



Introduction to New Message Handling Procedures



Santa Clara County ARES/RACES

Revised: 01-May-2019

Purpose

- Trained amateur radio operators:
 - Do more than push a button (or type and then click “Send”)
 - Know how to get agency-specific messages from point A to point B accurately and efficiently, even when other systems are failing
- They need:
 - Knowledge of agency’s preferred info/workflow
 - Who sends what to whom, when, where
 - Tools that support that effort
 - Training and experience using those tools to achieve the desired outcome

Purpose (2)

- Existing
 - Well define, proven message passing procedures
 - But a few gaps, inconsistencies linger that could be improved
- This presentation
 - Describes changes to procedures & tools that address those issues
 - Not a complete review of entire process; discrete updates only
- For maximum effectiveness
 - As each update is covered, consider how it fits within the overall procedure
 - Attend the update Message Passing class this Saturday for complete, integrated process

Agenda

- Context & Terminology
 - Scope
 - Message Handling Roles
 - Radio Routing Info
- Changes to Procedures
 - 3rd Party Message Handling
 - Message Numbers
 - Message Prioritization
 - Message To/From
- New Tools
 - Recommended Routing Info
 - Radio Routing Slip
 - New PDF Forms
 - New Packet Functionality
- Roll-out Schedule
- Action Items

Context & Terminology

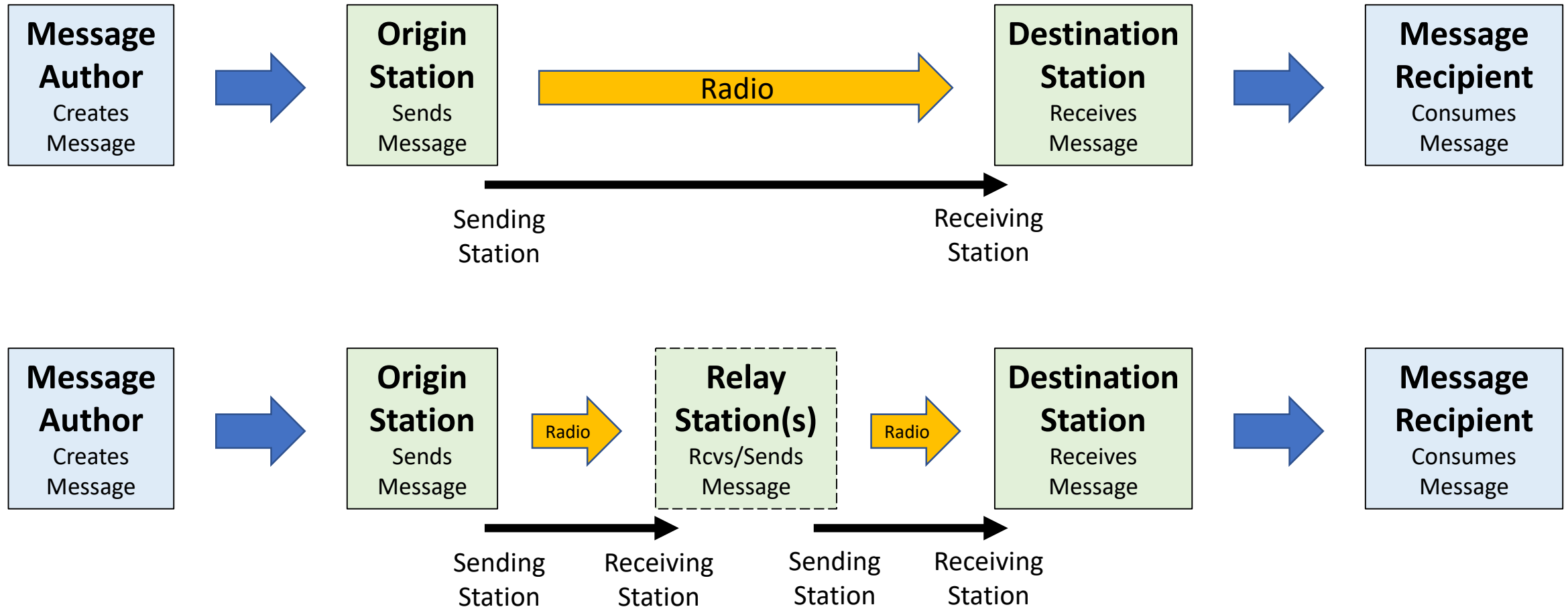
Scope of This Update

- Operator -to- Operator Traffic: Unchanged
 - Ex: Check-in/out, health & welfare, damage reports, status reports, etc.
- 3rd Party Traffic (messages we deliver for others)
 - Verbal: Unchanged
 - Message that are told to us verbally
 - Ex: Shadows; brief, informal messages: “Ask Steve to call Jenny at 867-5309”
 - Written: **New/Improved/Clarified!**
 - Messages that are written down and handed to us
 - Ex: ICS-213 and other forms, message written on plain paper

Terminology: Message Handling Roles

- Message author: Creator of the message (often a 3rd party)
- Sending station: Radio operator sending the message
- Receiving station: Radio operator receiving the message
- Relay station: Acts first as a receiving station, then as a sending station
- Origin station: The first sending station
- Destination station: The last receiving station
- Message recipient: The person/position to which message is addressed

Message Handling Roles - Graphical



- The extra information that a radio operator needs to send, deliver, and track a message

