

STANDARD OPERATING PROCEDURES SANTA CLARA COUNTY ARES/RACES RESOURCE NET

Prepared by L.W. Carr, KE6AGJ
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BACKGROUND: The Resource Net serves several purposes. Therefore, three levels of activation have been selected to cover these purposes.

LEVEL 1 - INFORMATION GATHERING (INITIAL DAMAGE REPORTS)

The mission of the Resource Net (RN) at Level 1 is to gather a snapshot of conditions and provide it to County and city EOCs and other amateur radio operators. The first person who comes up on the RN repeater should consider announcing a directed net and being net control. However, if he or she is uncomfortable with the task, they should simply announce that they are on frequency, announce what they have heard, and ask if someone else on frequency would be willing to assume net control. The Resource Net Control Operator (NCO) can be a person not physically at the EOC during the early stages of an event, and need not be a member of the county ARES/RACES staff.

County ARES/RACES staff will check in on this net as soon as possible, help coordinate activation of this net, and aid in assignment of an NCO. Santa Clara County (SCCo) RACES persons should advise the RN NCO when the SCCo OES radio room is operational, and advise what frequencies are being used for the Message Net, the Command Net, and the Packet Net. The Net Control Operator script for initiation of the Resource Net can be found below as Appendix 1.

LEVEL 2 - REFERRAL TO CITY TACTICAL NETS

The Resource Net is raised to Level 2 whenever a city Emergency Coordinator (EC) asks that ARES operators from his/her city contact the EC on the city frequency. The Level 2 Resource Net Control Operator tasks include information gathering and referral of operators to city frequencies during the initial response activity. The city frequencies can be found as Attachment 1B. The NCO will give the city tactical frequency shown on the attachment unless contacted by either the city EC or county staff with updated information.

City ECs should advise the Resource Net NCO when the city tactical net is in operation and which frequency is being used for the city tactical net. The Net Control Operator Script for Referral to City Tactical Nets can be found below as Appendix 2.

LEVEL 3 - COORDINATION OF MUTUAL AID

As an event progresses, there may be a call for mutual aid from affected cities. If this occurs, the cities asking for assistance are to be referred to the County Message Net to notify Santa Clara County (SCCo) RACES staff of this request; the Resource NCO must not take responsibility for this notification.

The level 3 Resource Net NCO will receive check-ins from SCCo OES-badged Mutual Aid Communicators (MACs) who already have permission from their respective ECs to volunteer for

a mutual aid assignment. The Level 3 NCO must ask the person volunteering to confirm that they have been released by their EC and then have that person stand by on the Resource Net for assignment. As directed by the SCCo Chief Radio Officer (CRO), the NCO calls the MAC, gives the activation number and makes the assignment.

Critical information to be given at that time are: 1) nature of the assignment, 2) time and place to report, 3) travel frequency, and 4) instructions to keep the NCO informed of departure from home, arrival at assignment, departure from assignment and arrival at home. Net control must keep careful logs of all communications with prospective and assigned MACs. The Net Control Operator Script for MAC activation and assignment can be found below as Appendix 3.

RESOURCE NET REPEATERS:

146.115+ PL 100 AA6BT/R Linked; primary
145.270- PL 100 W6ASH/R Linked
444.625+ PL 110.9 WB6FYI/R Linked

COUNTY ARES/RACES REPEATERS

Command Net 442.500+ PL 100.0 WB6ZVW/R
Message Net 146.760- PL 151.4 WA6OQS/R
224.260- PL 151.4 WA6OQS/R Linked

Appendix 1

RESOURCE NET - LEVEL 1 INFORMATION GATHERING

NET CONTROL SCRIPT SANTA CLARA COUNTY ARES/RACES

Prepared by L.W. Carr
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Note: the primary ARES/RACES repeater for use by the Resource Net is AA6BT, 146.115(+) PL 100.0. This repeater should be linked to W6ASH, 145.270(-)PL 100.0, and WB6FYI, 444.625(+)PL 110.9 as soon as possible – follow instructions below. When activating the resource net, immediately contact Larry Carr, KE6AGJ, at his cell, 650-269-9638 or pager, 650-845-0533.

