

# Monthly Packet Message Passing Exercise Review

Period: 03/15/2023 09:00 to 03/22/2023 17:00



Santa Clara County ARES®/RACES/CRU

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# Messages Passed

Approximate number counts from the Xanadu EOC ICS-309 (as of Wed.):

Facilities assigned (total):		23
Participating / staff:		20 / 3
Content Messages exchanged *:		
	Form ICS-213 / Routine	49
	SheltStat	25
	EOC213RR	23
	Check-In/Out	51

Happy New Year and thank you for participating in this exercise!!!!

- \* Excluding DELIVERED 371. Overall including DELIVERED 687 messages (includes testing)

# Reminders / Notices

- If you sign up to the event after the event has started:
  - **Email the instructor**. This email will trigger getting your assignment sent out
- There is a new “ping” message feature
  - This allows you to test if the Xanadu EOC is online and that the script is running
  - Useful if you have questions about not getting a response you expect
    - Otherwise, check your Subject line of the message you sent
- Reminder: resend procedure feature using the “R” suffix
  - Use “Actions → Resend → Same Message ID”
  - You are resending the message previously sent with that ID
- Will be changing “exercise” to “drill” for all future references:
  - I.e.: “\*\*\*\* this is drill traffic \*\*\*\*”
  - Received clarification that a formal “exercise” is much more involved than a drill, from an OEM / EOC perspective

# 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 - 02/22/2023
  - Standard Packet Check-in/Out Message - 09/25/2023
  - Outpost Users Guide, Basics; Version 3.4 | July 2020
  - RACES Recommended Form Routing Cheat Sheet [Rev: 19-Feb-2023]
- Exercise simulated 3<sup>rd</sup> party, operator-to-operator messages, and forms
  - Check-In and Check-Out using new form
  - XSCEVENT and XND@XSC City Notice retrieval
  - ICS-213 Message
  - XSC OA Shelter Status
  - XSC EOC-213RR Resource Request
  - Handwritten formal messages
  - ICS-214 Unit Log
  - ICS-309 Comm log for packet

# How did we do in general?

- Handwritten forms still produce some “interesting” results
  - We need to learning Copy Editing Marks
  - Some “soft” and “hard” fax machine errors
- ICS Reference message number!!!!
  - 8+ Shelters forgot
- Always the same reminder +ping:
  - If you get a Delivered receipt message back and no other messages, compare the Subject: line of the message you just sent against the instructions/directions/form content
  - New: use the PING feature to check if Xanadu EOC is up and running
  - Then, iif you suspect a problem email the Instructor promptly
- All in All – pretty good!

# The Xanadu Shelter Assignment:

Greetings,

You are receiving this email as you have signed up for the SCC Packet Message passing exercise that opens at 09:00 today (Wednesday). This exercise continues for one week and closes on next Wednesday at 17:00.

The process begins by sending a properly formatted Check-In message to the Xanadu County EOC using the tactical information that has been assigned to you below. Follow the directions in notice(s) and each received message from XNDEOC. Send a correct response message to continue the process and you will receive the next message in the flow of this exercise. A message with the subject containing "Thank you" will contain your last assignments.

Simulated Scenario for this month's exercise: Xanadu County is holding a field packet training exercise. This exercise is only a simulation.

Not a simulation: fill out an ICS-214 for this exercise with simulated entries that have you leaving from your home and arriving in the County parking lot across from 55 West Younger Ave, San Jose. Use realistic travel delta times based on distance, otherwise times do not have to be realistic. Make sure you record important entries and complete the form at the end of this exercise. Turn in a scan/photo of your ICS-214 along with your ICS-309 at the end of this exercise.