- Message Numbers
- Date, Time, Handling Order
- To/From
- Radio Operator Info

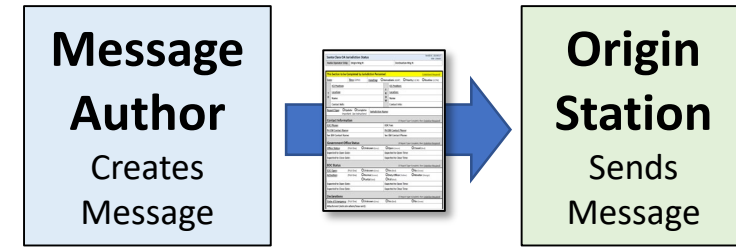
MESSAGE FORM ► Use Ballpoint Pen—Press Hard; Print Clearly (See back for instructions)		When Receiving ² Msg.: Sender's msg. #	Msg. #	When Sending Msg. ³ Receiver's msg. #
Date: (MM/DD/YY) ¹ _____/_____/_____	Situation Severity (✓one) ⁴ <input type="checkbox"/> EMERGENCY (e.g., Life Threat) <input type="checkbox"/> URGENT (e.g., Property Threat) <input type="checkbox"/> OTHER (All others)	Msg. Handling Order (✓one) ⁵ <input type="checkbox"/> IMMEDIATE (As Soon as Possible) <input type="checkbox"/> PRIORITY (Less Than One Hour) <input type="checkbox"/> ROUTINE (More Than One Hour)		Message Requests You To: ⁶ TAKE ACTION (✓one) <input type="checkbox"/> Yes <input type="checkbox"/> No REPLY (✓one) <input type="checkbox"/> Yes, by _____ <input type="checkbox"/> No <input type="checkbox"/> FOR YOUR INFO. (no action required)
Time: (24 hour clock) _____:_____:_____ <small>0001 to 2400</small>				
To: ICS Position: (required) ⁷ Location: (required) ⁹ Name: (optional) Telephone #: (optional)		From: ICS Position: (required) ⁸ Location: (required) ⁹ Name: (optional) Telephone #: (optional)		
SUBJECT: ¹⁰ _____				
REFERENCE (e.g., Number of earlier msg.): ¹¹ _____				
Message: ¹² (what, when, where needed; how long; contact name and phone number) KEEP MSG BRIEF				
ACTION TAKEN: ¹³ (For use by Originator / Recipient) ► USE SEPARATE MESSAGE FORM IF SENDING REPLY!				
CC: <input type="checkbox"/> Management <input type="checkbox"/> Operations <input type="checkbox"/> Planning <input type="checkbox"/> Logistics <input type="checkbox"/> Finance				
Operator Use Only: ¹⁴				
How Received <input type="checkbox"/> or Sent <input type="checkbox"/> (✓one)		Operator Call Sign:		
<input type="checkbox"/> Telephone <input type="checkbox"/> Dispatch Center		Operator Name:		
<input type="checkbox"/> EOC Radio <input type="checkbox"/> FAX <input type="checkbox"/> Courier				
<input type="checkbox"/> Amateur Radio <input type="checkbox"/> Other _____		Date: _____ Time: _____		
Outgoing (Sent): ¹⁵				
Message Originator: Send the top copy (white) to radio, yellow to PLANNING, retain the pink copy for your reference.				
Radio: After sending, complete Disposition info., retain white copy for file in radio.				
Incoming (Received): ¹⁵				
Radio: After receiving, complete Disposition info., route the top copy (white) to the Addressee, yellow to PLANNING, retain pink for file in Radio.				
Addressee: Take appropriate action.				

CHANGES TO PROCEDURES

Clarified / Improved / New

Clarified Procedure: 3rd Party Message Handling

Handling 3rd Party Written Messages



- 3rd party written messages always use an appropriate form
 - General messages on ICS-213; resource requests on EOC-213RR; etc.
- 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
 - 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
- Log all 3rd party written messages on an ICS-309 Comm Log

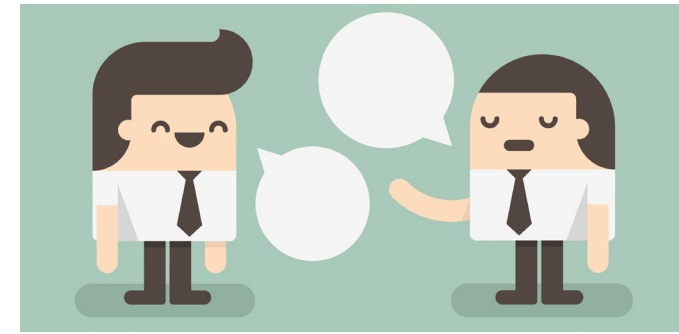
Handling 3rd Party Written Messages (2)

The process of putting the message on the appropriate form will clarify message and get it to the right place faster



MESSAGE FORM ▶ Use Ballpoint Pen—Press Hard; Print Clearly (See back for instructions)		When Receiving ² Msg.: Sender's msg. #	Msg. # ICP-101	When Sending Msg. ³ Receiver's msg. #
Date: (MM/DD/YY) ¹ 01 / 23 / 19	Situation Severity (✓one) ⁴ <input type="checkbox"/> EMERGENCY (e.g., Life Threat) <input checked="" type="checkbox"/> URGENT (e.g., Property Threat) <input type="checkbox"/> OTHER (All others)	Msg. Handling Order (✓one) ⁵ <input checked="" type="checkbox"/> IMMEDIATE (As Soon as Possible) <input type="checkbox"/> PRIORITY (Less Than One Hour) <input type="checkbox"/> ROUTINE (More Than One Hour)		Message Requests You To: ⁶ TAKE ACTION (✓one) <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No REPLY (✓one) <input type="checkbox"/> Yes, by _____ <input checked="" type="checkbox"/> No <input type="checkbox"/> FOR YOUR INFO. (no action required)
Time: (24 hour clock) 11:46 <small>0001 to 2400 2:00 PM = (12+2) = 1400 Hrs</small>	To: ICS Position: (required) ⁷ Fire Branch Director Location: (required) ⁹ Xanadu EOC Name: (optional) Chief Forest Telephone #: (optional)	From: ICS Position: (required) ⁸ IC Location: (required) ⁹ Venice ICP Name: (optional) Telephone #: (optional)		
SUBJECT: ¹⁰ Move Staging Location				
REFERENCE (e.g., Number of earlier msg.): ¹¹ _____				
Message: ¹² (what, when, where needed; how long; contact name and phone number) KEEP MSG BRIEF				
Move	staging	to	parking	lot
at	3rd	Ave	and	Main
Street.				

