USE AND DISTRIBUTION NOTICE

- Santa Clara County RACES authorization is granted to use and duplicate this material as-is as long as this page and the copyright notices on each page are included, acknowledging Santa Clara County ARES/RACES as the holder of the copyright.
- Permission is granted to adapt this presentation to your needs as long as you acknowledge our copyright and include a note similar to "adapted with permission from Santa Clara County ARES/RACES"
- For additional information on training or any of our programs send an email to: info@scc-ares-races.org

Copyright 2024 Santa Clara County ARES/RACES. All rights reserved. 0

Message Passing

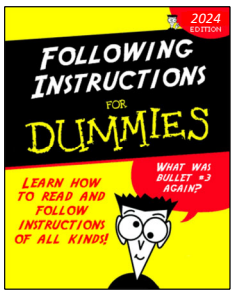
Santa Clara County ARES®/RACES
Revised: 18-June-2024

ARES and Amateur Radio Emergency Service are registered servicemarks of the American Radio Relay League Incorporated and are used by permission.

Copyright 2024 Santa Clara County ARES/RACES. All rights reserved. 1

Housekeeping

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



Copyright 2024 Santa Clara County ARES/RACES. All rights reserved. 2

Copyright 2024 Santa Clara County ARES®/RACES. All rights reserved.

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 …

Copyright 2024 Santa Clara County ARES/RACES. All rights reserved. 3

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

Copyright 2024 Santa Clara County ARES/RACES. All rights reserved. 4

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 sign XND ECO

Copyright 2024 Santa Clara County ARES/RACES. All rights reserved. 5

Copyright 2024 Santa Clara County ARES®/RACES. All rights reserved.

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!

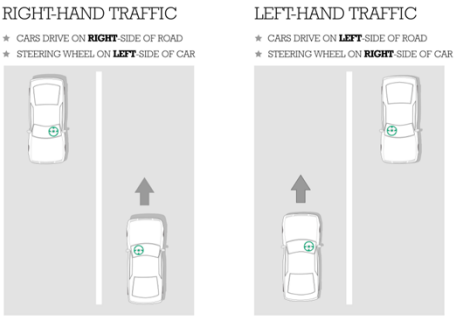
Copyright 2024 Santa Clara County ARES/RACES. All rights reserved. 6

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.

Copyright 2024 Santa Clara County ARES/RACES. All rights reserved. 7

Which is Correct?



Copyright 2024 Santa Clara County ARES/RACES. All rights reserved. 8

Copyright 2024 Santa Clara County ARES®/RACES. All rights reserved.

HOMEWORK

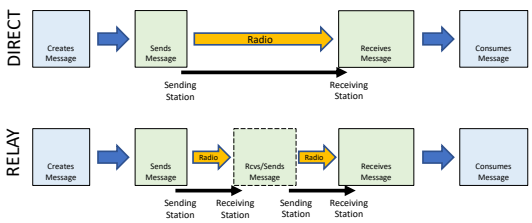
- Print and read SCCo ARES/RACES Message Handling Procedures (PDF) *[updated 06/28/2024]*
- Learn the prowords and techniques. Practice until you know them well. It's not hard but it does take time and must be done before class.
- We will not be teaching what is in that document, just reviewing it during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

Copyright 2024 Santa Clara County ARES/RACES. All rights reserved. 9

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

Copyright 2024 Santa Clara County ARES/RACES. All rights reserved. 15

Message Handling Roles - Graphical



Copyright 2024 Santa Clara County ARES/RACES. All rights reserved. 16

Copyright 2024 Santa Clara County ARES®/RACES. All rights reserved.

Message Types

Operator-to-Operator vs. 3rd Party

Copyright 2024 Santa Clara County ARES/RACES. All rights reserved. 17

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

Copyright 2024 Santa Clara County ARES/RACES. All rights reserved. 18

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.

Copyright 2024 Santa Clara County ARES/RACES. All rights reserved. 19

Copyright 2024 Santa Clara County ARES®/RACES. All rights reserved.

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

20

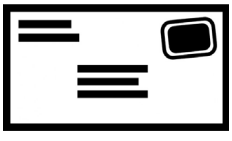
Copyright 2024 Santa Clara County ARES/RACES. All rights reserved.

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)

21

Copyright 2024 Santa Clara County ARES/RACES. All rights reserved.



Radio Routing Information

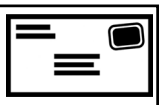
The "Envelope" for 3rd Party Messages

22

Copyright 2024 Santa Clara County ARES/RACES. All rights reserved.