Your tactical number: 51  
Your From ICS Position: Radio Operator  
Your From Location: "Xanadu County Shelter 51", can be shortened to "Shelter 51". (this is also your Tactical Name for check-in/check-out)  
Your Tactical Call Sign is: XND051  
Your message prefix is: X51  
Starting message number: your\_choice  
Incident Name: Xanadu County Packet Exercise  
Activation Number: XND-23-0315P  
(also ICS-309 Task#)  
Your BBS: ~~Use your normal primary/secondary. There is no simulated-down BBS for this exercise~~  
Your shelter location: County Parking Lot across from 55 W. Younger, San Jose  
Xanadu County EOC mailbox: ~~XNDEOC@W1XSC.ampr.org (primary)~~  
[XNDEOC@W4XSC.ampr.org](mailto:XNDEOC@W4XSC.ampr.org) (secondary)  
XND EOC activation period: From Wednesday, 03/15/23 09:00 until Wednesday, 03/22/23 17:00  
You signed up as a: Primary\_Station\_test

There will be Zoom "Office Hours" held next Wednesday from 19:30 to 21:30. Conference details will be sent in a separate email. The agenda for this call will be to review an overall exercise "score card" and to interactively review any issues, problems, and to answer any questions.

Some notes/reminders:

- You may need to have knowledge of sending and receiving spreadsheets in csv format using Outpost. There are instructions in the [Packet Type III Part A exercises material](#). See Section 2.5.
  - If you are going to try to use LibreOffice on Windows for the first time for this practice, there are some instructions on installation and .csv file opening on the [practice page](#)
- The Xanadu County EOC will only process messages during the exercise activation time period:
  - The Xanadu County EOC will check every 3.0 minutes for new message during the entire exercise period.
  - You will get a DELIVERED receipt for each message received by XNDEOC.
  - If you do not receive a message response back for your message but you got a DELIVERED receipt -> check your "sent" message(s) first.
- As per the event description, please make sure you've read the [Training Page](#) for this regular practice training.
- Please keep all message content consistent and realistic with Xanadu County communications following the stated scenario.
- Please keep any voice message traffic concise and terse as if you were actually talking on a radio.
- Reminder: the key for success and fun is following the details of the directions.
- Only use the XNDEOC secondary **if in the real world** W1XSC is down. If W1XSC is administratively down for an exercise, pause this monthly exercise until returned to service.
- Please only use an XNDxxx tactical call that has been specifically assigned to you for an exercise or training event and then only for the term of that event, including any homework follow-up. PLEASE – NEVER USE XNDxxx tactical calls during any other time. The term for this tactical assignment starts with the receiving of this email and ends at the end of the Zoom office hours call next Wednesday.
- Also, please make sure the BBS mailbox for the tactical call is empty before you stop using it, including receiving all DELIVERED receipts for all message(s) sent in the last session(s).

# How'd we do: Notices

- XSCEVENT
  - Information only, no assignment requested
- XND@XSC
  - Asked for sending “time this notice was read” message
  - Noted Delivered receipt only for this message



# ICS-213 for Packet Station Low Power capability

- Good go.
- As mentioned, many left Reference field blank
- “This message requests you to:”
  - Several did not check the “NO” boxes
- Pretty consistent responses
- A few Shelters gave an overly long response
- Exercise was to get people thinking about “parking lot packet”
  - E.g., good example is the upcoming Mini-drill

# ICS-213 Capacity Planing

## FAX machine issues

- Some missed checking the two “No”s
- “Planing” not “Planning”
- “averrage” not “average”
- “occupents” not “occupants”
- “cappasity” not “capacity”

## Some shelters corrected all the spelling errors

- Reminder: FAX machines don't do spell correction

## Some stations actually typed:

- “ñ” and it made it through the receiving form ok
- “n” worked just fine
- Up to you as sender since these are very common words in our geographic area