Handling 3rd Party Verbal Messages



- For simple verbal messages, handle verbally
 - Example: Most messages between shadows are simple, verbal 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 verbal messages on an ICS-309 Comm Log
 - (Shadows can log on their ICS-214)

Improved Procedure: Message Numbers

Origin, Destination

Message Numbers on an ICS-213 Message Form

Example: Shelter A1 sends to Xanadu EOC

- **Origin Station:** assigns origin number; sends message

MESSAGE FORM ▶ Use Ballpoint Pen—Press Hard; Print Clearly (See back for instructions)	When Receiving ² Msg.: Sender's msg. #	Msg. #	When Sending Msg. ³ Receiver's msg. #
		SA1-1001	

- **Destination Station:** receives message; adds destination number

MESSAGE FORM ▶ Use Ballpoint Pen—Press Hard; Print Clearly (See back for instructions)	When Receiving ² Msg.: Sender's msg. #	Msg. #	When Sending Msg. ³ Receiver's msg. #
	SA1-1001	XND-4321	

- **Origin Station:** Updates message with destination number

MESSAGE FORM ▶ Use Ballpoint Pen—Press Hard; Print Clearly (See back for instructions)	When Receiving ² Msg.: Sender's msg. #	Msg. #	When Sending Msg. ³ Receiver's msg. #
		SA1-1001	XND-4321

Only Two Message Numbers

- We use only TWO message numbers
 - Origin Message Number: Assigned by the origin station
 - Destination Message Number: Assigned by the destination station
- But our forms have three fields for message numbers
 - ICS-213 had them; we copied the same thing to other forms
- And “Sender” and “Receiver” are ambiguous when a relay is used
- After years of training, people are still confused
- So ... new forms will have only two message number fields

New Forms Will Have Two Message Number Fields

Example: Shelter A1 sends to Xanadu EOC

- **Origin Station:** assigns origin number; sends message

Radio Operator Only:	¹ Origin Msg #: SA1-1001	Destination Msg #:
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- **Destination Station:** receives message; adds destination number

Radio Operator Only:	¹ Origin Msg #: SA1-1001	Destination Msg #: XND-4321
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- **Origin Station:** updates message with destination number

Radio Operator Only:	¹ Origin Msg #: SA1-1001	Destination Msg #: XND-4321
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What About Relays?

- Relay stations will use the same origin, destination message numbers
- Only additional information needed is relay-from/to call signs
 - Relay-from, Relay-To fields added to bottom of new forms
- Relay process is simple, but is not part of this presentation

Will the ICS-213 Message Form be Updated?

- Yes
- Later
- Unfortunately, there are many copies out there, including some 3-part forms
 - Most jurisdictions are not ordering new 3-part forms (too expensive and not really needed), but they may still have an existing investment
- We intend to prove out the new format, then work on an update to the ICS-213 in the future

Improved Procedure: Message Prioritization

What to send first, next

Message Prioritization

- ICS-213 has “Severity”, “Handling Order” and “Message Requests You To”
- So, long ago, we copied all of them to all PacFORMS

County of Santa Clara Emergency Operations Center
RESOURCE REQUEST FORM (EOC FORM 213RR)
JavaScript Version PR-4.6-2.9 for Amateur Radio Packet Transmission, 04/16/19 - PacRELEASE 4.6
(For the manual saving of the ASCII output, this form is best used with Microsoft Internet Explorer)

Items in RED *Italics* and marked with * are Required

A.) When Receiving, Sender's Msg. No.

B.) Message Number

C.) When Sending, Receiver's Msg. No.

☐ Unlock msg. nos. A.) & C.)

D.) Situation Severity (Select One)
☐ EMERGENCY (e.g., Life Threat)
☐ URGENT (e.g., Property Threat)
☐ OTHER (All Others)

E.) Msg. Handling Order (Select One)
☐ IMMEDIATE (As Soon as Possible)
☐ PRIORITY (Less Than One Hour)
☐ ROUTINE (More Than One Hour)

F.) Message Requests You to:
REPLY (Check one)
☐ Yes, by ☐ No

- But “Severity” and “Message Requests” don’t appear on or apply to other forms
 - We don’t need them to prioritize message traffic
- Going forward, they will be removed from PDFs and packet forms

Message Prioritization (2)

- Sending priority will be based on handling order, date, time
 - Matches how we announce messages
 - We say: I have <Quantity> <HandlingOrder> message
 - Example: I have one Priority message

- ICS-213 Prioritization:

