



# Monthly Packet Message Passing Exercise Review

Period: 01/19/2022 09:00 to 01/26/2022 ~~17:00~~ ~~18:45~~ 20:32



Santa Clara County ARES®/RACES/ACS

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# Simulated Shelters and Messages Passed

Number counts from the simulated EOC ICS-309 (as of 18:30):

Shelters assigned (people signed up):	38
Shelters participating:	33
Messages sent *:	587
Form EOC213RR	33
Form RACES-MAR	34
Form ICS-213	70
Clinic Status Update	36
Courtesy	13

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: 04-May-2019]
- Exercise simulated 3<sup>rd</sup> party and operator-to-operator messages
  - Check-In and Check-Out, Plain-text status
  - ICS-213 sending and receiving
  - XSC OA EOC213RR Resource Request \*\*
  - XSC OA RACES Mutual Aid Request \*\*
  - "on the fly" form for Clinic Status Update \*\*
  - City Notice retrieval
- In addition
  - Outpost configuration
  - Challenges for form completeness
  - Following instructions

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

# How did we do?

- XSCEVENT notice downloaded and followed by most
  - 23 responses (we discovered issues, see NOTE below)
- City Notice XND@XSC downloaded and followed by less
  - 13 responses (we discovered issues, see NOTE below)
  - SCCo ARES/RACES Packet Operations - Type III, Part B course, page 90 “Using City Bulletins”
- Check-In and Check-Out
  - There were a few restart/resends
  - A couple spelling errors
- On the new forms for this month, clear that many people are not going back to look at the details on the SCCo ARES/RACES Recommended Form Routing document: “the cheat sheet”.
- Also, only one person noted I overlooked changing “shelter” to “clinic” in one or two places.

**NOTE:** in discussion on the Zoom office hours call, it was discovered that the XSCEVENT and City notices have a timeout of 3 days. This means that several clinics did not see any notices during their “shift”. We will look in to how to remedy this going forward.

# How did we do? Script “revelations”...

- ICS-213 Packet “Set Up” fixed from last month
  - Accepted “set up” and “setup”.
- Participants message matching updated mid-fly
  - Accepts now “Participant(s)”, “Participation”
  - Made an oops and delayed responses by several hours for folks, was alerted by one email
- XND clinic status was augmented
  - Accepts now “XND Clinic” or “Xanadu Clinic”

# On checklist request

- Thanks for everyone who sent in checklists
- Checklists can be individualized – there is no single one for us
- We can only suggest based on observation and desired preparedness
  - Jim Oberhofer’s Packet Courses and Unofficial packet pamphlet
  - Instructor tips on the monthly practice web page
- Refining your checklist is part of practicing
  - If you miss something, you can add it to your checklist for the next time
- Checklist responses varied from one-liners to very long checklists
  - No way to correlate and summarize in time for this Zoom meeting
  - Will try to work on something for the future
- Will ask for checklists every three months or so

# How did we do ? EOC213RR

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)		

- The form's "medium(5-12 hrs) priority maps to a Priority Handling Order
- Some common issues:
  - Based on the setup (based on Stanford's vacc clinic) 2 + 5 chairs are needed per station (table). For request, the number of chairs should be greater than 7x the number of tables. This wasn't true on all request.
  - Missing "this is exercise traffic"
  - ICS To Position should be "Planning Section" or just "Planning". Number of clinics sent to "Logistics".
  - 8 clinics used Routine handling order instead of Priority
- Some responses used "County EOC" in this and other forms
  - Will advise to use Xanadu City EOC or Xanadu EOC in future exercises in place of it.

# How did we do ? RACES-MAR

RACES			
RACES Mutual Aid Request	Routine (<2 hrs)	County EOC	RACES Chief Radio Officer Else: RACES Unit Else: Operations Section

- Some common issues:
  - Sent to "Planning" or elsewhere instead of one of the above
  - Practice event activation number was not inserted in appropriate field on many
  - Missing "this is exercise traffic"
  - We need to clarify what is meant by "Type" on the form instructions
    - Right now: " Type I ", " Type II ", " Type III ", " Type IV ", and "Type V"
    - Saw a mixture of III, P3, 3, etc.
  - One or two clinics requested a Preferred Type of P1, couple things:
    - Probably wanted to specific P3?
    - Our two SCC P1's left the state awhile ago, we have no P1's at the moment



# How did we do ? Clinic Status Update

Allied Health Facility Status	<small>LOW (&lt;2 hrs)   ROUTINE (&gt;2 hrs)</small> Routine (<2 hrs)	If open: MHJOC Else: County EOC	EMS Unit -or- Public Health Unit Else: Medical Health Branch Else: Operations Section
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- Ad-hoc forms practice
  - Treat same as Allied Health Facility Status form
- The instructions said the MHJOC was stated not open for this exercise.
  - Medical Health Joint Operations Center
- Fields were given and values requested
- Some common issues:
  - Some issues getting the ICS To: and ICS From: information correct
- Some creativity with using simulated clinic location and a nurse or doctor there, nice!
- Hints for future:
  - Expect more ad hoc forms
  - Expect csv format messages (see libreoffice.org (used to be openoffice) or use another pc/laptop app)

# How did we do ? ICS-309

- Gentle reminders for some:
  - If the event has an Activation Number (real or simulated), that number should go in the “Task #” box
  - The Task Name was instructed to be “Xanadu City Clinic XX – Monthly Message Exercise” with a Reminder to replace the XX with your tactical number.
    - Probably some cut and paste errors
- Otherwise nice!

# Oh yeah, the knowledge stimulation

- Great discussion on the groups.io packet list!
- Intent was to stimulate awareness about the “signal chain” from your transceiver’s connector to the antenna for both transmitting and receiving.
- Up to each person if they want to go to that level of detail for the calculation
- However, should periodically think about:
  - Connector health
  - Cable health
  - Antenna health
- Are you getting “the most” out of your system that you can?
- There might be a bonus question on this in the future for station set up.,

# Summary

- Nice job again, great participation for this first run!
- Areas for continued practice have been identified

## Going Forward with these exercises:

- Start on third Wednesday of the month.
  - **NOTE:** on Zoom call, it was noted that office hours on 4<sup>th</sup> Wednesday overlap with Hospital Net. Consider moving office hours start to 19:30 - ongoing.
- In the mean-time, keep up with the weekly practice and study up!

## Next UP: Exercise Scorecard

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