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Message Passing

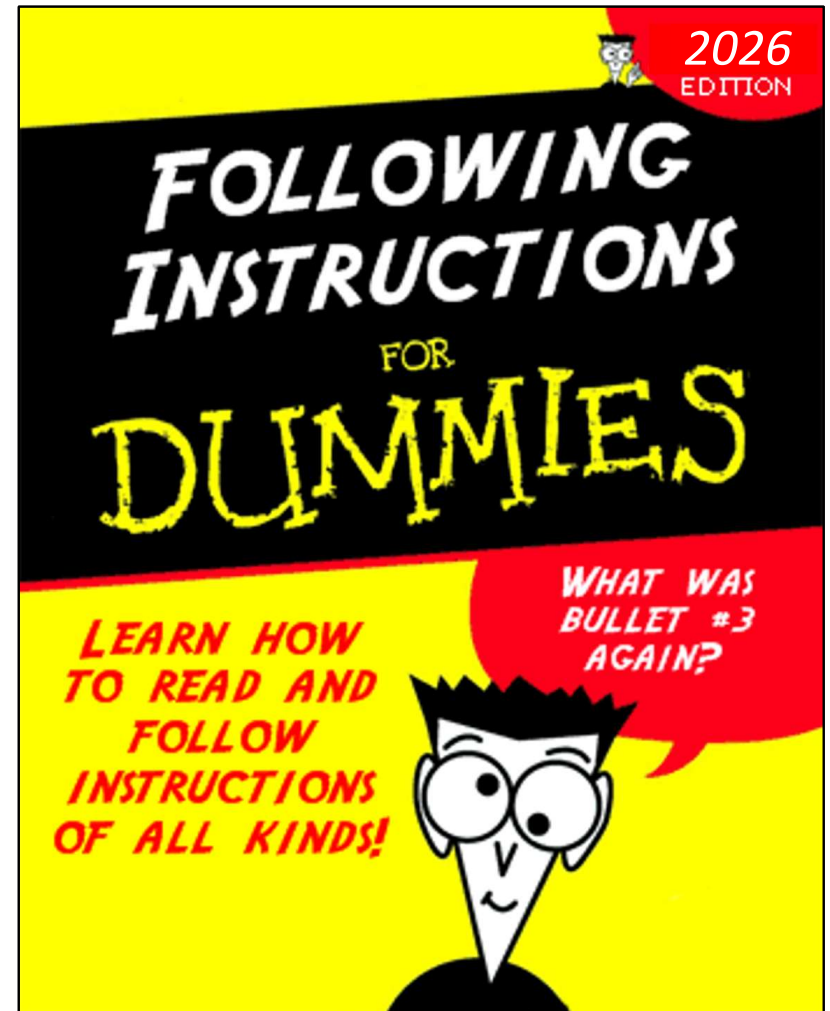


Santa Clara County ARES®/RACES

Revised: 27-Jun-2026

Housekeeping

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



Learning Objectives

At the end of the class, you should be able to:

- Properly send, receive, and log 3rd party written messages; including messages using formats that you haven't seen before using standard message passing procedures.

Agenda



- Being a Great Message Handler/Shared Procedure
- Practice (prowords, message passing techniques)
- Message Types
 - Operator-to-operator vs. 3rd party (spoken and written)
- Radio Routing Information
- Common Procedures
 - Announcing, Sending, Logging
- Form-specific Exercises
- Relaying Messages
- Problem Solving
- Exercises throughout ...

Fictitious Call Signs

Examples used in training classes make use of fictitious call signs:

- W6XRL4: Herman Munster
 - Character in a 1960 TV show
 - We will treat it like a real FCC call sign, even though it doesn't have the correct format
- XNDEOC: City of Xanadu Emergency Operations Center (EOC)
 - We will treat it like a real tactical call sign



What does it take to be a great Message Handler?

- You need to be a great communicator,
 - com·mu·ni·cate: to transmit information, thought, or feeling so that it is satisfactorily received and understood
- For 3rd party messages, we don't decide what is “satisfactory”
- We need to deliver the message precisely
 - pre·cise·ly: 1. in a precise manner 2. exactly
- How is that possible?
 - Following shared, standard, procedures that EVERYONE is trained to use!

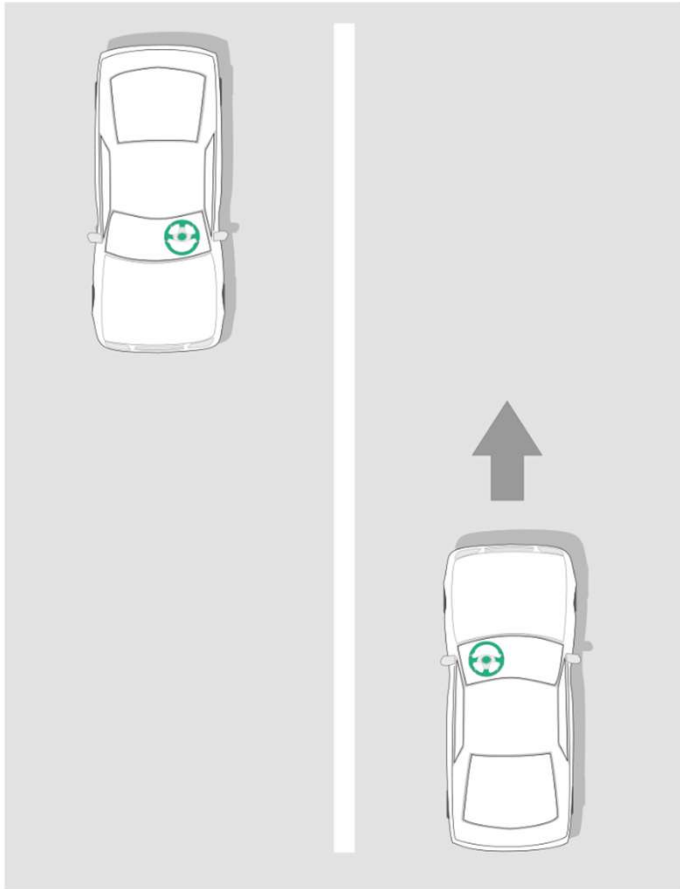
Shared Procedures

- If everyone uses the same shared procedures, things run efficiently and accurately.
- If people use different procedures, things are slowed down, we become less efficient, and errors occur.
- We use shared procedures that everyone utilizes every time.
- Our shared procedures are found in the Message Handling Procedures document.
- Our procedures are based on the message passing rules used by the ARRL National Traffic System (NTS) and spelled out in their documentation. Some additional rules have been added for 3rd party messages.

Which is Correct?

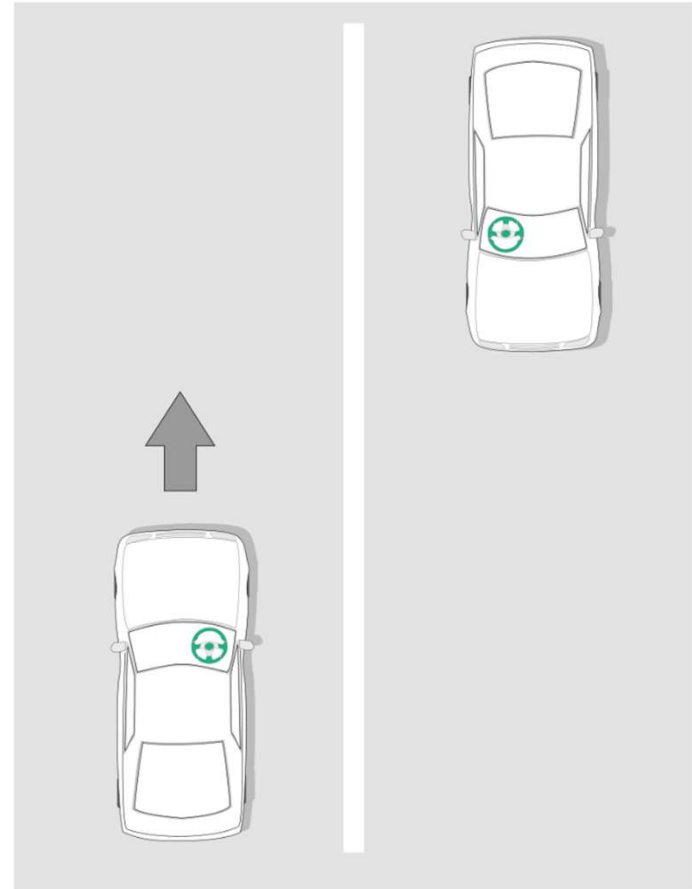
RIGHT-HAND TRAFFIC

- ★ CARS DRIVE ON **RIGHT**-SIDE OF ROAD
- ★ STEERING WHEEL ON **LEFT**-SIDE OF CAR



LEFT-HAND TRAFFIC

- ★ CARS DRIVE ON **LEFT**-SIDE OF ROAD
- ★ STEERING WHEEL ON **RIGHT**-SIDE OF CAR



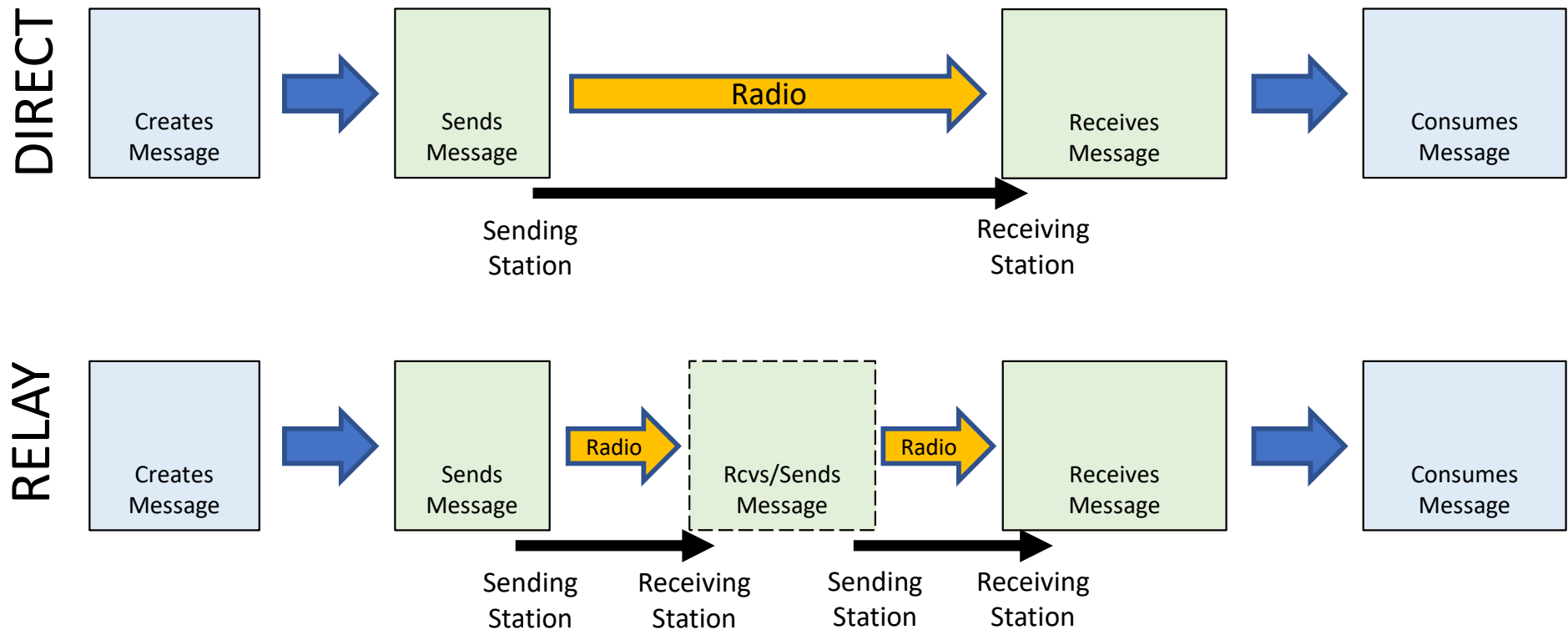
HOMework

- Print and read [SCCo ARES/RACES Message Handling Procedures](#) (PDF) *[updated 12 August 2025]*
- Learn the prowords and techniques. Practice until you know them well. It's not hard but it does take time and must be done before class.
- Carefully review Page 9, Voicing Symbols so you are familiar with this before class. Learn what symbols are considered punctuation.
- We will not be teaching what is in that document, just reviewing it during the classroom exercises.
- We will have numerous practice sessions using material from this document during class.

