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

- **Message Author** Creates Message
- **Origin Station** Sends Message
- **Radio**
- **Destination Station** Receives Message
- **Message Recipient** Consumes Message

Sending Station → Receiving Station

- **Message Author** Creates Message
- **Origin Station** Sends Message
- **Relay Station(s)** Rcvs/Sends Message
- **Destination Station** Receives Message
- **Message Recipient** Consumes Message

Sending Station → Receiving Station
What is Radio Routing Info?

• 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

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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.
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

<table>
<thead>
<tr>
<th>MESSAGE FORM</th>
<th>When Receiving ²</th>
<th>Msg. #</th>
<th>When Sending Msg. ³</th>
</tr>
</thead>
<tbody>
<tr>
<td>Use Ballpoint Pen—Press Hard; Print Clearly (See back for instructions)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SA1-1001</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>MESSAGE FORM</th>
<th>When Receiving ²</th>
<th>Msg. #</th>
<th>When Sending Msg. ³</th>
</tr>
</thead>
<tbody>
<tr>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SA1-1001</td>
<td>XND-4321</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>MESSAGE FORM</th>
<th>When Receiving ²</th>
<th>Msg. #</th>
<th>When Sending Msg. ³</th>
</tr>
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<tbody>
<tr>
<td>Use Ballpoint Pen—Press Hard; Print Clearly (See back for instructions)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SA1-1001</td>
<td>XND-4321</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

(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

<table>
<thead>
<tr>
<th>Radio Operator Only:</th>
<th>1 Origin Msg #:</th>
<th>Destination Msg #:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>SA1-1001</td>
<td></td>
</tr>
</tbody>
</table>

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

<table>
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</thead>
<tbody>
<tr>
<td></td>
<td>SA1-1001</td>
<td>XND-4321</td>
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</tbody>
</table>

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

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<th>Radio Operator Only:</th>
<th>1 Origin Msg #:</th>
<th>Destination Msg #:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>SA1-1001</td>
<td>XND-4321</td>
</tr>
</tbody>
</table>
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

- 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:

• All Other (including new forms):

<table>
<thead>
<tr>
<th>Date: 2</th>
<th>Time (24hr): 3</th>
<th>Handling: 1</th>
<th>Immediate (ASAP)</th>
<th>Priority (&lt;1 hr)</th>
<th>Routine (&lt;2 hr)</th>
<th>Situation Severity (1 item)</th>
<th>Message Requests You To:</th>
<th>Handling Order (1 item)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Emergency (e.g. Life Threat)</td>
<td>TAKE ACTION (1 item)</td>
<td>Immediate (As Soon As Possible)</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Urgent (e.g. Property Threat)</td>
<td></td>
<td>Priority (Less Than One Hour)</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Other (All others)</td>
<td></td>
<td>Routine (More Than One Hour)</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
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
NEW TOOLS
New: Recommended Routing Info

Help for completing the “Handling” and “To” fields
Recommended Routing Cheat Sheet

- 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

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**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.

<table>
<thead>
<tr>
<th>Form Type</th>
<th>Handling</th>
<th>To Location</th>
<th>To ICS Position</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>General EOC</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ICS-213 Message Form</td>
<td>If “Severity” is:</td>
<td>Immediate (ASAP)</td>
<td>Author defined</td>
</tr>
<tr>
<td></td>
<td>Emergency</td>
<td>Author defined</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Urgent</td>
<td>Author defined</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Priority (&lt;1 hr)</td>
<td>Author defined</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Routine (&gt;1 hr)</td>
<td>Author defined</td>
<td></td>
</tr>
<tr>
<td>EOC-113RR Resource Request</td>
<td>If “Priority” is:</td>
<td>Immediate (ASAP)</td>
<td>Planning Section</td>
</tr>
<tr>
<td></td>
<td>Now</td>
<td>Immediate (ASAP)</td>
<td>Planning Section</td>
</tr>
<tr>
<td></td>
<td>High (0-4 hrs)</td>
<td>Immediate (ASAP)</td>
<td>Planning Section</td>
</tr>
<tr>
<td></td>
<td>Medium (5-12 hrs)</td>
<td>Priority (&lt;1 hr)</td>
<td>Planning Section</td>
</tr>
<tr>
<td></td>
<td>Low (12+ hrs)</td>
<td>Routine (&gt;2 hrs)</td>
<td>Planning Section</td>
</tr>
<tr>
<td>OA Municipal Status</td>
<td>Immediate (ASAP)</td>
<td>County EOC</td>
<td>Situation Analysis Unit</td>
</tr>
<tr>
<td></td>
<td>County EOC</td>
<td>Else: Planning Section</td>
<td></td>
</tr>
<tr>
<td>OA Shelter Status</td>
<td>Priority (&lt;1 hr)</td>
<td>County EOC</td>
<td>Mass Care &amp; Shelter Unit</td>
</tr>
<tr>
<td></td>
<td>For city-managed:</td>
<td>Else: Operations Section</td>
<td></td>
</tr>
<tr>
<td></td>
<td>City EOC</td>
<td>Else: Operations Section</td>
<td></td>
</tr>
<tr>
<td></td>
<td>For county-managed</td>
<td>Else: Operations Section</td>
<td></td>
</tr>
<tr>
<td></td>
<td>County EOC</td>
<td>Else: Operations Section</td>
<td></td>
</tr>
</tbody>
</table>