Copyright 2024 Santa Clara County ARES®/RACES. All rights reserved.

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

Copyright 2024 Santa Clara County ARES/RACES. All rights reserved. 23

Message Numbers

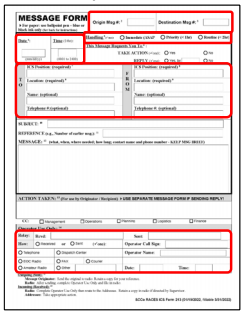
- Generally assigned by the served agency
- Format is XXX-NNN
  - where XXX is the agency code or assigned identifier
  - where NNN is a sequential number
- Examples:
  - XND-123 Xanadu EOC
  - SH5-904 Shelter 5
  - CP2-586 Checkpoint 2
- For today's exercises use your initials and a sequential number,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

Copyright 2024 Santa Clara County ARES/RACES. All rights reserved. 24

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



Copyright 2024 Santa Clara County ARES/RACES. All rights reserved. 25

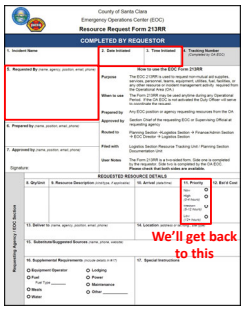
Copyright 2024 Santa Clara County ARES®/RACES. All rights reserved.

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:

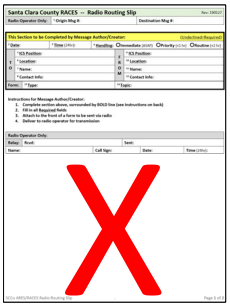
Example: ICS-213RR



Copyright 2024 Santa Clara County ARES/RACES. All rights reserved. 26

Radio Routing Slip

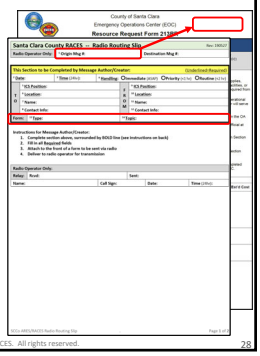
- Use when sending or receiving a form that does not contain radio routing info
  - A place to write the missing fields
- NOT a substitute for an ICS-213 Message Form
  - Do NOT write a message on the Radio Routing Slip
- Instructions on back
  - Short version of Message Author instructions also on front



Copyright 2024 Santa Clara County ARES/RACES. All rights reserved. 27

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



Copyright 2024 Santa Clara County ARES/RACES. All rights reserved. 28

Copyright 2024 Santa Clara County ARES®/RACES. All rights reserved.

What Routing Info Should be Entered?

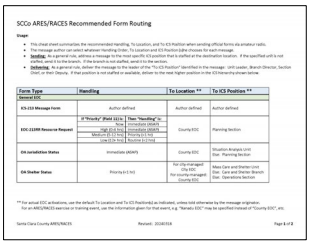
- The author of a 3rd party message may not know the proper Handling Order or TO address
  - They usually enter their data into an online system (WebEOC)
  - The "system" handles it from there
  - Not sure which "ICS Position" should get the message (varies by form)
- They may not know how quickly it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

[2] **Date:**	[3] **Time** (24hr):	[4] **Handling:** ○**Immediate** (ASAP) ○**Priority** (<1 hr) ○**Routine** (<2 hr)	
TO	[5] **ICS Position:**	FROM	[9] **ICS Position:**
	[6] **Location:**		[10] **Location:**
	[7] **Name:**		[11] **Name:**
	[8] **Contact Info:**		[12] **Contact Info:**

Copyright 2024 Santa Clara County ARES/RACES. All rights reserved. 29

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 sheet 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 (ahe) choices 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 branch. If the branch is not staffed, send it to the section.
- **Delivering:** 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-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) Low (12+ hrs) / Routine (<2 hrs)	County EOC	Planning Section
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

** 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. "Ramalo EOC" may be specified instead of "County EOC", etc.

Santa Clara County ARES/RACES Revised: 20240318 Page 8 of 2

Copyright 2024 Santa Clara County ARES/RACES. All rights reserved. 30

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

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) Low (12+ hrs) / Routine (<2 hrs)	County EOC	Planning Section
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

Copyright 2024 Santa Clara County ARES/RACES. All rights reserved. 31

Copyright 2024 Santa Clara County ARES®/RACES. All rights reserved.

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

Copyright 2024 Santa Clara County ARES/RACES. All rights reserved. 32

Exercise: Radio Routing Information

- What are the fields needed for radio routing?