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



Message Handling Roles - Graphical





Message Types

Operator-to-Operator vs. 3rd Party

Operator-to-Operator Messages

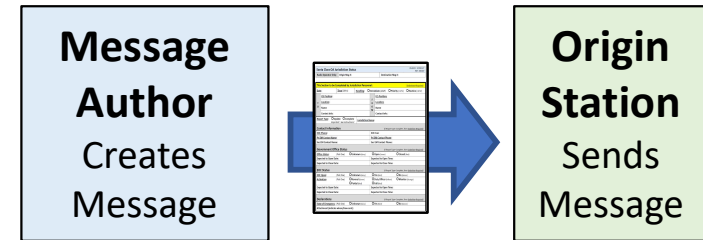
- Sent by and to other amateur radio operators
 - Origin Station is the Message Author
 - Destination Station is the Message Recipient
- Examples:
 - Check-In/Out, Health & Welfare, Status Updates, etc.
- Note: The info may be summarized and sent to a 3rd party
 - Crowd counts totaled and sent to event organizer
 - Mike-Mike report summaries delivered to EOC staff.
- But radio operators define their own format and content
- Always use proper prowords, prioritization
- Log all Operator-to-Operator messages on an ICS-309

3rd Party Messages

- 3rd Party messages are handled by amateur radio operators on behalf of our served agencies
 - 3rd Party Message
 - Format is usually some type of form used by that agency
 - Content may include unfamiliar terms
 - To and From is typically an ICS position and location
 - Handling order is how quickly they need it sent
- Immediate** (ASAP), **Priority** (< 1 hr), **Routine** (< 2 hr)
- Key: Radio operators must conform to the 3rd party workflow
 - Always use proper prowords, prioritization
 - Also follow a common set of shared procedures

The ability to handle 3rd party traffic is a key difference between a Type IV and a Type III Credential.

3rd Party Written Messages

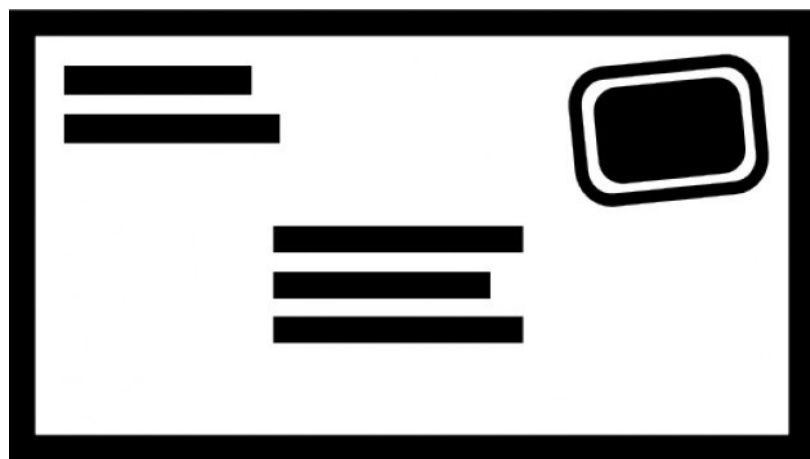


- 3rd Party written messages always use an appropriate form
 - General messages on ICS-213; other message forms as needed.
- If the message is not on the appropriate form:
 - Best: Ask the author to use the correct form
 - If they don't have one, provide it to them from your Go-Kit
 - Else: Transcribe the message to the form, asking the author to clarify as you go
 - Clarify spelling, other details
 - Last Resort: Staple to an appropriate form only if necessary
 - Papers can become detached, separated
 - Staples, paper clips, and odd paper sizes can cause problems when scanning/copying
 - Use Routing Slip if needed, add Message # on top right of attached paper
- Log all 3rd Party messages on an ICS-309 Comm Log

3rd Party Spoken Messages



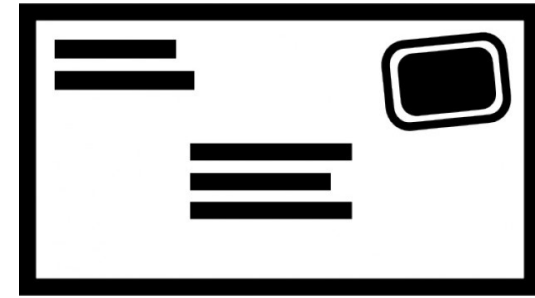
- For simple messages, handle as spoken
 - Example: Most messages between shadows are simple, spoken messages
 - “Ask Steven to call Jenny at 867-5309”
- Use your judgement
 - IF message is longer or more complicated
 - Such as: a complicated message that needs to be delivered exactly
 - OR if it needs routing information for delivery outside the radio room
 - Such as: a message to be delivered to an ICS position in an EOC
 - OR if the message should be tracked
 - Such as: the 3rd parties may need to refer to it again
 - THEN write it down on the appropriate form; handle as a written message
- Log all 3rd party spoken messages on an ICS-309 Comm Log
 - (Shadows can log on their ICS-214)



Radio Routing Information

The “Envelope” for 3rd Party Messages

Envelope Information



- “Envelope” information is needed for all 3rd party comms
 - Postal carriers: envelope
 - Package carriers: waybill, tracking #
 - Fax machines: cover sheet
- Information needed
 - Who and where it’s going to
 - Who and where it came from
 - How fast it should be sent
 - Tracking info
- The same is true for messages sent via radio

Message Numbers

- Generally assigned by the served agency
- Format is XXX-NNN
 - where XXX is the agency code or assigned identifier
 - where NNN is a sequential number
- Examples:
 - XND-123 Xanadu EOC (for training/practice use only)
 - SH5-904 Shelter 5
 - CP2-586 Checkpoint 2
 - MTV-246 Mountain View EOC
- Packet users add codes: P, M, or R I.E., XSC-3003P
- **Msg Receivers:** For today's exercises use your initials and a sequential number for your Message #
I.E., ABC-100, ABC-101, ABC-102, etc.

Radio Routing Information

Example: ICS-213

- Written messages must have routing information that a radio operator needs to send, deliver, and track a message
 - Message Numbers
 - Date, Time
 - Handling Order
 - To/From (ICS Position, Location, ...)
 - Radio Operator Info
 - Operator name and call sign
 - Date and Time sent or received
- Many forms contain these fields

ICS-213 Message Form 2.3				Word: 20260512
Radio Operator Only:		1. Origin Msg #:	2. Destination Msg #:	
This Section to be Completed by Sending Agency: (Underlined=Required)				
3. Date:	4. Time:	5. Handling: ☐ Immediate (ASAP) ☐ Priority (<1 hr) ☐ Routine (<2 hr)		
T O	6. ICS Position:	F R O M	10. ICS Position:	
	7. Location:		11. Location:	
	8. Name:		12. Name:	
	9. Contact Info:		13. Contact Info:	
This message requests you to:		14. Take Action: ☐ Yes ☐ No		
		15. Reply: ☐ Yes ☐ No 16. Reply By:		
Message				
21. Subject:				
22. Reference: (e.g. number of earlier message)				
23. <u>Message</u> : (KEEP MESSAGE BRIEF)				
Radio Operator Only: (Underlined=Required)				
Relay:	Rcvd:	Sent:		
Name:	Call Sign:	Date:	Time:	

Radio Routing Information (cont.)

- Some forms do NOT have all the fields we need to route a message via radio

Example: Food Order

- Does not have all of the routing information
- Use a Radio Routing Slip with any form that does not have Routing Information.

Food Order

Need by Date: 07/10/2026

Time: 07:30

Dept: Planning

For: Morning Briefing

Item	Qty	Notes
Mixed Donuts	2 <u>Dz</u>	
Mixed Pastry	1 <u>Dz</u>	
Coffee	2 Carafe	
Tea	1 Carafe	
Hot Chocolate	1 Carafe	
Orange Juice	2 Quarts	

Radio Routing Slip

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

Santa Clara County RACES -- Radio Routing Slip				Rev: 20260525
Radio Operator Only:		1. Origin Msg #:	2. Destination Msg #:	
This Section to be Completed by Message Author/Creator: (Underlined=Required)				
3. Date:		4. Time:	5. Handling: ☐ Immediate (ASAP) ☐ Priority (<1 hr) ☐ Routine (<2 hr)	
T O	6. ICS Position:		F R O M	10. ICS Position:
	7. Location:			11. Location:
	8. Name:			12. Name:
	9. Contact Info:			13. Contact Info:
Form:		14. Type:	15. Topic:	
Instructions for Message Author/Creator: 1. Complete section above, surrounded by BOLD line (see instructions on back) 2. Fill in all <u>Required</u> fields 3. Attach to the front of a form to be sent via radio 4. Deliver to radio operator for transmission				
Radio Operator Only:				
Relay:		Rcvd:	Sent:	
Name:		Call Sign:	Date:	Time (24hr):



SCCo ARES/RACES Radio Routing Slip

Page 1 of 2

Connecting Form and Routing Slip

- Attach routing slip to the front of the form being sent/received
 - Staples, ...
- Write Origin Msg Nbr on the top right of the agency's form
 - Helps you find the corresponding Routing Slip if it becomes detached
- Write Form Type / Topic on the Routing Slip
 - Helps you find the corresponding form if it becomes detached

Food Order

Santa Clara County RACES -- Radio Routing Slip Rev: 190527

Radio Operator Only: ¹ Origin Msg #: Destination Msg #:

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

² Date:	³ Time (24hr):	⁴ Handling: ☐ Immediate (ASAP) ☐ Priority (<1 hr) ☐ Routine (<2 hr)
⁵ ICS Position:	⁹ ICS Position:	
⁶ Location:	¹⁰ Location:	
⁷ Name:	¹¹ Name:	
⁸ Contact Info:	¹² Contact Info:	
<u>Form:</u>	<u>¹³ Type:</u>	<u>¹⁴ Topic:</u>

Instructions for Message Author/Creator:

1. Complete section above, surrounded by BOLD line (see instructions on back)
2. Fill in all Required fields
3. Attach to the front of a form to be sent via radio
4. Deliver to radio operator for transmission

Radio Operator Only:

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

SCCo ARES/RACES Radio Routing Slip Page 1 of 2

What Routing Info Should be Entered?

- The author of a 3rd party message may not know how to address the message (TO information)
 - They usually enter their data into an online system (Veoci for EOCs, ReddiNet for Medical Facilities)
 - The “system” handles it from there
 - They may not know how quickly it should be sent (**Handling Order**)
- Radio operators may not know either

3. <u>Date:</u>		4. <u>Time:</u>		5. <u>Handling:</u> ☐ Immediate (ASAP) ☐ Priority (<1 hr) ☐ Routine (<2 hr)	
T O	6. <u>ICS Position:</u>			F R O M	10. <u>ICS Position:</u>
	7. <u>Location:</u>				11. <u>Location:</u>
	8. Name:				12. Name:
	9. Contact Info:				13. Contact Info:

Recommended Form Routing Sheet

- Covers all standard forms
 - General EOC, RACES, Hospital, Allied Health,
- Pages 1 & 2 is for General Forms and RACES Mutual Aid
- Page 3 is for Medical/Hospital Forms
- As recommended by agencies
- Radio operator can coach
 - Have extra copies to share
- Message author decides
 - Faster/slower handling
 - To different location/position
 - We only recommend if the message author does not know the information

SCCo ARES/RACES Recommended Form Routing

Usage:

- This cheat sheet summarizes the recommended Handling, To Location, and To ICS Position when sending official forms via amateur radio.
- The message author can select whatever Handling Order, To Location and ICS Position (s)he chooses for each message.
- **Sending:** As a general rule, address a message to the most specific ICS position that is staffed at the destination location. If the specified unit is not staffed, send it to the branch. If the branch is not staffed, send it to the section.
- **Delivering:** As a general rule, deliver the message to the leader of the "To ICS Position" identified in the message: Unit Leader, Branch Director, Section Chief, or their Deputy. If that position is not staffed or available, deliver to the next higher position in the ICS hierarchy shown below.

