



Santa Clara County ARES / RACES

Mutual Aid Communicator Program Kick-Off

Presented to weekly SPECS and SVECS nets

Week of Sep 20, 2009

Agenda

- New MAC Program Web Page
- Updated Go Kit
- New MAC Performance Standards
- MAC Program Definition
- New Qualification Program

New MAC Program Web Page

New MAC Program Website

- <http://www.scc-ares-races.org/mac>
- One stop shop for MAC program-related info
- Recommend check weekly
- Significant updates will be announced:
 - Yahoo group: scc-races-macs (announcements, alerts)
 - Yahoo group: scc-mac-discuss (MAC-related discussions)

Updated Go Kit

Updated Go Kit

- <http://www.scc-ares-races.org/EmergOps.html>
- Revised and updated
 - Clarified requirements
 - X = Required – must have in kit at all times
 - R = Recommended – likely needed on most assignments
 - O = Optional – useful at some assignments
 - Rearranged into convenient categories
 - Separated into: 2-hour carry kit, 12-hour go kit, extended kit
- 2-Hour Carry Kit
 - Purpose:
 - Small and portable to maintain nearby at all times
 - Use to communicate with Resource Net level 1
 - Stay in contact with Resource Net level 2 while returning home
 - Contents
 - HT, batteries, mag mount antenna, M-M scale, notepad & pens

MAC Performance Standards

New MAC Performance Standards



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Mutual Aid Communicator Performance Standards

Version 1.0 -- Last Revised: 2009-Sep-20

- What are they?
 - An itemized, detailed, objective set of standards by which all MACs should perform their duties, all of the time
 - Distilled from MAC training courses and best practices
 - Short-hand, detailed version of how to perform EmComm in Santa Clara County
- How are they used?
 - Objective criteria to determine readiness to be a MAC
 - Consistency of performance among all MACs
 - Objective, standardized evaluation criteria

MAC Performance Standards Topics

- Professionalism
 - Assignment, team member, served agency, independence, training
- Communications Technique
 - Verbal comms, radio technique, written comms, call signs,
- Safety
 - Personal safety, fatigue, stress, cold, heat, lightning, floods, land/mudslides, earthquakes, fire
- Methods and Procedures
 - County nets, resource net, message passing, maintaining contact, logging and record keeping, served agency protocols, relieve briefings
- Equipment
 - Go kit, maintaining control over radio, HT equipment, mobile equipment, packet equipment, HF equipment
- Documentation
 - Personal documentation, operations documentation; forms

Example from MAC Performance Standards

- From Communications Technique section:
 - “Verbal communications is effective, clear and concise
 - Maintains a clear speaking voice
 - Controls tone of voice, even under stress
 - Has a good command of the English language
 - Uses plain English, no 10-codes, Q-codes, etc.
 - Properly uses/pronounces letters and numbers
 - Properly uses phonetics and can recite all ITU standard phonetic letters
 - Properly speaks numbers, including multi-digit numbers and decimal points
 - . . .
 - “Radio technique is effective
 - Makes only necessary transmissions
 - Leaves pause at beginning of transmission to allow repeater to key up
 - Leaves sufficient gaps between transmissions for others to break in
 - . . .
 - . . .

New MAC Program Definition

New MAC Program Definition

- Existing but now (better) documented
 - Entrance Requirements
 - MAC Roles & Responsibilities
 - Resource Assignment & Typing
- New information
 - Advanced Qualifications
 - Evaluations
 - Recognition
 - Advanced Qualifications Definitions
 - MAC Response Teams
 - ICS and NIMS
 - Records Management
 - Program Management



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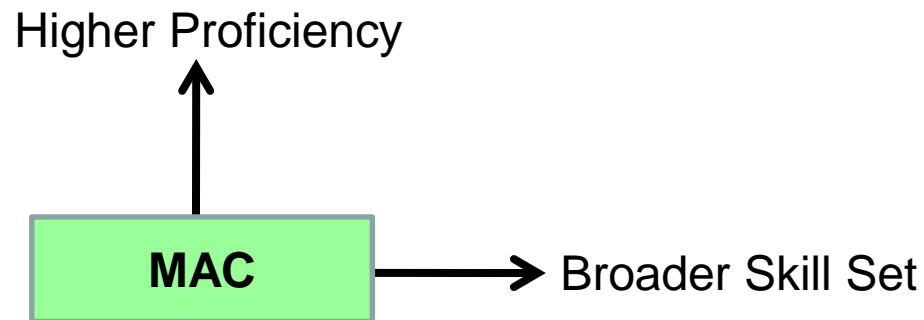
Mutual Aid Communicator Program Definition