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Revised: 100426  
Page 1 of 2

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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

<table>
<thead>
<tr>
<th>Form Type</th>
<th>Handling</th>
<th>To Location</th>
<th>To ICS Position</th>
</tr>
</thead>
<tbody>
<tr>
<td>General EOC</td>
<td></td>
<td>Author defined</td>
<td>Author defined</td>
</tr>
<tr>
<td>ICS-213 Message Form</td>
<td>If “Severity” is:</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Emergency: Immediate (ASAP)</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Urgent: Priority (&lt;1 hr)</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Other: Routine (&lt;2 hrs)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>EOC-213RR Resource Request</td>
<td>If “Priority” is:</td>
<td>County EOC</td>
<td>Planning Section</td>
</tr>
<tr>
<td></td>
<td>Now: Immediate (ASAP)</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>High (0-4 hrs): Immediate (ASAP)</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Medium (5-12 hrs): Priority (&lt;1 hr)</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Low (12+ hrs): Routine (&lt;2 hrs)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>OA Municipal Status</td>
<td>Immediate (ASAP)</td>
<td>County EOC</td>
<td>Situation Analysis Unit</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Else: Planning Section</td>
</tr>
<tr>
<td>OA Shelter Status</td>
<td>Priority (&lt;1 hr)</td>
<td></td>
<td>Mass Care &amp; Shelter Unit</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Else: Care and Shelter Branch</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Else: Operations Section</td>
</tr>
</tbody>
</table>

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Recommended Routing Cheat Sheet (3)

- Page 2 covers Medical and RACES forms

<table>
<thead>
<tr>
<th>Form Type</th>
<th>Handling</th>
<th>To Location</th>
<th>To ICS Position</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medical</td>
<td></td>
<td>If open: MHJOC Else: County EOC</td>
<td>EMS Unit Else: Medical - Health Branch Else: Operations Section</td>
</tr>
<tr>
<td>HAVBed Report</td>
<td>Immediate (ASAP)</td>
<td>If open: MHJOC Else: County EOC</td>
<td>EMS Unit Else: Medical - Health Branch Else: Operations Section</td>
</tr>
<tr>
<td>Medical Facility Report</td>
<td>Immediate (ASAP)</td>
<td>If open: MHJOC Else: County EOC</td>
<td>EMS Unit Else: Medical - Health Branch Else: Operations Section</td>
</tr>
<tr>
<td>Medical Resource Request</td>
<td>If “Priority” is:</td>
<td>If open: MHJOC Else: County EOC</td>
<td>EMS Unit Else: Medical - Health Branch Else: Operations Section</td>
</tr>
<tr>
<td></td>
<td>Now</td>
<td>Immediate (ASAP)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>High (0-4 hrs)</td>
<td>Immediate (ASAP)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Medium (5-12 hrs)</td>
<td>Priority (&lt;1 hr)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Low (12+ hrs)</td>
<td>Routine (&lt;2 hrs)</td>
<td></td>
</tr>
<tr>
<td>Allied Health Facility Status</td>
<td>Routine (&lt;2 hrs)</td>
<td>If open: MHJOC Else: County EOC</td>
<td>EMS Unit -or- Public Health Unit Else: Medical - Health Branch Else: Operations Section</td>
</tr>
<tr>
<td>RACES</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>RACES Mutual Aid Request</td>
<td>Routine (&lt;2 hrs)</td>
<td>County EOC</td>
<td>RACES Chief Radio Officer Else: RACES Unit Else: Operations Section</td>
</tr>
</tbody>
</table>