Form Type	Handling	To Location **	To ICS Position **
General EOC			
ICS-213 Message Form	Author defined	Author defined	Author defined
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: High	County EOC	Situational Analysis Unit Else: Common Operating Picture Spec. Else: Planning
	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 For county-managed: County EOC	Care & Shelter Unit Else: Mass Care & Emerg. Asst. Branch Else: Operations

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This is what the agencies have told us to use as the default routing information.

Recommended Form Routing Sheet

- Handling varies based by form type
- May be conditional upon other fields
- To Location may be conditional upon agency activation status
- ICS Section > Branch> Unit > are identified to cover different staffing levels

Form Type	Handling	To Location **	To ICS Position **
General EOC			
ICS-213 Message Form	Author defined	Author defined	Author defined
CPOD Site Info 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		
	The Handling is:		
	Immediate (ASAP)		
	Priority (<1 hr)		
	Routine (<2 hrs)		
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 For county-managed: County EOC	Care & Shelter Unit Else: Mass Care & Emerg. Asst. Branch Else: Operations

Recommended Form Routing Sheet

- To Location may be conditional upon agency activation status
- To ICS Position can vary based on location

Form Type	Handling	To Location **	To ICS Position **
Medical			
<u>HAvBed Report</u>	Immediate (ASAP)	If open: <u>PHDOC</u> Else: County EOC	EMS Unit Else: <u>Medical</u> Health Branch Else: Operations
Hospital Status	Immediate (ASAP)	If open: <u>PHDOC</u> Else: County EOC	EMS Unit Else: <u>Medical</u> Health Branch Else: Operations
Allied Health Status (SNF)	Routine (<2 <u>hrs</u>)	If open: <u>PHDOC</u> Else: County EOC	PHDOC: Health Care Liaison County EOC: EMS Unit -or- Public Health Unit Else: <u>Medical</u> Health Branch Else: Operations

Exercise: Radio Routing Information

Resource Request

Info: Priority field on the form is marked High

Priority		
<u>Priority:</u>	☐ Urgent (As soon as possible)	☐ Medium (1 - 2 days)
(Pick One)	☒ High (within 24 hours)	☐ Low (2 – 3 days)

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

Exercise: Radio Routing Information

Notable Report

Info: Severity field is marked Medium

<u>Severity:</u>	(Pick One)	☐ High	☒ Medium	☐ Low
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- Recommend:
 - Handling Order
 - To Location
 - To Position

Exercise: Radio Routing Information

Shelter Form

Info: The Shelter is run by the county

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

Exercise: Radio Routing Information

Situation Report

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

Exercise: Radio Routing Information

RACES Mutual Aid Request

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

Exercise: Radio Routing Information

Allied Health Status

- Info: The Public Health Dept. Operations Center (PHDOC) **is** activated
- Recommend:
 - Handling Order
 - To Location
 - To Position



Common 3rd Party Procedures

Applies to any 3rd party messages

Message Announcement Procedure

- Step 1: Announce quantity and handling order; wait for “go”
 - Examples
 - “Net Control, I have 2 Priority messages for you”
 - “Net Control, I have 1 Immediate and 1 Routine message for you”
 - The receiving station will prioritize vs. other messages that may be waiting. When ready, they will say: “go ahead” or “ready to copy”
- Step 2: Announce message type and form version # before sending; wait for “go” (if wrong version number send with field names)
 - Lets the receiver know what’s coming so they can prepare the right form (and routing slip, if needed)
 - “Message type is Resource Request, Version 1.1”
 - “Message type is Food Order with Routing Slip”
 - “Message type is informal” (ex. unstructured, non-form-type messages)
 - The receiving station readies the correct form (and routing slip, if needed), then says: “go ahead” or “ready to copy”
- Step 3: Send the message

Multi-Recipient Sending Procedure

- Announce quantity and priority of message for intended recipients
 - “All stations, all stations, stand by for one priority message”
 - “All shelters, all shelters, stand by for one routine message, version xx”
 - Verify all receivers have the correct form version, if not use field names
- [Optional] Poll for readiness of all stations
 - Depends on experience/discipline/professionalism of other operators, previous activity on the net, urgency of message, ...
- Pick a pacing station and confirm with them
 - “<city/agency name>, will you be my pacing station?”
- Send message to pacing station as usual, all other stations copy message
 - Get Destination Message number from pacing station
- Poll other stations for their Message Number
 - “I will now poll all stations for fills and message numbers”
 - Other stations ask for fills (if needed), then provide their message number
- Usually, put stations that missed most/all of the message at the end; don’t make everyone else wait!

Logging Messages

- Log all communications traffic on ICS-309 Comm Log
- Include
 - Time message was handled
 - 24-hour local time, as usual
 - “From” and “To” call signs and message numbers
 - Optional: leave your call sign slot empty
 - A summary of the message
 - Form Type: Main Topic/Subject (should match Routing Slip if used)

5. COMMUNICATIONS LOG					
Time (24:00)	FROM		TO		Message
	Call Sign/ID	Msg #	Call Sign/ID	Msg #	
1935	XND CP5	CP5-123	XNDEOC	XND-511	ICS213: Active Flooding

Logging Multi-Station Messages

Sending Station:

- Use a separate line for each acknowledgment
 - But the multiple lines essentially constitute one long entry
- Either repeat the From message number, use ditto marks, an arrow, or something else to clearly indicate that all entries are part of the same message
- On message form, add “See 309” for the Destination Msg #

5. COMMUNICATIONS LOG					
Time (24:00)	FROM		TO		Message
	Call Sign/ID	Msg #	Call Sign/ID	Msg #	
1310	XNDEOC	XND-158	All Shelters		ICS-213: Report supply levels by 1500
1311		“	XNDSH1	SH1-123	
1312		“	XNDSH2	SH2-416	
1313		“	XNDSH3	SH3-244	

Logging Multi-recipient Messages

Receiving Station:

- Indicate the “multi-recipient” nature of the message by logging an appropriate “TO” value.
- Referring to the previous example of the “sender” log, here’s what the “Shelter 2” (receiving station) log might look like:

5. COMMUNICATIONS LOG					
Time (24:00)	FROM		TO		Message
	Call Sign/ID	Msg #	Call Sign/ID	Msg #	
1312	NC	XND-158	All Shelters	SH2-416	ICS-213: Report supply levels by 1500

Message Sending

FORMS WITH FIELD NUMBERS

- Any questions from the reading assignment, particularly about sending with field numbers.
- We will do quick review.

Using Field Numbers When Sending

- All standard 3rd party message forms have field numbers.
- Using field numbers results in:
 - Faster message sending and receiving
 - Less chance of confusion with long or unclear field names
 - Reduced chance of errors
- If a form has field numbers, and the Receiving station has the form with field numbers on their copy, send using field numbers.
- If the Receiving station does not have a current version of the form, send the message by Section Name and Field Name.
- Review and understand the “Techniques for Sending Forms with Field Numbers” as covered in the Message Handling Procedures document.

Forms with field numbers

- If the form has field numbers, that is the preferred way of sending the form contents.
- Query the receiving station to confirm they have field numbers on their copy of the form, NO NOT assume they do. Use the forms version number to verify correct version of form.
- “Form type is Situation Report Version 1.1”

Notable Report 1.1

Situation Report 1.1

Voicing forms with field numbers

- All fields have been assigned numbers
- Numbers jump to the next tens sequence at each section
- Fields with options have been assigned letters
- Some fields with simple one-word options have no letter. Just voice the word.

Shelter Form				Veoci: 20250721 DOC: 20260207	
Radio Operator Only:		1. Origin Msg #:	2. Destination. Msg #:		
This Section to be Completed by Jurisdiction Personnel: (Underlined=Required)					
3. Date:		4. Time:	5. Handling: ☐ Immediate (ASAP) ☐ Priority (<1 hr) ☐ Routine (<2 hr)		
T O	6. ICS Position:		F	10. ICS Position:	
	7. Location:		R	11. Location:	
	8. Name:		O	12. Name:	
	9. Contact Info:		M	13. Contact Info:	
General Site Information					
21. Jurisdiction:					
22. Shelter Name:					
23. Location:					
24. Type: ☐ a. Congregate ☐ c. Temporary Evacuation Point ☐ e. Large Animals (multi-select) ☐ b. Non-Congregate ☐ d. Pets Accepted					
25. Shelter Status: ☐ a. Setup in progress, not accepting guests ☐ c. Full, not accepting guests ☐ b. Open, accepting guests ☐ d. Closed					
26. Resources: ☐ a. Warming Center ☐ c. Food & Drink (multi-select) ☐ b. Cooling Center ☐ d. Charging Stations					
27. Notes:					
28. ADA Compliant: ☐ Yes ☐ No					
29. Pets Allowed: ☐ Yes ☐ No					
30. Maximum Capacity:		31. Total Registered:		32. Cot Numbers:	
33. AFN Considerations:					
Contact Information					
41. Managed By: ☐ a. American Red Cross ☐ c. Government ☐ e. Other ☐ b. Private ☐ d. Community					
42. Primary Contact Name:				43. Primary Contact Phone Number:	
44. Primary Contact Email:					
Radio Operator Only:					
Relay:		Rcvd:		Sent:	
Name:		Call Sign:		Date:	Time (24hr):
SCCo ARES/RACES					
Page 1 of 2					

Voicing forms with field numbers

- Voice every field that has a value in it
- Skip empty fields
- Voice each field as "Field «number», «value»," with a pause between the field number and the value.
- Field numbers are voiced as English cardinal numbers, not digits. Example: "field twentythree", not "field two three".

23. Location:

- If there is a letter suffix on the field number, voice that phonetically with no pause between them. Example: "field sixtytwo-alpha."

62a. Status: ☐ Normal ☐ Problem ☐ Failure ☐ Unknown

62b. Comments:

Voicing forms with field numbers

- If a field contains a written signature or has the "with signature" box checked, voice it as "field <number>, with signature."

52. <u>Signature:</u>	with signature ☐
------------------------------	---

- A field with multiple choices that are numbered voice both the field number and the choice as cardinal numbers, with a pause between them for clarity. "Field thirtyfour, thirteen."

Event Details		
31. <u>Title:</u>		
32. <u>Date:</u>	33. <u>Time:</u>	
34. <u>Event Type:</u>		
☐ 1: Transportation	☐ 8: Public Health and Medical	☐ 15: Public Information
☐ 2: Communications	☐ 9: Search and Rescue	☐ 16: Animal Services
☐ 3: Construction and Engineering	☐ 10: Hazardous Materials Response	☐ 17: Volunteer Management
☐ 4: Fire and Rescue	☐ 11: Food and Agriculture	☐ 18: Cyber Security
☐ 5: Management	☐ 12: Utilities	☐ 19: Donations Management
☐ 6: Care and Shelter	☒ 13: Law Enforcement	☐ 20: Continuity of
☐ 7: Resources	☐ 14: Recovery	Operations/Government

Voicing forms with field numbers

- Fields with choices are read with just the phonetic letter(s) of the selected option(s). No prowords are used.
- Examples:
 - "Field twentyfour, charlie"
 - "Field twentysix, alpha and charlie."

24. <u>Type:</u> (multi-select)	☐ a. Congregate	☒ c. Temporary Evacuation Point	☐ e. Large Animals
	☐ b. Non-Congregate	☐ d. Pets Accepted	
25. <u>Shelter Status:</u>	☐ a. Setup in progress, not accepting guests	☐ c. Full, not accepting guests	
	☐ b. Open, accepting guests	☐ d. Closed	
26. <u>Resources:</u> (multi-select)	☒ a. Warming Center	☒ c. Food & Drink	
	☐ b. Cooling Center	☐ d. Charging Stations	

- Note: circles are single-select while boxes are multi-select.