Version 1.0 -- Last Revised: 2009-Sep-20

New Qualification Program

Becoming a MAC is Just the Beginning

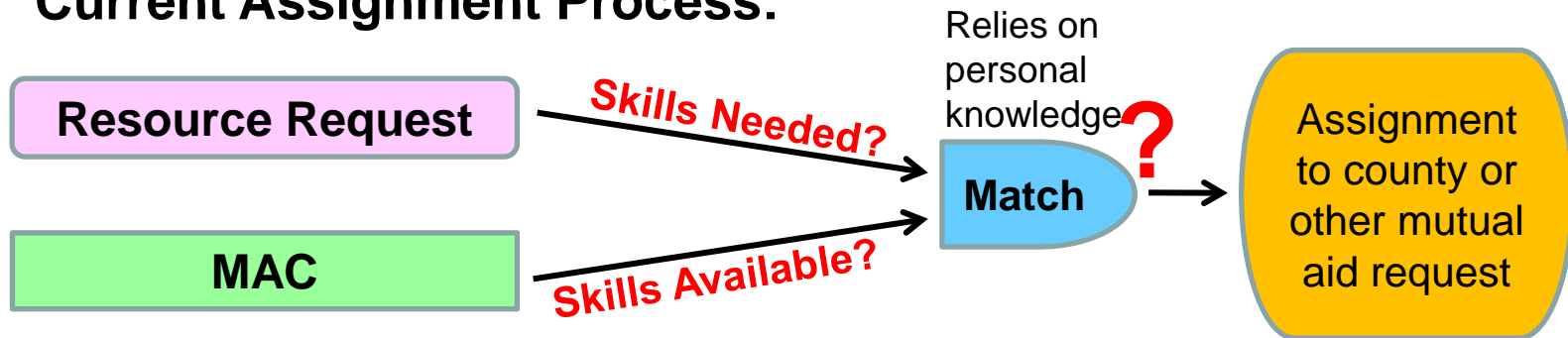
- Opportunity
 - Master multiple skill areas in emergency communications
 - Become more proficient within each skill area



- Existing pool of MACs has widely varying skill sets
 - Some have a narrow set of skills; others have broad knowledge
 - For a given function; some are much better than others

How to Use Widely Varying Skill Sets?

Current Assignment Process:



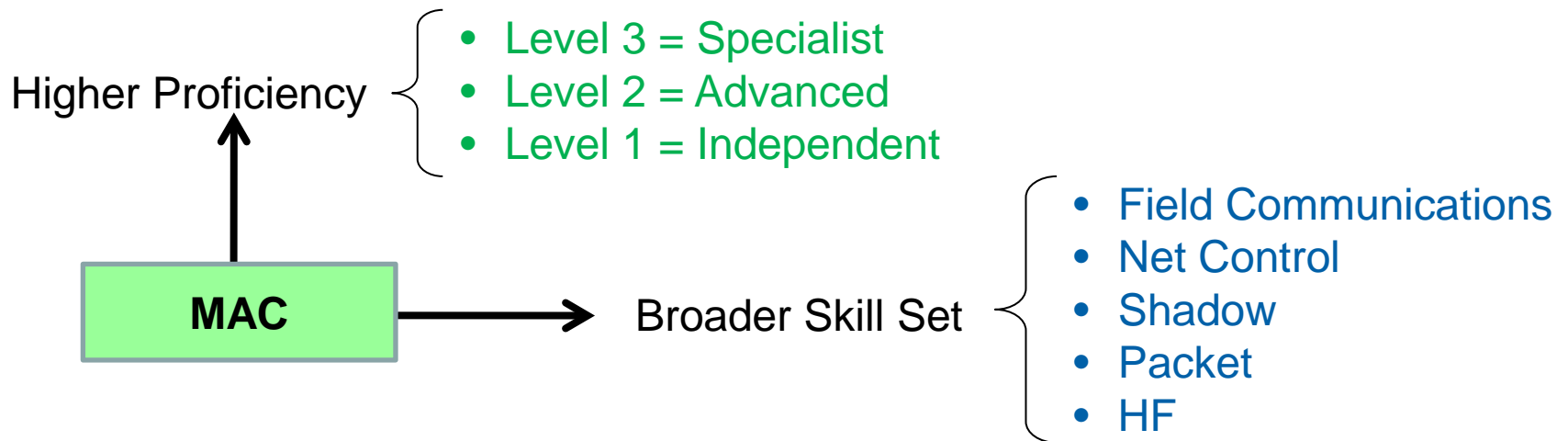
- Requesting resources
 - What types of resources are available to request?
 - How does served agency request specific type of resource?
 - When a resource arrives, what capabilities does he/she have?
- Assigning resources
 - How many MACs do we have that can do X?
 - How does net control know which MAC has which capabilities?
- We currently use individual knowledge to fill the gap
 - Problem: Who can know everyone's skill level? (Answer: no one!)