- Which of the following forms contain all necessary radio routing information?

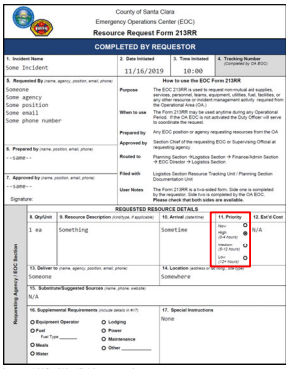
Form Type	Radio Routing Info?
ICS-213 Message Form	
EOC-213RR Resource Request	
OA Jurisdiction Status	
OA Shelter Status	
Allied Health Facility Status	

Copyright 2024 Santa Clara County ARES/RACES. All rights reserved. 33

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
6. Prepared by (name, position, email, phone): --same--
7. Approved by (name, position, email, phone): --same--
Signature:
How to use the EOC Form 213RR
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
Routed to: Planning Section ⇒Logistics Section ⇒ Finance/Admin Section ⇒ EOC Director ⇒ Logistics Section
Filed 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.
REQUESTED RESOURCE DETAILS
Requesting Agency / EOC Section
8. Qty/Unit: 1 ea
9. Resource Description (Kind/type, if applicable): Something
10. Arrival (date/time): Sometime
11. Priority: Now / High (24 Hours) / Medium (8-12 Hours) / Low (12+ Hours)
12. Est'd Cost: N/A
13. Deliver to (name, agency, position, email, phone): Someone
14. Location (address or landing, site type): Somewhere
15. Substitute/Suggested Sources (name, phone, website): N/A
16. Supplemental Requirements (include details in #17): Equipment Operator, Fuel, Fuel Type, Meals, Water, Lodging, Power, Maintenance, Other
17. Special Instructions: None

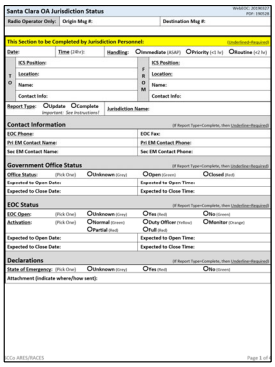
Copyright 2024 Santa Clara County ARES/RACES. All rights reserved. 34

Copyright 2024 Santa Clara County ARES®/RACES. All rights reserved.

Exercise: Radio Routing Information

Jurisdiction Status

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


Santa Clara OA Jurisdiction Status

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

This Section to be Completed by Jurisdiction Personnel:

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

TO: ICS Position: Location: Name: Contact Info:

FROM: ICS Position: Location: Name: Contact Info:

Report Type: Update Complete (important - See Instructions!) 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) Partial (Red) Full (Red)

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):

CCo ARES/RACES Page 1 of 1

Copyright 2024 Santa Clara County ARES/RACES. All rights reserved.

35

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

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

This Section to be Completed by Shelter Management Personnel:

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

TO: ICS Position: Location: Name: Contact Info:

FROM: ICS Position: Location: Name: Contact Info:

Report Type: Update Complete (important - See Instructions!) Shelter Name:

Shelter (If Report Type=Complete, then Underline Required)

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 (If Report Type=Complete, then Underline Required)

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):

CCo ARES/RACES Page 1 of 1

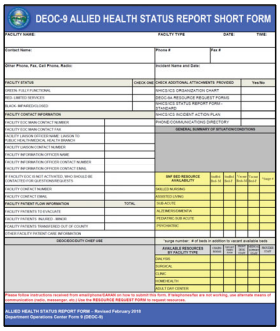
Copyright 2024 Santa Clara County ARES/RACES. All rights reserved.

36

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


DEOC-9 ALLIED HEALTH STATUS REPORT SHORT FORM

FACILITY NAME: FACILITY TYPE: DATE: TIME:

Contact Name: Phone # Fax #

Other Phone, Fax, Cell Phone, Radio: Incident Name and Date:

FACILITY STATUS | CHECK ONE | CHECK ADDITIONAL ATTACHMENTS PROVIDED | Yes/No

SHCEDU-1 ORGANIZATION CHART

DEOC-9A RESOURCE REQUEST FORMS

SHCEDU-2 STATUS REPORT FORM – STANDARD

SHCEDU-3 INCIDENT ACTION PLAN

FACILITY CONTACT INFORMATION

PHONE COMMUNICATIONS DIRECTORY

GENERAL SUMMARY OF SITUATION/CONDITIONS

BAY AREA RESOURCE COORDINATION PLAN

ASSIGNED PATIENTS

ADMITTED (LYING)

TOTAL

ALLIED HEALTH RESOURCES AVAILABLE CAPACITY TYPE

Please follow instructions received from email/phone/CAHAN on how to submit this form. If email/phone/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 2018
Department Operations Center Form 9 (DEOC-9)

Copyright 2024 Santa Clara County ARES/RACES. All rights reserved.