Voicing forms with field numbers

- Fields with "Message #" in the name are read without the initial proword "mixed group".
- Fields with "Date" or "Time" in the name are read without the initial proword "mixed group figures".
- Fields with "Phone" or "Fax" in the name are read without the initial proword "telephone figures".
- In all other cases, prowords are used when needed: figure(s), mixed group, mixed group (figures/symbols), I spell, etc.
- Always start a new transmission when you change pages of the form; tell the receiver the page number on the form.

Shelter Form 1.1		Veoci: 20250721 DOC: 20260307	
Radio Operator Only:		1. Origin Msg #:	2. Destination. Msg #:
This Section to be Completed by Jurisdiction Personnel: (Underlined=Required)			
3. <u>Date</u> :		4. <u>Time</u> :	5. <u>Handling</u> : ☐ Immediate (ASAP) ☐ Priority (<1 hr) ☐ Routine (<2 hr)
T O	6. ICS Position:	F	10. ICS Position:
	7. <u>Location</u> :	R	11. <u>Location</u> :
	8. Name:	O	12. Name:
	9. Contact Info:	M	13. Contact Info:
General Site Information			
21. <u>Jurisdiction</u> :			
22. <u>Shelter Name</u> :			
23. <u>Location</u> :			
24. <u>Type</u> : ☐ a. Congregate ☐ c. Temporary Evacuation Point ☐ e. Large Animals (multi-select) ☐ b. Non-Congregate ☐ d. Pets Accepted			
25. <u>Shelter Status</u> : ☐ a. Setup in progress, not accepting guests ☐ c. Full, not accepting guests ☐ b. Open, accepting guests ☐ d. Closed			
26. <u>Resources</u> : ☐ a. Warming Center ☐ c. Food & Drink (multi-select) ☐ b. Cooling Center ☐ d. Charging Stations			
27. <u>Notes</u> :			
28. ADA Compliant: ☐ Yes ☐ No			
29. Pets Allowed: ☐ Yes ☐ No			
30. <u>Maximum Capacity</u> :		31. <u>Total Registered</u> :	32. <u>Cot Numbers</u> :
33. <u>AFN Considerations</u> :			
Contact Information			
41. <u>Managed By</u> : ☐ a. American Red Cross ☐ c. Government ☐ e. Other ☐ b. Private ☐ d. Community			
42. <u>Primary Contact Name</u> :		43. <u>Primary Contact Phone Number</u> :	
44. <u>Primary Contact Email</u> :			
Radio Operator Only:			
Relay: Rcvd:		Sent:	
Name:		Call Sign:	Date: Time (24hr):
SCCo ARES/RACES			

Page 1 of 2



Form-specific Exercises

Proper prowords and procedural words work with any form

Form-specific Exercises

- You will need
 - 3rd party forms: 3-ICS-213, 1-Resource Request, 1- Shelter Form, 1- Situation Report, 1-Notable Report
 - Form 1
 - 1-Radio Routing Slip
 - 1-ICS-309 Communications Log
- We will discuss some common forms, and do some exercises to practice the sending and receiving process
- Exercise Process
 - You will be the receiving station
 - You need to copy the message **and** log it on an ICS-309 (correctly)
 - Observe common behaviors; look for patterns
 - We will compare results after each message

ICS-213

- Usage
 - General messages
- Say field number(s) and value(s)
- Recommended field groupings
 - Origin Message Nbr, Date, Time, Handling (wait for ACK)
 - To, From (wait for ACK)
 - Msg Request (wait for ACK)
 - Subject (wait for ACK)
 - Reference (if used) (wait for ACK)
 - Message - 5 groups at a time (wait for ACK after each group)
 - End of Message after last group
- Destination provides their Msg #.
- Radio operators fills out bottom

ICS-213 Message Form 2.3				Word: 20260512	
Radio Operator Only:		1. Origin Msg #:	2. Destination Msg #:		
This Section to be Completed by Sending Agency:					(Underlined=Required)
3. Date:	4. Time:	5. Handling: ☐ Immediate (ASAP) ☐ Priority (<1 hr) ☐ Routine (<2 hr)			
T O	6. ICS Position:		F R O M	10. ICS Position:	
	7. Location:			11. Location:	
	8. Name:			12. Name:	
	9. Contact Info:			13. Contact Info:	
This message requests you to:		14. Take Action: ☐ Yes ☐ No			
		15. Reply: ☐ Yes ☐ No		16. Reply By:	
Message					
21. Subject:					
22. Reference: (e.g. number of earlier message)					
23. Message: (KEEP MESSAGE BRIEF)					
Radio Operator Only: (Underlined=Required)					
Relay:		Rcvd:		Sent:	
Name:		Call Sign:		Date:	Time:

SCCo ARES/RACES

Page 1 of 2

Exercise: ICS-213 (Single station)

ICS-213 Message Form 3.0 Word: 20260112

Radio Operator Only: 1. Origin Msg #: **XND-201** 2. Destination Msg #: (Underlined=Required)

This Section to be Completed by Sending Agency:

3. Date: <today> 4. Time: 0955 5. Handling: ☐ Immediate (ASAP) ☒ Priority (<1 hr) ☐ Routine (>2 hr)

T O	6. ICS Position: Shelter Manager	F R O M	10. ICS Position: Planning
	7. Location: Shelter One		11. Location: Xanadu EOC
	8. Name:		12. Name: H. Munster
	9. Contact Info:		13. Contact Info:

This message requests you to: 14. Take Action: ☒ Yes ☐ No
15. Reply: ☐ Yes ☒ No 16. Reply By:

Message

21. Subject: Supply Order

22. Reference: (e.g. number of earlier message)

23. Message: (KEEP MESSAGE BRIEF)
Send order for next 3 days of supplies by 2300.

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

Radio Operator Only: (Underlined=Required)

Relay:	Rcvd:	Sent:
Name:	Call Sign:	Date: Time:

SCCo ARES/RACES Page 1 of 2

At receiving station: Shelter 1

Did you fill this out?

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

ICS-213 Message Form 3.0 Word: 2026-512

Radio Operator Only: 1. Origin Msg #: **XND-202** 2. Destination Msg #:

This Section to be Completed by Sending Agency: (Underlined=Required)

3. Date: <today> 4. Time: **1008** 5. Handling: ☐ Immediate (ASAP) ☐ Priority (<1 hr) ☒ Routine (<2 hr)

T O	6. ICS Position: Shelter Manager	F R O M	10. ICS Position: Planning
	7. Location: All Shelters		11. Location: Xanadu EOC
	8. Name:		12. Name:
	9. Contact Info:		13. Contact Info:

14. Take Action: ☐ Yes ☒ No

This message requests you to: 15. Reply: ☐ Yes ☒ No 16. Reply By:

Message

21. Subject: **Meal Delivery**

22. Reference: (e.g. number of earlier message)

23. Message: (KEEP MESSAGE BRIEF)
Tonights meal delivery will be delayed by 4 hours to 21:30. Truck broke down and we are weighting the replacement.

Time (24:00)	FROM		TO		Message
	Call Sign/ID	Msg #	Call Sign/ID	Msg #	
HHMM	XND EOC	XND-202	All Shelters	<Dest. #>	ICS-213: Meal Delivery

Radio Operator Only: (Underlined=Required)

Relay: Rcvd: Sent:

Name: Call Sign: Date: Time:

SCCo ARES/RACES Page 1 of 2

At receiving stations: Shelter #

← Did you fill this out?

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

ICS-213 Message Form 3.0		Word: 60512
Radio Operator Only: 1. Origin Msg #: XND-202		2. Destination Msg #: See 309
This Section to be Completed by Sending Agency: (Underlined=Required)		
3. Date: <today> 4. Time: 1008 5. Handling: ☐ Immediate (ASAP) ☐ Priority (<1 hr) ☒ Routine (<2 hr)		
T O	6. ICS Position: Shelter Manager	10. ICS Position: Planning
	7. Location: All Shelters	11. Location: Xanadu EOC
	8. Name:	12. Name:
	9. Contact Info:	13. Contact Info:
14. Take Action: ☐ Yes ☒ No		
This message requests you to:		15. Reply: ☐ Yes ☒ No 16. Reply By:
Message		
21. Subject: Meal Delivery		
22. Reference:		(e.g. number of earlier message)
23. Message: (KEEP MESSAGE BRIEF) Tonights meal delivery will be delayed by 4 hours to 21:30. Truck broke down and we are weighting the replacement.		

At sending station: Xanadu EOC

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

Radio Operator Only: (Underlined=Required)			
Relay:	Rcvd:	Sent:	
Name:	Call Sign:	Date:	Time:

Situation Report

- Usage
 - Report situation status from a jurisdiction to the Op Area
- 3 Page Form
- Recommended field groupings
 - Msg Nbr, Date, Time, Handing
 - To, From
 - Prepared date and time, Jurisdiction name, Incident name
 - Then go section by section
 - Say field number(s) and value(s)
 - Shoot for about 5 items (fields/groups) at a time
 - Skip empty fields & sections
 - When changing pages inform the receiving station of the page number

Situation Report 1.1		Verdi: 20250521 DOC: 20260307	
Radio Operator Only:		1. Origin Msg #:	2. Destination. Msg #:
This Section to be Completed by Jurisdiction Personnel: (Underlined=Required)			
3. Date:		4. Time:	5. Handing: ☐ Immediate (ASAP) ☐ Priority (<1 hr) ☐ Routine (<2 hr)
T O	6. ICS Position:	F	10. ICS Position:
	7. Location:	R	11. Location:
	8. Name:	O	12. Name:
	9. Contact Info:	M	13. Contact Info:
Overview			
21. Prepared Date:		22. Prepared Time:	
23. Jurisdiction:		24. Incident Name:	
25. Emergency Declaration: ☐ Unknown ☐ Yes ☐ No			
26. EOC Activation: ☐ a. Normal ☐ c. Duty Officer ☐ e. Monitor ☐ b. Partial ☐ d. Full			
27. Incident Description:			
28. Additional Incident Information:			
Reported By			
31. Prepared By:		32. Contact Number:	
33. Email:			
Government Office Status			
41. Office Status ☐ Unknown ☐ Open ☐ Closed			
42. Expected to Open Date:		43. Time:	
44. Expected to Close Date:		45. Time:	
Approved By			
51. Approved By:		52. Contact Phone:	
53. ICS Position:		54. Location:	

Situation Report

Exercise: Situation Report (Jurisdiction > County)

Situation Report 1.1		Veoci: 20250521 DOC: 20250307	
Radio Operator Only:		1. Origin Msg #: XND-203	2. Destination. Msg #:
This Section to be Completed by Jurisdiction Personnel: (Underscored=Required)			
3. Date: <today>		4. Time: 1003	
5. Handling: ☒ Immediate (ASAP) ☐ Priority (<1 hr) ☐ Routine (<2 hr)			
T O	6. ICS Position: Planning		F 10. ICS Position: Operations
	7. Location: County EOC		R 11. Location: Xanadu City
	8. Name:		O 12. Name:
	9. Contact Info:		M 13. Contact Info:
Overview			
21. Prepared Date: <today>		22. Prepared Time: 09:35	
23. Jurisdiction: Xanadu City		24. Incident Name: Wilson Dam Breach	
25. Emergency Declaration: ☐ Unknown ☒ Yes ☐ No			
26. EOC Activation: ☐ a. Normal ☐ c. Duty Officer ☐ e. Monitor ☐ b. Partial ☒ d. Full			
27. Incident Description: Major flooding in NW corner of city.			
28. Additional Incident Information:			
Reported By			
31. Prepared By:		32. Contact Number:	
33. Email:			
Government Office Status			
41. Office Status ☐ Unknown ☒ Open ☐ Closed			
42. Expected to Open Date:		43. Time:	
44. Expected to Close Date:		45. Time:	
Approved By			
51. Approved By: Herman Munster		52. Contact Phone: 408-555-1212	
53. ICS Position: Ops Chief		54. Location: Xanadu EOC	

Situation Report		Radio Origin Msg # XND-303
Current Situation		
Communications	61a. Status: ☐ Normal ☐ Problem ☐ Failure ☐ Unknown 61b. Comments:	
Debris	62a. Status: ☐ Normal ☐ Problem ☐ Failure ☐ Unknown 62b. Comments:	
Flooding	63a. Status: ☐ Normal ☒ Problem ☐ Failure ☐ Unknown 63b. Comments: 2 ft of water flowing down Main St.	

