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2025 Year End Summary, Update, Preview



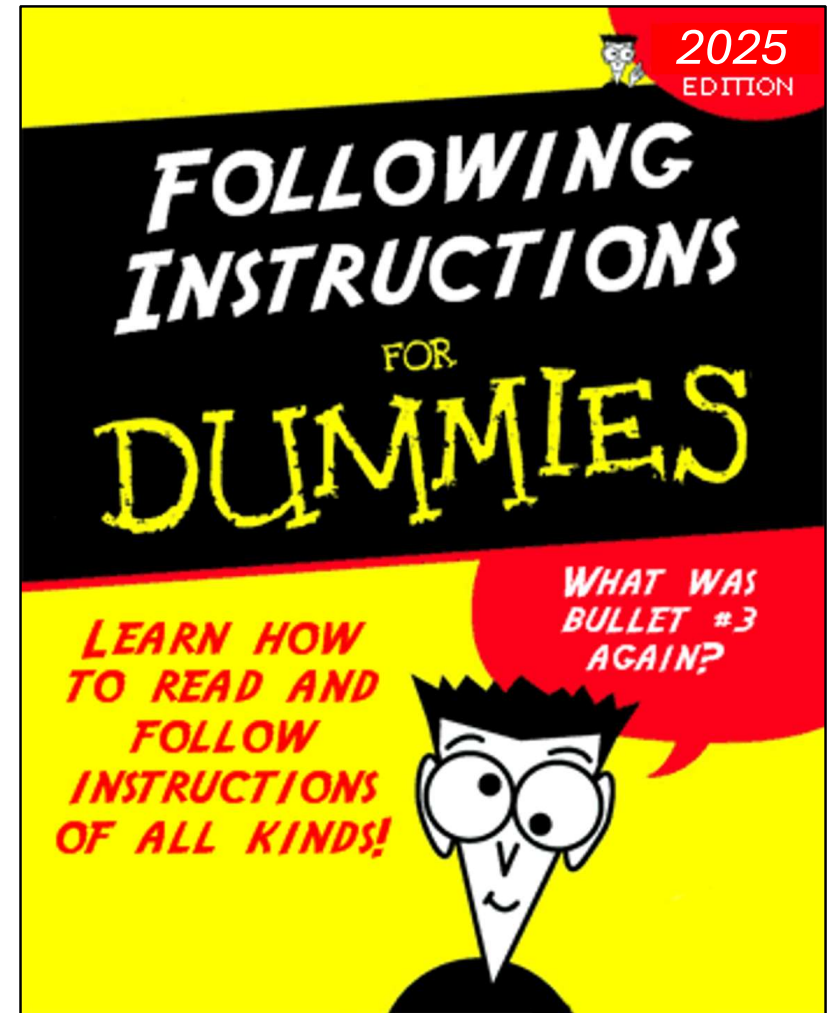
Santa Clara County ARES®/RACES

Revised: 09-Dec-2025

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Housekeeping

- Introductions
- Pen/pencil, paper
- Cell phones
- Side conversations
- Questions
- Breaks
- Restrooms
- Do not park in side parking lot
- Do not wander around the building
- In case of emergency



Agenda

- Introductions
- Packet Network Update
- Skill Nursing Facility
- Hospital BBS Assignments
- This Year I Learned
- Delivery Receipts
- Reading and Following Instructions
- New Website scc-ares-races.org
- Veoci Forms
- Training
- Common Errors on Forms
- From the DEC's Notebook
- General Q&A



Packet Network Update

2025 Year End Review

Jim Oberhofer, KN6PE

25 November 2025

Highlights -- Outpost and PackItForms

What's in the box?

- SCCo Integrated Packet Installer 164B
Outpost Packet Message Manager
 - GUI-based interface for managing packet communications
 - Makes using packet as simple as using e-mail
- PackItForms
 - HTML-based forms for use with Outpost
 - Manual operation without Outpost



SCCo Installer v164B

August 2025

PackItForm 3.20*

- Several PackItForm changes...

Outpost v3.8.10*

- Resolved 3 reported defects; added 8 requested changes, including...
 - Message Header Enhancements

*See the release notes for details



PackItForms – what's changed

WebEOC is out...

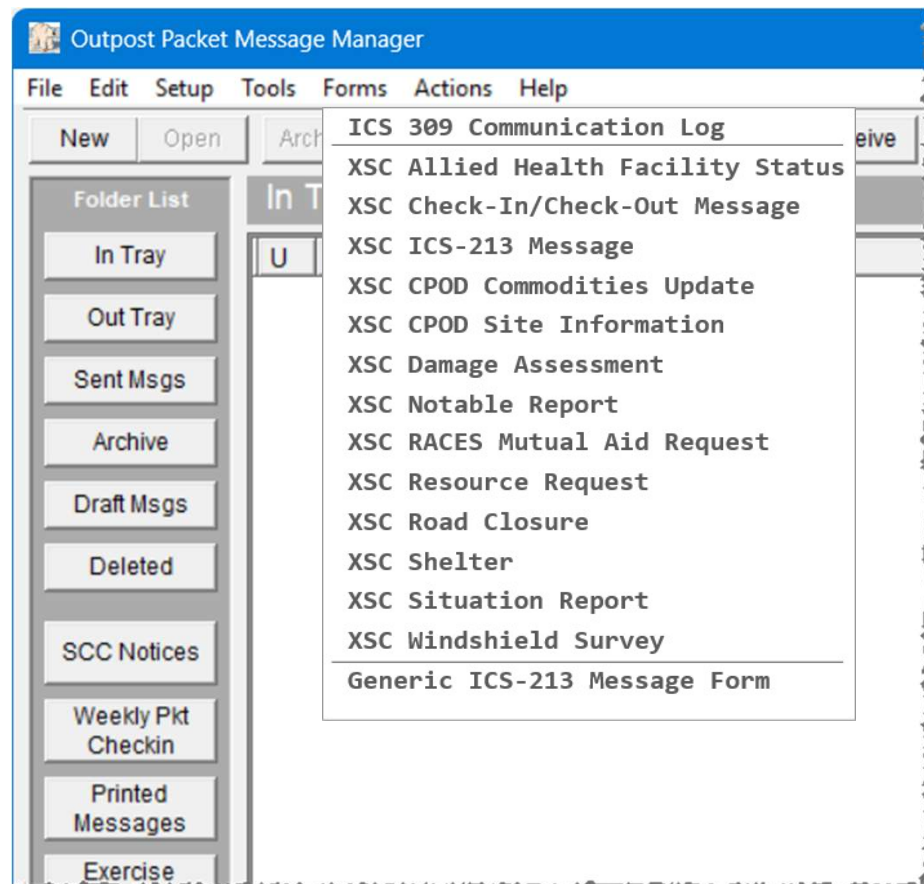
- In early 2024, CalOES terminated WebEOC and replaced it with a resource ordering system using Salesforce.
- **Purpose:** WebEOC was used with the CalOES system for two capabilities: Resource Ordering, EMMA (Emergency Management Mutual Aid) requests.
- **Impact to us:** Workflows based on WebEOC are no longer in use; counties interfacing with the state now use updated formats.

Veoci is in...

- In early 2025, Santa Clara County terminated WebEOC and replaced it with **Veoci** (launched in July 2025).
- **Purpose:** Veoci supports Situational Awareness, Resource ordering from the Jurisdiction to the Operational Area, Initial Damage Assessment tracking, Fixed asset inventory (generators, portable lighting, traffic message boards. etc.) and tracking.
- **Impact to us:** County EOC forms were redesigned in the Veoci format.
 - All PackItForms were updated to align with the new Veoci format.
 - Some old WebEOC forms were removed.

PackItForms – what's changed

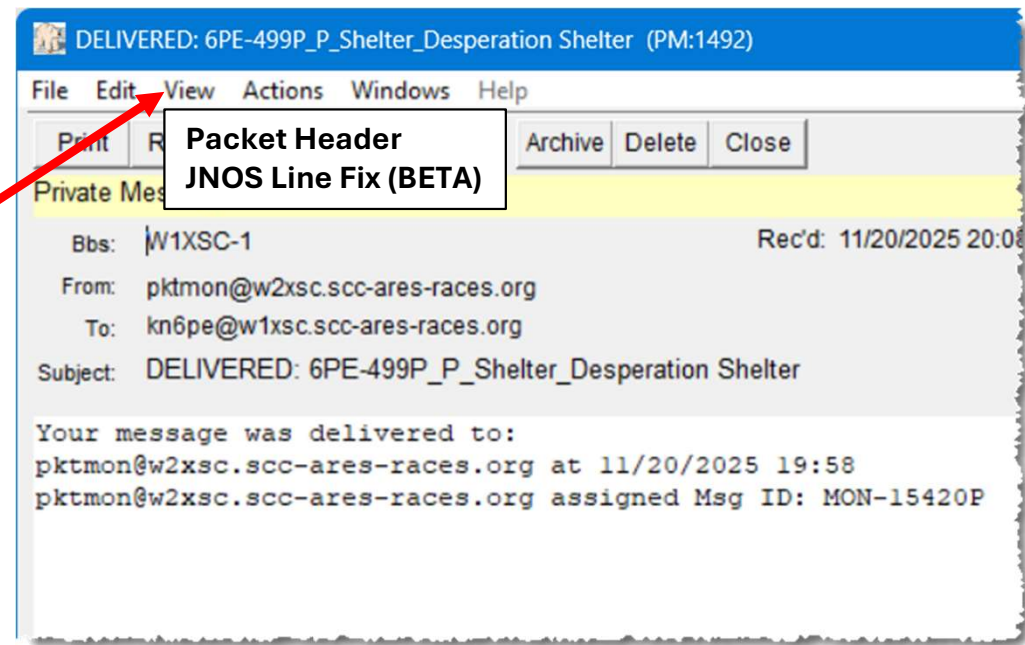
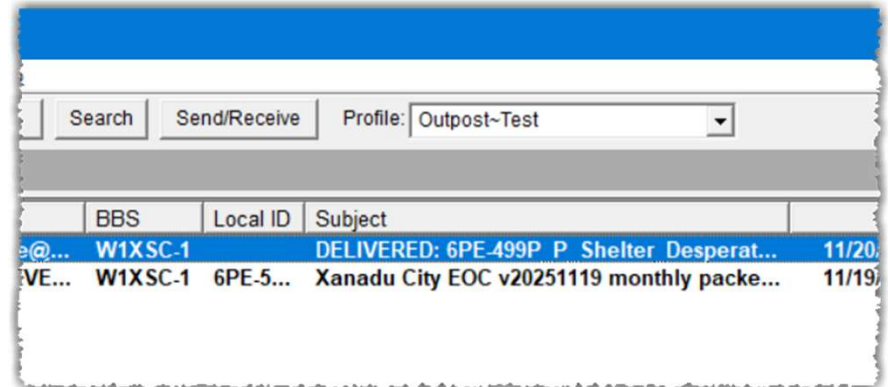
- Veoci and PackItForms
 - SCCo RACES rewrote almost all PackItForms to align with Veoci forms.
 - Outpost's form list has been updated.
 - Steve will cover the details later.