Date: MM/DD/YY ¹ Time: (24 hour clock) 06:00 2:00 PM = (12+2) = 1400 Hrs	Situation Severity (✓one)⁴ <input type="checkbox"/> EMERGENCY (e.g., Life Threat) <input type="checkbox"/> URGENT (e.g., Property Threat) <input type="checkbox"/> OTHER (All others)	Msg. Handling Order (✓one)⁵ <input type="checkbox"/> IMMEDIATE (As Soon as Possible) <input checked="" type="checkbox"/> PRIORITY (Less Than One Hour) <input type="checkbox"/> ROUTINE (More Than One Hour)	Message Requests You To:⁶ TAKE ACTION (✓one) <input type="checkbox"/> Yes <input type="checkbox"/> No REPLY (✓one) <input type="checkbox"/> Yes, by _____ <input type="checkbox"/> No <input type="checkbox"/> FOR YOUR INFO. (no action required)
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- All Other (including new forms):

² Date: 2	³ Time (24hr): 3	⁴ Handling: 1 <input type="radio"/> Immediate (ASAP) <input type="radio"/> Priority (<1 hr) <input type="radio"/> Routine (<2 hr)
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New Procedure: Message TO Address

Where does it go?

What TO Address is Best?

- The author of a 3rd party message may not know TO address
 - They usually enter their data into online
 - The “system” handles it from there
- Radio operators may not know either
- New:
 - We consulted served agencies for recommendations
 - Compiled into a cheat sheet for the operator’s go kit
 - Radio Operators will now be able to offer guidance

SCCo ARES/RACES Recommended Form Routing			
Usage: <ul style="list-style-type: none">• This cheat sheet summarizes the recommended Handling, To Location, and To ICS Position when sending official forms via amateur radio.• But the message author can select whatever Handling Order, To Location and ICS Position they need 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	If "Severity" is: Emergency	Then "Handling" is: Immediate (ASAP)	Author defined
	Urgent	Priority (<1 hr)	
	Other	Routine (<2 hrs)	
EOC-213RR Resource Request	If "Priority" is: Now	Then "Handling" is: Immediate (ASAP)	County EOC
	High (0-4 hrs)	Immediate (ASAP)	
	Medium (5-12 hrs)	Priority (<1 hr)	
	Low (12+ hrs)	Routine (<2 hrs)	
OA Municipal Status	Immediate (ASAP)	County EOC	Situation Analysis Unit Else: Planning Section
OA Shelter Status	Priority (<1 hr)	For city-managed: City EOC For county-managed: County EOC	Mass Care & Shelter Unit Else: Care and Shelter Branch Else: Operations Section

NEW TOOLS

New: Recommended Routing Info

Help for completing the “Handling” and “To” fields

Recommended Routing Cheat Sheet

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.
- But the message author can select whatever Handling Order, To Location and ICS Position they need 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	If "Severity" is: Emergency	Author defined	Author defined
	Urgent		
	Other		
EOC-213RR Resource Request	If "Priority" is: Now	County EOC	Planning Section
	High (0-4 hrs)		
	Medium (5-12 hrs)		
	Low (12+ hrs)		
OA Municipal Status	Immediate (ASAP)	County EOC	Situation Analysis Unit Else: Planning Section
OA Shelter Status	Priority (<1 hr)	For city-managed: City EOC For county-managed: County EOC	Mass Care & Shelter Unit Else: Care and Shelter Branch Else: Operations Section

- Covers all standard forms
 - General EOC
 - Hospital
 - Allied Health
 - RACES
- As recommended by agencies
- Radio operator can coach
 - Have an extra copy to share
- Message author decides
 - Faster/slower handling
 - To different location/position

Recommended Routing Cheat Sheet (2)

- For some forms, Handling and/or Location is conditional
- ICS Unit > Branch > Section are identified to cover different staffing levels

Form Type	Handling	To Location	To ICS Position
General EOC			
ICS-213 Message Form	If "Severity" is:	Then "Handling" is:	Author defined
	Emergency	Immediate (ASAP)	
	Urgent	Priority (<1 hr)	
	Other	Routine (<2 hrs)	
EOC-213RR Resource Request	If "Priority" is:	Then "Handling" is:	County EOC
	Now	Immediate (ASAP)	
	High (0-4 hrs)	Immediate (ASAP)	
	Medium (5-12 hrs)	Priority (<1 hr)	
	Low (12+ hrs)	Routine (<2 hrs)	Planning Section
OA Municipal Status	Immediate (ASAP)	County EOC	Situation Analysis Unit Else: Planning Section
OA Shelter Status	Priority (<1 hr)	For city-managed: City EOC For county-managed: County EOC	Mass Care & Shelter Unit Else: Care and Shelter Branch Else: Operations Section


















Recommended Routing Cheat Sheet (3)

- Page 2 covers Medical and RACES forms

Form Type	Handling	To Location	To ICS Position
Medical			
HAvBed Report	Immediate (ASAP)	If open: MHJOC Else: County EOC	EMS Unit Else: Medical - Health Branch Else: Operations Section
Medical Facility Report	Immediate (ASAP)	If open: MHJOC Else: County EOC	EMS Unit Else: Medical - Health Branch Else: Operations Section
Medical Resource Request	If "Priority" is:	If open: MHJOC Else: County EOC	EMS Unit Else: Medical - Health Branch Else: Operations Section
	Now		
	High (0-4 hrs)		
	Medium (5-12 hrs)		
	Low (12+ hrs)	Routine (<2 hrs)	
Allied Health Facility Status	Routine (<2 hrs)	If open: MHJOC Else: County EOC	EMS Unit -or- Public Health Unit Else: Medical - Health Branch Else: Operations Section
RACES			
RACES Mutual Aid Request	Routine (<2 hrs)	County EOC	RACES Chief Radio Officer Else: RACES Unit Else: Operations Section