<b>Date</b> <sup>1</sup> :		<b>Time</b> (24hr):		<b>Handling</b> <sup>5</sup> (✓one): <input type="radio"/> Immedate (ASAP) <input type="radio"/> Priority (< 1hr) <input checked="" type="radio"/> Routine (< 2hr)		
03/DD/2023 <small>(mm/dd/yy)</small>		HH:00 <small>(0001 to 2400)</small>		<b>This Message Requests You To</b> <sup>6</sup> :		
				TAKE ACTION (✓one): <input type="radio"/> Yes <input checked="" type="radio"/> No		
				REPLY (✓one): <input type="radio"/> Yes, by <input type="text"/> <input checked="" type="radio"/> No		
T O	<b>ICS Position: (required)</b> <sup>7</sup>			F R O M	<b>ICS Position: (required)</b> <sup>8</sup>	
	Mass Care & Shelter Unit				Shelter Mgr	
	<b>Location: (required)</b> <sup>9</sup>				<b>Location: (required)</b> <sup>9</sup>	
	County EOC				Xanadu Shelter XX	
<b>Name: (optional)</b>			<b>Name: (optional)</b>			
<input type="text"/>			<input type="text"/>			
<b>Telephone #: (optional)</b>			<b>Telephone #: (optional)</b>			
<input type="text"/>			<input type="text"/>			
<b>SUBJECT:</b> <sup>10</sup> Capacity Planing						
<b>REFERENCE</b> (e.g., Number of earlier msg.): <sup>11</sup> XND-0233P						
<b>MESSAGE:</b> <sup>12</sup> (what, when, where needed; how long; contact name and phone number - KEEP MSG BRIEF)						
On average we are taking in ten new occupants each day and have reached 80% cappasity. We can expand into Año Nuevo school gym next door but need additional staffing and supplies.						

# Shelter Status

## “Mas” Care & Shelter Unit

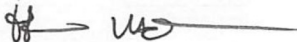
- Looks like “Mass Care & Shelter Unit”, which is what we are expecting for Shelter Status, but with one “s”
- 13 shelters did “Mass”. There clearly is only one “s”  
-> Soft fax issue
- One shelter did “Mag”. Yes, could be a “g”, but we know that “Mass Care & Shelter Unit” is expected, not “Mag Care & Shelter Unit”.
- “Re<?>”, could be “Reg”, “Rec”, “Res”, etc.
- “Pati Smythe” was pretty clear to most everyone

Date: 03/00/23		Time (24hr): 11:00 AM		Handling: <input type="radio"/> Immediate (ASAP) <input type="radio"/> Priority (<1 hr) <input type="radio"/> Routine (<2 hr)	
T O	ICS Position: <u>Mag Care &amp; Shelter Unit</u>		ICS Position: Shelter Mgr		
	Location: <u>Xanadu City Eoc</u>		Location: Shelter XX		
	Name:		Name:		
	Contact Info:		Contact Info:		
Report Type: <input checked="" type="radio"/> Update <input type="radio"/> Complete <i>Important: See Instructions!</i>			Shelter Name: <u>Shelter XX</u>		
<b>Shelter</b> (If Report Type=Complete, then Underline=Required)					
Shelter Type: (Pick One)		<input type="radio"/> Type 1		<input type="radio"/> Type 2	
		<input checked="" type="radio"/> Type 3		<input type="radio"/> Type 4	
Status: (Pick One)		<input checked="" type="radio"/> Open (Green)		<input type="radio"/> Closed (Red)	
		<input type="radio"/> Full (Yellow)			
Address: <u>135 W Longview Blvd.</u>					
City: <u>Xanadu</u>					
State: <u>CA</u>					
Zip: <u>99999</u>					
Latitude (d.ddd):			Longitude (d.ddd):		
<b>Shelter Information</b> (If Report Type=Complete, then Underline=Required)					
Capacity: <u>300</u>					
Occupancy: <u>212</u>					
Meals Served (Last 24 hours): <u>591</u>					
NSS Number: <u>X1-35-23AD0</u>					
Pet Friendly: <input type="radio"/> Yes <input checked="" type="radio"/> No					
Basic Safety Inspection: <input checked="" type="radio"/> Yes <input type="radio"/> No					
ATC-20 Inspection: <input checked="" type="radio"/> Yes <input type="radio"/> No					
Available Services: <u>Mother's Room and baby formula, diapers, and wipes in stock here.</u>					
MOU (where/how sent): <u>on file</u>					