Situation Report		Radio Origin Msg # XND-303
Civil Unrest	75a. Status: ☐ Normal ☐ Problem ☐ Failure ☐ Unknown 75b. Comments:	
Animal Issues	76a. Status: ☐ Normal ☐ Problem ☐ Failure ☐ Unknown 76b. Comments:	
Lifeline Status		
81. Lifeline Status: ☐ Stable ☒ Stabilizing ☐ Unstable ☐ Unknown		
82. Update:		
83. Unmet Needs: None		

SCCo ARES	Time (24:00)	FROM		TO		Message
		Call Sign/ID	Msg #	Call Sign/ID	Msg #	
	HHMM	Xanadu	XND-203	XSC EOC	<Dest. #>	Situation Rpt: Xanadu City

Shelter Form

- Usage
 - Report shelter status when online form is not available
- Recommended field groupings
 - Msg Nbr, Date, Time, Handling
 - To, From
 - Jurisdiction, Shelter Name
 - Then go section by section
 - Say field numbers(s) and value(s)
 - Shoot for about 5 items (fields/groups) at a time
 - Skip empty fields & sections

Shelter Form 1.1				Verdi: 20250721 DOC: 20260307	
Radio Operator Only:		1. Origin Msg #:	2. Destination. Msg #:		
This Section to be Completed by Jurisdiction Personnel: (Underlined=Required)					
3. Date:	4. Time:	5. Handling: ☐ Immediate (ASAP) ☐ Priority (<1 hr) ☐ Routine (<2 hr)			
T O	6. ICS Position:	F	10. ICS Position:		
	7. Location:	R	11. Location:		
	8. Name:	O	12. Name:		
	9. Contact Info:	M	13. Contact Info:		
General Site Information					
21. Jurisdiction:					
22. Shelter Name:					
23. Location:					
24. Type: ☐ a. Congregate ☐ c. Temporary Evacuation Point ☐ e. Large Animals (multi-select) ☐ b. Non-Congregate ☐ d. Pets Accepted					
25. Shelter Status: ☐ a. Setup in progress, not accepting guests ☐ c. Full, not accepting guests ☐ b. Open, accepting guests ☐ d. Closed					
26. Resources: ☐ a. Warming Center ☐ c. Food & Drink (multi-select) ☐ b. Cooling Center ☐ d. Charging Stations					
27. Notes:					
28. ADA Compliant: ☐ Yes ☐ No			29. Pets Allowed: ☐ Yes ☐ No		
30. Maximum Capacity:		31. Total Registered:		32. Cot Numbers:	
33. AFN Considerations:					
Contact Information					
41. Managed By: ☐ a. American Red Cross ☐ c. Government ☐ e. Other ☐ b. Private ☐ d. Community					
42. Primary Contact Name:			43. Primary Contact Phone Number:		
44. Primary Contact Email:					
Radio Operator Only:					
Relay:	Rcvd:		Sent:		
Name:	Call Sign:	Date:	Time (24hr):		
SCCo ARES/RACES					

Exercise: Shelter Form (Shelter > City EOC, Red Cross, etc.)

Shelter Form 1.1					Veoci: 20250721 DOC: 20260307	
Radio Operator Only:		1. Origin Msg #: HSS-204		2. Destination Msg #: <u> </u>		
This Section to be Completed by Jurisdiction Personnel: (Underlined=Required)						
3. Date: <today>		4. Time: 1020		5. Handling: ☐ Immediate (ASAP) ☒ Priority (<1 hr) ☐ Routine (<2 hr)		
T O	6. ICS Position: Care & Shelter Unit		F		10. ICS Position: Shelter Manager	
	7. Location: Xanadu EOC		R		11. Location: Hope Street Shelter	
	8. Name:		O		12. Name:	
	9. Contact Info:		M		13. Contact Info:	
General Site Information						
21. Jurisdiction: Xanadu						
22. Shelter Name: Hope Street Shelter						
23. Location: 123 Main St						
24. Type: ☒ a. Congregate ☒ c. Temporary Evacuation Point ☐ e. Large Animals (multi-select) ☐ b. Non-Congregate ☐ d. Pets Accepted						
25. Shelter Status: ☐ a. Setup in progress, not accepting guests ☐ c. Full, not accepting guests ☒ b. Open, accepting guests ☐ d. Closed						
26. Resources: ☐ a. Warming Center ☒ c. Food & Drink (multi-select) ☐ b. Cooling Center ☐ d. Charging Stations						
27. Notes:						
Time (24:00)	FROM		TO		Message	
	Call Sign/ID	Msg #	Call Sign/ID	Msg #		
1020	Hope Shelter	HSS-204	XND-EOC	<Your #>	Shelter Form: Hope Street	
55. API Considerations:						
Contact Information						
41. Managed By: ☐ a. American Red Cross ☒ c. Government ☐ e. Other ☐ b. Private ☐ d. Community						
42. Primary Contact Name: Fred Smith			43. Primary Contact Phone Number: 408-555-1212			
44. Primary Contact Email: fsmith@hope.org						
Radio Operator Only:						
Relay:		Rcvd:		Sent:		
Name:		Call Sign:		Date:		Time (24hr):

SCCo ARES/RACES

Resource Request

- Usage
 - Non-mutual aid resource requests
 - i.e. barricades, water, sand, trucks, bulldozers, ...
- 2 Page Form
- Recommended field groupings
 - Message Number, Date, Time, Handling
 - To and From
 - Title, Jurisdiction, Date, Time
 - Then, use judgement
 - Say field number then the fields content
 - Shoot for about 5 items (fields/groups) at a time
 - Skip empty fields
 - Say page number as needed

Resource Request 1.1		Veoci: 20250715 DOC: 20260307
Radio Operator Only:	1. Origin Msg #:	2. Destination. Msg #:
This Section to be Completed by Jurisdiction Personnel: (Underlined=Required)		
3. Date:	4. Time:	5. Handling: ☐ Immediate (ASAP) ☐ Priority (<1 hr) ☐ Routine (<2 hr)
T O	6. ICS Position:	F 10. ICS Position:
	7. Location:	R 11. Location:
	8. Name:	O 12. Name:
	9. Contact Info:	M 13. Contact Info:
Resource Order		
21. Title:		
22. Jurisdiction:		
23. Date:		24. Time:
Item 1	31a. Item Name:	31b. Quantity Requested:
	31c. Description:	
	31d. Includes Items for Demobilization? ☐ Yes ☐ No	
Item 2	32a. Item Name:	32b. Quantity Requested:
	32c. Description:	
	32d. Includes Items for Demobilization? ☐ Yes ☐ No	
Item 3	33a. Item Name:	33b. Quantity Requested:
	33c. Description:	
	33d. Includes Items for Demobilization? ☐ Yes ☐ No	
Item 4	34a. Item Name:	34b. Quantity Requested:
	34c. Description:	
	34d. Includes Items for Demobilization? ☐ Yes ☐ No	
Item 5	35a. Item Name:	35b. Quantity Requested:
	35c. Description:	
	35d. Includes Items for Demobilization? ☐ Yes ☐ No	
Item 6	36a. Item Name:	36b. Quantity Requested:
	36c. Description:	
	36d. Includes Items for Demobilization? ☐ Yes ☐ No	
SCCo ARES/RACES		

Resource Request

Exercise: Resource Request (Jurisdiction > County)

Resource Request 1.1		Veoci: 20250715 ECC: 20260307	
Radio Operator Only:		1. Origin Msg #: XND-205	2. Destination. Msg #:
This Section to be Completed by Jurisdiction Personnel: (Underlined=Required)			
3. Date: <today>		4. Time: 11:11	5. Handling: ☐ Immediate (ASAP) ☐ Priority (<1 hr) ☒ Routine (<2 hr)
T O	6. ICS Position: Supply Branch	F	10. ICS Position: Logistics
	7. Location: County EOC	R	11. Location: Xanadu EOC
	8. Name:	O	12. Name:
	9. Contact Info:	M	13. Contact Info:
Resource Order			
21. Title: Widgets			
22. Jurisdiction: Xanadu City			
23. Date: <today>		24. Time: 11:11	
Item 1	31a. Item Name: Widget XY		31b. Quantity Requested: 2
	31c. Description: Type XY Widget		
	31d. Includes Items for Demobilization? ☐ Yes ☒ No		
Item 2	32a. Item Name:		32b. Quantity Requested:
	32c. Description:		
	32d. Includes Items for Demobilization? ☐ Yes ☐ No		
Item 3	33a. Item Name:		33b. Quantity Requested:
	33c. Description:		
	33d. Includes Items for Demobilization? ☐ Yes ☐ No		
Item 4	34a. Item Name:		34b. Quantity Requested:
	34c. Description:		
	34d. Includes Items for Demobilization? ☐ Yes ☐ No		
Item 5	35a. Item Name:		35b. Quantity Requested:
	35c. Description:		
	35d. Includes Items for Demobilization? ☐ Yes ☐ No		

Resource Request		Radio Origin Msg #: XND-205	
Priority			
41. Priority:		☐ a. Urgent (As soon as possible) ☒ c. Medium (1 - 2 days) (Pick One) ☐ b. High (within 24 hours) ☐ d. Low (2 - 3 days)	
Requested By Details			
51. Requested By Name: H Munster		52. Signature: _____ with signature ☒	
53. Requested By Phone: 669-555-1212		54. Requested By Email: hmunster@xanadu.org	
55. Requested By Position: Logistics Chief			
Incident Details			
61. Name of the Jurisdiction's Incident:			
62. Name of the County Incident:			
Comments			
Radio Operator Only:			
Relay:	Rcvd:	Sent:	
Name:	Call Sign:	Date:	Time (24hr):
SCCA ARES/RACES			

Time (24:00)	FROM		TO		Message
	Call Sign/ID	Msg #	Call Sign/ID	Msg #	
HHMM	XNDEOC	XND-205	Cnty EOC	<Dest. #>	Resource Req: Widget

Other Standard Forms

- Use the same procedures already discussed for other forms, they all are similar in how they are sent
- Recommended field groupings
 - Msg Nbr, Date, Time, Handing
 - To, From
 - Then go section by section
 - Say field numbers(s) and value(s)
 - Shoot for about 5 items (fields/groups) at a time
 - Skip empty fields & sections
 - When changing pages inform the receiving station of the page number
 - Destination provides their Msg #.
 - Both operators fill out bottom

Standard 3rd Party Forms

ICS-213
Allied Health
CPOD Site Info
CPOD Update
Damage Assessment
Notable Report
Resource Request
Road Closure
Shelter Form
Situation Report
Windshield Survey

RACES Form

Mutual Aid Request

Hospital Forms

HAvBed (Available Bed Report)
Hospital Status

Radio Routing Slip

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

XND-215

Santa Clara County RACES -- Radio Routing Slip 1.1				Rev: 20260525
Radio Operator Only:		1. Origin Msg #:	2. Destination Msg #:	
This Section to be Completed by Message Author/Creator: (Underlined=Required)				
3. Date:		4. Time:	5. Handling: ☐ Immediate (ASAP) ☐ Priority (<1 hr) ☐ Routine (<2 hr)	
T O	6. <u>ICS Position:</u>		F R O M	10. <u>ICS Position:</u>
	7. <u>Location:</u>			11. <u>Location:</u>
	8. <u>Name:</u>			12. <u>Name:</u>
	9. <u>Contact Info:</u>			13. <u>Contact Info:</u>
Form:	14. <u>Type:</u>		15. <u>Topic:</u>	
Instructions for Message Author/Creator: 1. Complete section above, surrounded by BOLD line (see instructions on back) 2. Fill in all <u>Required</u> fields 3. Attach to the front of a form to be sent via radio 4. Deliver to radio operator for transmission				
Radio Operator Only:				
Relay:		Rcvd:	Sent:	
Name:		Call Sign:	Date:	Time (24hr):

SCCo ARES/RACES Radio Routing Slip
Page 1 of 2

A blurred image of a form, likely a document from Santa Clara County ARES/RACES. The form contains several sections with labels and input fields. At the top, there is a header section. Below it, there are fields for 'Name', 'Address', 'City', 'State', and 'Zip'. There are also checkboxes for 'I am a member of the following organization' and 'I am a member of the following organization'. The form is titled 'Member Information Form' and includes a section for 'Member Information'.