37

Copyright 2024 Santa Clara County ARES®/RACES. All rights reserved.

Exercise: Radio Routing Information

RACES Mutual Aid Request

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

Santa Clara County RACES – Mutual Aid Request

Copyright 2024 Santa Clara County ARES/RACES. All rights reserved.
38

Common 3rd Party Procedures

Applies to any 3rd party messages

Copyright 2024 Santa Clara County ARES/RACES. All rights reserved.
39

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

Copyright 2024 Santa Clara County ARES/RACES. All rights reserved.
40

Copyright 2024 Santa Clara County ARES®/RACES. All rights reserved.

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) • Date, Time, Handling, etc. (varies by form) • To (position, location, …) From (position, location, …)	Other header fields (on routing slip) • Date, Time, Handling • To (position, location, …) From (position, location, …)
• Subject, Report Type, etc. (varies by form)	• Form Type, Topic (on routing slip)
	"Form Contents" (receiver moves to the form)
Form fields • 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 fields • 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

Copyright 2024 Santa Clara County ARES/RACES. All rights reserved.
41

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!

Copyright 2024 Santa Clara County ARES/RACES. All rights reserved.
42

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*

Copyright 2024 Santa Clara County ARES/RACES. All rights reserved.
43

Copyright 2024 Santa Clara County ARES®/RACES. All rights reserved.

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*	

Copyright 2024 Santa Clara County ARES/RACES. All rights reserved.

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*

Copyright 2024 Santa Clara County ARES/RACES. All rights reserved.

Form-specific Exercises

Proper prowords and procedures works for any form

Copyright 2024 Santa Clara County ARES/RACES. All rights reserved.

Copyright 2024 Santa Clara County ARES®/RACES. All rights reserved.

Form-specific Exercises

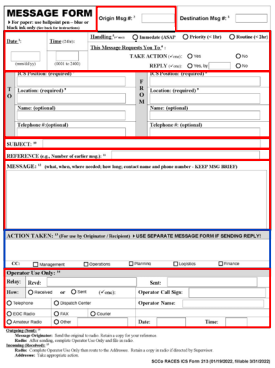
- You will need
  - 3rd party forms: 3-ICS-213, 1-EOC-213RR, 1-OA Jurisdiction Status, 1-OA Shelter Status, 1-Allied Health Facility Status, Form 1
  - 3-Radio Routing Slips
  - 1-ICS-309 Communications Log
  - 1-Recommended Form Routing Cheat Sheet
- Process
  - You will be the receiving station
  - 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

Copyright 2024 Santa Clara County ARES/RACES. All rights reserved. 47

ICS-213

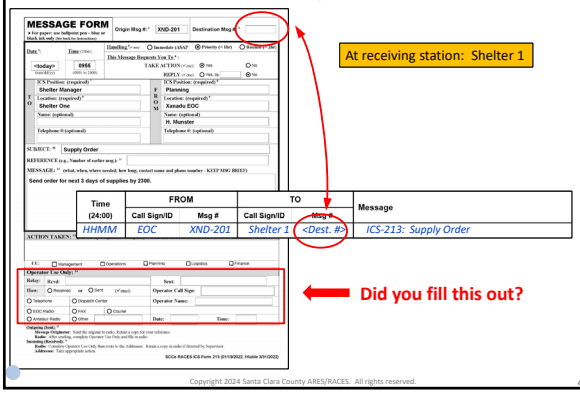
- Usage
  - General messages
- Recommended field groupings
  - Origin Message Nbr, Date, Time, Handling, Msg Request
  - To, From
  - Subject
  - Reference (if used)
  - Message - 5 groups at a time
  - End of Message after last group
- Not sent over the air
  - Action Taken
  - Local Msg. Author/Receipent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

Take out an ICS-213 Form



Copyright 2024 Santa Clara County ARES/RACES. All rights reserved. 48

Exercise: ICS-213 #1 (Single station)



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

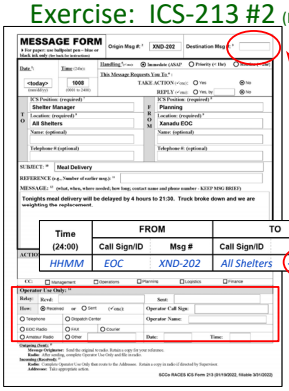
At receiving station: Shelter 1

Did you fill this out?