Recommended Routing Cheat Sheet (4)

- Available Now
 - www.scc-ares-races.org > Operations > Go Kit Forms
- Recommended: 2 copies
 - One for you
 - One you can “loan” to 3rd parties

Santa Clara County ARES®/RACES			
Home Operations Data Training & Events Reference FAQ			
Go Kit Forms			
Standard Go Kit Forms			
All ARES/RACES radio operators should have the recommended quantities of these forms in their Go Kits at all times.			
All Go Kit Forms (ZIP, 2.2 MB)			
PDF	Word	Qty	Form Name
		2	Recommended Form Routing Cheat Sheet
		5	ICS 205 SCCo RACES Communications Plan [Rev: 09-Jul-2018]
		5	ICS 211A SCCo RACES Check In List - Communications
		10	ICS 213 SCCo Message Form [28-Jun-2007 version]
		5	ICS 214 SCCo ARES/RACES Unit Activity Log [Rev. 25-Sep-2009]
		5	ICS 309 SCCo ARES/RACES Communications Log [Rev. 18-Dec-2014]
		5	ICS 314 Windshield Assessment Survey
		5	SCCo EOC-213RR Resource Request (form with Guide) v2017-06
		5	SCCo OA Municipal Status
		5	SCCo OA Shelter Status


New: Radio Routing Slip

Radio Routing Slip

- Purpose
- When to use
- Contents
- Usage: step-by-step

Purpose

- Some forms do not have the fields we need to route a message via radio
 - EOC-213RR Resource Request
 - Hospital
 - Online (WebEOC/EMResource)
 - Agency specific ...
- Need additional info for radio handling
- But
 - What info?
 - Where to write it?

 <div> County of Santa Clara Emergency Operations Center (EOC) Resource Request Form 213RR </div>				
COMPLETED BY REQUESTOR				
1. Incident Name		2. Date Initiated	3. Time Initiated	4. Tracking Number <i>(Completed by OA EOC)</i>
5. Requested By <i>(name, agency, position, email, phone)</i>		How to use the EOC Form 213RR Purpose 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.) When to use 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. Prepared by Any EOC position or agency requesting resources from the OA Approved by Section Chief of the requesting EOC or Supervising Official at requesting agency Routed to Planning Section → Logistics Section → Finance/Admin Section → EOC Director → Logistics Section Filed with Logistics Section Resource Tracking Unit / Planning Section Documentation Unit User Notes The Form 213RR is a two-sided form. Side one is completed by the requestor. Side two is completed by the OA EOC. Please check that both sides are available.		
6. Prepared by <i>(name, position, email, phone)</i>		Signature: _____		
7. Approved by <i>(name, position, email, phone)</i>				
REQUESTED RESOURCE DETAILS				
Requesting Agency / EOC Section	8. Qty/Unit	9. Resource Description <i>(kind/type, if applicable)</i>	10. Arrival <i>(date/time)</i>	11. Priority Now <input type="radio"/> High <input type="radio"/> <i>(0-4 hours)</i> Medium <input type="radio"/> <i>(5-12 hours)</i> Low <input type="radio"/> <i>(12+ hours)</i>
	13. Deliver to <i>(name, agency, position, email, phone)</i>		14. Location <i>(address or lat./long., site type)</i>	
	15. Substitute/Suggested Sources <i>(name, phone, website)</i>			
	16. Supplemental Requirements <i>(include details in #17)</i>		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 _____		

Purpose (2)

- The radio routing slip is like an envelope or fax cover sheet
- It provides the message handler with the “envelope” or “cover sheet” information needed to deliver the message
 - Tracking info: number, other carrier-specific info
 - Handling: Priority
 - “TO” and “FROM” address
- Information is placed in a consistent location for quick viewing

Santa Clara County RACES -- Radio Routing Slip				Rev: 190422
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: <input type="radio"/> Immediate (ASAP) <input type="radio"/> Priority (<1 hr) <input type="radio"/> Routine (<2 hr)	
T O	⁵ ICS Position:		F R O M	⁹ ICS Position:
	⁶ Location:			¹⁰ Location:
	⁷ Name:			¹¹ Name:
	⁸ Contact Info:			¹² Contact Info:
¹³ Form Type/Main Topic:				
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 From:		Relay To:		
Name:		Call Sign:	Date:	Time (24hr):
SCCo ARES/RACES Radio Routing Slip				
Page 1 of 2				

- Use when sending or receiving a form that does not contain radio routing info
- Attach to the front of the form being sent/received
- It is NOT a substitute for the ICS-213
 - The Radio Routing Slip is not a message form
 - If you are sending a written general message, use an ICS-213
- Do NOT write a message on the routing slip
 - The Radio Routing Slip is not a message form
 - If you are sending a written general message, use an ICS-213

SCCo ARES/RACES Radio Routing Slip

Routing Slip Contents

- Origin:
 - The message number of the original sending station
- Destination:
 - The message number of the final destination station
- Notes:
 - These numbers do not change, regardless of how many relay hops may be needed to get the message from the Origin to the Destination
- Important!
 - The ORIGIN message number will also be written on the top-right of the associated form to aid with keeping the two sheets together

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- Date:
 - The date the message was created
- Time:
 - The time the message was created
- Handling Order
 - Immediate (ASAP)
 - Priority (<1 hr)
 - Routine (<2 hrs)

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- ICS Position
 - Required. Typically a Unit, Branch or Section
- Location
 - Required. Typically an EOC, DOC, hospital, shelter, school, command post, etc.
- Name
 - Optional. Only needed if the message is for a specific individual.
- Contact Info
 - Optional. Phone number, frequency, or other information that may be helpful for contacting the individual.