Outpost relevant change

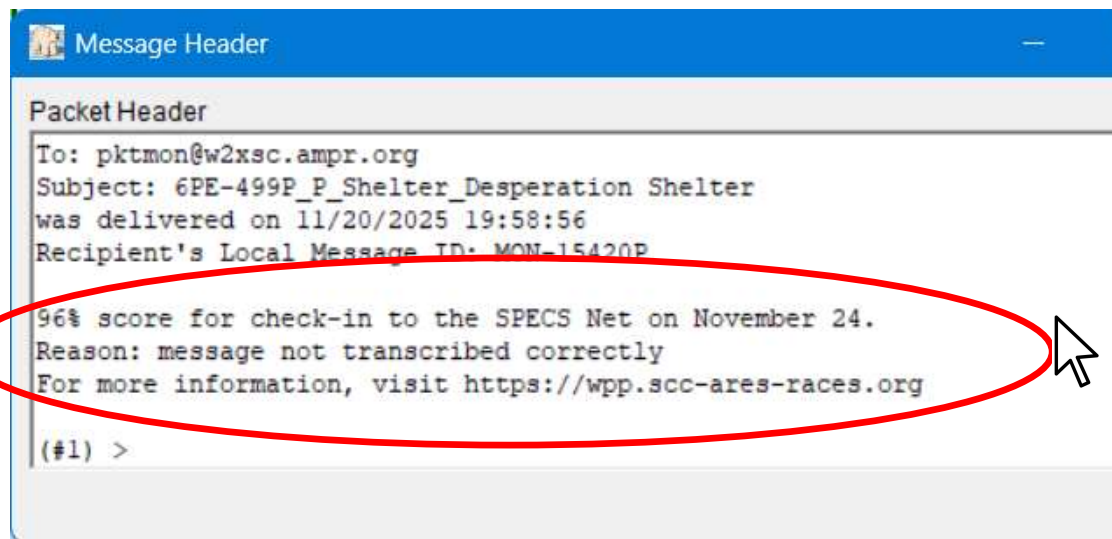
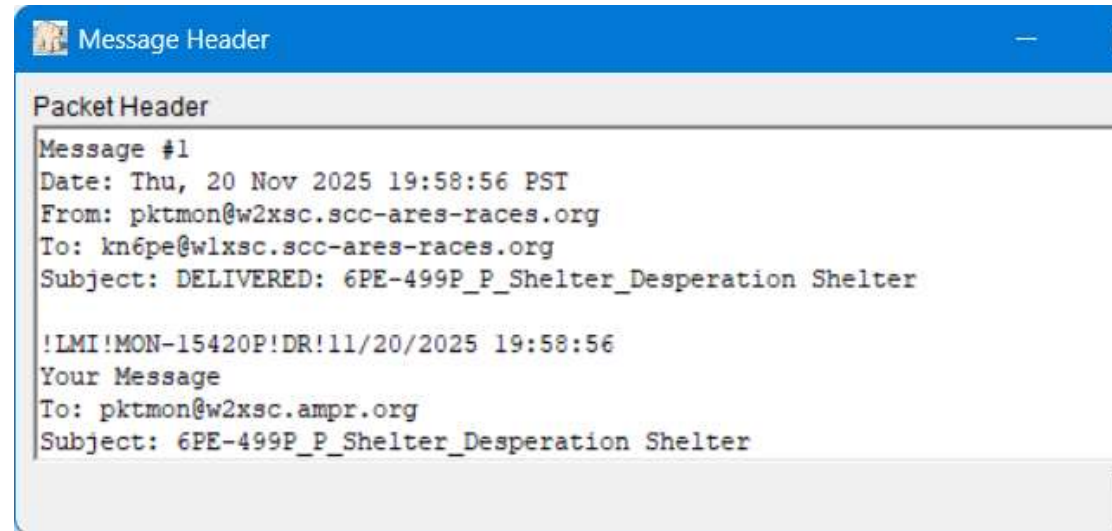
Message Header Enhancements

- One of the Outpost troubleshooting tools is a view of the message Header that the BBS actually sends.
- The Header is the top of the message that the BBS puts together that is not very useful to the message itself.
- To get to it:
 - Download a message
 - Open a received message
 - Select **View > Packet Header**
- Click on it.



Message Header Enhancements

- A form will open and show the current packet header for this message.
- For Delivery Receipts, move the vertical scroll bar down or expand the form to show more text.
- At the bottom of the listing, you will see your Packet score for this message.
- Results for the Packet Practice nets includes Weekly Practice and Monthly Hospital Practice nets.



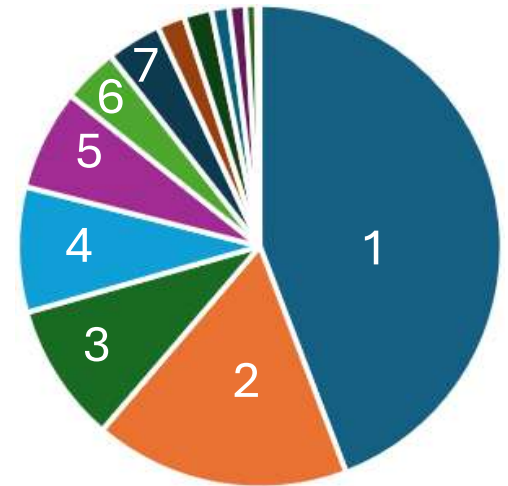
SCCo Packet – a wealth of information

- RACES Members
- SCCo RACES Website
 - www.scc-ares-races.org
 - No matter where you look, there is something you can use
- Groups.io website...
 - Message history going back to 2010
 - Database of resources

Groups.io subgroup usage

- Total 24 subgroups, 30,000+ messages, 15 years
- Fifteen (15) subgroups for general use

Subgroup	# Mbrs	# Msgs	% TTL
adec	6	3537	17.1%
announce	426	1739	8.4%
community	34	8	0.0%
credential	90	244	1.2%
drill-planning	11	1930	9.3%
ec	73	1398	6.7%
email	30	15	0.1%
equipment	75	383	1.8%
hf	32	22	0.1%
hospital	47	769	3.7%
mac	146	756	3.6%
mesh	70	382	1.8%
packet	222	9159	44.2%
tcpip	52	153	0.7%
training	77	226	1.1%
Total		20721	



Top 7 subgroups by Msg

1. packet
2. adec
3. drill-planning
4. announce
5. ec
6. hospital
7. mac

Message Hashtags

Consider using Hashtags

- Members tag messages by including the hashtag in the subject line, and these tags help with searching, organizing, and controlling message behavior within the group.
- Hashtags make the message conversation searchable, and you add multi-word hashtags in the subject line as well, such as:
 - Subject: Need help with Packet **#packet_help**
 - Subject: Outpost still reads 164A **#Version**
 - Subject: Cannot open PackItForms **#PackItForms**
- As long as your replies also include this hashtag, the entire message sequence can be retrieved with the groups.io search feature.

XMTLVL Compilation

groups.io database

- Special thanks to Michael N6MEF and Thomas KK6FPP for this list
- Measurement methods used:
 - Deviation Meter
 - devcal + SDR
 - tinySA ChannelPower

Make	Model	Update	XMITLVL
Alinco	DR-235 MkIII	2018	262
Kenwood	TH-F6A	2018	43
	TM-231	2018	19
	TM-D710	2018	41
		2025	16
	TS-2000	2018	43
Yaesu	FRM-350	2018	160
	FT-8800	2018	123
	FT-991A	2025	100
	FTM-150	2025	265
	FTM-500D	2025	260
	FTM-510DRas	2025	260

Skilled Nursing Facility

Surge Process and Exercise Review

Jim Oberhofer, KN6PE

Revised 3 December 2025

Remember this?

8 December 2018

From: Michael Fox - N6MEF <n6mef@mefox.org>

Sent: Saturday, December 8, 2018 6:42 AM

To: <ec list>

Subject: Skilled Nursing Facilities

All,

Attached is a spreadsheet containing address and contact info for skilled nursing facilities in your cities. This list was provided to us in confidence. Please treat it appropriately.

My suggestion is to make contact with the person listed, find out if it would be appropriate/helpful to have an amateur radio presence there during a disaster and, if so, arrange to meet and, at a minimum, get a tri-band antenna installed, with a feedline to an

The Ask to City RACES teams

- Contact the skilled nursing facilities in your city (per the list).
- Check if it would be helpful to them for an amateur radio operator to be present during an emergency.
- If so, figure out what would be required to support them.

What was implied

- Get ready to pass the Allied Health Facility Status form (ideally by packet) to SCCo PHD when requested.

SCCo PHD Surge Process, terms

- **Surge – Healthcare Surge:** an overwhelming increase in demand for medical care arising out of an emergency event... (*and patients “surge” to hospitals*).
- **Surge Strategy:** free up hospital beds by transferring less-critical hospital patients to available beds at Skilled Nursing Facilities.
- **SNF – Skilled Nursing Facilities:** provides inpatient rehabilitation and medical treatment for individuals recovering from illness, injury, or surgery.
- **AHF – Allied Health Facilities:** a term used by SCCo PHD to describe the Skilled Nursing Facilities (SNFs) with whom they coordinate.

SCCo PHD Surge Process, and Covid

What happened during COVID? Key strategies used during the COVID SCCo PHD surges:

1. **Opened surge units** for critical care.
2. **Transferred patients** across county hospitals and facilities.
3. **Collaborated** with other hospitals, partners.
4. **Expedited discharges** to reduce hospital stay durations.



SCCo PHD Surge Process, the Players

- **SNFs** (Skilled Nursing Facilities); 56 on SCCo
- **SCCo PHD** (Santa Clara County Public Health Department) – Handles communication, planning, training and education to SNFs
- **SCCo EOC** (Santa Clara County Emergency Operations Center) – Alternate destination for messages destined for SCCo PHD.
- **SCVH** (Santa Clara Valley Healthcare) – County-owned acute care hospitals; 4 in SCCo.
- **Other Hospitals** in Santa Clara County; 9 in SCCo.

SCCo PHD Surge Process, how it works

South Bay experiences a significant emergency / disaster

1. A Healthcare Surge occurs
2. Hospitals monitor their capacity and identify non-critical patient transfer candidates
3. SNFs assess their local bed availability
4. Hospitals and SNFs coordinate patient transfers to SNFs
5. Both groups ensure compliance with regulatory requirements
6. Post-transfer follow-up

All this while maintaining quality care for those transferred to SNFs.

PHD Coordination & Communications Plan

- If commercial communications methods are working, then use conference calls and teleconferences.
- If commercial communications methods fail, then use amateur radio.
 - For ARES/RACES, this is where we come in

CARES Earthquake Response Plan, Day 1

The day that an earthquake occurs, what's our plan?

1. Take care of yourself, family, your home
2. Determine your Mike-Mike report
3. Check into the CARES net, pass your Mike-Mike report, available?
4. Windshield Survey Area (WSA) assessment
5. Infrastructure Safety Assessment
6. ARK L2 activation, staff Fire Stations, Incident Reporting (911)

CARES Earthquake Response Plan, Day 2

The day after an earthquake occurs, what's our plan?

1. It depends on the need:

- i. More ARK L2 activation, staff Fire Stations, Field Incident Reporting (911)?
- ii. CCC requests comm support for ARK L1 ICP activation?
- iii. SCCo requests comm support for Skilled Nursing Facilities

CARES' SNF Communications Exercise

Objectives

1. The Emergency net is managed per our SOP.
2. Pass voice messages from our field teams to the Cupertino EOC.
3. Pass PackItForms from our field teams to County EOC and/or Cupertino EOC.
4. The Demob Process is performed on all responders.

Cupertino's SNF Communications Exercise

Concept

1. This drill will occur over 3- to 4-hours on Saturday 17-May-2025.
2. CARES responders deploy to the four SNFs in Cupertino.
3. CARES responders will also deploy to 'simulated' SNF locations to ensure all CARES members have this message-passing opportunity.
4. Field message traffic will be based on time-triggered scripted messages and simulated interactions with the outside world.
5. Messages will include a variety of SCC PackItForms including the DEOC-9 Allied Health Facility Status, and informal messages.
6. Packet field teams send all PackItForms directly to County EOC.
7. County RACES will send messages to Cupertino SNF stations.

Where are the assignments?

Actual Skilled Nursing Facilities

1. The Forum at Rancho San Antonio
2. Sunny View Retirement Community
3. Cupertino Healthcare and Wellness
4. Marianist Center Retirement

Simulated Skilled Nursing Facilities

5. Bedside Manor Senior Care (at Cupertino Senior Center)
6. Green Acres Retirement Community (at Quinlan Community Center)
7. Harmony Haven Senior Living (at Creekside Park)
8. Golden Years Senior Residence (at City Hall breezeway)

Field Teams

Each field team consisted of...

1. Packet Operator

- Standard field deployment and packet Go-kit.
- Full packet kit with power for at least 2 hours of operation.
- Latest SCC Packet Installer with all packet forms.

2. Voice Operator

- Standard field deployment Go-kit.
- HT or mobile radio programmed with CUP TAC 3.
- External antenna (mag mount, mast antenna, or roll-up j-pole).