Copyright 2024 Santa Clara County ARES/RACES. All rights reserved. 49

Copyright 2024 Santa Clara County ARES®/RACES. All rights reserved.

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



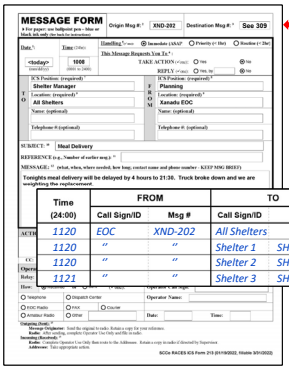
At receiving station: Shelter #

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*

Did you fill this out?

Copyright 2024 Santa Clara County ARES/RACES. All rights reserved. 50

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



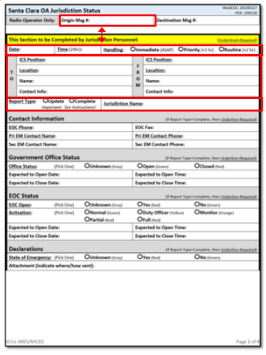
At sending station: Xanadu EOC

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

Copyright 2024 Santa Clara County ARES/RACES. All rights reserved. 51

OA Jurisdiction Status

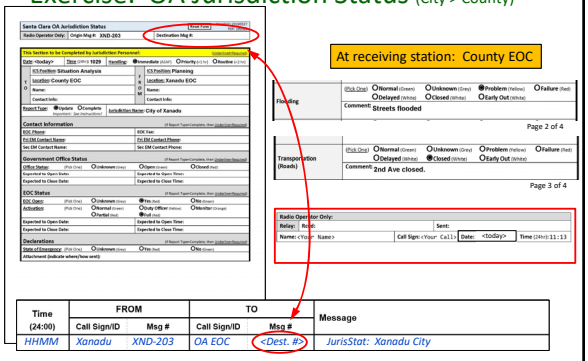
- Usage
  - Report jurisdiction status when WebEOC is not available
- Update vs. Complete
  - If Complete, all underlined fields are required
- Recommended field groupings
  - Msg Nbr, Date, Time, Handing
  - To, From
  - Report Type, Jurisdiction Name
  - Then go section by section
    - Say section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



Copyright 2024 Santa Clara County ARES/RACES. All rights reserved. 52

Copyright 2024 Santa Clara County ARES®/RACES. All rights reserved.

Exercise: OA Jurisdiction Status (City > County)



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

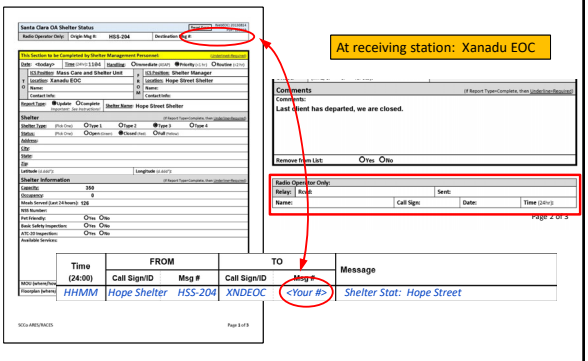
Copyright 2024 Santa Clara County ARES/RACES. All rights reserved.

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, Handing
  - 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

Copyright 2024 Santa Clara County ARES/RACES. All rights reserved.

Exercise: OA Shelter Status (Shelter > City EOC)



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

Copyright 2024 Santa Clara County ARES/RACES. All rights reserved.

Copyright 2024 Santa Clara County ARES®/RACES. All rights reserved.

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!

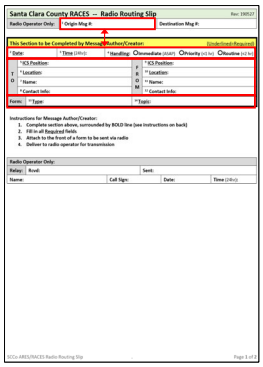
Report Type	Required. • **Update:** Normal mode. Recipient should only replace fields in WebEOC that are entered here. Other fields should retain their current values. To tell the recipient to clear a text field in WebEOC, write "{CLEAR}" in the field. To append to existing data in a WebEOC text field, write "{APPEND}", followed by the text to be appended. • **Complete:** *Use with caution.* 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