1. Listen to the repeater for 15 seconds to see if a net is already in operation.
2. If no one speaks during that time, announce yourself:

"This is ____ calling from {city, County EOC, etc.}; is there an active net on this repeater at this time?"

(state your call sign whenever you see ____ in this script)

If NO, go to step 3.

If YES, ask the Net Control Operator (NCO) whether anyone has reported the event you experienced/heard on the radio (or otherwise caused you to check in on the repeater):

"Are you aware of the event that just happened?"

If YES, then follow the NCO instructions. If NO, advise the NCO that an event has indeed happened, and tell him what you know of the event. Ask him/her to start an ARES/RACES Resource Net at Level 1 (information gathering only).

"There has been an event, with the following details - (give a quick summary). Please consider being net control operator for a Level 1 activation of the Santa Clara County ARES/RACES Resource Net."

3. If there is not an active net on the repeater at the time you check, ask if any other operator has information regarding the event.

"This is _____. Is there anyone on this repeater who has information regarding the event?"

If NO, then prepare to be the NCO for the Resource Net. Monitor the net, announcing your presence every two minutes, saying:

"This is _____, acting as Net Control Operator. I have activated the Santa Clara County ARES/RACES Resource Net for gathering a snapshot of information regarding the (fire/explosion/earthquake/terrorist attack/etc.) that just occurred. I am ready to receive snapshot reports from any operator who has pertinent information. We want observations only from your current locations--do not go looking for problems. We will ask for reports in the following order: Severe Damage, Moderate Damage, Light or No Damage. Please give your call sign and city only at this time. "

Note: In most cases, the Resource Net Control Operator will not be able to take appropriate action on reports of immediate danger to life or property. If a request for emergency assistance does occur, the net control should ask the reporting party if they have tried calling 911. If they have been unsuccessful, net control should broadcast a call for any Amateur Radio Operator in the reporter's city and try to arrange a meet on the city tactical frequency, thus moving the incident off the resource net. Do not take on the responsibility of notifying emergency responders. You will only slow the process.

4. Record the call signs on the log sheet found as Appendix 1A. Once all the calls have been recorded, return to the list of all calls on the log sheet and ask each station for a brief summary saying:

"This is Resource Net Control. This net is intended to gather brief damage reports from around the county. I am NOT able to dispatch help for acute situations. If you need immediate help, use 9-1-1 to contact your local emergency response center or try to raise someone on your city tactical frequency. Make reports using two word descriptors such as 'House Collapse', 'Overpass Down', 'Structure Fire', 'Gas Leak', 'Water Leak'. Make reports in the following format, Callsign--City--Damage (2 words or less)--Callsign.

Is there a station that will help with recording information?

Are there any stations who are reporting severe damage such as buildings destroyed or overpasses collapsed? Come now."

Call in succession for reports of severe, moderate, and light to no damage. Break about every fifth call to ask if any city EOC stations want to report activation. If you hear a weak call from a city you have not heard from, have all stations hold their traffic and try to work the weak caller. If you still cannot reach them, ask for a relay from someone already on the net. Occasionally ask reporting stations to standby if they have traffic similar to a report from their city that has already been given. Repeat this announcement every 5 to 10 minutes to inform late joiners.

5. Log this information so that you can relay it to the SCCo ARES/RACES staff when they become available. See Appendix 1B for a place to record information from the damage snapshot.
6. Your next task is to try to get the three ARES/RACES repeaters linked, so that information can be obtained from all the areas in the county. To do this, as soon as an operator checks into the repeater, ask him/her to try to reach a control operator for 145.270, and 444.625 (details of offset, etc. are at top of this instruction form), and request linking of those repeaters to 146.115. Then ask stations from North County and South County to access their

respective repeaters (145.270, and 444.625), gather a summary of responses and then report this summary to you on 146.115.

