



Monthly Packet Message Passing Exercise Review

Period: 03/16/2022 09:00 to 03/23/2022



Santa Clara County ARES®/RACES/CRU

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Author: Mark Laubach, K6FJC

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Simulated Shelters and Messages Passed

Number counts from the Xanadu EOC ICS-309 (as of 18:12):

Checkpoints assigned:	29
Checkpoints participating:	27
Messages exchanged *:	~406
Form EOC213RR	38
Form ICS-213	52
CSV forms sent to XNDEOC	34
Other	294
Courtesy	10

Thank you for participating in this exercise!!!!

* Excluding DELIVERED:, includes resends

Exercise Objectives

- Based on SCC documentation
 - SCCo ARES/RACES Packet Operations - Type III, Part A and Part B courses
 - How to Send a Packet Message with Outpost - 09/19/2013
 - Standard Packet Message Subject Line - 02/22/20202
 - Standard Packet Check-in/Out Message - 09/25/2022
 - Outpost Users Guide, Basics; Version 3.4 | July 2020
 - RACES Recommended Form Routing Cheat Sheet [Rev: 19-Feb-2022] (updated!)
- Exercise simulated 3rd party and operator-to-operator messages
 - Check-In and Check-Out
 - Plain-text messages
 - ICS-213 sending and receiving
 - XSC OA EOC213RR Resource Request **
 - XSCEVENT and City Notice retrieval
 - Csv-based message form
- In addition
 - Outpost configuration
 - Challenges for form completeness
 - Following instructions

** we don't exercise these very much, if at all

How did we do?

- XSC EVENT notice downloaded and followed by most
 - 25 out of 27 responses
- City Notice XND@XSC downloaded and followed by less
 - 18 out of 27 responses
 - SCCo ARES/RACES Packet Operations - Type III, Part B course, page 90 “Using City Bulletins”
- Radio Routing cheat sheet still needs to be studied
- FAX machine issues on EOC213RR
- Csv file handling learning curve – yes! we will have more practice opportunities
- People are still forgetting the ICS-213 Reference Field !!!!
- ICS-309 task number and task names
- No one commented on subject line that included:
 - “CSV planning form received. Your_ have been released”
- Reminder: Outpost script processing requires precise subject line.
 - Cut & paste are usually provided, just change XX or DD (etc.) as needed
 - A subject line mismatch causes messages to sit in the Xanadu packet inbox.

The Checkpoint Assignment, what to cut&paste

Your tactical number:	11
Your From <u>ICS Position</u> :	Radio Operator
Your From <u>Location</u> :	"Xanadu City Reporting Point 11". You can also use: "Reporting Point 11"
Your Tactical Call Sign is:	XND011 (Reminder: this is your Outpost->Setup->Tactical->Tactical Call Sign)
Your message prefix is:	X11
Start your message numbering at:	Choose any starting number you want, but make sure you know how to change this number in Outpost
Incident Name:	Xanadu City St. Patrick's ART and Green Beer Festival and 911 Outage
Activation Number:	XND-22-031P
Your BBS:	Use your normal primary/secondary. There is no simulated-down BBS for this exercise
Simulated physical location:	Pick a nearby street intersection and use the street names. << EOC ICS-213RR Location (Field 14)
Xanadu City EOC mailbox:	XNDEOC@W1XSC.ampr.org (primary)
	XNDEOC@W4XSC.ampr.org (secondary)
XND EOC activation period:	From Wednesday, 03/16/22 09:00 until Wednesday, 03/23/22 17:00
Voice communications with Xanadu EOC:	For simulated voice net messages, call the EOC at 650-542-8987 and leave a voice message., SMS/MMS text messages are also accepted. (Yes, this really works for this exercise). Ref: 2021 Packet Type III Part B course, slide "Standard Packet Subject Line"

Reminder on “Future Scoring” from last month:

- Green – everything good
- Yellow – nits
- Orange – EOC/message processing problems:
 - Proper sorting ordering based on Handling Order for multiple messages
 - Incorrect RACES Radio Routing Cheat Sheet information, e.g.:
 - Incorrect Handling
 - Incorrect To ICS Position or To Location
 - “FAX Machine” items:
 - Activation numbers and incident names
 - Qty’s, resources names, part numbers, etc., in forms
 - Delivery locations
 - Contact information
 - “Auto-correcting” “typos”, keeping case as is
 - Etc.

NOTE: minor update to cheat sheet -> Rev: 19-Feb-2022, to clarify that during real events, use the sheet unless told different by message originator, for exercises follow the exercise instructions. Biggest impact “County EOC” -> “Xanadu City EOC” for this practice.