Packet Message Passing

- All SNF-initiated PackItForm messages should be sent to XSCEOC with everything else going to CUPEOC
- Information that SNFs need to pass to SCCo PHD:
 - ICS 213 messages
 - ICS213RR Resource Requests
 - Allied Health Facility Status Short Form (DEOC-9)
 - Possibly a Damage Report (plain text?)
 - Plus the usual check-in and check-out messages

The image shows a screenshot of two overlapping web forms. The top form is the 'MESSAGE FORM' for Santa Clara County EOC Resource Request Form 213RR. It includes fields for 'Origin Msa #' (2) and 'Destination Msa #' (3), and buttons for 'Submit to Outpost', 'Submit via Email', 'Reset Form', 'Show PDF', and 'Show Text Message'. The bottom form is the 'Allied Health Status Report Short Form (DEOC-9)'. It includes fields for 'Message Numbers', 'Origin' (RL4-2245P), 'Destination', 'Date' (06/21/2023), 'Time' (hh:mm), 'Handling' (Immediate, Priority, Routine), 'ICS Position' (EMS Unit), 'Location' (MHJOC), 'Name', 'Contact Info', 'Report Type' (Update, Complete), 'Facility Name', 'Facility Type', 'Date' (06/21/2023), 'Time' (hh:mm), 'Contact Name', 'Phone #', 'Fax #', 'Other Phone, Fax, Cell Phone, Radio', 'Incident Name and Date', 'Facility Status' (Green, Red, Black), and 'Additional Attachments Provided' (NHICS/ICS Organization Chart, DEOC-9A Resource Request Forms, NHICS/ICS Status Report Form - Standard, NHICS/ICS Incident Action Plan).

Voice Message Passing

Messages

1. All messages will be passed as *Informal Messages*.
2. *All voice messages from the field should be sent to Cupertino EOC.*
3. Standard Check-in and Check-out
4. Plain text messages, no forms
5. Receive “all station” messages from Cupertino EOC.

What are Informal Messages?

- info to send to a 3rd party that we originate or are informal inquiries from others
- some may not need to be written if short and simple and can be sent immediately
- the message basics of composing and sending the message are the same
- must be logged on your ICS-309... even the oral messages.

Time-triggered scripted messages – Packet

8. Note the time now (HH:MM). Next to each message below, add 10 to 20 minutes to the time of the last message to identify when this one should be sent.

TIME NOW: 09:44

SEND TIME	Message
09:44	1. Check in now!
+10m <u>9:54</u>	2. The SNF Supply Supervisor hands you an ICS 213RR and asks if you can send it to the Surge Logistics Planner at SCC PHD. See Msg #2 .
+15m <u>10:09</u>	3. The SNF Head Nurse drops off an DEOC-9 Allied Health Facilities Form for SCC PHD. She says she will be back with a resource update in about 45 minutes. Double-check the form and send it. See Msg #3 .
+15m <u>10:24</u>	4. The SNF Care Center Director drops off an ICS 213 form for the SCC PHD. Double-check the form and send it. See Msg #4 .
	5. The SNF Head Nurse drops off the updated DEOC-9 Allied Health Facilities

Time-triggered scripted messages – Packet

County of Santa Clara Emergency Operations Center (EOC) Resource Request Form 213RR				
COMPLETED BY REQUESTOR				
1. Incident Name Earthquake	2. Date Initiated 5/17/2025	3. Time Initiated <HH:MM>	4. Tracking Number (Completed by OA EOC)	
5. Requested By (name, agency, position, email, phone)				
Phil Marlowe <Facility> Supply Manager 408-555-1290 pmarlowe@snf.com				
6. Prepared by (name, position, email, phone)				
Phil Marlowe Supply Manager (see above)				
7. Approved by (name, position, email, phone)				
Dave McGuire, Director dmcguire@snf.com Signature: <i>Dave McGuire</i>				
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				
8. Qty/Unit 10 CS	9. Resource Description (kind/type, if applicable) magnesium citrate systemic	10. Arrival (date/time) 5/17/2025 <HH+8:00>	11. Priority Now ☐ High (0-4 hours) ☐ Medium (5-12 hours) ☒ Low (12+ hours) ☐	12. Est'd Cost
13. Deliver to (name, agency, position, email, phone) Phil Marlowe <Facility>		14. Location (address or lat./long., site type) <Address>		
15. Substitute/Suggested Sources (name, phone, website)				
16. Supplemental Requirements (include details in #17)		17. Special Instructions		
☐ Equipment Operator ☐ Fuel Fuel Type _____ ☐ Meals ☐ Water		☐ Lodging ☐ Power ☐ Maintenance ☐ Other _____ **** This is drill traffic ****		

DEOC-9 ALLIED HEALTH STATUS REPORT SHORT FORM						
FACILITY NAME: <Facility>		FACILITY TYPE SNF		DATE: 5/17/2025	TIME: <HH:MM>	
Contact Name: Kathy Hudson			Phone # 408-555-6911	Fax #		
Other Phone, Fax, Cell Phone, Radio:			Incident Name and Date: Earthquake			
FACILITY STATUS	CHECK ONE	CHECK ADDITIONAL ATTACHMENTS PROVIDED		Yes/No		
GREEN- FULLY FUNCTIONAL	☒	NHICS/ICS ORGANIZATION CHART		No		
RED- LIMITED SERVICES	☐	DEOC-9A RESOURCE REQUEST FORMS		No		
BLACK- IMPAIRED/CLOSED	☐	NHICS/ICS STATUS REPORT FORM - STANDARD		No		
FACILITY CONTACT INFORMATION		NHICS/ICS INCIDENT ACTION PLAN		No		
FACILITY EOC MAIN CONTACT NUMBER 408-555-6911		PHONE/COMMUNICATIONS DIRECTORY		No		
FACILITY EOC MAIN CONTACT FAX		GENERAL SUMMARY OF SITUATION/CONDITIONS				
FACILITY LIAISON OFFICER NAME: LIAISON TO PUBLIC HEALTH/MEDICAL HEALTH BRANCH Kathy Hudson		Final Report. First row resource numbers cover entire SNF area.				
FACILITY LIAISON CONTACT NUMBER 408-555-6911		**** This is drill traffic ****				
FACILITY INFORMATION OFFICER NAME						
FACILITY INFORMATION OFFICER CONTACT NUMBER						
FACILITY INFORMATION OFFICER CONTACT EMAIL						
IF FACILITY EOC IS NOT ACTIVATED, WHO SHOULD BE CONTACTED FOR QUESTIONS/REQUESTS						
FACILITY CONTACT NUMBER		SNF BED RESOURCE AVAILABILITY		Staffed Bed-M	Staffed Bed-F	*Surge #
FACILITY CONTACT EMAIL		SKILLED NURSING		3	2	1
FACILITY PATIENT FLOW INFORMATION		ASSISTED LIVING		5	1	3
TOTAL		SUB-ACUTE		2	2	0
FACILITY PATIENTS TO EVACUATE		ALZHEIMERS/DEMENTIA		0	0	1
FACILITY PATIENTS INJURED - MINOR		PEDIATRIC-SUB ACUTE		0	0	0
FACILITY PATIENTS TRANSFERRED OUT OF COUNTY		PSYCHIATRIC		0	0	0
OTHER FACILITY PATIENT CARE INFORMATION						
DEOC/EOC/DUTY CHIEF USE		*surge number: # of beds in addition to vacant available beds				
AVAILABLE RESOURCES BY FACILITY TYPE		CHAIR/ROOFS	HANDOUT ROOM	FRONT DESK STAFF	WALK-IN STAFF	PROVIDER STAFF
DIALYSIS		5	5	1	4	0
SURGICAL		0	0	0	0	0
CLINIC		0	0	0	0	0
HOMEHEALTH		0	0	0	0	0
ADULT DAY CENTER		0	0	0	0	0
Please follow instructions received from email, or call the EOC on how to submit this form. If telephones/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)						

Time-triggered scripted messages – Voice

5. Note the Time now (HH:MM). Next to each message below, add 20 minutes to the time of the last message to identify when this one should be sent.

TIME NOW: 09:38

SEND TIME	Message
<u>09:38</u>	1. Notify Net Control that you are ready at your location.
+10m <u>9:48</u>	2. N01: You arrive at the facility and find no visible damage. Before walking into the building, you see smoke rising from the south. The PG&E substation is over there, isn't it? This seems worthwhile to pass on this information. Create a brief message and send it to the EOC.
+20m <u>10:08</u>	3. N09: Two staff members did not show up for their shifts. The administrator asks if the city has any recommendations or ideas for emergency staffing.
+20m <u>10:28</u>	4. N23: Staff report poor cellular and landline performance. They want to confirm they can send all outbound requests by amateur radio.
	5. N28: A man shows up and introduces himself as a Guadalupe Sanitation

After Action Report

- Some Recommendation Highlights:
 - Training
 - Develop pre- and post-event On-The-Air (OTA) exercises
 - Encouraging county packet and Field Responder classes
 - Procedures
 - Reassess our use of a single Emergency Net for both resource tracking and message passing
 - Clarify county packet net vs voice net operations expectations.
 - Equipment
 - Encourage the use of external antennas for voice ops
 - Organize a group purchase of roll-up j-poles

**After Action Report
Skilled Nursing Facilities
Communication Exercise
CUP-24-31T**

Overview

Description:	Skilled Nursing Facilities (SNF) Communi
Event Type:	Cupertino ARES Exercise
Event Name	SNF CommEx
Activation No:	CUP-25-31T
Managing Entity:	Cupertino ARES
Event Date:	17 May 2025
Report Date:	12 June 2025
Report Revision:	1.2, FINAL
Submitted by:	Jim Oberhofer

Requirements for Reporting¹

Completing an After-Action Report is part of the required California Emergency Services Act, Section 8607 (f) mandates that the Office of Emergency Services, in cooperation with involved state and local agencies, complete an after-action report after each declared disaster. Section 2450 (a) of the SEMS Regulations states, "The local emergency committee, or county declaring a local emergency for which the governor and any state agency responding to that emergency shall complete an after-action report to OEM within ninety (90) days of the close of the incident period." Regulations, Title 19, §2900(q)." Additionally, "Section 2450 (b) requires, at a minimum, be a review of response actions taken, application of necessary modifications to plans and procedures, identified training needs, and a date."

More details

<https://cupertinoares.org> >
[Exercises & Events](#) >
[Exercises](#) >

look for 'CUP-25-31T, SNF Communications Exercise'

CUP-25-31T, SNF Communications Exercise

17 May 2025. This exercise addresses how we would execute the field reporting portion of the Skilled Nursing Facility (SNF) Status reporting as required by Santa Clara County Public Health Department.

[Explan v1.5](#) | [Surge Overview](#) | [Drill Prep](#) | [IAP*](#) | [Voice Injects](#) | [Packet Injects](#) | [Packet Msgs](#) | [SCC Injects](#) | [After Action Report](#) |

(For source files, contact kn6pe@arrl.net)

Hospital BBS Assignments

updated August 2025

Andreas Ott, K6OTT
Revised 04-DEC-2025

Rebalance Hospitals by location

- <https://www.scc-ares-races.org/operations/hospital-net-program/packet> -- **Print PDF (top right of page) and carry in your Go-Kit**
- Note the changes where W1XSC is no longer the primary BBS
- Everyone is no longer congregated onto W1XSC, the hidden node(s) problem is real as we experienced during drills
- See also XSCLPERM bulletin on BBS

```

Subject      SCCo Hospital Packet Assignments v20251017
#=====
# Last revised: 16-October-2025 at 21:30 by Tim Howard, KE6TIM.
[...]
#Tactical Public Health Operations      Pfx  Pri  Sec
#-----
HOSDOC    Public Health Department (PHDOC)  DOC  W1XSC  W4XSC
XSCEOC    Santa Clara County EOC           XSC  W1XSC  W4XSC
#Tactical Hospital / Agency            Pfx  Pri  Sec
#-----
ARCEOC    American Red Cross-Silicon Vly.  ARC  W1XSC  W4XSC
HOSECL    El Camino Los Gatos              ECL  W1XSC  W4XSC
HOSECM    El Camino Mountain View             ECM  W3XSC  W1XSC
HOSGSH    Good Samaritan                       GSH  W1XSC  W2XSC
HOSKSJ    Kaiser San Jose                       KSJ  W1XSC  W2XSC
HOSKSC    Kaiser Santa Clara                     KSC  W4XSC  W1XSC
HOSLPC    Lucile Packard Children's Hosp.        LPC  W3XSC  W4XSC
HOSOCH    O'Connor Hospital [1]                 OCH  W1XSC  W2XSC
HOSPAV    Palo Alto Veterans Hospital            PAV  W3XSC  W4XSC
[...]
#===== End Of Hospital Tactical Calls =====
  