Unfamiliar Forms

Unfamiliar Form – What Do You Do?

- First, check if the receiving party has a copy of the form
 - If they do, it simplifies your sending process
 - Send them a copy/photo via fax or email or packet if possible?
- If they do ...
 - Send it as usual: top to bottom, left to right, section at a time, field name (or field number) and field content
 - Skip empty sections/fields
 - Shoot for 5 items (fields/groups) at a time
- But what if they don't have the form?
 - Come up with a process!

Unfamiliar Form – What Do You Do? (Cont)

1. Define a process that works for you
2. Follow the process

Example: A Donut Ordering form

- How does the recipient know what you're saying is the name of a field, or data you are transmitting?
- Set the expectation: "I will say the word 'Field' followed by the field name, then the word 'Value' followed by the data in the field"
- If a form will be used more than once, assign field numbers and pass the form layout, first: "I will say 'Field' followed by the number, then 'Name' followed by the field name."
- Subsequently, use the field numbers: "I'll send the message as 'field', followed by the number, pause, then say the field value"
- Use common procedures: 5 items (fields/groups) at a time, ...

Example of an unfamiliar form:

Donut Ordering Form

Date:	07/10/26
Time:	11:30 hours
Person Ordering:	Herman
Glazed:	1 dozen
Jelly:	1 Raspberry
Plain:	24 mixed
Bear Claws:	de-clawed

What's missing?

Radio routing information!

Use a Radio Routing Slip!

Example of Form with Numbered Fields

Building Status Report Form Facilities Department Form 23			
1. Facility Name:		2. Date:	3. Time:
4. Contact Name:		5. Phone:	6. Fax:
7. Other Phone, Fax, Cell Phone, Radio:			
Building Operational Status		Check One	Personnel Status
8. Not Functional			24. Upper-level Managers
9. Partially Functional			25. Mid-level Managers
10. Fully Functional			26. Administrative Assistants
Damage Assessment Yes No 11. Structural Damage 12. Partial Collapse 13. Total Collapse 14. Loss of Natural Gas 15. Loss of Electricity 16. Loss of Water and/or Sewer 17. Loss of Telephones 18. Evacuating Building 19. Evac. Transportation Needed			27. Facilities Engineers
			28. IT Engineers
			29. Safety Engineers
			30. Medical Personnel
			31. Butchers
			32. Bakers
			33. Candlestick Makers
	34. Other		
Employee & Visitor Status		Total	Equipment/Services
20. Uninjured			35. Cafeteria
21. Injured, but ambulatory			36. Restrooms
22. Injured, needs assistance			37. Computer Room
23. Other:			38. Auditorium
			39. Parking Structure
			40. Air Conditioning
			41. Chillers
			42. Laboratory
			Check Available

Building Status Report Form
Facilities Department Form 23

Revised 02/2018

What's missing?

Radio routing information!

Use a Radio Routing Slip!

Exercise: Unknown Form

Santa Clara County RACES -- Radio Routing Slip 1.1 Rev: 20260525

Radio Operator Only: 1. Origin Msg #: WCP-207 2. Destination Msg #:

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

3. Date: <today> 4. Time: 11:05 5. Handling: ☐ Immediate (ASAP) ☐ Priority (<1 hr) ☒ Routine (<2 hr)

T O	6. <u>ICS Position</u> : Food Unit	F R O M	10. <u>ICS Position</u> : IC
	7. <u>Location</u> : XND EOC		11. <u>Location</u> : West Check Point
	8. <u>Name</u> :		12. <u>Name</u> :
	9. <u>Contact Info</u> :		13. <u>Contact Info</u> :
Form: 14. <u>Type</u> : Food Order		15. <u>Topic</u> : Dinner Order	

Instructions for Message Author/Creator:

- Complete section above, surrounded by BOLD line (see instructions on back)
- Fill in all Required fields
- Attach to the front of a form to be sent via radio
- Deliver to radio operator for transmission

Radio Operator Only:

Relay: Rcvd: Sent:

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

WCP-207

RACES Dinner Order

1. Date: <today>

2. Time: 11:35

3. Department: RACES

4. Regular: 6

5. Vegan: 2

6. Gluten Free: 1

Time (24:00)	FROM		TO		Message
	Call Sign/ID	Msg #	Call Sign/ID	Msg #	
HHMM	XND EOC	XND-208	Cnty EOC	<Dest. #>	Notable Report: Tree blocking 2nd Ave.

SCCo ARES/RACES Radio Routing Slip

Page 1 of 2

Exercise: Notable Report

Notable Report 1.0					Veoci: 20250523 SCC-20250503	
Radio Operator Only:		Origin Msg #: XND-208		Destination. Msg #:		
This Section to be Completed by Jurisdiction Personnel: (Underlined=Required)						
Date: <today>		Time: 11:41		Handling: ☐ Immediate (ASAP) ☒ Priority (<1 hr) ☐ Routine (<2 hr)		
T O	ICS Position: Planning		F	ICS Position: PW Director		
	Location: County EOC		R	Location: Xanadu DOC		
	Name:		O	Name:		
	Contact Info:		M	Contact Info:		
Overview						
Jurisdiction: Xanadu			Originator: Herman Munster			
Severity: (Pick One) ☐ High ☒ Medium ☐ Low						
Escalate to County Op Area? ☒ Yes ☐ No						
Name of the County Incident: Wind Storm						
Event Details						
Title: Tree Blocking 2nd Ave.						
Date: <today>			Time: 11:41			
Event Type:						
☒ Transportation ☐ Public Health and Medical ☐ Public Information ☐ Communications ☐ Search and Rescue ☐ Animal Services ☐ Construction and Engineering ☐ Hazardous Materials Response ☐ Volunteer Management ☐ Fire and Rescue ☐ Food and Agriculture ☐ Cyber Security ☐ Management ☐ Utilities ☐ Donations Management ☐ Care and Shelter ☐ Law Enforcement ☐ Continuity of ☐ Resources ☐ Recovery ☐ Operations/Government						
Details:						
Time (24:00)	FROM		TO		Message	
	Call Sign/ID	Msg #	Call Sign/ID	Msg #		
HHMM	XND EOC	XND-208	Cnty EOC	<Dest. #>	Notable Report: Tree blocking 2nd Ave.	
Event Expiration						
Do you want this event to expire?: ☐ Yes ☒ No Date to Expire:						
Radio Operator Only:						
Relay: Rcvd:		Sent:				
Name:		Call Sign:	Date:	Time (24hr):		

SCCo ARES/RACES

Page 1 of 2

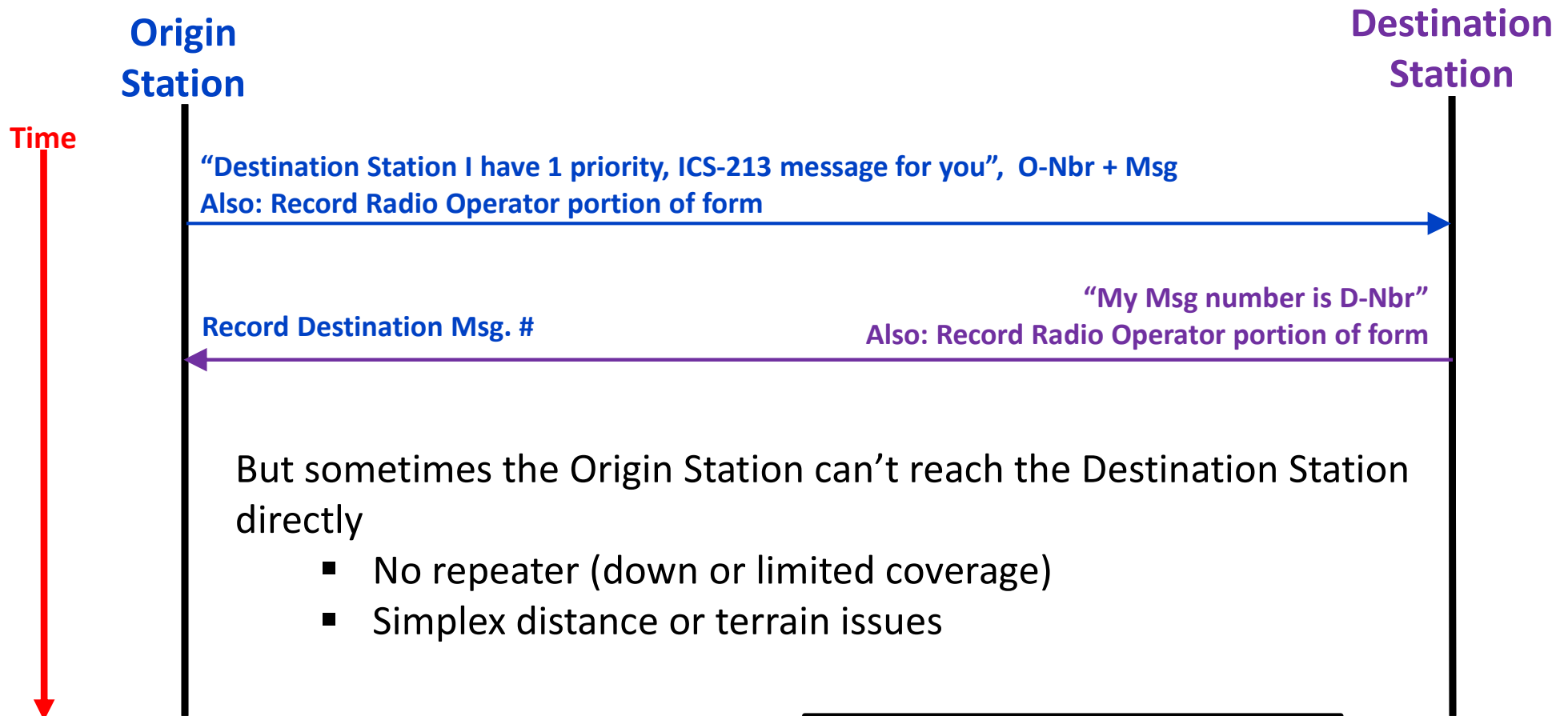
Blank forms should be printed single-sided

- Print forms single-sided only.
- Instructions on the back of the form are ok, but not the message part of the form.
- After an event, forms are scanned and archived, double-sided forms often miss the back of the form when scanning.