How'd we do: Starting Status

- Instructions were explicit:
 - 3) Please prepare and send a routine ICS-213 to Operations at Xanadu City EOC describing the starting status of your Public Reporting Point operational period at your location.
 - a) Please verify the type of power source(s) you are using for you packet station. How long can you run your packet station on batteries if you have no other source of power?
 - b) How many other people (simulated) are serving the public at this Reporting Point besides yourself? Enumerate counts for 911 incident reporting, Public Information reporting, and other.
 - c) Use subject "Reporting Point XX starting status"
- Expected something like this after power sources info:
 - Counts: "911 incident reporting: ##, Public Information reporting: ##, Others: ##" – or some variations on this format.
 - Ok if viable city response; e.g. # CERT members, taking reports
- Got a wide variation on responses that didn't include the above 3 enumerations, including counts of people not counts of incidents
- Decided to not ding as a nit at this time
 - Need to ask: why wasn't this clear to some reporting points?
- Heads up: will be more nit picky with directions indicating "enumerate"

How'd we do: Starting Status – Excellent mention

- Only one Reporting Point stood out:
 - Reference and enumeration!

```
Reference: 11 XND-8857P
```

```
Message: 12
```

```
Power source: AC mains with battery backup
```

```
Runtime on batteries: 10 hours
```

```
Staff:
```

```
* 911 incident reporting: 2
```

```
* Public information reporting: 1
```

```
* Other: 3
```

```
**** This is exercise traffic ****
```

How did we do ? EOC213RR – FAX Machine

EOC-213RR Resource Request	If "Priority" is:	Then "Handling" is:	County EOC	Planning Section
	Now	Immediate (ASAP)		
	High (0-4 hrs)	Immediate (ASAP)		
	Medium (5-12 hrs)	Priority (<1 hr)		
	Low (12+ hrs)	Routine (<2 hrs)		

Field Name	Value
Requested by:	"Wolfman Jack, Reporting Point Lead, Xanadu City, wolfman@howl.tv, 555-867-5309"
Prepared by:	you
Approved by:	"Wolfman Jack, Reporting Point Lead, Xanadu City, wolfman@howl.tv, 555-867-5309"
Item 1)	Qty: "2"; Resource: "12-pack Howling Green Ale, 12 oz cans";
Item 2)	Qty: "4"; Resource: "12-pack water, 16 oz ";
Item 3)	Qty: "4"; Resource: "1 dozen soft pretzels";
Arrival:	today's real date at "17:00"
Priority:	"Medium" (via Radio Routing cheat sheet to RACES OA EOC213RR handling order -> Priority)
Deliver to:	"Wolfman Jack, Reporting Point Lead, Xanadu City, wolfman@howl.tv, 555-867-5309"
Location:	your simulated street intersection
Special instructions:	"none" (most forms missed putting this text into this field , didn't ding if "None")

And put "***** this is exercise traffic *****" somewhere

How did we do ? EOC213RR ?

- Some people notified the EOC
 - Handling order was: Priority
 - No need to contact Xanadu City EOC via a voice (or sms) method
 - Only required for Immediate “ASAP”
 - Priority handling of < 1Hr is within most BBS check-times
 - However, those who did, no worries!!

- Specifying quantities and units, as given

8. Qty/Unit	9. Resource Description (<i>kind/type if applicable</i>)
2	12-pack Howling Green Ale, 12 oz cans
4	12-pack water, 16 oz
4	1 dozen soft pretzels

- Some modified:

8. Qty/Unit	9. Resource Description (<i>kind/type if applicable</i>)
2/12-pack	Howling Green Ale, 12 oz cans
4/12-pack	Water, 16 oz
4/dozen	Soft Pretzels

- Both methods are ok
- Don't change case of resources "water", "soft", "pretzels"
 - Future: treat Resource Description words like part numbers.

How did we do ? csv file – ad hoc forms

- Executive summary: it is good to practice – we all need the practice
- What was sent to each Reporting Point:

```
Xanadu City Public Reporting Point XX,,Date: 03/DD/2022,,  
Simulated OP Period Incident Counts,,,,  
''''  
Incident/Report Type,12:00 to 14:59,15:00 to 17:59,18:00 to 19:59,21:00 to 23:59  
1. Assault,,,,  
2. Drunk and Disorderly,,,,  
3. Lost Person,,,,  
4. Medical Emergency,,,,  
5. Other,,,,  
''''  
**** This is exercise traffic, [22020316, 1-csv-1] ****,,
```

- The entire contents of the message were lines in a spreadsheet
- Following Packet training, in Outpost
 - Open the message, then
 - File -> “Save As, No Headers” to a file either .txt or .csv