```

Packet Assignments for Hospitals				
Public Health Operations				
Operations Center	Tactical	Prefix	Primary	Secondary
Public Health Dept. (PHDOC)	HOSDOC	DOC	W1XSC	W4XSC
Santa Clara County EOC	XSCEOC	XSC	W1XSC	W4XSC
If the PHDOC is closed, all Hospital Traffic that would normally go to the PHDOC should be addressed to the County EOC as noted on the Recommended Form Routing Sheet.				
Hospitals				
Hospital / Agency	Tactical	Prefix	Primary	Secondary
American Red Cross – Silicon Valley	ARCEOC	ARC	W1XSC	W4XSC
El Camino Los Gatos	HOSECL	ECL	W1XSC	W4XSC
El Camino Mountain View	HOSECM	ECM	W3XSC	W1XSC
Good Samaritan	HOSGSH	GSH	W1XSC	W2XSC
Kaiser San Jose	HOSKSJ	KSJ	W1XSC	W2XSC
Kaiser Santa Clara	HOSKSC	KSC	W4XSC	W1XSC
Lucile Packard Children's Hospital	HOSLPC	LPC	W3XSC	W4XSC
O'Connor Hospital [1]	HOSOCH	OCH	W1XSC	W2XSC
Palo Alto Veterans Hospital	HOSPAV	PAV	W3XSC	W4XSC
Regional San Jose [1]	HOSRSJ	RSJ	W1XSC	W4XSC
St. Louise Regional [1]	HOSSLH	SLH	W2XSC	W4XSC
Stanford University School of Medicine	HOSSOM	SOM	W3XSC	W4XSC
Stanford Hospital	HOSSUH	SUH	W3XSC	W4XSC
Valley Medical Center [1]	HOSVMC	VMC	W1XSC	W2XSC
[1] Part of Santa Clara Valley Healthcare				

Verify Hospital BBS operation

- We asked Hospital Net operators to verify their new BBS assignment(s), especially if it had changed
- The success rate was underwhelming, unfortunately
- If possible, please try to send messages from both your primary and secondary BBS in the next months. We are primarily interested in problem reports, we can't attempt to fix what we don't know is broken!
- If you encounter any issues, let us know on the Hospital Net email list and also note that to net control when you do your voice check-in so they can log it on their report. Thank You.

(modified) test procedure

Sent to Hospital list on Aug 25, 2025

1. configure the packet station in the hospital for your primary BBS (Outpost and radio), see table below. If you find that there are issues, e.g. radio cannot be programmed to the frequency without vintage cables and software, or the session does not work properly, please note this down in a detailed report, then go back to using the previously working settings from before. Please also note this during the voice checkin as a "packet station issue" for us to follow up with you. This configuration should be used to send your regular message to PKTHOS.
2. send your standard packet message to PKTHOS as prescribed on <https://wpp.scc-ares-races.org/> . The primary and secondary BBS for PKTHOS has not and will not be changed. Make sure you use the correct addressing schema depending on your BBS and the BBS of the message recipient.
3. wait up to 20 minutes, then do a send/receive cycle again on the same BBS, and make sure you received a "DELIVERED": message back that matches your sent message. You can also check for the result of your message on the monthly Hospital Net session 1 and 2 page on the WPP web server after you log in. If you did not get a delivery receipt message, or if your message does not show up on the web site, please go back and check in your Sent folder, fix any issues, then send it again as a new message.
4. configure the packet station in the hospital for your secondary BBS (Outpost and radio), see table below. If you find that there are issues, e.g. radio cannot be programmed to the frequency without vintage cables and software, or the session does not work properly, please note this down in a detailed report, then go back to using the "currently working "settings from before. Please also note this during the voice checkin as a "packet station issue" for us to follow up with you. This configuration should be used to send a message to yourself, where we can evaluate results later on. You should not expect to get a DELIVERED: receipt back on Wednesday evening. Make sure you use the correct addressing schema depending on your BBS and the BBS of the message recipient.
5. If there are issues with either BBS session from step 1 or step 4, you may try one or both of the remaining BBS and conduct an additional send/receive session, trying to send a message to yourself as described in step 4.
6. Before leaving and turning everything off, return the packet setup to your (new) primary BBS configuration and save any Outpost profile(s) you used. Your future self or the next operator will thank you.
7. Any issues: please report to the Hospital Net email list.

This Year I Learned in Radio Operations

Andreas Ott, K6OTT
Revised 04-DEC-2025

Offline operations

- Does your laptop (W11, W10) have the ability to operate offline?
- No dependencies on “cloud authentication” aka. Microsoft Account when logging in? No dependencies on Active Directory? Need to “verify” software apps on start (checksum, license)?
- Plugging in hardware requires Internet access to “look for driver updates” and refuses to continue on previously working fine old driver if it can’t complete that check?
- Systems with (corporate AD) credentials will cache them for some time, incl. Administrator logins
- Casual data usage at annual drill: 2GB in 3 hours for W5XSC and “connected” stations.
- Do you know how to (temporarily) disable auto-updates?
- HOW to test: take your laptop away from its usual location, turn off Wi-Fi, unplug all networking; coldstart (not wake up) reboot
- Using a brand new laptop or newly created user profile

Countywide Exercise _1

- The BIG one, where everything you prepared for and you learned can be put to work, in theory it looks like this:
 - > training/learning
 - > practice
 - > drill (dress rehearsal)
 - > incident deployment
- Are you with me on this?

credits to Michael Fox N6MEF

Countywide Exercise _2

- Startup time: from arrival on scene to check-in to the net, voice $\leq$ 5 minutes, packet 10-45 minutes !!!

*"[Operator] Arrives on-time to check-in and receive briefing before shift begins" and "Equipment set-up is prioritized to be on air when agency expects (**at the start of shift**)"*

- Practice portable operations when you are able, this can be in your own backyard or on your patio; voice and packet
- Are you using checklist(s) to speed up and remind yourself of important tasks, and in which order they happen? Learn from aviation and space flight, they have this figured out!
- Failure to read and follow instructions (see other talk)
- New Veoci based forms, double check your work
- Keeping all logs, ICS-214 for significant events, voice ICS-309 for packet ops; sent **and received** messages

Countywide Exercise _3

- Remember that you are working for a served agency. You will report to a manager at your assigned location who should receive printed message forms from you that are going to "Manager" at "Location". Unless the message is addressed to you as "Radio Operator" or equivalent, it will need to go to them as the agency recipient. In that same flow, all outgoing message forms should be coming from the local manager and not be made up by you. If possible only send properly numbered/tracked messages.
- We are reinforcing this in weekly and monthly practices
- Remember to fill in top and bottom of all paper forms
- Check-In and Check-Out of nets

Countywide Exercise Packet

- Not starting with a “Clean” Outpost setup
- Check your address book entries, if applicable
- Connecting to a BBS for the first time
- Not checking for delivery receipts (yet another talk)
- Common Operating Picture: Do not forget to periodically check for bulletins during an event. If you see something in the bulletin notice that could be of interest to your served agency "Manager": please tell them about it, or give them a printout of the bulletin message for their benefit.
- Operators not using profiles to their advantage to easily switch between their FCC call, tactical call, different BBS and other settings (see Standard Outpost Configuration)
- Manual operations (slightly different checklist/workflow)

Power Options

- Commercial Power Stations (Anker, Bluetti, Ecoflow, Jackery, etc.) with 5...10 year life expectancy @80%
- Convenience at a price, or DIY for less \$\$\$, but please be safe! LiFePo battery RUD is not fun.
- With solar recharge option, possible to cover run-rate during the day, otherwise can be recharged from a gasoline generator in about 1 hour vs. running generator full-time
- External 3rd party extension battery on “solar input” port
- Check 12V output current limits, DC output is more efficient as it does not need to be converted to AC and back
- PG&E rebate \$300

Delivery Receipts

in Packet Radio Operations

Andreas Ott, K6OTT
Revised 04-DEC-2025

Normal workflow

1. Originator sends packet message to BBS
2. recipient downloads message from BBS
3. Outpost generates DELIVERED: message and queues it up
4. At next send cycle this will go to the BBS and make its way back to the originator
5. At next receive cycle originator gets the delivery receipt and can match that up to the original message

Possible Problems

Typo (misspelling) in recipient To: address

- XNDEOC@W9XSC.scc-ares-races.org
- XNDEOC@wlxsc “Whiskey-Lima-X_ray-...”
- XNDEOC@<secondary_BBS> (not polling)
- W2XSC@PKTTUE “inversion”

Some of them will be caught in software on the BBS system. Others will go into a black hole or wait on the wrong BBS forever to be picked up!

Sometimes you will get back (instantly) a non-delivery error message, unless black-holed

How to be successful

- Know how to reach your recipient during this operational period! Look at Standard BBS Assignments list. Posted event bulletins and special notices will tell you about deviations.
- Check for delivery receipts and track them!
- This advice is meant for you as a field operator with ~6 messages per hour. This won't work the same way at the County EOC with split Send / Receive stations that handle 60 messages an hour.
- Check your In Tray for error messages!

How to be successful _2

- Double-and-Triple-Check your Sent folder and examine the message(s) for which you have not received a delivery receipt within 2...3 polling cycles. Pay very close attention to addresses and Subject lines.
- If you found obvious problem(s), correct problem(s) and resend message. There is a procedure for that, see Packet Class slides.
- If you received back an error message, please read it and it will give you a hint what went wrong, then correct the error.

How to be successful _3

- SysOps are trying to fine-tune automatically generating error messages coming back at you, there are limits to this in order to not interfere with regular BBS traffic (avoid false positives)
- Follow up and ask recipient over voice net if still no delivery receipt (maybe they experience an issue on their end, e.g. cannot connect to BBS)
- If you get stuck, you may ask for help on the voice net, you may be redirected to the Command Net or another “Help Desk” station.

How to be successful _4

- We are trying to improve the way our messaging software shows you the delivery receipt or the absence of one, stay tuned for future updates
- During an actual incident we will check sysop mailboxes more frequently than “once every night”
- Until then we are relying on your help to figure this out with wetware

Reading and Following Instructions in ~~2025~~ 2026

Andreas Ott, K6OTT
Revised 04-DEC-2025

Why am I having to say this (over and over)?

- 80% of questions and problem reports in practices and exercises are due to you not reading and following instructions! **#DNRAFI**
- Some exercises are “automated” and you will get stuck if it’s not 100% as prescribed
- We are trying to be detail-oriented in what we tell you up front. This is on purpose. Using the “TL;DR” mindset is absolutely counter-productive. Before you ask someone else, please go back and RTFM first.
- We try to repeat exercising what “failed” before

Most instructions are not new but updated (recycled) prior art

- After each event we put together an After-Action-Report, this includes suggestions what to do differently and better next time
- Why do instructions get longer? Because we missed to tell you something important the last time or instructions were not clear.
- We may not have a second opportunity or time to give you more instructions/help. We don't want to discourage you to ask clarifying questions.
- Dilemma: you need to start up fast but there's 32 pages of instructions to read first ...

scc-ares-races.org

Steve Roth KC6RSC

Revised 2025-12-07

New scc-ares-races.org Website

- We launched a brand new scc-ares-races.org website in April.
- After some initial teething pains, it seems to be working well.
- It's gotten some praise from other ARES groups.
- If you have trouble finding something:
 - Try the search (icon at top right)
 - Try the site index (icon at top right)
 - Try the site map (in the menu at top left)
- Let us know if things are hard to find. We want to improve.
`webmaster@scc-ares-races.org`

Veoci Forms

Steve Roth KC6RSC

Revised 2025-12-07

Santa Clara County - CA / County Daily Operations

Duty Officer

Members

Actions

View

Dashboard Navigation Links

Duty Officer

Situation Monitoring

Incident Monitoring

Damage Assessment

Shelter / CPOD / TEP

Resource Request

Road Closure / Notable Report

Asset Management

Forms

Create New Entry Links

Launch New Incident

New Duty Officer Schedule Entry

New Notable Report

New County Event

Create Task

New Weather Briefing

Open County Activations

Link to Incident

Date/Time Report

No Form Entries

Operational Picture



On Call Duty Officer new

My Open Tasks

Filter Tasks

Task Title	Assigned To	Complete	Progress
No Tasks			

All Open Notable Reports

Filter Entries

30	1	2	3	4	5	6
Duty Officer - Ian Hamilton - +1 669-338-8437						
7	8	9	10	11	12	13
Duty Officer - Ian Hamilton - +1 669-338-8437						
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31	1	2	3

This is Veoci, the web tool used by County OEM to track information during an emergency. If a city needs something from the county after an earthquake, they're expected to use this tool, click the "Resource Request" button, and fill out the appropriate form.

