long fields, send 5 words at a time”
 - If that doesn’t work, switch to a more directive approach
 - Ask for individual fields: Origin Message Number?, Date?, Time?, Handling? ...
- If the problem continues with the next message, it might be time to suggest another operator through discreet channels such as Command Net, Telephone, etc.

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Untrained Operator; Unknown Form

- If an Operator is sending a message poorly (using an unfamiliar form you haven't seen) – what do you do?
 - Suggest a process:
 - “First, tell me each of the field numbers and field names on the form, top to bottom, left to right. Pause after each one (or five) and wait for an acknowledgment by me.”
 - Now, tell me the field number (or name) followed by the value.

Use MP Techniques with Net Scripts

- Use with caution on Net Scripts (Open/Close Net, H&W, etc)
 - Prowords are helpful when sending things that might be misunderstood but do not overuse them when reading net scripts.

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Unusual Information to Communicate

- Just about anything can be sent with our existing rules
 - Avoid making up new prowords
- Still, you may come across something that isn't covered yet
 - That's why we added to the ARRL message handling procedures
- If you're really sure that you must create a new proword
 - Use the existing prowords as a guide for how it should work
 - Set the expectation for the receiving station up front
 - “I will use the introductory proword WIDGET” before speaking a group of type widget phonetically
 - Use it consistently
 - Report it on our discussion groups
 - If appropriate, we'll adopt it into our standards

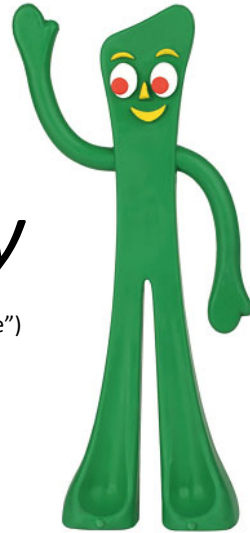
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Whatever the Problem, Remember ...

Semper Gumby

(In case you don't know Latin, that means "Always Flexible")



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Summary

You should now be able to:

- Properly send, receive and log 3rd party written messages, including messages using formats that you haven't seen before
- And you should be able to do it precisely!

This was the classroom portion of your training

Practice is the only way to become and remain proficient!

- Quarterly On-air training nets
- Exercises, drills, and public service events
- Repeat this class until it's automatic

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Final Assignment

Please complete the Class Evaluation within one week.

To get course credit you need to:

- a) Attend at least 90% of the class
- b) Participate in class
- b) Complete the class evaluation

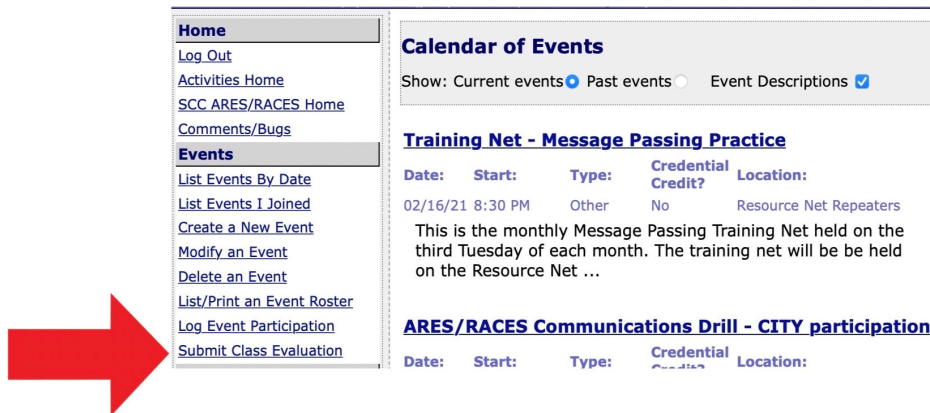
If you do these, you will get credit for the course.

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Online Class Evaluation

Log into <https://www.scc-ares-races.org/activities/events.php>
Click "Submit Class Evaluation" in Events



The screenshot shows a web interface with a left-hand navigation menu and a main content area. The navigation menu includes links for Home, Log Out, Activities Home, SCC ARES/RACES Home, Comments/Bugs, and Events. Under the Events menu, there are several sub-links: List Events By Date, List Events I Joined, Create a New Event, Modify an Event, Delete an Event, List/Print an Event Roster, Log Event Participation, and Submit Class Evaluation. A large red arrow points to the 'Submit Class Evaluation' link. The main content area features a 'Calendar of Events' section with a filter for 'Event Descriptions' checked. Below this, there is an event titled 'Training Net - Message Passing Practice' with details for Date (02/16/21), Start (8:30 PM), Type (Other), Credential Credit? (No), and Location (Resource Net Repeaters). A description follows: 'This is the monthly Message Passing Training Net held on the third Tuesday of each month. The training net will be held on the Resource Net ...'. Below that is another event titled 'ARES/RACES Communications Drill - CITY participation' with similar header information.

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Thank You!

- If you have questions or feedback about this or other training activities, join our Training discussion group. This is a moderated group:
 - <https://www.scc-ares-races.org/discuss-groups>

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Message Relay Exercise

- We are only to send the message number, priority, and subject. We will not send the rest of the message content for this exercise.
- Xanadu EOC Sends ICS-213 to Shelter 1 via Fire Station 4
 - [Slide 74](#)
- Fire Station 4 relays to Shelter 1 and receives Destination Message Number from Shelter 1
 - [Slide 76](#)
- Fire Station 4 relays Destination Message # to Xanadu EOC
 - [Slide 78](#)

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Appendix

Example, Relaying with 2 relay hops

Relay – 3 Hops