Copyright 2024 Santa Clara County ARES/RACES. All rights reserved. 56

Radio Routing Slip

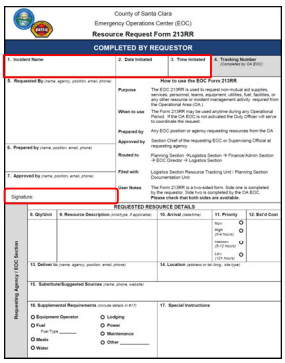
- Usage
  - When form being sent does not have all radio routing information fields
  - Also write Origin Msg Nbr in upper-right corner of associated form
- Recommended field groupings
  - Message Nbr, Date, Time, Handling
  - To, From
  - Form Type, Topic
- Then say, "Form Contents" and continue by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


Santa Clara County RACES -- Radio Routing Slip

Copyright 2024 Santa Clara County ARES/RACES. All rights reserved. 57

EOC-213RR Resource Request

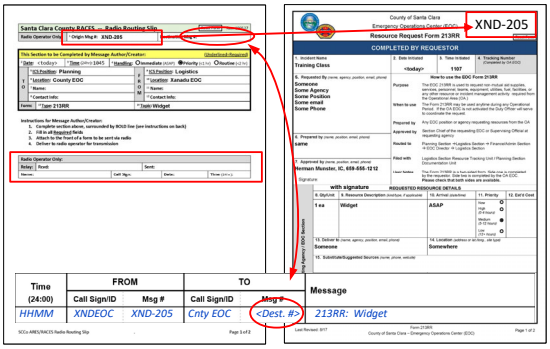
- Usage
  - Non-mutual aid resource requests
    - i.e. barricades, water, sand, …
  - Use with Radio Routing Slip
- Recommended field groupings
  - Incident Name, Date, Time
  - Then, use judgement
    - Say field number(s) and value(s)
    - Shoot for about 5 items (fields/groups) at a time
    - Skip 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

Copyright 2024 Santa Clara County ARES/RACES. All rights reserved. 58

Exercise: EOC-213RR (City > County)

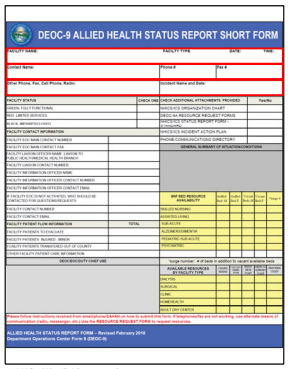
At receiving station: County EOC



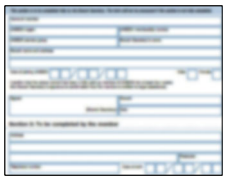
Copyright 2024 Santa Clara County ARES/RACES. All rights reserved.

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



Copyright 2024 Santa Clara County ARES/RACES. All rights reserved.



Unfamiliar Forms

Copyright 2024 Santa Clara County ARES/RACES. All rights reserved.

Copyright 2024 Santa Clara County ARES®/RACES. All rights reserved.

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!

Copyright 2024 Santa Clara County ARES/RACES. All rights reserved. 63

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, …

Copyright 2024 Santa Clara County ARES/RACES. All rights reserved. 64

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!

Copyright 2024 Santa Clara County ARES/RACES. All rights reserved. 65

Copyright 2024 Santa Clara County ARES®/RACES. All rights reserved.

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		24. Upper-level Managers	
9. Partially Functional		25. Mid-level Managers	
10. Fully Functional		26. Administrative Assistants	
		27. Facilities Engineers	
Damage Assessment	Yes / No	28. IT Engineers	
11. Structural Damage		29. Safety Engineers	
12. Partial Collapse		30. Medical Personnel	
13. Total Collapse		31. Butchers	
14. Loss of Natural Gas		32. Bakers	
15. Loss of Electricity		33. Candlestick Makers	
16. Loss of Water and/or Sewer		34. Other	
17. Loss of Telephones			
18. Evacuating Building		Equipment/Services	Check Available
19. Evac. Transportation Needed		35. Cafeteria	
		36. Restrooms	
Employee & Visitor Status	Total	37. Computer Room	
20. Uninjured		38. Auditorium	
21. Injured, but ambulatory		39. Parking Structure	
22. Injured, needs assistance		40. Air Conditioning	
23. Other:		41. Chillers	
		42. Laboratory	

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

What's missing?

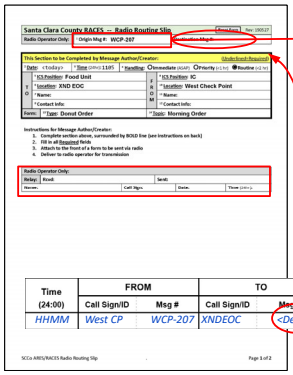
Radio routing information!