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Create New Entry

Request

Title REQUIRED

^ Select Jurisdiction REQUIRED

Jurisdiction Name

-- Select Value --

Click to Load Entries

^ Resource Order

+ Add More

1

Item Name REQUIRED

Quantity Requested REQUIRED

Description (characteristics, brand, specs, size, fuel type, experience, etc.)

Includes Items for Demobilization? REQUIRED

No

+ Add More

Priority REQUIRED

☐ Urgent (As soon as possible)

☐ High (within 24 hours)

☐ Medium (1-2 days)

☐ Low (2-3 days)

^ Requested By Details

Requested By Name REQUIRED

Requested By Phone REQUIRED

Requested By Email REQUIRED

Requested By Position REQUIRED

Cancel

Submit

This is the Resource Request form that the city would fill out, and then press the "Submit" button at the bottom. Notice there is no addressing or tracking information; that's all handled inside Veoci.

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Resource Request		Veoci: 20250811 PDF: 20250804
Radio Operator Only:	Origin Msg #:	Destination. Msg #:

This Section to be Completed by Jurisdiction Personnel:				(<u>Underlined</u> =Required)
<u>Date:</u>		<u>Time:</u> (24hr):		<u>Handling:</u> ☐ Immediate (ASAP) ☐ Priority (<1 hr) ☐ Routine (<2 hr)
T O	<u>ICS Position:</u>		F R O M	<u>ICS Position:</u>
	<u>Location:</u>			<u>Location:</u>
	<u>Name:</u>			<u>Name:</u>
	<u>Contact Info:</u>			<u>Contact Info:</u>
Resource Order				
<u>Title:</u>				
<u>Jurisdiction:</u> -- choose one --				
<u>Date:</u>			<u>Time:</u>	
<u>Item 1</u>	<u>Item Name:</u>			<u>Quantity Requested:</u>
	<u>Description:</u>			
	<u>Includes Items for Demo</u>			
<u>Item 2</u>	<u>Item Name:</u>			
	<u>Description:</u>			

The city can't use Veoci to fill out this form if the Internet is down, so they'll come to us. We'll give them a copy of this printed Resource Request form from our Go Kit. They will balk, because it looks totally dissimilar to Veoci. But actually, except for addressing and tracking information, they have the same fields.

SCCo ARES/RACES Recommended Form Routing

Usage:

- This cheat sheet summarizes the recommended routing for all forms.
- The message author can select whatever Handling they want.
- **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.

They won't know how to fill out the addressing fields; they're used to just hitting Submit. But we'll show them this Recommended Routing from our Go Kit, and they'll fill out the addressing based on that.

Form Type	Handling	To Location **	To ICS Position **
General EOC			
ICS-213 Message Form	Author defined	Author defined	Author defined
CPOD Site Ino CPOD Commodities	Routine (<2 hrs)	County EOC	CPOD Unit Else: Mass Care & Emerg. Asst. Branch Else: Operations
Damage Assessment	Author defined Else: Routine (<2 hrs)	For city-managed: City EOC For county-managed: County EOC	Damage/Safety Assessment Group Else: Construction & Eng. Branch Else: Operations
Notable Report	If Severity on form is:	County EOC	Situational Analysis Unit Else: Common Operating Picture Spec. Else: Planning
	High		
	Medium		
	Low		
Resource Request	If Priority on form is "Urgent": Immediate (ASAP) Else: Routine (<2 hrs)	County EOC	Resource Status & Tracking Unit Else: Supply Branch Else: Logistics
Road Closure	Author defined Else: Routine (<2 hrs)	County EOC	Public Works Group Else: Construction & Eng. Branch Else: Operations
Shelter	Priority (<1 hr)	For city-managed: City EOC	Care & Shelter Unit Else: Mass Care & Emerg. Asst. Branch

Santa Clara County - CA / County Daily Operations
Duty Officer

Members Actions View

Dashboard Navigation Links

- Duty Officer
- Situation Monitoring
- Incident Monitoring
- Damage Assessment
- Shelter / CPOD / TEP
- Resource Request
- Road Closure / Notable Report
- Asset Management
- Forms

Create New Entry Links

- Launch New Incident
- New Duty Officer Schedule Entry
- New Notable Report
- New County Event
- Create Task
- New Weather Briefing

Open County Activations

Link to Incident Date/Time Report

No Form Entries

Operational Picture

On Call Duty Officer new

Duty Officer Schedule & County Events

December 2025

Sun	Mon	Tue	Wed	Thu	Fri	Sat
20	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31	1	2	3

My Open Tasks

Task Title	Assigned To	Complete	Progress
No Tasks			

All Open Notable Reports

County OEM has many more forms in Veoci than just the nine that we have in our Go Kits. Those nine are the ones most likely to be sent to County OEM from somewhere else during a disaster.



Santa Clara County ARES®/RACES

SCCo ARES/RACES is an organization of over 500 volunteer radio operators providing emergency communications services within Santa Clara County.



Service Interruptions

Notice posted 2025-07-14 at 14:57

The AA6BT Repeater is off-line.
W1XSC cannot receive inbound email.



Calendar & Signups

- DEC 6 Lakewood Christmas Parade
- DEC 6 Los Gatos Children's Holidays Parade
- DEC 13 2025 End of Year Summary
- JAN 3 Field Operations Type III, Part A

Profile & Records

- Your Contact Information
- Your Activity Record
- Your Credential Progress

Training & Practice

- Classes
- Practice Nets
- Weekly Packet Practice

The nine Veoci forms we track are on our website in the Operations area, under Go Kit and Forms....

Operations

- Go Kit and Forms
- City/County ARES Info
- Voice Frequency Lists
- Packet Operations

Credentials

- Credentials and Endorsements
- Credential Program Handbook
- Performance Standards
- Your Credential Progress

About SCCo ARES/RACES

- Organization
- Getting Started
- Email Discussion Groups

Services We Provide

Reference Information



Operations

Go Kit and Forms

Go Kit Checklist

What every operator should have



All Go Kit Documents

Reference material required in kit



All Go Kit Forms

All forms required in an operator's kit



Role-Specific Forms

Resource Net, Hospital, RACES Leader, ICS



Recommended Form Routing

rev. 2025-08-14 — 2 in Go Kit



RACES Radio Routing Slip

rev. 2025-08-14 — 5 in Go Kit



ICS-211A Check In List

rev. 2019-04-29 — 5 in Go Kit



ICS-213 Message

rev. 2022-01-19 — 10 in Go Kit



ICS-214 Unit Log

rev. 2021-04-08 — 5 in Go Kit



ICS-309 Communications Log

rev. 2021-04-08 — 5 in Go Kit



Contact Information

County ARES/RACES Staff

rev. 2025-08-15



Emergency Coordinators

rev. 2025-08-26



Police/Fire Direct Dial

rev. 2025-03-31



American
Red Cross

Campbell

Cupertino

Gilroy

Loma Prieta

Los Altos

Los Altos Hills

Los Gatos

Milpitas

Morgan Hill

Mountain View

NASA / Ames

Palo Alto

Saratoga

San José

Santa Clara

Stanford

Sunnyvale

Valley Water

SPECS

Southern Peninsula ECS



SVECS

Silicon Valley ECS



Voice Operations

Voice Frequency Lists

rev. 2025-10-17



Message Handling Procedures

rev. 2025-08-12



Field Operations Checklist

rev. 2024-01-26



Resource Net SOP and Scripts

rev. 2024-08-28



Resource Net Template

rev. 2024-08-21



Shadow First 5 Minutes Checklist



Use of Radio while Driving

Guidelines and legal issues



Packet Operations

SCCo Packet BBSes

rev. 2025-05-15



BBS Coverage Maps



... and from there, All Go Kit Forms.

Bundled installer of pre-configured Outpost and PackItForms

Standard Outpost Configuration

How to configure Outpost for SCCo ARES/RACES use



Standard TNC Settings

How to configure common TNCs for SCCo ARES/RACES use



Packet Message Addresses

Addresses for messages to and from SCCo ARES/RACES BBSes



Packet Message Subject Line

County standard format for packet message subject line



Regional Packet Services

rev. 2024-05-15



Performance Standards

Performance Standards and Best Practices

rev. 2.2.1



Hospital Net Program



Go Kit Forms

All ARES/RACES radio operators should have the recommended quantities of these forms in their Go Kits at all times.

NOTE: Forms should be printed single-sided. When forms are scanned after an event, the back pages are missed if double-sided forms are used.

New Forms in Go Kit Quantities

This PDF contains all of the new forms (August 2025), in the quantities required in a Go Kit. Print this one PDF to update your kit. 114 pages, 13MB.



Recommended Form Routing



Printable Version

rev. 2025-08-13 — 2 in Go Kit



ICS-205 Communications Plan

rev. 2018-07-09 — 3 in Go Kit



ICS-211A Check In List

rev. 2019-04-29 — 5 in Go Kit



ICS-213 Message

rev. 2022-01-19 — 10 in Go Kit



ICS-214 Unit Log

rev. 2021-04-08 — 5 in Go Kit



ICS-309 Communications Log

rev. 2021-04-08 — 5 in Go Kit



Allied Health Status (DEOC-9)

rev. 2018-02-08 — 3 in Go Kit



CPOD Commodities Update

rev. 2025-07-30 — 2 in Go Kit



CPOD Site Information

rev. 2025-08-12 — 2 in Go Kit



Damage Assessment

rev. 2025-08-12 — 5 in Go Kit



Mike-Mike Summary

rev. 2024-02-28 — 2 in Go Kit



Notable Report

rev. 2025-08-12 — 5 in Go Kit



RACES Radio Routing Slip

rev. 2025-08-12 — 5 in Go Kit



Resource Request

rev. 2025-08-11 — 5 in Go Kit



Road Closure

rev. 2025-08-12 — 5 in Go Kit



Shelter Form

rev. 2025-08-12 — 5 in Go Kit



Situation Report

rev. 2025-08-12 — 2 in Go Kit



Windshield Survey

rev. 2025-08-12 — 5 in Go Kit



All Go Kit Forms

rev. 2025-08-12



Role-Specific Forms

Resource Net, Hospital, RACES leader, ICS



Veoci Forms

- CPOD Site Information
- CPOD Commodities Update
- Damage Assessment
- Notable Report
- Resource Request
- Road Closure
- Shelter Form
- Situation Report
- Windshield Survey

Situation Report

Summary report to the county about an incident affecting a city.

- Could be city-only incident or city details for a regional incident
- Same purpose as our previous “Jurisdiction Status Report” form
- Among other things, reports the activation of the city’s EOC, declarations of emergency, etc.

Situation Report		Verd: 20250521 PSPF: 20250912	
Radio Operator Only: Origin Msg #:		Destination Msg #:	
This Section to be Completed by Jurisdiction/Field Personnel: (Underlined Required)			
Date:	Time: (24hr):	Handling: ☐ Immediate (ASAP) ☐ Priority (<1 hr) ☐ Routine (<2 hr)	
ICS Position:	ICS Position:		
Location:	Location:		
Name:	Name:		
Contact Info:	Contact Info:		
Overview			
Prepared Date:		Prepared Time:	
Jurisdiction: -- choose one --		Incident Name:	
Emergency Declaration: ☐ Unknown ☐ Yes ☐ No			
EOC Activation: ☐ Normal ☐ Partial ☐ Duty Officer ☐ Full ☐ Monitor			
Incident Description:			
Additional Incident Information:			
Reported By			
Prepared By:		Contact Number:	
Email:			
Government Office Status			
Office Status: ☐ Unknown ☐ Open ☐ Closed			
Expected to Open Date:		Time:	Expected to Close Date:
			Time:
Approved By			
Approved By:		Contact Phone:	
ICS Position:		Location:	
Current Situation			
Communications	Status: ☐ Normal ☐ Problem ☐ Failure ☐ Unknown	Comments:	
Debris	Status: ☐ Normal ☐ Problem ☐ Failure ☐ Unknown	Comments:	
Flooding	Status: ☐ Normal ☐ Problem ☐ Failure ☐ Unknown	Comments:	
HazMat	Status: ☐ Normal ☐ Problem ☐ Failure ☐ Unknown	Comments:	
Emergency Services	Status: ☐ Normal ☐ Problem ☐ Failure ☐ Unknown	Comments:	
Casualties	Status: ☐ Normal ☐ Problem ☐ Failure ☐ Unknown	Comments:	
Utilities (Gas)	Status: ☐ Normal ☐ Problem ☐ Failure ☐ Unknown	Comments:	
Utilities (Electric)	Status: ☐ Normal ☐ Problem ☐ Failure ☐ Unknown	Comments:	
Infrastructure (Power)	Status: ☐ Normal ☐ Problem ☐ Failure ☐ Unknown	Comments:	
Infrastructure (Water Systems)	Status: ☐ Normal ☐ Problem ☐ Failure ☐ Unknown	Comments:	
Infrastructure (Sewer Systems)	Status: ☐ Normal ☐ Problem ☐ Failure ☐ Unknown	Comments:	
Search and Rescue	Status: ☐ Normal ☐ Problem ☐ Failure ☐ Unknown	Comments:	
Transportation (Roads)	Status: ☐ Normal ☐ Problem ☐ Failure ☐ Unknown	Comments:	
Transportation (Bridges)	Status: ☐ Normal ☐ Problem ☐ Failure ☐ Unknown	Comments:	
Civil Unrest	Status: ☐ Normal ☐ Problem ☐ Failure ☐ Unknown	Comments:	
Animal Issues	Status: ☐ Normal ☐ Problem ☐ Failure ☐ Unknown	Comments:	
Lifeline Status			
Lifeline Status: ☐ Stable ☐ Stabilizing ☐ Unstable ☐ Unknown			
Update:			
Unmet Needs:			
Radio Operator Only:			
Relay:	Rcvd:	Sent:	
Name:	Call Sign:	Date:	Time (24hr):

Windshield Survey

Reports the result of a drive-by damage assessment.