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- Helps in case routing slip becomes separated from its associated form
- Examples:
 - “213RR / Barricades”
 - “Municipal Status / San Jose”
- Note:
 - The ORIGIN message number will also be written on the top-right of the associated form to aid with keeping the two sheets together

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- 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

- 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

Santa Clara County RACES -- Radio Routing Slip			Rev: 190422
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: <input type="radio"/> Immediate (ASAP) <input type="radio"/> Priority (<1 hr) <input type="radio"/> Routine (<2 hr)	
T O	5 ICS Position:			F R O M	9 ICS Position:
	6 Location:				10 Location:
	7 Name:				11 Name:
	8 Contact Info:				12 Contact Info:
13 Form Type/Main Topic:					

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 From:		Relay To:	
Name:	Call Sign:	Date:	Time (24hr):

- Relay From/To
 - Call signs of relay stations
 - Relay procedure will be covered separately
- Operator Information
 - Name
 - Call Sign
 - Date & Time (when the message was sent)

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Instructions on Back

- Instructions for Message Authors
- Instructions for Radio Operators

Radio Routing Slip

Purpose: The SCCo RACES Radio Routing Slip is used to add the necessary radio handling information to an existing form that does not already have these fields.

Instructions for Authors/Creators of Messages:

Field	Instructions
Date	<u>Required</u> . Enter the date created.
Time	<u>Required</u> . Enter the time created. Use 24-hour time.
Handling	<u>Required</u> . Select one. Messages are sent in priority order and as soon as possible. Indicated times are approximate maximum wait times if radio net is busy.
TO / FROM	
ICS Position	<u>Required</u> . Enter the ICS position name.
Location	<u>Required</u> . Enter the location (such as name of EOC, hospital, base, command post, shelter, ...).
Name	Optional. Enter only if the message is to a specific individual.
Contact Info	Optional. Enter a phone number, frequency or other info that may help reach the sender/recipient.
Form Type/Topic	<u>Required</u> . Enter the type of the attached form and, if appropriate, the main topic/subject of the form. This will aid in matching the associated form if this routing slip becomes separated. Examples: "213RR / Barricades" or "Municipal Status / San Jose"

Instructions for Radio Operators:

Important: Write your local message number on the form in case it becomes separated from this routing slip. Fields are numbered in the order they should be sent over the air.

Field	Instructions
Origin Msg #	<u>Required</u> . Enter the message number of the original sending station.
Destination Msg #	<u>Required</u> . Enter the message number of the ultimate destination station.
Relay From	When relaying: Enter the call sign of the station that relayed the message to you
Relay To	When relaying: Enter the call sign of the station that you relayed the message to
Name	<u>Required</u> . Enter the first initial and last name of the radio operator that handled the message.
Call Sign	<u>Required</u> . Enter the call sign of the radio operator that handled the message.
Date	<u>Required</u> . Enter the date the message was sent/received.
Time	<u>Required</u> . Enter the time the message was sent/received. Use 24-hour time.

Routing Slip Usage

Sending a Form With and Without Routing Slip

Step	Form <u>With</u> Routing Info Fields (such as ICS-213)	Form <u>Without</u> Routing Info Fields
1	3 rd Party hands you a form to send (Ex: ICS-213 already contains radio routing fields)	<ul style="list-style-type: none">Form does not contain radio routing fieldsHand author a routing slip; provide help to complete<ul style="list-style-type: none">Use Recommended Routing Cheat Sheet
2	Assign ORIGIN Message Number	Same
3	Write ORIGIN Msg Nbr in proper field of form	<ul style="list-style-type: none">Write ORIGIN Msg Nbr proper field of Routing SlipWrite ORIGIN Msg Nbr on top right of formAttach routing slip to front of form
4	Place in outgoing message queue	Same

Sending a Form With and Without Routing Slip (2)

Step	Form <u>With</u> Routing Info Fields (such as ICS-213)	Form <u>Without</u> Routing Info Fields
5	On initial contact, say quantity and handling order Ex: "I have one priority message"	Same
6	On go ahead, say form type Ex: "Form Type is ICS-213 Message Form"	Same Ex: "Form Type is EOC-213RR Resource Request"
7	Send Message Form (includes radio routing fields)	<ul style="list-style-type: none">• Send Routing Slip info• Send Form contents
8	When received, write DESTINATION Msg Nbr in proper field of form	When received, write DESTINATION Msg Nbr in proper field of Routing Slip
9	Fill in operator info: Name, call sign, date/time sent	Same

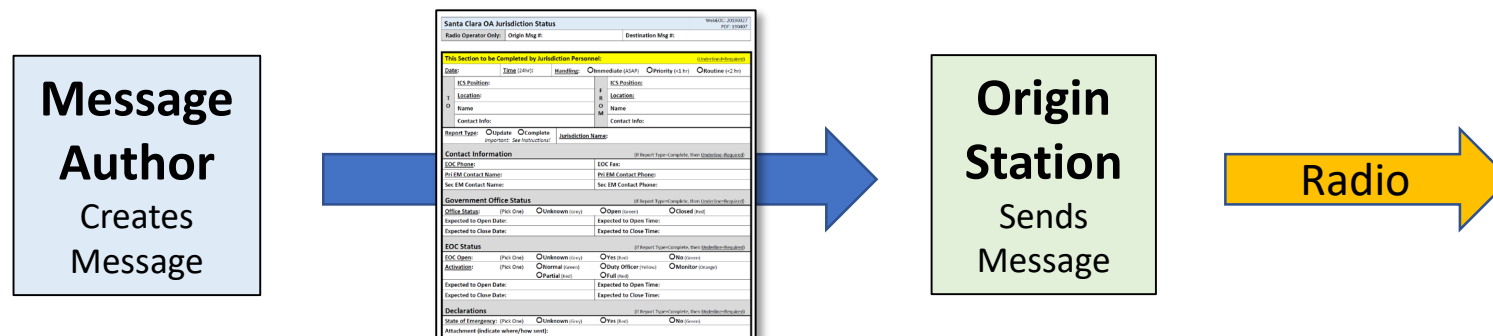
Receiving a Form With and Without Routing Slip