<b>Contact Information</b> (If Report Type=Complete, then Underline=Required)			
Managed By: (Pick One)	<input type="radio"/> American Red Cross	<input type="radio"/> Private	<input checked="" type="radio"/> Community
	<input type="radio"/> Government	<input type="radio"/> Other	
Managed By Detail:	<u>Xanadu NRE Services</u>		
Primary Contact:	<u>Pati Smythe</u>		
Primary Contact Phone:	<u>609-535-1298</u>		

# XSC EOC-213RR Resource Request

- Incident name  
One left off “City”
- “Shelter Mngr”  
“Shelter Mgr”  
“shelter manager”  
Got several variations on all three of the above on spelling  
-> soft fax
- We need a stated convention for “with signature”, many variations, if it was stated

Resource Request Form 213RR			
COMPLETED BY REQUESTOR			
1. Incident Name Xanadu City Packet Exercise	2. Date Initiated 03/DD/23	3. Time Initiated HH:MM	4. Tracking Number <i>(Completed by OA EOC)</i>
5. Requested By (name, agency, position, email, phone) Harry Wolfe Shelter XX Shelter Mngr harold.wolfe@xanadu-city.org (650) 555-8246	<b>How to use the EOC Form 213RR</b> <b>Purpose</b> The EOC 213RR is used to request non-mutual aid supplies, services, personnel, teams, equipment, utilities, fuel, facilities, or any other resource or incident management activity required from the Operational Area (OA.) <b>When to use</b> The Form 213RR may be used anytime during any Operational Period. If the OA EOC is not activated the Duty Officer will serve to coordinate the request. <b>Prepared by</b> Any EOC position or agency requesting resources from the OA <b>Approved by</b> Section Chief of the requesting EOC or Supervising Official at requesting agency <b>Routed to</b> Planning Section → Logistics Section → Finance/Admin Section → EOC Director → Logistics Section <b>Filed with</b> Logistics Section Resource Tracking Unit / Planning Section Documentation Unit <b>User Notes</b> The Form 213RR is a two-sided form. Side one is completed by the requestor. Side two is completed by the OA EOC. <b>Please check that both sides are available.</b>		
6. Prepared by (name, position, email, phone) Harry Wolfe, Shelter Mgr			
7. Approved by (name, position, email, phone) Harry Wolfe, shelter manager Signature: 			

# XSC EOC-213RR Resource Request

- Some shelters sent the deleted text (wait until next page)

- Bottel mis-spelled

- Chief mis-spelled

- Simulated Location was given in your assignment: "County Parking Lot across from 55 W. Younger, San Jose"

REQUESTED RESOURCE DETAILS				
8. Qty/Unit	9. Resource Description (kind/type, if applicable)	10. Arrival (date/time)	11. Priority	12. Est'd Cost
30 <del>0-60</del> 12	cots, with blankets toiletay kits 12-bottel cases water	03/00/2023+ tomorrow 15 00	Now <input type="radio"/> High (0-4 hours) <input type="radio"/> Medium (5-12 hours) <input type="radio"/> Low (12+ hours) <input checked="" type="radio"/>	unknown
13. Deliver to (name, agency, position, email, phone) Ash Crowe, Logics Chief Shelter XX ashley.crowe@xanadu-city.org, (650)555-1734		14. Location (address or lat./long., site type) <enter your simulated shelter address>		
15. Substitute/Suggested Sources (name, phone, website) Xanadu log warehouse				
16. Supplemental Requirements (include details in #17)		17. Special Instructions		
<input type="radio"/> Equipment Operator <input type="radio"/> Fuel Fuel Type _____ <input type="radio"/> Meals <input type="radio"/> Water		<input type="radio"/> Lodging <input type="radio"/> Power <input type="radio"/> Maintenance <input type="radio"/> Other _____		
		NONE		

~ 1/2 delivered to wrong address

- "Xanadu" here it does look like "Xanedu"

# Copy Edit Markup (a.k.a Proofreader marks)

- One reference: [copy edit marks](#)

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A horizontal line delete mark is made through a phrase, sentence, or paragraph. A vertical line delete mark is made through a single letter or mark of punctuation. The letter or punctuation to be deleted may also be circled with the delete mark.