- One form per address
- Survey probably done by first responders, CERT, etc.
- Probably sent to County OEM only for damage in unincorporated areas

Windshield Survey			Veoci: 20250523 PDF: 20250812
Radio Operator Only:	Origin Msg #:	Destination. Msg #:	

This Section to be Completed by Jurisdiction/Field Personnel:				(Underlined=Required)
Date:	Time: (24hr):	Handling:		☐ Immediate (ASAP) ☐ Priority (<1 hr) ☐ Routine (<2 hr)
T O	ICS Position:		F R O M	ICS Position:
	Location:			Location:
	Name:			Name:
	Contact Info:			Contact Info:
Overview				
Jurisdiction: -- choose one --				
Team:				
Location:				
Item: ☐ Building ☐ Road				
Building Type: ☐ Single Family Home ☐ Mobile Home or Trailer				
☐ Townhouse or Condo ☐ Business				
☐ Apartment ☐ Other (describe below)				
Damage Categorization: ☐ Affected ☐ Major				
☐ Minor ☐ Destroyed				
Safety Hazards / Other Damage Observed:				

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

Damage Assessment

Reports the result of a damage assessment.

- One form per address
- Professional assessment, not CERT or first responder
- Probably sent to County OEM only for damage in unincorporated areas

Damage Assessment				Veoci: 20250715 PDF: 20250812	
Radio Operator Only:		Origin Msg #:	Destination. Msg #:		
This Section to be Completed by Jurisdiction Personnel: (Underlined=Required)					
Date:		Time: (24hr):	Handling: ☐ Immediate (ASAP) ☐ Priority (<1 hr) ☐ Routine (<2 hr)		
T O	ICS Position:		F R O M	ICS Position:	
	Location:			Location:	
	Name:			Name:	
	Contact Info:			Contact Info:	
Overview					
Jurisdiction: -- choose one --			Incident Name:		
Address:			Unit/Suite:		
Type of Structure: ☐ Single Family ☐ Mobile Home ☐ Non-Profit Orgs ☐ Multi-Family ☐ Business ☐ Outbuilding					
Number of Stories:					
Own/Rent: ☐ Own ☐ Rent					
Types of damage: ☐ Flooding ☐ Structural ☐ Roof / Windows / Other Exterior ☐ Other (define in comments)					
Basement Type: ☐ Basement ☐ Basement and Crawlspace ☐ Crawlspace ☐ N/A					
What is the damage classification for this property? ☐ Destroyed ☐ Minor ☐ No Visible Damage ☐ Major ☐ Affected (Superficial or Cosmetic Damage Only)					
Tag: ☐ Green Tagged ☐ Yellow Tagged ☐ Red Tagged					
Insurance: ☐ Yes ☐ No			Estimated Damage (\$):		
Comments:					
Contact Name:			Contact Phone:		
Radio Operator Only:					
Relay: Rcvd:			Sent:		
Name:		Call Sign:	Date:	Time (24hr):	

SCCo ARES/RACES

Road Closure

Reports a planned or actual road closure.

- One form per location
- Probably sent to County OEM only for arterial roads or roads in unincorporated areas
- Probably sent multiple times (e.g., to report closure and then to report reopening)

Road Closure				Veoci: 20250722 PDF: 20250812	
Radio Operator Only:		Origin Msg #:		Destination. Msg #:	
This Section to be Completed by Jurisdiction/Field Personnel: (Underlined=Required)					
Date:		Time: (24hr):		Handling: ☐ Immediate (ASAP) ☐ Priority (<1 hr) ☐ Routine (<2 hr)	
T O	ICS Position:		F R O M	ICS Position:	
	Location:			Location:	
	Name:			Name:	
	Contact Info:			Contact Info:	
Initial Information					
Jurisdiction: -- choose one --					
Road/Intersection:					
Location:					
Details:					
Status: ☐ Planned Closure ☐ Closed ☐ Reopened					
Closure Time					
Closure Start Date:			Closure Start Time:		
Closure End Date:			Closure End Time:		
Radio Operator Only:					
Relay:		Rcvd:		Sent:	
Name:		Call Sign:		Date:	Time (24hr):

Notable Report

Miscellaneous form for reporting other individual problems within an incident

- Also known as “events”
- One problem per form

This Section to be Completed by Jurisdiction Personnel: (Underlined=Required)			
Initial Information			
<u>Date:</u>		<u>Time: (24hr):</u>	
<u>Handling:</u>		☐ Immediate (ASAP) ☐ Priority (<1 hr) ☐ Routine (<2 hr)	
T O	<u>ICS Position:</u>		F <u>ICS Position:</u>
	<u>Location:</u>		R <u>Location:</u>
	<u>Name:</u>		O <u>Name:</u>
	<u>Contact Info:</u>		M <u>Contact Info:</u>
<u>Jurisdiction:</u> -- choose one --		<u>Originator:</u>	
<u>Severity:</u> (Pick One) ☐ High ☐ Medium ☐ Low			
<u>Escalate to County Op Area?</u> ☐ Yes ☐ No			
<u>If Yes, is this event Incident Specific?</u> ☐ Yes ☐ No			
<u>If above question is Yes, name of Op Area Incident:</u>			
Event Details			
<u>Title:</u>			
<u>Date:</u>		<u>Time:</u>	
<u>Event Type:</u>			
☐ 1: Transportation ☐ 2: Communications ☐ 3: Construction and Engineering ☐ 4: Fire and Rescue ☐ 5: Management ☐ 6: Care and Shelter ☐ 7: Resources ☐ 8: Public Health and Medical ☐ 9: Search and Rescue ☐ 10: Hazardous Materials Response ☐ 11: Food and Agriculture ☐ 12: Utilities ☐ 13: Law Enforcement ☐ 14: Recovery ☐ 15: Public Information ☐ 16: Animal Services ☐ 17: Volunteer Management ☐ 18: Cyber Security ☐ 19: Donations Management ☐ 20: Continuity of Operations/Government			

Resource Request

Sent when a jurisdiction needs something from County OEM

- Probably will also be used when a hospital needs something from County PHDOC (still under discussion)
- “Something” could be equipment, supplies, support personnel, etc.
- Not used for first responder mutual aid, or for RACES mutual aid

Resource Request				Veoci: 20250811 PDF: 20250804	
Radio Operator Only:		Origin Msg #:		Destination. Msg #:	
This Section to be Completed by Jurisdiction Personnel: (Underlined=Required)					
Date:		Time: (24hr):		Handling: ☐ Immediate (ASAP) ☐ Priority (<1 hr) ☐ Routine (<2 hr)	
T O	ICS Position:		F	ICS Position:	
	Location:		R	Location:	
	Name:		O	Name:	
	Contact Info:		M	Contact Info:	
Resource Order					
Title:					
Jurisdiction: -- choose one --					
Date:		Time:			
Item 1	Item Name:		Quantity Requested:		
	Description:				
	Includes Items for Demobilization? ☐ Yes ☐ No				
Item 2	Item Name:		Quantity Requested:		
	Description:				
	Includes Items for Demobilization? ☐ Yes ☐ No				
Item 3	Item Name:		Quantity Requested:		
	Description:				
	Includes Items for Demobilization? ☐ Yes ☐ No				
Item 4	Item Name:		Quantity Requested:		
	Description:				
	Includes Items for Demobilization? ☐ Yes ☐ No				
Item 5	Item Name:		Quantity Requested:		
	Description:				
	Includes Items for Demobilization? ☐ Yes ☐ No				
Item 6	Item Name:		Quantity Requested:		
	Description:				
	Includes Items for Demobilization? ☐ Yes ☐ No				
Priority					
Priority: ☐ Urgent (As soon as possible) ☐ Medium (1 - 2 days) (Pick One) ☐ High (within 24 hours) ☐ Low (2 - 3 days)					
Requested By Details					
Requested By Name:				Signature:	
Requested By Phone:				Requested By Email:	
Requested By Position:					
Incident Details					
Is this request related to a current JURISDICTION activation? ☐ Yes ☐ No					
If above question is Yes, name of Jurisdiction's incident:					
Is this request related to a current COUNTY activation? ☐ Yes ☐ No					
If above question is Yes, name of County incident:					
Comments					
Radio Operator Only:					
Relay:		Rcvd:		Sent:	
Name:		Call Sign:		Date:	
				Time (24hr):	

Shelter Form

Information about a shelter

- Probably sent to County OEM only for County-run shelters or shelters in unincorporated areas
- Probably sent multiple times to update status and/or registration counts

Shelter Form				Veoci: 20250721 PDF: 20250812	
Radio Operator Only:		Origin Msg #:	Destination. Msg #:		
This Section to be Completed by Jurisdiction Personnel: (Underlined=Required)					
Date:		Time: (24hr):	Handling: ☐ Immediate (ASAP) ☐ Priority (<1 hr) ☐ Routine (<2 hr)		
T O	ICS Position:		F	ICS Position:	
	Location:		R	Location:	
	Name:		O	Name:	
	Contact Info:		M	Contact Info:	
General Site Information					
Jurisdiction: -- choose one --					
Shelter Name:					
Location:					
Type: ☐ Congregate ☐ Temporary Evacuation Point ☐ Large Animals (multi-select) ☐ Non-Congregate ☐ Pets Accepted					
Shelter Status: ☐ Setup in progress, not accepting guests ☐ Full, not accepting guests ☐ Open, accepting guests ☐ Closed					
Resources: ☐ Warming Center ☐ Food & Drink (multi-select) ☐ Cooling Center ☐ Charging Stations					
Notes:					
ADA Compliant: ☐ Yes ☐ No			Pets Allowed: ☐ Yes ☐ No		
Maximum Capacity:		Total Registered:		Cot Numbers:	
AFN Considerations:					
Contact Information					
Managed By: ☐ American Red Cross ☐ Government ☐ Community ☐ Private ☐ Other					
Primary Contact Name:			Primary Contact Phone Number:		
Primary Contact Email:					
Radio Operator Only:					
Relay:		Rcvd:		Sent:	
Name:		Call Sign:		Date:	Time (24hr):

CPOD Forms

- Commodity Point of Distribution: a County site for giving out critical supplies
- CPOD Site Info form is for initial setup
- CPOD Commodities Update is sent periodically with current quantities