NOTE: If you cannot reach 146.115, please use the procedure outlined here to act as net control for the repeater that you CAN reach. Be ready to pass traffic to the 146.115 repeater when the repeater you are using does get linked to 146.115.)

7. Maintain the net until you are contacted by a County ARES/RACES official. If no official has announced his/her presence on the net in 15 minutes, page one of the following:

Scott Morse
Home: - 408-985-5971
Cell: - 408-799-4597

Andreas Ott
Home - 408-737-9029
Work - 408-501-8972
Cell - 408-431-8727

Al Whaley
650-947-6542

Mike Wright
Home - 408-248-8252
Work - 650-604-6262

Scott Hensley
cell/pager: 408-218-4777

John Amos
408/820-0712

(Remember to page Larry Carr if you have not already done so.).

8. If you need to leave the net, ask if anyone on the net can take over the task of net control. If so, transfer the net to that person; if not, then announce that you are leaving the net, and that there will be no net control active. In either case, if the DEC or another ARES/RACES representative is not on the net, please page Larry Carr and tell him that you have left the net, or that you have closed the net.
9. If there is no traffic on the net for 30 minutes, you are authorized to close the net. Again, let Larry Carr know that you have closed the net; he would like to thank you for your help. You can send email to Larry's pager by sending it to 6508450533@airmessage.net.

Appendix 1B - City Listing

<u>City</u>	<u>Call Sign</u>	<u>Tactical Freq.</u>	<u>Damage Assessment</u>
Campbell	_____	_____	_____
Cupertino	_____	_____	_____
Gilroy	_____	_____	_____
Loma Prieta	_____	_____	_____
Los Altos	_____	_____	_____
Los Altos Hills	_____	_____	_____
Los Gatos	_____	_____	_____
Milpitas	_____	_____	_____
Morgan Hill	_____	_____	_____
Mountain View	_____	_____	_____
NASA Ames	_____	_____	_____
Palo Alto	_____	_____	_____
San Jose	_____	_____	_____
Santa Clara	_____	_____	_____
Saratoga	_____	_____	_____
Stanford	_____	_____	_____
Sunnyvale	_____	_____	_____
Other	_____	_____	_____

Appendix 1C - City Tactical Frequency Listing

<u>Location</u>	<u>Frequency</u>	<u>Repeater</u>
Campbell	146.565 simplex	
Cupertino	147.570 simplex	
Gilroy	144.450 simplex	
Los Altos	145.570 simplex	
Los Altos Hills	146.745 repeater	-600 110.9 PL
Los Gatos/Monte Sereno	147.480 simplex	
Milpitas	147.525 simplex	
Morgan Hill	144.345 simplex	
Mountain View	146.535 simplex 146.415 simplex	
Palo Alto	147.540 simplex 145.230 repeater	-600 100.0 PL
Santa Clara	147.470 simplex 147.510 simplex	
San Jose	145.035 simplex 145.650 simplex 146.475 simplex 146.430 simplex	
Saratoga	146.505 simplex	
Sunnyvale	147.405 simplex 145.170 repeater 147.495 simplex	-600 94.8 PL
NASA Ames	145.250 repeater	-600

Appendix 2

RESOURCE NET - LEVEL 2 REFERRAL TO CITY TACTICAL NETS

NET CONTROL SCRIPT SANTA CLARA COUNTY ARES/RACES

Prepared by L.W. Carr
District Emergency Coordinator, Santa Clara County
22 September 2004
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Note: the primary ARES/RACES repeater for use as the Resource Net is AA6BT, 146.115(+) PL 100.0. This repeater should be linked to W6ASH, 145.270(-)PL 100.0, and WB6FYI, 444.625(+)PL 110.9 as soon as possible - follow instructions below.