HOW we Solve the Problem is Important!

- Remember – we're all volunteers:
 - We want to help, but we have other things to do
 - If this becomes a pain, we just won't bother helping at all
- DON'T create bureaucracy that:
 - Has complex rules; extra paperwork; jumping thru hoops
 - Requires extra drills or meetings or ...
- But, if possible, DO create a solution that:
 - Defines a more specific list of capability types
 - Provides a common language to communicate capabilities
 - Enables tracking of who has which capabilities
 - **Key:** what we already do, where & when we already do it.

MAC Qualification Program

- A voluntary program to standardize, qualify, identify and recognize the emergency communications skills of amateur radio operators
- Structure:



MAC Qualifications at a Glance

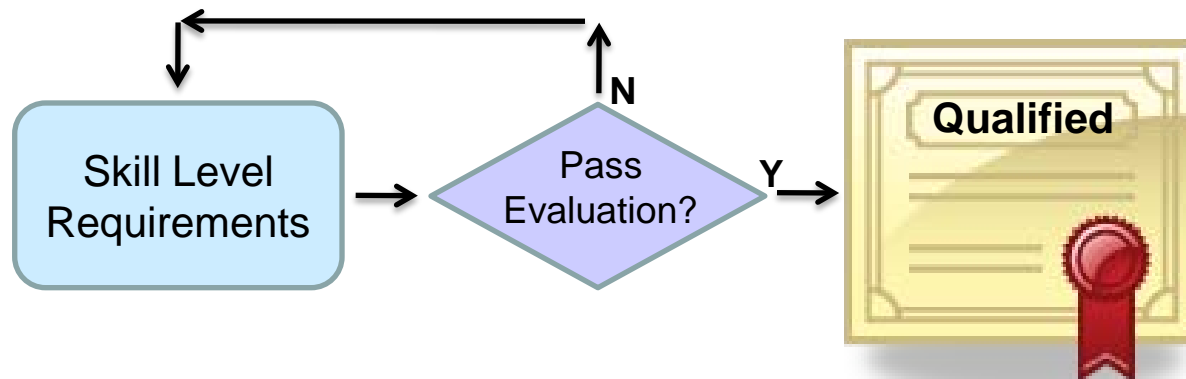
← **Broad Skill Set** →

	Skill Areas				
	Field Comms	Net Control	Shadow	Packet	HF
Expertise					
Specialist	Field Comm 3	Net Control 3	Shadow 3	Packet 3	HF 3
Advanced	Field Comm 2	Net Control 2	Shadow 2	Packet 2	HF 2
Independent	Field Comm 1	Net Control 1	Shadow 1	Packet 1	HF 1
Basic	Mutual Aid Communicator				