Use a Radio Routing Slip!

Copyright 2024 Santa Clara County ARES/RACES. All rights reserved. 66

Exercise: Unknown Form

At receiving station: Xanadu EOC



Santa Clara County RACES — Radio Routing Slip Revised 10/01/17

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

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

*Date: <today> *Time (24hr): 11:05 *Handling: Immediate (AGAP) Priority (+1 hr) Routine (+2 hr)

TO	*ICS Position: Food Unit	FROM	*ICS Position: IC
	*Location: XND EOC		*Location: West Check Point
	*Name:		*Name:
	*Contact Info:		*Contact Info:
Form:	*Type: Donut Order		*Topic: Morning Order

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

SCCo ARES/RACES Radio Routing Slip Page 1 of 2

WCP-207

Morning Donut Order
1. Date: <today>
2. Time: 11:35
3. Department: RACES
4. Glazed: 6
5. Jelly: 2
6. Assorted: 1 dozen

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

Copyright 2024 Santa Clara County ARES/RACES. All rights reserved. 67

Relaying Messages

Copyright 2024 Santa Clara County ARES/RACES. All rights reserved. 68

Copyright 2024 Santa Clara County ARES®/RACES. All rights reserved.

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

Copyright 2024 Santa Clara County ARES/RACES. All rights reserved. 69

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

Copyright 2024 Santa Clara County ARES/RACES. All rights reserved. 70

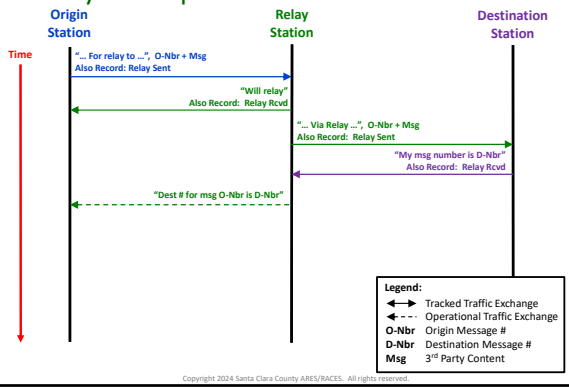
Relaying Messages

- 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.

Copyright 2024 Santa Clara County ARES/RACES. All rights reserved. 71

Copyright 2024 Santa Clara County ARES®/RACES. All rights reserved.

Relay – 2 Hops



Copyright 2024 Santa Clara County ARES/RACES. All rights reserved. 72

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

Copyright 2024 Santa Clara County ARES/RACES. All rights reserved. 73

Relay Example: Message Hop 1

Message

Xanadu EOC (Origin Station) → Xanadu Fire Station 4 (Relay Station) → Xanadu Shelter 1 (Destination Station)

Origin

Form:

Radio Operator Only:	† Origin Msg #: XND-321	Destination Msg #:
Radio Operator Only:		
Relay: Rcvd:		Sent: Fire 4

ICS-309:

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

Relay

Form:

Radio Operator Only:	† Origin Msg #: XND-321	Destination Msg #:
Radio Operator Only:		
Relay: Rcvd: EOC		Sent:

ICS-309:

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

Copyright 2024 Santa Clara County ARES/RACES. All rights reserved. 74

Copyright 2024 Santa Clara County ARES®/RACES. All rights reserved.

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

Copyright 2024 Santa Clara County ARES/RACES. All rights reserved.

Relay Example: Message Hop 2

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 Call Sign/ID	FROM Msg #	TO Call Sign/ID	TO Msg #	Message
1100	EOC	XND-321	Fire 4	S01-104	ICS-213: Water / Relay from EOC
1100	Fire 4	XND-321	Shelter 1	S01-104	ICS-213: Water / Relay to Shelter 1

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 Call Sign/ID	FROM Msg #	TO Call Sign/ID	TO Msg #	Message
1100	Fire 4	XND-321	Shelter 1	S01-104	ICS-213: Water / Relay From EOC

Copyright 2024 Santa Clara County ARES/RACES. All rights reserved.

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

Copyright 2024 Santa Clara County ARES/RACES. All rights reserved.

Copyright 2024 Santa Clara County ARES®/RACES. All rights reserved.