Remarks  
~~Comments~~ were made that complicated. . .

- 
- Blue or black (non-erasable) ink is required on all of our forms
    - From legal world: erasures or white-out will invalidate the document
  - The only way to delete something is to strike it out
    - Initials are added because it is a legal form
  - Deleted material should not be transmitted
  - Yes, we need to add strike-outs and other copy edit markup to our training.

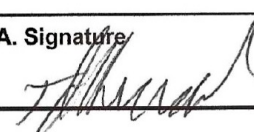
# ICS-309s

- Nicely done
- Some task name and task number issues
- Manual operators – thanks for the extra effort!

# ICS-214s

- Good go for first time requesting these be turned in
- Nits:
  - Unit Name / Position should be "Radio Operator"
    - Many used "Xanadu County Shelter XX / XNDOXX"
    - Your DSW is for a communicator (radio operator), not for being a shelter
  - At a real event, your tactical call will not be known until after you arrive at the venue; e.g. assigned at staging. Practice logging as assigned to you after you arrive instead of listing in Field 3.
  - Should log packet check-in
  - Should log packet check-out
  - ICS214 is typically turned in at event – no entries should be there for returning home
- At least one logged confirmation of check-out

# ICS-214- Shortest example

<b>UNIT LOG</b> ICS 214-SCCo ARES/RACES	<b>1. Incident Name and Activation Number</b> Xanadu County Packet Ex. XND-23-0315P		<b>2. Operational Period (Date/Time)</b> 03/13/23 From: 1100 To: 1415	
	<b>3. Unit Name / Tactical Call / Designators</b> Radio Operator		<b>4. Unit Leader (Name, Call Sign, ICS Position)</b> Tim Howard KE6TIM	
<b>5. Personnel Roster Assigned</b>				
<b>Name</b>		<b>Call Sign</b>	<b>ICS Position</b>	<b>Home Base/City</b>
<b>6. ACTIVITY LOG</b>				
<b>Time (24:00)</b>	<b>Major Activities &amp; Events / Occasional Messages (indicate From / To / Msg# / Msg Text)</b>			
1100	Received assignment - Departed OD 1917			
1115	Arrived at 55 W Younger OD 205			
1118	Assigned to Shelter 52			
1120	✓ in			
1323	✓ out			
1400	Received confirmation of check out			
<b>7. Prepared By (Name, Call Sign, ICS Position)</b>		<b>7A. Signature</b>		<b>8. Date &amp; Time Prepared</b>
Tim Howard KE6TIM				03/13/23 1415
				<b>9. Page</b> <u>1</u> <b>of</b> <u>1</u>

# Event Posting Conundrum

- SCCo event listings only permits daily events, not ones that last a week.
- So, my desire is to keep the posting in the "current events" list and not force late-comers to search for "past events"
- After the events starts on the 3<sup>rd</sup> Wednesday, I will slide the event to the following Tuesday.
- Will probably also add a note in the description stating that the practice is currently in progress, or something like that.

# Summary

Again, nice practice for this go!

Next practice will be May 17th 2023, 3<sup>rd</sup> Wednesday

- April practice cancelled.
- Event already posted for signup
- Scenario: T.B.D., but be ready to model being activated and mobilizing to a drill. Yes, includes ICS-214 practice.

Next UP: Exercise Scorecard

- Reminder, there is no pass or fail
- The scorecard is a tool for indicating areas for improvement
- Will color all MHJOC To's Green.