Step	Form <u>With</u> Routing Info Fields (such as ICS-213)	Form <u>Without</u> Routing Info Fields
1	When sender says message type: <ul style="list-style-type: none"> Grab blank form 	When sender says message type: <ul style="list-style-type: none"> Grab blank form Grab blank Routing Slip
2	Receive form (includes radio routing fields)	<ul style="list-style-type: none"> Receive Routing Slip info Receive Form contents
3	Assign DESTINATION Message Number	Same
4	Write DESTINATION Msg Nbr in proper field of form	Write DESTINATION Msg Nbr in proper field of Routing Slip
5	Tell sender your DESTINATION Msg Nbr	Same
6	Fill in operator info: Name, call sign, date/time sent	Same
7		<ul style="list-style-type: none"> Write <u>ORIGIN</u> Msg Nbr on top right of form Attach routing slip to front of form
8	Deliver to recipient	Same

New: PDF Forms

New PDF Forms

- If online systems are down/unreachable, need manual process
- Where paper/PDF forms exist, we use them as-is
 - Add Radio Routing Slip if necessary
- Some online forms don't have a paper/PDF version
 - Example: Most WebEOC/EMResource forms
- Where paper/PDF forms don't exist, we created them



New PDF Forms (2)

Santa Clara OA Jurisdiction Status		WebEOC: 20190327 PDF: 190407	
Radio Operator Only:	Origin Msg #:	Destination Msg #:	
This Section to be Completed by Jurisdiction Personnel: (Underlined=Required)			
Date:	Time (24hr):	Handling: <input type="radio"/> Immediate (ASAP) <input type="radio"/> Priority (<1 hr) <input type="radio"/> Routine (<2 hr)	
T O	ICS Position:	F R O M	ICS Position:
	Location:		Location:
	Name		Name
	Contact Info:		Contact Info:
Report Type: <input type="radio"/> Update <input type="radio"/> Complete <i>Important: See Instructions!</i>		Jurisdiction Name:	
Contact Information (If Report Type=Complete, then Underline=Required)			
EOC Phone:		EOC Fax:	
Pri EM Contact Name:		Pri EM Contact Phone:	
Sec EM Contact Name:		Sec EM Contact Phone:	
Government Office Status (If Report Type=Complete, then Underline=Required)			
Office Status: (Pick One) <input type="radio"/> Unknown (Grey) <input type="radio"/> Open (Green) <input type="radio"/> Closed (Red)			
Expected to Open Date:		Expected to Open Time:	
Expected to Close Date:		Expected to Close Time:	
EOC Status (If Report Type=Complete, then Underline=Required)			
EOC Open: (Pick One) <input type="radio"/> Unknown (Grey) <input type="radio"/> Yes (Red) <input type="radio"/> No (Green)			
Activation: (Pick One) <input type="radio"/> Normal (Green) <input type="radio"/> Duty Officer (Yellow) <input type="radio"/> Monitor (Orange)			
<input type="radio"/> Partial (Red)		<input type="radio"/> Full (Red)	
Expected to Open Date:		Expected to Open Time:	

- Includes radio routing fields
 - Since we're making the form, we included it
 - Same layout as Radio Routing Slip
 - Fewer forms will need a Radio Routing Slip
- Instructions on last page
- Rolling out with new packet installer
 - Not compatible with current PacFORMS
- Available now on web site
 - www.scc-ares-races.org > Operations > Forms > Go Kit

PDF Forms

- Existing Agency Paper/PDF Forms

- ICS-213 Message
- EOC-213RR Resource Request
- Medical Resource Request
- Allied Health Facility Status

****Requires Radio Routing Slip**

- New Paper/PDF Forms

- OA Municipal Status
- OA Shelter Status
- HAvBed Report
- Medical Facility Status
- RACES Mutual Aid Request

Go Kit Forms

- www.scc-ares-races.org > Operations > Go Kit Forms
- Usable Now
 - New: Recommended Form Routing Cheat Sheet
- Pre-release
 - Radio Routing Slip
 - New OA Municipal Status
 - New OA Shelter Status
- Links to hospital forms
 - Existing & pre-release

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Go Kit Forms

Standard Go Kit Forms

All ARES/RACES radio operators should have the recommended quantities of these forms in their Go Kits at all times.

All Go Kit Forms (ZIP, 2.2 MB)			
PDF	Word	Qty	Form Name
		2	Recommended Form Routing Cheat Sheet
		5	ICS 205 SCCo RACES Communications Plan [Rev: 09-Jul-2018]
		5	ICS 211A SCCo RACES Check In List - Communications
		10	ICS 213 SCCo Message Form [28-Jun-2007 version]
		5	ICS 214 SCCo ARES/RACES Unit Activity Log [Rev. 25-Sep-2009]
		5	ICS 309 SCCo ARES/RACES Communications Log [Rev. 18-Dec-2014]
		5	ICS 314 Windshield Assessment Survey
		5	SCCo EOC-213RR Resource Request (form with Guide) v2017-06
		5	SCCo OA Municipal Status
		5	SCCo OA Shelter Status

Additional Go Kit Forms for Specific Roles
(You must first be logged into the Activities database and have the appropriate role. Then click the links below.)