How did we do ? csv file – ad hoc forms

- What it should look like in a spreadsheet editor (e.g. Mac OS X Numbers):

XND-8806P_R_CSV form from Planning section for incident counts

Xanadu City Public Reporting Point XX	Date: 03/DD/2022			
Simulated OP Period Incident Counts				
Incident/Report Type	12:00 to 14:59	15:00 to 17:59	18:00 to 19:59	21:00 to 23:59
1. Assault				
2. Drunk and Disorderly				
3. Lost Person				
4. Medical Emergency				
5. Other				
**** This is exercise traffic	[22020316	1-csv-1] ****		

- General exercise instructions: change XX to tactical number, change DD to date
- Form specific instructions:
 1. *Please use any method you choose to edit the CSV information.*
 2. *Update the information in the form as per this exercise. (that was for XX and DD)*
 3. *There are 5 different incidents types of interest to Planning. Each has 4 3-hour windows of time. Please fill out all 20 counts with a random number selected from 2 to 12 (much like the roll of two dice...hint).*
 4. *Return the updated CSV text as the only content of a plain text message back to Xanadu City EOC.*
 5. *Use the subject "Planning form update for Reporting Point XX.csv".*

How did we do ? csv file – ad hoc forms

- What it should look like in a spreadsheet editor (e.g. Excel):

	A	B	C	D	E
1	Xanadu City Public Reporting Point XX		Date: 03/DD/2022		
2	Simulated OP Period Incident Counts				
3					
4	Incident/Report Type	12:00 to 14:59	15:00 to 17:59	18:00 to 19:59	21:00 to 23:59
5	1. Assault				
6	2. Drunk and Disorderly				
7	3. Lost Person				
8	4. Medical Emergency				
9	5. Other				
10					
11	**** This is exercise traffic	[22020316	1-csv-1] ****		

- Said differently:
 - Change XX and DD to their values for your assignment
 - Fill in the request counts for the 20 cells B5 through E9
 - Don't change anything else in the 11 rows and 5 columns of the spreadsheet
- What happened:
 - Only 2 reporting points retained the Row 11 information as is, others
 - Removed row 11 entirely
 - Removed the *'s and the date/form type indicator
 - Some used values outside the range of 2 to 12
 - One/some removed the two header lines
 - One/some added additional rows
 - One/some added an additional non-csv line containing exercise traffic
 - One/some didn't save as "No Headers" and included Outpost headers

How did we do ? csv file – ad hoc forms

- csv ad hoc forms are much like other forms
 - Except there is a lot more flexibility for better and for worse
- Two origins of csv forms for packet operators:
 - Packet operator makes up the csv form, the fields, columns, values, etc.
 - Anything is open, just make the form readable and understandable by the recipient
 - csv forms are given to us by a served agency, in this case:
 - Follow instructions exactly
 - Don't change the form and form contents, unless part of the instructions
 - The format may be tied to input/output of an EOC IT system, e.g. WebEOC.
- In our exercise:
 - 11 rows and 5 columns of information
 - Instructions to change XX and DD and 20 cell values, otherwise leave and return the rest of the contents unchanged
- Expect agency originated forms to be
 - Version tracked and identified
 - Leaving open potential for directed import into another tool/app

We went over this last month: ICS-213 Field 11?

11. **Reference:** If the message is a response to an earlier message, indicate the original message number if available.
- Only a few checkpoints filled in this ICS-213 field when taking action from instructions in an XNDEOC message.
 - Future: start filling this out “if available”
 - It will become a future score card item for ICS-213 responses
 - What about other forms? -> optional as there is no field.
 - Plain text responses? Suggest: add a separate line beginning with “Reference: “ and add the appropriate number anywhere in the message content.
 - Other forms that don’t have a “Reference” field. If there is a field box that permits extra text, e.g. the same place you would be stating “**** This is exercise traffic ****”

Biggest Issues this month

- Radio Routing Form (cheat sheet) still not consulted:
 - Handling order
 - ICS To Position and Location
- FAX machine glitches:
 - Missing field information for Special Instructions
 - Some case / quantity issues in resource specifications
- ICS-213 Reference field left blank by most
- Didn't enumerate count list as requested

Summary

- Nice participation for this go!
- Areas for continued practice have been identified

Next practice starts:

- Wednesday, 20 April, 2022 at 09:00
- SCC Event is posted: Xanadu City Earth Day Art & Wine Festival celebration weekend.

Next UP: Exercise Scorecard

- Reminder, there is no pass or fail
- The scorecard is a tool for indicating areas for improvement