CPOD Site Information Form				Version: 20250715 PDF: 20250812	
Radio Operator Only:		Origin Msg #:	Destination Msg #:		
This Section to be Completed by Jurisdiction Personnel: (Underlined-Required)					
Date:	Time: (24hr):	Handling: ☐ Immediate (ASAP) ☐ Priority (<1 hr) ☐ Routine (<2 hr)			
ICS Position:	F Location:		F ICS Position:		
T Location:	R Location:		R Location:		
O Name:	M Name:		M Name:		
Contact Info:	M Contact Info:		M Contact Info:		
General Site Information					
Jurisdiction: -- choose one --					
Prepared Date:		Prepared Time:			
Site Name:					
CPOD Type: ☐ Type I ☐ Type II ☐ Type III ☐ LSA (Logistics Staging Area) ☐ Non-CPOD Distribution Point (smaller than a Type III CPOD)					
Status: ☐ Activated ☐ Pending Demobilization ☐ Not Activated					
Address: City: -- choose one -- ZIP code:					
Police Jurisdiction and Division/Region:					
Fire Department Jurisdiction and Division/Region:					
Additional Information:					
Contact Information					
Partner Point of Contact:			Site Point of Contact:		
Site Details					
Dimensions of Site in Feet:		Size of Site in Acres:			
Road/Walkway Type: ☐ Concrete ☐ Gravel Hard-Stand ☐ Paved ☐ Other					
Accessible at All Times: ☐ Yes ☐ No					
Access Controlled by Gate: ☐ Yes ☐ No Site Contact if Gate is Closed:					
Location of Driveway(s):					
Spike Strips at any of the driveways: ☐ Yes ☐ No					
Site Safety					
Site Safety Details:					
☐ Has perimeter fencing ☐ Has public address system installed					
☐ Has fixed lighting throughout the site (outside) ☐ Has covered areas					
☐ Has fixed lighting throughout the site (inside) ☐ Has fixed or non-fixed equipment located on the site that may be difficult to move					
☐ Site monitored by closed-circuit TV cameras					
Perimeter Fencing Details:					
Site Accessibility: ☐ There are sidewalks leading to the site have wheelchair access					
☐ There are uneven surfaces leading up to the site					
☐ There is a ramp from the staff parking location leading up to the POD location					
Time Opened / Time Closed					
Date Opened:		Time Opened:			
Date Closed:		Time Closed:			
Commodities					
Item 1	Type of Commodity:		Qty Distributed: Qty Available:		
Item 2	Type of Commodity:		Qty Distributed: Qty Available:		
Item 3	Type of Commodity:		Qty Distributed: Qty Available:		
Item 4	Type of Commodity:		Qty Distributed: Qty Available:		
Item 5	Type of Commodity:		Qty Distributed: Qty Available:		
Item 6	Type of Commodity:		Qty Distributed: Qty Available:		
Item 7	Type of Commodity:		Qty Distributed: Qty Available:		
Item 8	Type of Commodity:		Qty Distributed: Qty Available:		
Radio Operator Only:					
Relay: Rcvd:		Sent:			
Name:		Call Sign:	Date:	Time (24hr):	
SCCo ARES/RACES					

CPOD Commodities Update Form				Version: 20250715 PDF: 20250730	
Radio Operator Only:		Origin Msg #:	Destination Msg #:		
This Section to be Completed by Jurisdiction Personnel: (Underlined-Required)					
Date:	Time:	Handling: ☐ Immediate (ASAP) ☐ Priority (<1 hr) ☐ Routine (<2 hr)			
ICS Position:	F Location:		F ICS Position:		
T Location:	R Location:		R Location:		
O Name:	M Name:		M Name:		
Contact Info:	M Contact Info:		M Contact Info:		
Overview					
Jurisdiction: -- choose one --					
Prepared Date:		Prepared Time:			
General Site Information					
Site Name:					
Status Update: ☐ Activated ☐ Pending Demobilization ☐ Not Activated					
☐ Pending Activation ☐ Demobilization					
Commodities					
Item 1	Type of Commodity:		Qty Distributed: Qty Available:		
Item 2	Type of Commodity:		Qty Distributed: Qty Available:		
Item 3	Type of Commodity:		Qty Distributed: Qty Available:		
Item 4	Type of Commodity:		Qty Distributed: Qty Available:		
Item 5	Type of Commodity:		Qty Distributed: Qty Available:		
Item 6	Type of Commodity:		Qty Distributed: Qty Available:		
Item 7	Type of Commodity:		Qty Distributed: Qty Available:		
Item 8	Type of Commodity:		Qty Distributed: Qty Available:		
Radio Operator Only:					
Relay: Rcvd:		Sent:			
Name:		Call Sign:	Date:	Time (24hr):	

No Longer Used

- EOC-213RR
 - OA Jurisdiction Status
 - OA Shelter Status
-
- Medical Resource Request

Still Used

- Allied Health Facility Status (with Routing Slip)
 - ICS-213
 - RACES Mutual Aid Request
 - Non-Message Forms (ICS-205, 211A, 214, 309)
-
- Hospital Bed Availability
 - Medical Facility Status

More Changes Coming

To the forms:

- Improving voice transmission efficiency
- Removing unnecessary fields
- Addressing printing issues
- Hospital forms no longer separate
- New Hospital Bed Availability (HAvBed) form

To the PackItForms software:

- Reminder to give voice notice of Immediate message
- Automatic form updates
- More accurate printing and pagination
- No more separate “private” installer for hospital forms

How would you send this by voice?

Site Safety	
Site Safety Details:	
☐ Has perimeter fencing	☐ Has public address system installed
☒ Has fixed lighting throughout the site (outside)	☒ Has covered areas
☒ Has fixed lighting throughout the site (inside)	☐ Has fixed or non-fixed equipment located on the site that may be difficult to move
☒ Site monitored by closed-circuit TV cameras	
Perimeter Fencing Details:	
Site Accessibility:	
☒ There are sidewalks leading to the site have wheelchair access	
☐ There are uneven surfaces leading up to the site	
☒ There is a ramp from the staff parking location leading up to the POD location	

Or how about this one?

What is the damage classification for this property?		
☐ Destroyed	☒ Minor	☐ No Visible Damage
☐ Major	☐ Affected (Superficial or Cosmetic Damage Only)	

Answer: with field numbers and option letters

Site Safety	
60. Site Safety Details:	
☐ a. Has perimeter fencing	☐ e. Has public address system installed
☒ b. Has fixed lighting throughout the site (outside)	☒ f. Has covered areas
☒ c. Has fixed lighting throughout the site (inside)	☐ g. Has fixed or non-fixed equipment located on the site that may be difficult to move
☒ d. Site monitored by closed-circuit TV cameras	
61. Perimeter Fencing Details:	
62. Site Accessibility:	
☒ a. There are sidewalks leading to the site that have wheelchair access	
☐ b. There are uneven surfaces leading up to the site	
☒ c. There is a ramp from the staff parking location leading up to the POD location	

29. What is the damage classification for this property?		
☐ a. Destroyed	☒ b. Minor	☐ c. No Visible Damage
☐ d. Major	☐ e. Affected (Superficial or Cosmetic Damage Only)	

- The Veoci forms will have field numbers on all fields.
- Choice fields will have letters on each choice if the choice names are multiple words.

Removing Unnecessary Fields

<u>Escalate to County Op Area?</u>	☐ Yes ☐ No
<u>If <u>Yes</u>, is this event Incident Specific?</u>	☐ Yes ☐ No
<u>If above question is Yes, name of Op Area Incident:</u>	



<u>23. Escalate to County Op Area?</u>	☐ Yes ☐ No
<u>24. Name of Op Area Incident:</u>	

Incident Details

<u>Is this request related to a current JURISDICTION activation?</u>	☐ Yes ☐ No
<u>If above question is Yes, name of Jurisdiction's incident:</u>	
<u>Is this request related to a current COUNTY activation?</u>	☐ Yes ☐ No
<u>If above question is Yes, name of County incident:</u>	



Incident Details

<u>60. Name of Jurisdiction's incident:</u>
<u>61. Name of County Incident:</u>

Addressing Printing Issues

- Printing a blank form will no longer have
 -- choose one --
in the Jurisdiction field.
- Margins will be increased on some tight forms so that all printers can print them.
 - Some printers have large non-printable areas, particularly the bottom
- PackItForms will print from PDF rather than HTML to get correct pagination, and will add proper footers.

Do I have to print new copies of all those forms?

- You should print new copies of
 - CPOD Site Information
 - Notable Report
 - Resource Request

Those are the ones where the field and option numbering will really help you.

- For the rest, no. Print the new versions as you use up the old.

Immediate Message Notifications

- Packet is rarely the best choice for Immediate messages
 - Packet stations do not check for incoming messages often enough
- You might use packet for an Immediate if:
 - It's very detailed and getting it accurate is critical
 - It's unusually lengthy
- If you use packet for an Immediate, you must follow it up with a voice notification so they know to go retrieve it.
- The next version of PackItForms will remind you to do this.

Automatic Forms Updates

PackItForms 4.0 will check, once each day, for updates to forms.

- If it finds any updated forms, it will install them.
- No administrator permissions are required.

Limitations:

- It can only check if the computer has Internet access.
- If it installs any new forms, you must restart Outpost to see them.
- This only works for the SCCo forms, not the city-specific ones.

You will still need to install updates to the software itself (Outpost and/or PackItForms), but they should be less frequent.

Your Request Here

Do you have suggestions or requests regarding the forms?

This is a good time for them!

Send them to Tim or me and we'll evaluate them.

Note that we don't control the content of the Veoci forms.

We can suggest changes to them, that's all.

But we do control the paper and packet version of the forms, and the related software.

We'll be happy to have your ideas.

Training

Judy Halchin

13-Dec-2025

2024/2025 Classes

- Total number of classes 25
- Introduction to Emergency Communications
 - 2024 - 37 students
 - 2025 - 72 students
- Fundamentals of Emergency Communications
 - 2024 - 44 students
 - 2025 - 64 students

2026 Classes

- Total number of classes 24
- 2026 schedule is very similar to 2025
- A larger group of instructors

2026 Santa Clara County ARES/RACES/ACS -- Training/Activity Calendar											
January	February	March	April	May	June	July	August	September	October	November	December
Field Ops Type 3A Date: Sat 1/3 Instr: Howard Loc: SO auditorium		Net Control Type 3A Date: Sat 3/7 Instr: Howard Loc: Sunnyvale DPS	Net Control Type 3B Date: Sat 4/4 Instr: Howard Loc: Sunnyvale DPS	Net Control Type 2 Date: Sat 5/2 Instr: Howard Loc: Sunnyvale DPS	Event Planning Date: Sat 6/6 Instr: Howard Loc: Sunnyvale DPS		Packet Type 3A Date: Sat 8/1 Instr: Roth Loc: Sunnyvale DPS		Packet Type 3B Date: Sat 10/3 Instr: Roth Loc: Sunnyvale DPS	Packet Type 2 Date: Sat 11/8 Instr: Oberhofer Loc: Sunnyvale DPS	
					RDF Search & Locate TENTATIVE Date: Sat 6/13 IC: TBD Loc: TBD	Message Passing Date: Sat 7/11 Instr: Howard Loc: Sunnyvale DPS		Cross-Band Repeat Antenna Fund. Date: Sat 9/12 Instr: Ott Loc: Sunnyvale DPS			End of Year Summary Date: Sat 12/12 Instr: SCC Staff Loc: Sheriff Aud.
	Quarterly Drill Date: Sat 2/21 10am - 12 noon	Fundamentals of Em Comm Date: Sat 3/21 Instr: TBD Loc: Sunnyvale DPS		Quarterly Drill Date: Sat 5/16 10am - 12 noon	Shadowing Date: Sat 6/20 Instr: Halchin Loc: Sunnyvale DPS		Field Ops Type 3B/2 Date: Sat 8/15 Instr: Howard Loc: SO auditorium	County-Wide Exercise Date: Sat 9/19 Loc: TBD		County EOC Radio Room Orientation Loc: County EOC	
Message Passing Date: Sat 1/24 Instr: Howard Loc: Sunnyvale DPS	Intro to Em Comm Date: Sat 2/28 Instr: TBD Loc: Sunnyvale DPS	RACES Unit Lead Date: Sat 3/28 Instr: Howard Loc: SCCo EOC				Field Ops Type 3A Date: Sat 25 Instr: Howard Loc: SO auditorium					
Field Ops Type 3B/2 Date: Sat 1/31 Instr: Howard Loc: SO auditorium							Quarterly Drill Date: Sat 8/22 10am - 12 noon			EC Council Meeting Date: Thur 11/12 7pm LOC: SCCo EOC	
	EC Council Meeting Date: Thur 2/12 7pm LOC: SCCo EOC			EC Council Meeting Date: Thur 5/14 7pm LOC: SCCo EOC	Intro to EmComm NIGHT CLASS Date: Wed 6/10 Instr: TBD Loc: Sunnyvale DPS	Fundamentals of EmComm NIGHT CLASS Date: Wed. 7/8 Instr: TBD Loc: Sunnyvale DPS	EC Council Meeting Date: Thur 8/13 7pm LOC: SCCo EOC		Intro to EmComm NIGHT CLASS Date: Wed. 10/14 Instr: TBD Loc: Sunnyvale DPS	Fundamentals of EmComm NIGHT CLASS Date: Wed. 11/11 Instr: TBD Loc: Sunnyvale DPS	

Where you can get practice

- (Almost) Monthly packet practices
- Quarterly message passing practices
- Quarterly City/County drills
- Annual exercise September 19
- City drills and public service events

Common Errors On Forms

Tim Howard, KE6TIM
Revised 06-Dec-2025

Accuracy with Form Completion

- We continue to see errors in message forms.
- Primarily 213 Message Form, 214 Activity Log, and 309 Communications Log, but there are errors on others.
- Based on the call signs, it is mostly newer operators; but some experienced operators also make errors.
- So new or experienced, we can all do better.
- These forms are legal documents and need to be accurate.
- FEMA will use this documentation to determine funding assistance to our served agencies after a major disaster.