Relaying Messages

Review Normal Message Flow



Legend:



Tracked Traffic Exchange

O-Nbr Origin Message #

D-Nbr Destination Message #

Msg 3rd Party Content

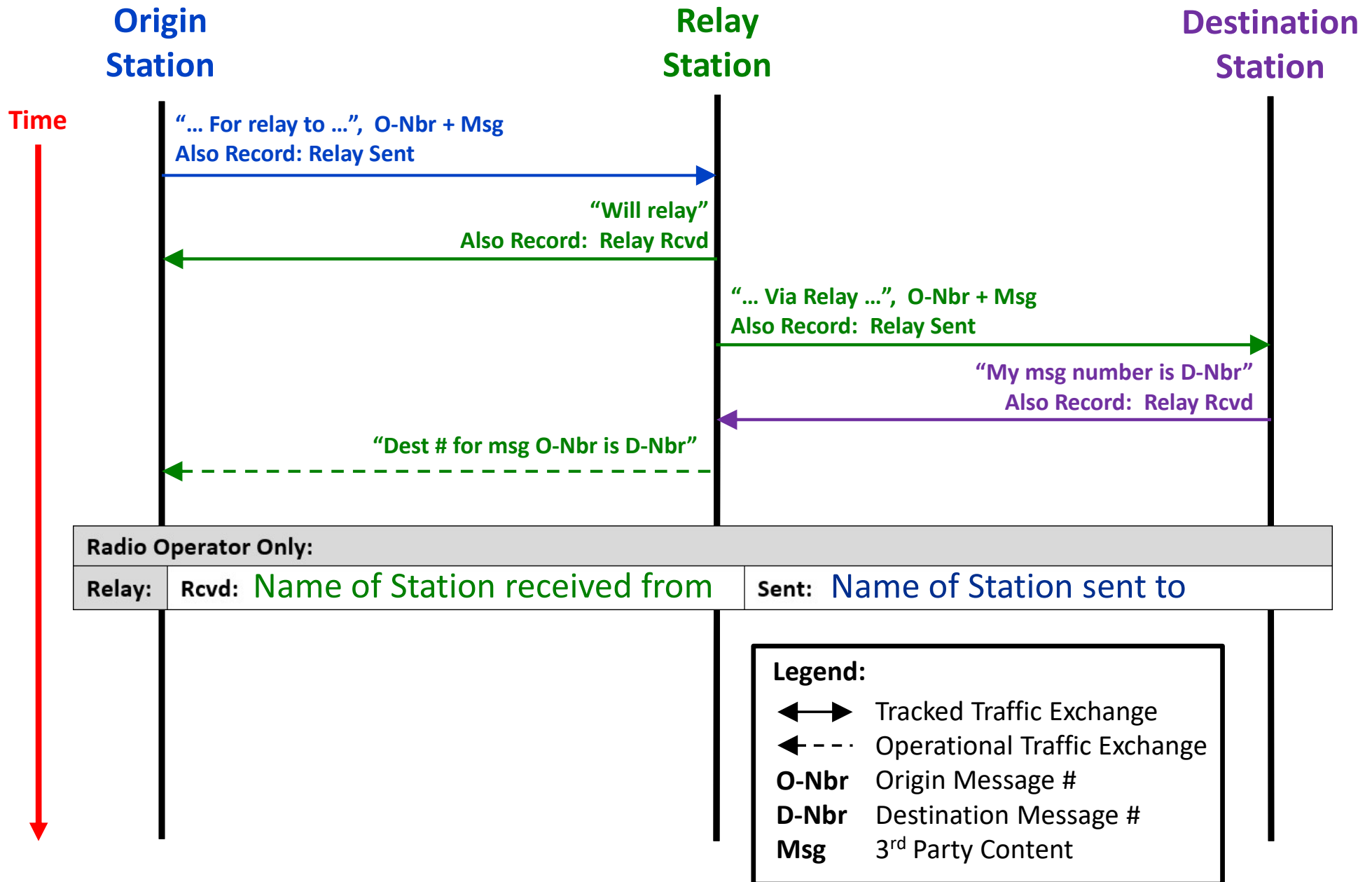
Relaying Messages

- We can use one or more “Relay Stations” when the Origin Station is unable to talk to the Destination Station directly
 - Origin station needs to find a path (one or more Relay Stations) to the “Destination Station” for sending the message
 - Destination station needs to find a path (one or more Relay Stations) to the “Origin Station” for sending their message number (confirmation)
 - This may be the same path used to send the message
 - It might be a different path (if one or more Relay Stations are now gone)
 - Finding the path may occur on the same or different net
 - Example: Command Net or EOC-EOC radio might be used to keep Message Net moving

Relaying Messages

- Assumptions:
 - Stations know when a relay is required and arrange a path
 - When the message is being passed, stations know the “next hop” needed to reach the Destination Station
 - When the receipt is being returned, stations know the “next hop” needed to reach the Origin Station
 - The Relay Station does not generate message numbers
 - Return of the receipt is done on a “best effort” basis.
- Does it sound complicated?
- Think it through, follow our standard procedures with slight modifications to incorporate the relay station.

Relay – 2 Hops



Message Relay Exercise

- Xanadu EOC needs to send an ICS-213 message to Shelter 1 that can't be reached directly.
- Xanadu may know of a station that can relay, if not, they ask on the net for a station that can relay to Shelter 1. Fire Station 4 can relay.
- For this exercise we will only send the Message Number, Handling Order, To Location, Subject, and Message body. We will not send the rest of the content to save time.

Message Relay Exercise (Cont.)

Origin Station		Relay Station		Destination
----------------	--	---------------	--	-------------

Xanadu EOC	→	Fire Station 4	→	Shelter 1
------------	---	----------------	---	-----------

Xanadu EOC	←	Fire Station 4	←	Shelter 1
------------	---	----------------	---	-----------

- The time is 1130.
- Xanadu EOC will send an ICS-213 (**Msg # XND-321**) to Shelter 1 via Fire Station 4.
- The subject is: **Water**.
- Shelter 1's next message number is **S01-104**.

Message Hop 1

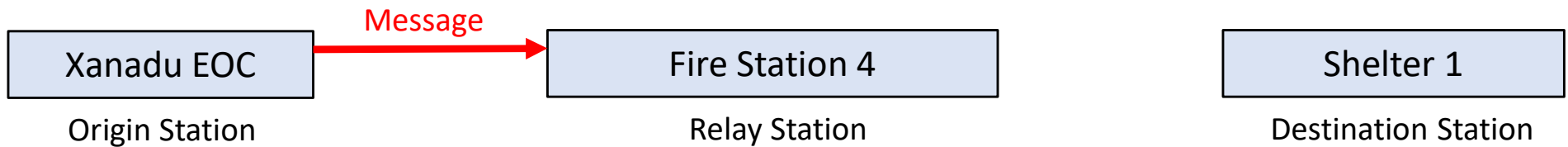
Origin Station To Relay Station

- Indicate relay request during handshake
 - “Message type is ICS-213 for relay to <destination>”
- Transfer message as usual
- Relay acknowledges message with “Will relay”
 - Instead of “My message number is...”
- “Radio Operator Only” section:
 - Origin Station records Relay Station’s call sign in “Relay: Sent”
 - Relay Station records Origin Station’s call sign in “Relay: Rcvd”
 - Remainder completed as normal

Radio Operator Only:		
Relay:	Rcvd:	Sent:

- Both stations log the traffic on their ICS-309

Relay Exercise: Message Hop 1



Origin

Form:

Radio Operator Only:	¹ Origin Msg #: <i>XND-321</i>	Destination Msg #:
Radio Operator Only:		
Relay:	Rcvd:	Sent: <i>Fire 4</i>

ICS-309:

Time (24:00)	FROM		TO		Message
	Call Sign/ID	Msg #	Call Sign/ID	Msg #	
<i>1130</i>	<i>XND EOC</i>	<i>XND-321</i>	<i>Fire 4</i>		<i>ICS-213: Water / Relay to Shelter 1</i>

Relay

Form:

Radio Operator Only:	¹ Origin Msg #: <i>XND-321</i>	Destination Msg #:
Radio Operator Only:		
Relay:	Rcvd: <i>EOC</i>	Sent:

ICS-309:

Time (24:00)	FROM		TO		Message
	Call Sign/ID	Msg #	Call Sign/ID	Msg #	
<i>1130</i>	<i>XND EOC</i>	<i>XND-321</i>	<i>Fire 4</i>		<i>ICS-213: Water / Relay from EOC</i>

Message Relay Exercise (Cont.)

- The time is 1135
- Fire Station 4 relays to Shelter 1 and receives Destination Message Number from Shelter 1. Shelter 1 provides message # S01-104 for their message number.

Message Hop 2:

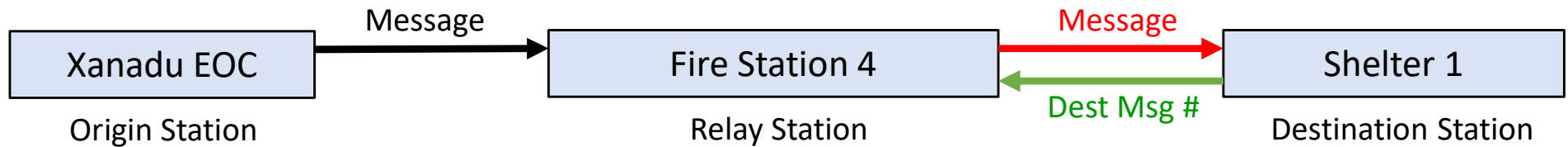
Relay Station To Destination Station

- Transfer message as usual
 - Relay Station uses same paperwork that was created in previous hop
- “Radio Operator Only” section:
 - Relay Station records Dest Station’s call sign in “Relay: Sent”
 - Dest Station records Relay Station’s call sign in “Relay: Rcvd”
 - Remainder completed as normal

Radio Operator Only:		
Relay:	Rcvd:	Sent:

- Relay station should update previous log entry
 - Add Destination Msg Nbr to 1st hop message
- Both stations log the traffic on their ICS-309

Relay Exercise: Message Hop 2



Relay

Form:

Radio Operator Only:	¹ Origin Msg #: <i>XND-321</i>	Destination Msg #: <i>S01-104</i>
Radio Operator Only:		
Relay:	Rcvd: <i>XND EOC</i>	Sent: <i>Shelter 1</i>

ICS-309:

Time (24:00)	FROM		TO		Message
	Call Sign/ID	Msg #	Call Sign/ID	Msg #	
<i>1130</i>	<i>XND EOC</i>	<i>XND-321</i>	<i>Fire 4</i>	<i>S01-104</i>	<i>ICS-213: Water / Relay from EOC</i>
<i>1135</i>	<i>Fire 4</i>	<i>XND-321</i>	<i>Shelter 1</i>	<i>S01-104</i>	<i>ICS-213: Water / Relay to Shelter 1</i>

Destination

Form:

Radio Operator Only:	¹ Origin Msg #: <i>XND-321</i>	Destination Msg #: <i>S01-104</i>
Radio Operator Only:		
Relay:	Rcvd: <i>Fire 4</i>	Sent:

ICS-309:

Time (24:00)	FROM		TO		Message
	Call Sign/ID	Msg #	Call Sign/ID	Msg #	
<i>1135</i>	<i>Fire 4</i>	<i>XND-321</i>	<i>Shelter 1</i>	<i>S01-104</i>	<i>ICS-213: Water / Relay From Fire 4</i>

Message Relay Exercise (Cont.)

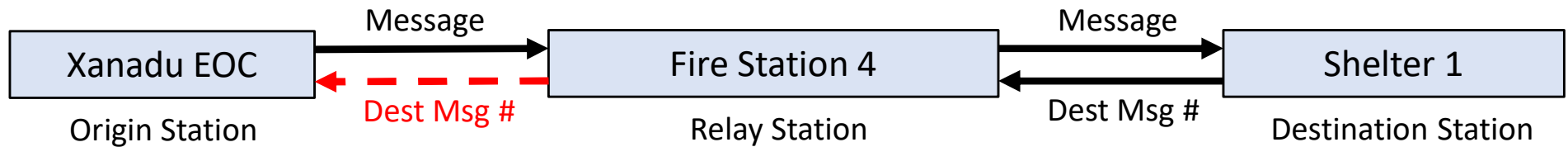
- The time is 1138
- Fire Station 4 sends Destination Message # to Xanadu EOC.