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 Call Sign/ID	FROM Msg #	TO Call Sign/ID	TO Msg #	Message
1100	*EOC*	*XND-321*	*Fire 4*	*S01-104*	*ICS-213: Water / Relay from EOC*
1100	*Fire 4*	*XND-321*	*Shelter 1*	*S01-104*	*ICS-213: Water / Relay to Shelter 1*
1100	*Fire 4*		*EOC*		*Origin # XND-321 = Dest # S01-104*

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 Call Sign/ID	FROM Msg #	TO Call Sign/ID	TO Msg #	Message
1100	*EOC*	*XND-321*	*Fire 4*	*S01-104*	*ICS-213: Water / Relay to Shelter 1*
1100	*Fire 4*		*EOC*		*Orig # XND-321 = Dest # S01-104*

Copyright 2024 Santa Clara County ARES/RACES. All rights reserved.
78

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

Copyright 2024 Santa Clara County ARES/RACES. All rights reserved.
79

Problem Solving

How to handle the problems that will inevitably happen

Copyright 2024 Santa Clara County ARES/RACES. All rights reserved.
80

Copyright 2024 Santa Clara County ARES®/RACES. All rights reserved.

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."

Copyright 2024 Santa Clara County ARES/RACES. All rights reserved. 81

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

Copyright 2024 Santa Clara County ARES/RACES. All rights reserved. 82

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.

Copyright 2024 Santa Clara County ARES/RACES. All rights reserved. 83

Copyright 2024 Santa Clara County ARES®/RACES. All rights reserved.

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.

Copyright 2024 Santa Clara County ARES/RACES. All rights reserved. 84

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

Copyright 2024 Santa Clara County ARES/RACES. All rights reserved. 85

Whatever the Problem, Remember …

Semper Gumby

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

Copyright 2024 Santa Clara County ARES/RACES. All rights reserved. 86

Copyright 2024 Santa Clara County ARES®/RACES. All rights reserved.

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

Copyright 2024 Santa Clara County ARES/RACES. All rights reserved. 87

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.

Copyright 2024 Santa Clara County ARES/RACES. All rights reserved. 88

Online Class Evaluation

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

Copyright 2024 Santa Clara County ARES/RACES. All rights reserved. 89

Copyright 2024 Santa Clara County ARES®/RACES. All rights reserved.

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

Copyright 2024 Santa Clara County ARES/RACES. All rights reserved. 90

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

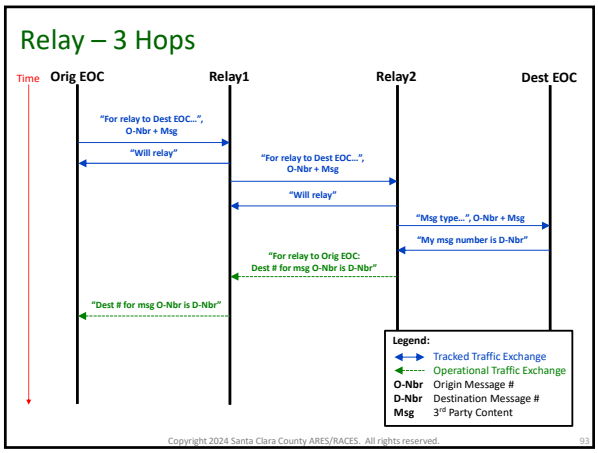
Copyright 2024 Santa Clara County ARES/RACES. All rights reserved. 91

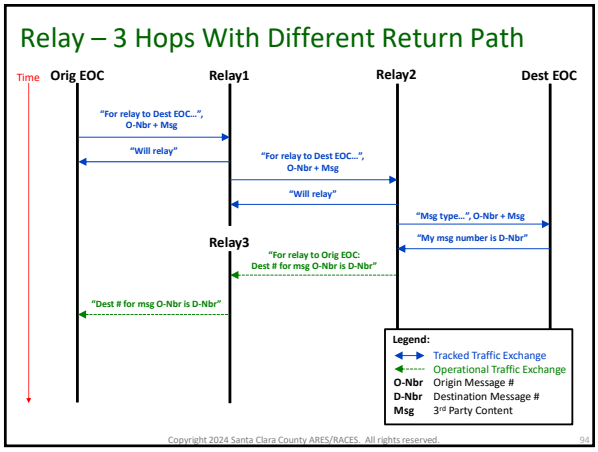
Appendix

Example, Relaying with 2 relay hops

Copyright 2024 Santa Clara County ARES/RACES. All rights reserved. 92

Copyright 2024 Santa Clara County ARES®/RACES. All rights reserved.





Copyright 2024 Santa Clara County ARES®/RACES. All rights reserved.