- [Medical/Health Forms for hospitals and allied health facilities](#)
- [Activation Forms for RACES leadership](#)

Pre-release Go Kit Forms

These forms are not yet official. They are in the final review stage. Once approved, they will either add to or replace existing forms in the above Go Kit list.

PDF	Word	Form Name
		Radio Routing Slip (new) [Rev. 22-Apr-2019]
		SCCo OA Municipal Status (will replace existing form above) [Rev. 07-Apr-2019]
		SCCo OA Shelter Status (will replace existing form above) [Rev.07-Apr-2019]

Additional Pre-Release Go Kit Forms for Specific Roles
(You must first be logged into the Activities database and have the appropriate role. Then click the links below.)

- [Medical/Health Forms for hospitals and allied health facilities](#)

New: Packet Functionality

Just a peak

For more detail, join us for tomorrow's webinar

New PackItForms

- Next generation of forms for packet radio transmission
 - Keith Amidon, KJ6PUO
 - John Kristian, W6JMK
- Consistent with
 - Agency forms + Radio Routing Slip
 - New PDF forms
- Includes same routing fields
 - Same position
 - Same required fields

County of Santa Clara
Emergency Operations Center (EOC)
Resource Request Form 213RR

COMPLETED BY REQUESTOR

1. Incident Name 2. Date Initiated 3. Time Initiated 4. Tracking Number (Completed by OA EOC)

5. Requested By (name, agency, position, email, phone)

6. Prepared by (name, position, email, phone)

7. Approved by (name, position, email, phone)

Signature:

User Notes: The Form 213RR is a two-sided form. Side one is completed by the requestor. Side two is completed by the OA EOC. Please check that both sides are available.

Santa Clara County RACES -- Radio Routing Slip Rev: 190408

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

This Section to be Completed by Message Sender: (Underlined=Required)

2 Date: 3 Time (24hr): 4 Handling: ☐ Immediate (ASAP) ☐ Priority (<1 hr) ☐ Routine (<2 hr)

5 ICS Position: 6 Location: 7 Name: 8 Contact Info:

9 ICS Position: 10 Location: 11 Name: 12 Contact Info:



Resource Request Form 213RR Version: 8/17 PIE: 1.3

Message Numbers: Origin: Destination:

Date: 04/08/2019 Time: hh:mm Handling: ☐ Immediate (ASAP) ☐ Priority (<1 hr) ☐ Routine (<2 hr)

ICS Position: Location: Name: Contact Info:

Incident Name 1

Requested by 5 name, agency, position, email, phone

Prepared by 6 name, position, email, phone

Approved By 7 name, position, email, phone

Updated Packet Subject Line Format

- Existing
 - Format: <MsgNbr>_<S>/<H>_<Subject>
 - Where: <S> = Severity (E, U, O); <H> = Handling Order (I, P, R)
 - Example: **XRL-420P_U/P_Barricades**
- New Format (removes Severity)
 - Format: <MsgNbr>_<H>_<Subject>
 - Where: <H> = Handling Order (I, P, R)
 - Example: **XRL-420P_P_Barricades**
- Implemented in New PackItForms
- Legacy PacFORMS will continue to use old format for backward compatibility

Roll Out Schedule

Roll Out

- Lots of moving parts, interdependencies!
 - Tools
 - Routing Slip
 - New PDF Forms
 - New PackItForms
 - Backward compatibility with existing PacFORMS and PDFs
 - Message Handling class content
- Sequence of roll-out is important

Schedule

Date	Item
Now	<ul style="list-style-type: none">• www.scc-ares-races.org > Operations > Forms > Go Kit<ul style="list-style-type: none">• Recommended Form Routing Cheat Sheet• Pre-release: Radio Routing Slip, New PDF Forms
May	<ul style="list-style-type: none">• May 1: Webinar: Introduction to Pre-Release Packet Installer• May 4: Message Handling Class (May 4th)<ul style="list-style-type: none">• Recommended Form Routing Cheat Sheet• Radio Routing Slip• Pre-Release of New Packet Installer<ul style="list-style-type: none">• New PackItForms, New PDF Forms• Webinar: In-depth review of new PDF and PackItForms
June	<ul style="list-style-type: none">• General Release of New Packet Installer<ul style="list-style-type: none">• New PackItForms• New PDFs can be displayed from PackItForm• Begin use of Radio Routing Slip• Begin use of New PDF Forms

Action Items

- Attend tomorrow's webinar: Pre-release packet installer
 - Even if you don't use packet! Know what capabilities exist.
- Start using Recommended Form Routing Cheat Sheet now
 - www.scc-ares-races.org > Operations > Forms > Go Kit
- Review new pre-release PDF Forms
 - www.scc-ares-races.org > Operations > Forms > Go Kit > Pre-release
 - New Radio Routing Slip
 - New: OA Municipal Status, OA Shelter Status, Medical/Health
- Stay tuned for announcements to start using new procedures
 - Early June

Thank You

- Slides and recording will be posted to our website by tomorrow morning
 - www.scc-ares-races.org > Training > Webinars
- Be sure to attend tomorrow's webinar "Intro to Pre-Release Packet Installer"
 - Starts at 07:00 PM