Receipt Hop 1:

Relay To Origin Station

- Relay Station contacts Origin Station with operator-to-operator traffic
 - Fire 4: “<Origin Station>, this is <Relay Station> with a destination message number”
 - EOC: “Go ahead”
- Relay Station passes the message number
 - Fire 4: “For your Origin Msg Nbr XND-321, Dest Msg Nbr is: S01-104”
 - EOC: “Copy”
- Both stations log the traffic on their ICS-309
- Origin Station should update previous log entries
 - Add Destination Message Number to:
 - The original, outgoing message form
 - The original ICS-309 log entry

Relay Exercise: Receipt Hop 1



Relay

Form:

Radio Operator Only:	¹ Origin Msg #: <i>XND-321</i>	Destination Msg #: <i>S01-104</i>
Radio Operator Only:		
Relay:	Rcvd: <i>XND EOC</i>	Sent: <i>Shelter 1</i>

ICS-309:

Time (24:00)	FROM		TO		Message
	Call Sign/ID	Msg #	Call Sign/ID	Msg #	
<i>1130</i>	<i>XND EOC</i>	<i>XND-321</i>	<i>Fire 4</i>	<i>S01-104</i>	<i>ICS-213: Water / Relay from EOC</i>
<i>1135</i>	<i>Fire 4</i>	<i>XND-321</i>	<i>Shelter 1</i>	<i>S01-104</i>	<i>ICS-213: Water / Relay to Shelter 1</i>
<i>1138</i>	<i>Fire 4</i>		<i>XND EOC</i>		<i>Relay: Origin # XND-321 = Dest # S01-104</i>

Origin

Form:

Radio Operator Only:	¹ Origin Msg #: <i>XND-321</i>	Destination Msg #: <i>S01-104</i>
Radio Operator Only:		
Relay:	Rcvd:	Sent: <i>Fire 4</i>

ICS-309:

Time (24:00)	FROM		TO		Message
	Call Sign/ID	Msg #	Call Sign/ID	Msg #	
<i>1130</i>	<i>XND EOC</i>	<i>XND-321</i>	<i>Fire 4</i>		<i>ICS-213: Water / Relay to Shelter 1</i>
<i>1138</i>	<i>Fire 4</i>	<i>S01-104</i>	<i>XND EOC</i>		<i>Relay: Orig # XND-321 = Dest # S01-104</i>

More Complex Relay Situations

- Time Lag
 - It may be 30 minutes to an hour before you get the destination message number back; longer with two relays
- With two relay stations
 - The same procedure is easily extended to more than one relay
 - This would be extremely rare in our county, much less for a city
 - See Appendix at the end for a diagram
- Different path for return of Destination Message Nbr
 - By the time the Destination Message Number is on its way back to the Origin Station, one or more of the relays may be gone
 - So the “receipt” may take a different path back
 - See Appendix at the end for a diagram



Problem Solving

How to handle the problems that will inevitably happen

Proword Is Part of the Message

- What if a proword like “figures” is part of the message?
- Answer: Use “I spell”
- Examples:
 - Written: “The latest figures are encouraging.”
 - Spoken: “The latest figures / *SPELL* foxtrot india golf uniform romeo echo sierra <pause> are encouraging *PERIOD*”
 - Written: “Itemize 4 figures each.”
 - Spoken: “Itemize *FIGURE* four <pause> figures / *SPELL* foxtrot india golf uniform romeo echo sierra <pause> each *PERIOD*”
- In these example, when “figures” is spoken, it is either an introductory proword or a real word. Since it is followed by “I SPELL”, rather than digits, we know it is a real word and not a Proword.

Message Is Too Long for the Form

- When you run out of room on the form when receiving a message:
 - Make it *abundantly* clear on page 1 that there is more than one page (“Page 1 of X”)
 - Use plain paper (Form 1) for subsequent page(s)
 - Add Origin Message # and “Page X of X” to each page
 - If some fields are long, you might say “long field” to warn the receiver of what is coming
- Use only the front of the form/paper
 - Copying and/or scanning often misses the back of pages
 - Do **NOT** use double-sided forms in Go-Kit, print-single sided
 - Immediately staple or otherwise affix all pages together

Untrained Operator; Known Form

- What if an Operator is sending a known form poorly?
 - Suggest a process
 - “Send fields top to bottom, left to right, 5 fields at a time. For long fields, send 5 words at a time”
 - If that doesn’t work, switch to a more directive approach
 - Ask for individual fields: Origin Message Number?, Date?, Time?, Handling Order?, ...
- If the problem continues with the next message, it might be time to suggest another operator through discreet channels such as Command Net, Telephone, etc.
- Talk to your supervisor.

Untrained Operator; Unknown Form

- If an Operator is sending a message poorly (using an unfamiliar form you haven't seen) – what do you do?
 - Suggest a process:
 - “First, tell me each of the field numbers and field names on the form, top to bottom, left to right. Pause after each one (or five) and wait for an acknowledgment by me.”
 - Now, tell me the field number (or name) followed by the value.

Use of MP Techniques with Net Scripts

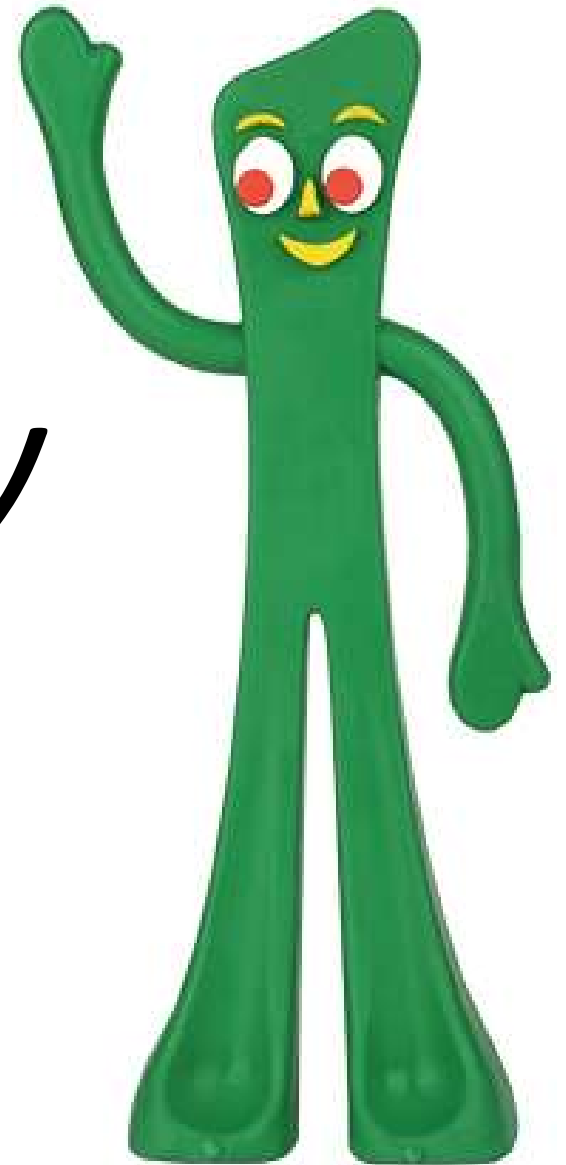
- Use with caution on Net Scripts (Open/Close Net, H&W, etc)
 - Prowords are helpful when sending 3rd Party messages that might be misunderstood; but do not overuse them when reading net scripts.

Unusual Information to Communicate

- Just about anything can be sent with our existing procedures
 - Avoid making up new prowords
- Still, you may come across something that isn't covered yet
 - That's why we added to the ARRL NTS procedures
- If you're really sure that you must create a new proword
 - Use the existing prowords as a guide for how it should work
 - Set the expectation for the receiving station up front
 - "I will use the introductory proword WIDGET" before speaking a group of type widget phonetically
 - Use it consistently
 - Report it on our discussion groups
 - If appropriate, we'll adopt it into our standards

Whatever the Problem, Remember ...

Semper Gumby



Summary

You should now be able to:

- Properly send, receive and log 3rd party written messages, including messages using formats that you haven't seen before
- And you should be able to do it precisely!

This was the classroom portion of your training

Practice is the only way to become and remain proficient!

- Quarterly On-air training nets
- Exercises, drills, and public service events
- Repeat this class until it's automatic

Final Assignment

Please complete the Class Evaluation within one week.

To get course credit you need to:

- a) Attend at least 90% of the class
- b) Participate in class
- c) Complete the class evaluation

If you do these, you will get credit for the course.

Online Class Evaluation

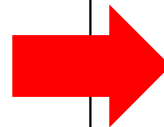
Class Evaluation must be submitted within 7 days to get class credit

Activities Database

Home
Log Out
Activities Home
SCC ARES/RACES Home
Comments/Bugs
Events
List Events By Date
List Events I Joined
Submit Class Evaluation
My Profile
My Contact Info

Website Home Page

 Training & Practice	>
Classes <i>Emergency communications training curriculum</i>	>
Submit Class Evaluation <i>How can we improve?</i>	>
Voice Nets <i>City nets, SPECS/SVECS, hospital, training, HF</i>	>



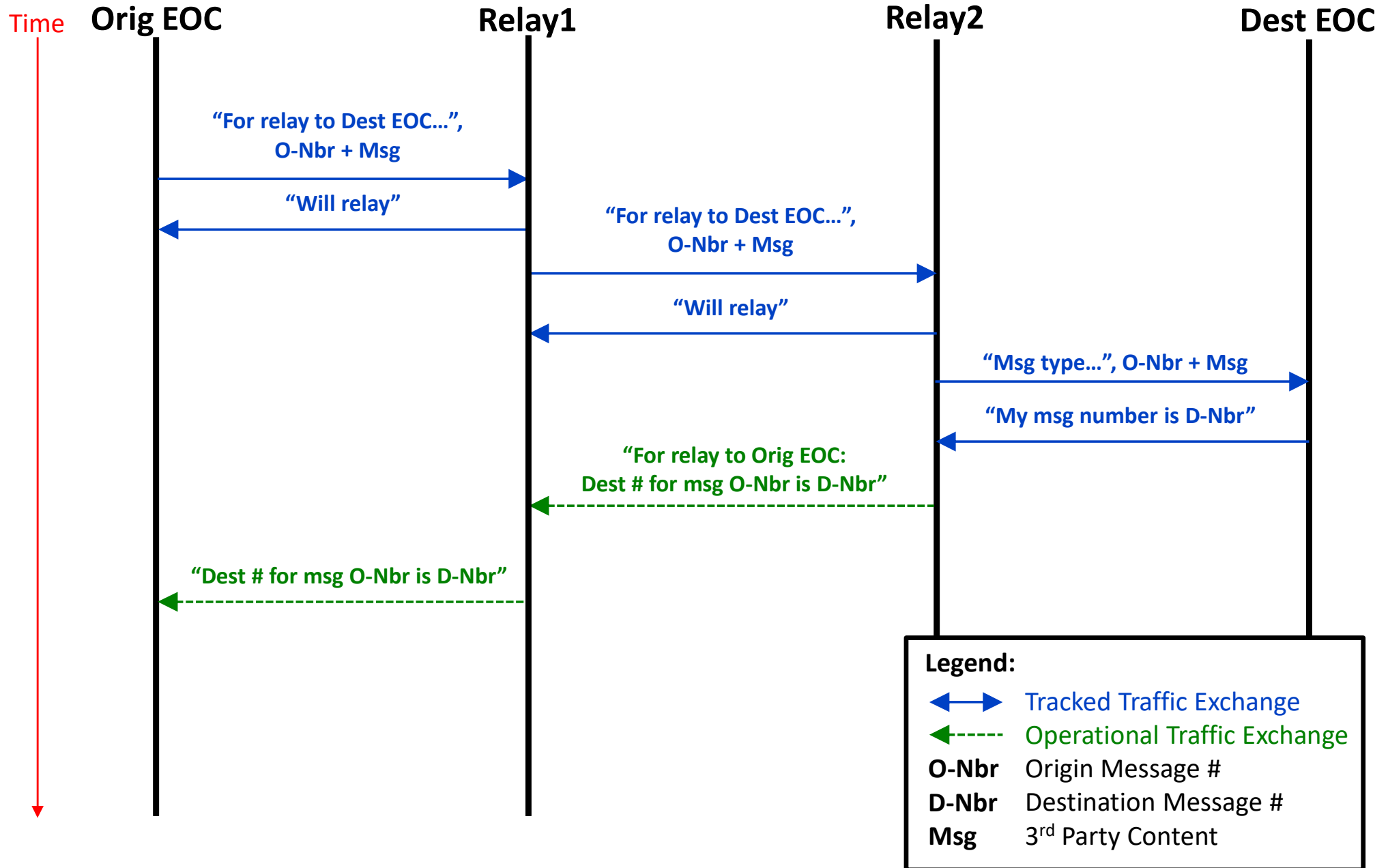
Thank You!

- If you have questions or feedback about this or other training activities, join our Training email discussion group. This is a moderated group:
 - <https://www.scc-ares-races.org/about/email-lists>

Appendix

Example, Relaying with 2 relay hops

Relay – 3 Hops



Relay – 3 Hops With Different Return Path