Page 2 of a Multipage Form

Resource Request		Radio Origin Msg #: _____	
Priority			
Priority: ☐ Urgent (As soon as possible) ☐ Medium (1 - 2 days) (Pick One) ☒ High (within 24 hours) ☐ Low (2 - 3 days)			
Requested By Details			
Requested By Name: Jake Elliott		Signature: 	
Requested By Phone: (555) 665-2126		Requested By Email: _____	
Requested By Position: Supply Depot Lead			
Incident Details			
Is this request related to a current JURISDICTION activation? ☒ Yes ☐ No			
If above question is Yes, name of Jurisdiction's incident: Superb Owl Games			
Is this request related to a current COUNTY activation? ☐ Yes ☒ No			
If above question is Yes, name of County incident: _____			
Comments			
Exercise traffic			
Radio Operator Only:			
Relay: _____		Rcvd: _____	
Sent: _____		_____	
Name: _____		Call Sign: _____	
Date: _____		Time (24hr): _____	
SCCo ARES/RACES			

All Stations Message

MESSAGE FORM ▶ For paper: use ballpoint pen – blue or black ink only (See back for instructions)	Origin Msg #: ²	XND-403	Destination Msg #: ³	CPB-403 SD-403 FAS-402



MESSAGE FORM ▶ For paper: use ballpoint pen – blue or black ink only (See back for instructions)	Origin Msg #: ²	XND-403	Destination Msg #: ³	See 309

5. COMMUNICATIONS LOG					
Time (24:00)	FROM		TO		Message
	Call Sign/ID	Msg #	Call Sign/ID	Msg #	
1310	XNDEOC	XND-403	All Stations		ICS-213: Car lights on in staff parking lot
1310		"	XNDCPB	CPB-403	
1310		"	XNDSD	SD-403	
1311		"	XNDFAS	FAS-402	

Correcting Errors

MESSAGE FORM		Origin Msg #: ²	Destination Msg #: ³
► For paper: use ballpoint pen – blue or black ink only (See back for instructions)		XND-403	CPB-403
Date ¹ :	Time (24hr):	Handling ⁵ (✓one): ☐ Immediate (ASAP) ☐ Priority (< 1hr) ☒ Routine (< 2hr)	
9/20/25 (mm/dd/yy)	1218 (0001 to 2400)	This Message Requests You To ⁶ :	
		TAKE ACTION (✓one): ☒ Yes ☐ No	
		REPLY (✓one): ☐ Yes, by ☒ No	
T O	ICS Position: (required) ⁷	F R O M	ICS Position: (required) ⁸
	All Stations		Law Branch
	Location: (required) ⁹		Location: (required) ⁹
	Law Branch		Xanadu EOC
Name: (optional)		Name: (optional)	
Telephone #: (optional)		Telephone #: (optional)	

- DO NOT cross out errors.
- Draw a single line through the mistake and initial it.
- Add the correct data as appropriate.
- These are legal documents, so let's practice as we would do in a real emergency.

Missing Information

- If sending, ask the message author if some information is missing.
- If receiving, clarify with the sender if something is missing.
- Don't forget to complete the Operator Use area.

MESSAGE FORM		Origin Msg #: ² 50-908	Destination Msg #: ³ XND-486
► For paper: use ballpoint pen – blue or black ink only (See back for instructions)			
Date ¹ : 9/20/25 (mm/dd/yy)	Time (24hr): [] (0001 to 2400)	Handling ⁵ (✓one): ☐ Immediate (ASAP) ☐ Priority (< 1hr) ☒ Routine (< 2hr)	
This Message Requests You To ⁶ : TAKE ACTION (✓one): ☒ Yes ☐ No REPLY (✓one): ☐ Yes, by [] ☒ No			
T O	ICS Position: (required) ⁷ SITUATIONAL ANALYSIS UNIT		F R O M
	Location: (required) ⁹ XANDU EOC		
	Name: (optional) []		
	Telephone #: (optional) []		
ICS Position: (required) ⁸ SUPPLY DEPOT LEAD		ICS Position: (required) ⁸ SUPPLY DEPOT	
Location: (required) ⁹ []		Location: (required) ⁹ []	
Name: (optional) []		Name: (optional) []	
Telephone #: (optional) []		Telephone #: (optional) []	
SUBJECT: ¹⁰ []			
REFERENCE (e.g., Number of earlier msg.): ¹¹ []			
MESSAGE: ¹² (what, when, where needed; how long; contact name and phone number - KEEP MSG BRIEF) SET UP A WEATHER STATION TO MONITOR HEATHER. SEE HTTP://WEATHER.STATION.NET/XANDU/FAIRDR/. LAST READING WAS 96°!			
ACTION TAKEN: ¹³ (For use by Originator / Recipient) ► USE SEPARATE MESSAGE FORM IF SENDING REPLY!			
CC: ☐ Management ☐ Operations ☐ Planning ☐ Logistics ☐ Finance			
Operator Use Only: ¹⁴			
Relay:	Rcvd: []	Sent: []	
How: ☒ Received or ☐ Sent (✓one):	Operator Call Sign: [REDACTED]		
☐ Telephone ☐ Dispatch Center	Operator Name: [REDACTED]		
☐ EOC Radio ☐ FAX ☐ Courier	Date: 9/20 Time: []		
☒ Amateur Radio ☐ Other []			
Outgoing (Sent): ¹⁵ Message Originator: Send the original to radio. Retain a copy for your reference. Radio: After sending, complete Operator Use Only and file in radio. Incoming (Received): ¹⁵ Radio: Complete Operator Use Only then route to the Addressee. Retain a copy in radio if directed by Supervisor. Addressee: Take appropriate action.			

MESSAGE FORM

► For paper: use ballpoint pen – blue or black ink only (See back for instructions)

Origin Msg #: ²

Destination Msg #: ³

Date ¹:

Time (24hr):

Handling ⁵ (✓one):

☐ Immediate (ASAP)

☐ Priority (< 1hr)

☒ Routine (< 2hr)

9/20/25
(mm/dd/yy)

1002
(0001 to 2400)

This Message Requests You To ⁶:

TAKE ACTION (✓one): ☐ Yes

☒ No

REPLY (✓one): ☐ Yes, by

☒ No

ICS Position: (required) ⁷

Checkpoint Lead

Location: (required) ⁹

Checkpoint A

Name: (optional)

Telephone #: (optional)

F
R
O
M

ICS Position: (required) ⁸

Logistics

Location: (required) ⁹

Xanadu EOC

Name: (optional)

Telephone #: (optional)

SUBJECT: ¹⁰ Staff lunch

REFERENCE (e.g., Number of earlier msg.): ¹¹

MESSAGE: ¹² (what, when, where needed; how long; contact name and phone number - KEEP MSG BRIEF)

Staff lunch will be served from 1100 to 1300 in the staff tent. Stagger your staff to maintain coverage through the lunch break.

This is exercise traffic.

ACTION TAKEN: ¹³ (For use by Originator / Recipient) ► USE SEPARATE MESSAGE FORM IF SENDING REPLY!

CC: ☐ Management ☐ Operations ☐ Planning ☐ Logistics ☐ Finance

Operator Use Only: ¹⁴

Relay: Rcvd:

Sent:

How: ☐ Received or ☐ Sent (✓one):

Operator Call Sign:

☐ Telephone

☐ Dispatch Center

Operator Name:

☐ EOC Radio

☐ FAX

☐ Courier

☐ Amateur Radio

☐ Other

Date:

Time:

Outgoing (Sent): ¹⁵

Message Originator: Send the original to radio. Retain a copy for your reference.

Radio: After sending, complete Operator Use Only and file in radio.

Incoming (Received): ¹⁵

Radio: Complete Operator Use Only then route to the Addressee. Retain a copy in radio if directed by Supervisor.

Addressee: Take appropriate action.

Review Common Errors

- Unit name or Tactical Call

UNIT LOG ICS 214-SCCo ARES/RACES	1. Incident Name and Activation Number	2. Operational Period (Date/Time)	
	Countywide Exercise XSC-25-09T	9/20/25	9/20/25
3. Unit Name / Tactical Call / Designators		From: 0830	To: 1145
		4. Unit Leader (Name, Call Sign, ICS Position)	

- Unit Name or Tactical Call and To Date

UNIT LOG ICS 214-SCCo ARES/RACES	1. Incident Name and Activation Number	2. Operational Period (Date/Time)	
	SURFAB OWL CAMP COUNTY-WIDE EXERCISE XSC-25-09T	9-20-2025	
3. Unit Name / Tactical Call / Designators		From: 0700	To: 1530
		RADIO OPERATION	

- From and To times of Op Period

COMM Log ICS 309-SCCo ARES/RACES	1. Incident Name and Activation Number	2. Operational Period (Date/Time)	
	County-Wide Communications Exercise XSC-25-09T	9/20/25	9/20/25
3. Radio Net Name (for NCOs) or Position/Tactical Call		From:	To:
Tactical Net			
		4. Radio Operator (Name, Call Sign)	

- [illegible]

- If you are making errors rewatch the 214 and 309 training videos.
- Doubled check your forms before you hand them off to a served agency, or turn them in.
- Forms need to be printed single-sided. The instructions on the back are ok, but otherwise they need to be one sided for scanning and archiving.
- Penmanship is important, if we can't read it then it never happened.

From the DECs Notebook

Tim Howard, KE6TIM

Revised 07-Dec-2025

Share Your Observations

- Let others know if you notice a problem with their radio.
- We seldom comment on other ham's "radio presence", whether it is low audio, or they talk too fast after pressing the button, lots of static, or ...
- People may not want to comment for fear of looking foolish, not wanting to embarrass others, or ...
- Since we never hear ourselves on the radio, we don't know how we sound to others. We can't improve unless someone provides us feedback?
- Don't be afraid to share your observations and provide useful feedback.

Earned Credentials/Endorsements 2025

Data still being compiled

Credential	Field Operator	Net Control	Packet Operator	Shadow
Type I				
Type II				
Type III				
Type IV				

Endorsement	Earned
Mutual Aid Communicator (MAC)	
County EOC Radio Operator (ERO)	
County EOC SHARE Radio Operator (SRO)	
County EOC RACES Unit Leader (RUL)	

Advanced Endorsements Classes

- County EOC Radio Operator – EOR
- County SHARES Radio Operator – SRO
- County RACES Unit Leader - RUL

Classes are only scheduled as needed and are scheduled based on class size.

Class Dates and Registration

There are no sessions of this class currently scheduled.

This class is scheduled as needed. If you want to be put on a Wait List to be notified when the next class is scheduled send an email to training_coord@scc-ares-races.org with your name and Call Sign.

- Make sure you meet the prerequisites for the class.

Passing the Torch

County Website scc-ares-races.org

Phil Henderson/Michael Fox → Steve Roth

PackItForms

Phil Henderson → John Kristian → Steve Roth

New Class Instructors

Kelly Harrington (Field Ops)

Peter Melhus (Intro/Fund)

Steve Roth (Packet Type 3)

Jeff Walker (Intro/Fund)

New Type I Credentials

Kelly Harrington (F1)

Andreas Ott (F1, P1)

Steve Roth (N1)

New ECs

Walter Underwood – Palo Alto

Peter Melhus - Saratoga

We always need more talent

- We are always looking for more talented dedicated individuals to help.
- People move on and need to be replaced. The time to do that is before they leave and we lose their knowledge.
- Currently looking for an ADEC and Credential Evaluators
- Requirements are not easy, see job descriptions:
<https://www.scc-ares-races.org/about/organization/staff-duties>

Q&A

All Training Staff

Thank You!

To get course credit the Course Evaluation is due by next Saturday, December 20th.

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

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

This is a moderated group.

See you at a training class or exercise next year!