



# MAC Program Update



Santa Clara County ARES<sup>®</sup>/RACES

Last Updated: 14-Oct-2010

# Recap of Past Year's Activities

| Date               | Activity   |
|--------------------|--|
| 13-Aug-2009        | New program presented to EC Council – Level 1 defined  |
| 19-Sep-2009        | MAC Drill with West Valley Cert – first informal evaluations   |
| 20-Sep-2009        | MAC Program Handbook v1.0 posted – Level 2 finalized<br>MAC Program Kick-off - after SPECS (21 <sup>st</sup> ) and SVECS (22 <sup>nd</sup> ) |
| 17-Oct-2009        | Quarterly Drill – first formal evaluations: N1, P1<br>Cupertino City-wide Activation – first formal evaluations: F1, N1                      |
| 29-Nov-2009        | Los Altos Festival of Lights – Sx, Nx evaluations  |
| 23-Jan-2010        | Quarterly Drill – Nx, P1 evaluations   |
| <b>13-Mar-2010</b> | <b>MAC Drill – F1, F2, N1, N2, S1 evaluations</b>  |
| 17-Apr-2010        | Quarterly Drill – Nx, P1 evaluations   |
| 4-Jul-2010         | Morgan Hill Parade – N1, N2, S1, S2 evaluations<br>Cupertino Fireworks – F1, N1, N2 evaluations  |
| 6-Aug-2010         | MAC Program Handbook v1.1 posted – Level 3 finalized   |
| <b>25-Sep-2010</b> | <b>MAC Drill – F1, F2, N1, N2, P1, P2 evaluations</b>  |

# Challenges (What We Heard a Year Ago)

- “There’s no standard; procedures change each time”
  - County Performance Standards and Best Practices
    - Only minor updates/clarifications since initial publishing; positive feedback
  - Standardized net scripts, forms, go-kit lists, ...
    - Only minor updates/clarifications over a year’s time; positive feedback
  - Training courses standardized
    - Aligned with Performance Standards and MAC Qualification Levels
    - Highest feedback scores ever; now on second teach of same content
  - Performance at drills indicates widespread adoption of standards
- “You won’t be able to conduct evaluations during a drill”
  - Each drill or event has involved more eval types, larger numbers

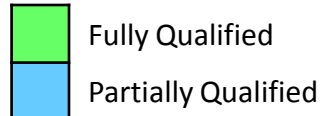
# Challenges (What We Heard a Year Ago)

- “Evaluations will interfere with the event operations”
  - Evaluation activities have been essentially invisible to the event IC
- “You won’t be able to scale evaluations”
  - Evaluators grown from 6 to 8 to 10; scales with the program
- “It will take several years before you have enough qualified people to be meaningful”
  - After one year we have sufficient numbers to dispatch by type
  - ADECs receive automated “DSW Dispatch Report” weekly

# Current State of Qualification Progress

- 161 people registered in program (137 MACs + 24 MITs)
- 90 active at county level (71 inactive)
  - 31 (34%) have at least one qualification
  - 36 (40%) have at least one partial qualification
  - 23 (26%) are active but have no qualification activity

| Level | Field Comm |    | Net Control |    | Packet |   | Shadow |    |
|-------|------------|----|-------------|----|--------|---|--------|----|
| 3     | 0          | 2  | 0           | 2  | 0      | 2 | 0      | 1  |
| 2     | 14         | 8  | 14          | 3  | 9      | 1 | 8      | 2  |
| 1     | 17         | 32 | 9           | 20 | 4      | 5 | 6      | 17 |
| Tot   | 31         |    | 23          |    | 13     |   | 14     |    |



# Conclusions and Observations

- 74% of active participants have or are pursuing qualifications
  - Qualifications are optional and we expect some to not be interested
- We have sufficient qualifications to assign by type
  - Net Control class now teaches how assignment by type is done
  - ADECs get weekly dispatch report for their go kits
    - DSW status, MAC qualifications, other participation
- Qualifications already being used for assignments
  - Ex: selection of net controls during drills and events
- Bottom line – we’re where we expected to be after just 1 yr

All accomplished at regularly scheduled drills, events, meetings.  
“What we already do, where and when we already do it.”

# What's Next?

- F1 & F2 Evaluations at quarterly drills (plus usual N, P evals)
  - 6 positions available at upcoming quarterly drill
- HF Qualification
  - How/when used; traffic flows, etc. will drive requirements
    - ARES: Coordination with NTS; neighboring counties
    - RACES: Coordination with region
- Level 3
  - ICS 300 course
  - Add Level 3 county training class to cover event planning
    - Based on well documented planning activities for last two MAC drills
    - Coordinating personnel, schedules, frequencies, equipment, antenna placement, etc.
- Need to look into how to engage inactive folks