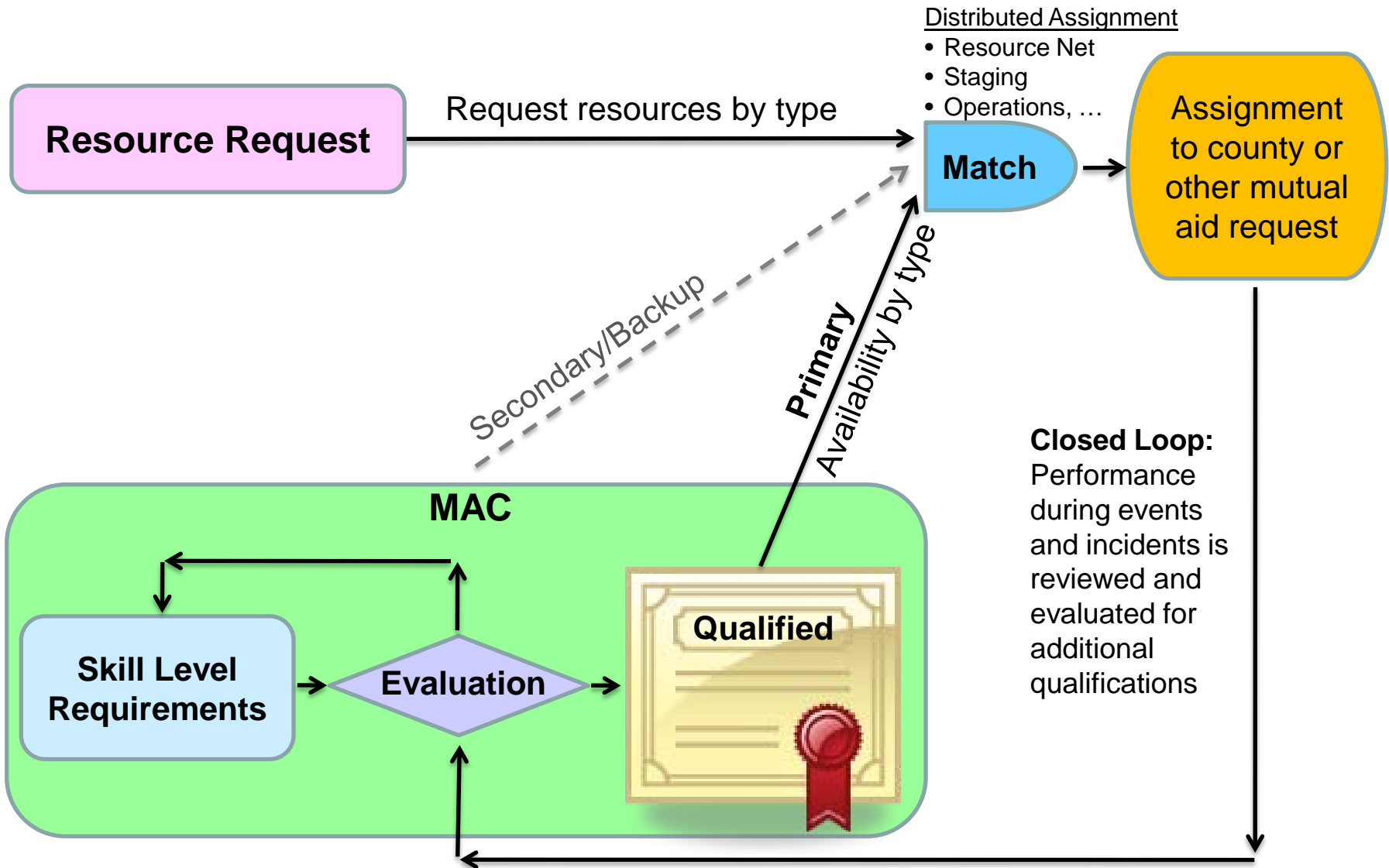
Higher Proficiency ↑

Earning a Qualification is Straight Forward

- Candidate completes requirements for the skill level
 - Prerequisites
 - Training
 - Participation } Training and participation within the past 2 years will count
 - Equipment
- Candidate undergoes a standardized evaluation
 - If passed, qualification is recorded in county database
 - If not, attend more training, participate in more activities, try again



Migrate to New MAC Assignment Process



Existing MACs Are Still MACs

- No change to existing MAC status
 - New minimum participation to maintain active status
- A “MAC” is still someone who has:
 - Met the minimum entrance requirements
 - Continues to participate in the MAC program
- Qualifications build on top of basic MAC skills
 - Completely optional

Implementation Status

- Program is now live
- Initial evaluators already qualified
 - The number will grow as the program grows
- Some evaluations already performed at drill on Sept. 19!
 - Unannounced, trial effort was successful!
 - Details in a couple of weeks as we gather paperwork
- Working to integrate evals into all future drills/events
 - So you can request an eval, be tracked, etc.

Action Items

- Download, read, start using, effective immediately:
 - New Go Kit list
 - MAC Performance Standards
 - MAC Program Definition
- Questions and feedback on the scc-mac-discuss list
 - <http://groups.yahoo.com/group/scc-mac-discuss>
- If interested in the advanced qualifications:
 - Check prerequisites, training, participation, equipment
 - Watch for more info about availability of evaluations

Questions, Comments,
Feedback?