1. This script assumes that the resource net is open and level 1 has been activated and is being run by a Net Control Operator. If not, it must be opened/activated (follow the procedure outlined in the script for Level 1 Activation). Level 2 will be activated when any city EOC opens or a city EC has requested city ARES operators to contact the him/her on the city frequency.
2. Shift from Level 1 to Level 2 by making the following announcement:

“This is ____ ; Net Control for the Santa Clara County ARES/RACES Resource Net which is operating in RACES mode at this time. All registered RACES Operators should shift to their city tactical frequency or otherwise contact your city EC if you wish to make your services available. The following cities have activated their city nets.”

Then list the cities and their tactical frequencies. (Use Appendix 1B).

3. As necessary, periodically poll the cities for such information.
4. Repeat announcement 2 periodically.
5. Continue to accept reports from operators, following the instructions for Resource Net-Level 1.
6. Request any damage reports that the operators may have. Log the time, the amateur's call sign, the damage report, and location.
7. If the amateur's city tactical net is operational, direct the operator there. If the operator's city has not opened the EOC or if the tactical net is not active, advise the operator to monitor the county resource net until further notice.
8. Periodically broadcast the names and the tactical frequency of the cities with open EOCs or active ARES/RACES city nets.
9. The Level 2 net will be maintained until closure is authorized by Larry Carr or one of the other SCCo Staff members.

Appendix 3

RESOURCE NET - LEVEL 3 COORDINATION OF MUTUAL AID

NET CONTROL SCRIPT SANTA CLARA COUNTY ARES/RACES

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1. A Level 2 Resource net will already be in operation.
2. Shift from Level 2 to Level 3 by making the following announcement:

"This is ____ ; Net Control for the Santa Clara County ARES/RACES Resource Net which is operating in RACES Mutual Aid mode. There is a need for Santa Clara County OES Mutual Aid Communicators at this time. We need (list the tasks that need to be done). Specific assignments will be determined when the MAC reports to the Resource Net after obtaining authorization to respond from the Communicator's own EC. All registered RACES MACs should shift now to their city tactical frequency or otherwise contact your city EC if you wish to make yourself available for County activation. Come back to this net when you have a release from your EC."

3. Obtain from the SCCo Chief Radio Officer (CRO) a list of mutual aid assignments that need to be filled. As MACs return to the Resource Net and make themselves available for assignment, ask the following of each of them:

"Have you been released by your EC to take a mutual aid assignment?"

If not, refer them back to their city EC.

Note: Although the Resource Net Control Operator will be passing instructions to MACs, formal authorization to respond must be given by the CRO or ACRO.

4. Log the call signs of MACs who have answered affirmatively, then make assignments in the following way:

"This is ____ ; Net Control, calling ____ . I have a proposed mutual aid assignment for you, are you ready to copy? <break> Your proposed assignment is at (location) . <break> Report at (time and date). <break> Be prepared to perform the following duties: ____ . <break> The expected duration of your assignment will be approximately ____ hours. Do you accept this assignment?"

5. If the MAC accepts the assignment, issue the following instructions:

“You are hereby activated under RACES activation number _____. <break> Your assignment is Mutual Aid to _____. You are to report to _____, at _____. Travel frequency is this Resource Net. <break> Report your departure from home and your arrival at destination on this frequency. Check-in on the city tactical frequency _____ at arrival. <break> Report your departure from the assignment and arrival at home on the Resource Net. <break> While in a travel status, contact the Resource Net at approximately 15 minute intervals. Do you acknowledge these travel instructions?”

6. Once acknowledged, wish the MAC well and thank for his or her service. Log the assignment and all departure and arrival reports received.
7. Be alert for check-ins and check-outs at expected shift changes. Keep track of all personnel on assignment and raise questions if a MAC is out of contact at a time he or she should be in contact.
8. Make additional assignments as MACs check-in to make themselves available.
9. Make announcement 2 periodically as long as a need exists.
10. Keep the Resource Net in operation as long as there are MACs in the field.