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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
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)
- Need additional info for radio handling
  - What info?
  - Where to write it?
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
When To Use

• 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
Routing Slip Contents
Message Numbers

• **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
Date / Time / Handling

• Date:
  • The date the message was created

• Time:
  • The time the message was created

• Handling Order
  • Immediate (ASAP)
  • Priority (<1 hr)
  • Routine (<2 hrs)
TO and FROM

• 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.
Form Type/Main Topic

• 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
**Message Author Instructions**

- 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

---

<table>
<thead>
<tr>
<th>Santa Clara County RACES -- Radio Routing Slip</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Radio Operator Only:</strong></td>
</tr>
<tr>
<td><strong>Origin Msg #:</strong></td>
</tr>
<tr>
<td><strong>Destination Msg #:</strong></td>
</tr>
<tr>
<td><strong>This Section to be Completed by Message Author/Creator:</strong></td>
</tr>
<tr>
<td><strong>Date:</strong></td>
</tr>
<tr>
<td><strong>Time:</strong></td>
</tr>
<tr>
<td><strong>Handling:</strong></td>
</tr>
<tr>
<td><em>Immediate (AISF)</em></td>
</tr>
<tr>
<td><em>Priority (&lt;1 hr)</em></td>
</tr>
<tr>
<td><em>Routine (&lt;2 hr)</em></td>
</tr>
<tr>
<td><strong>To:</strong></td>
</tr>
<tr>
<td><strong>From:</strong></td>
</tr>
<tr>
<td><strong>Name:</strong></td>
</tr>
<tr>
<td><strong>Location:</strong></td>
</tr>
<tr>
<td><strong>Contact Info:</strong></td>
</tr>
</tbody>
</table>

**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

---

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Operator Details

• 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)
Instructions on Back

- Instructions for Message Authors
- Instructions for Radio Operators
Routing Slip Usage
**Sending a Form With and Without Routing Slip**

<table>
<thead>
<tr>
<th>Step</th>
<th>Form With Routing Info Fields (such as ICS-213)</th>
<th>Form Without Routing Info Fields</th>
</tr>
</thead>
</table>
| 1    | 3rd Party hands you a form to send (Ex: ICS-213 already contains radio routing fields) | • Form does not contain radio routing fields  
• Hand author a routing slip; provide help to complete  
  • Use Recommended Routing Cheat Sheet |
| 2    | Assign ORIGIN Message Number | Same |
| 3    | Write ORIGIN Msg Nbr in proper field of form | • Write ORIGIN Msg Nbr proper field of Routing Slip  
• Write ORIGIN Msg Nbr on top right of form  
• Attach routing slip to front of form |
| 4    | Place in outgoing message queue | Same |
## Sending a Form With and Without Routing Slip (2)

<table>
<thead>
<tr>
<th>Step</th>
<th>Form With Routing Info Fields (such as ICS-213)</th>
<th>Form Without Routing Info Fields</th>
</tr>
</thead>
</table>
| 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) | Same  
      • 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

<table>
<thead>
<tr>
<th>Step</th>
<th>Form With Routing Info Fields (such as ICS-213)</th>
<th>Form Without Routing Info Fields</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>When sender says message type:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Grab blank form</td>
<td>When sender says message type:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Grab blank form</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Grab blank Routing Slip</td>
</tr>
<tr>
<td>2</td>
<td>Receive form</td>
<td>Receive Routing Slip info</td>
</tr>
<tr>
<td></td>
<td>(includes radio routing fields)</td>
<td>• Receive Form contents</td>
</tr>
<tr>
<td>3</td>
<td>Assign DESTINATION Message Number</td>
<td>Same</td>
</tr>
<tr>
<td>4</td>
<td>Write DESTINATION Msg Nbr in proper field of</td>
<td>Write DESTINATION Msg Nbr in</td>
</tr>
<tr>
<td></td>
<td>form</td>
<td>proper field of Routing Slip</td>
</tr>
<tr>
<td>5</td>
<td>Tell sender your DESTINATION Msg Nbr</td>
<td>Same</td>
</tr>
<tr>
<td>6</td>
<td>Fill in operator info: Name, call sign, date/time sent</td>
<td>Same</td>
</tr>
<tr>
<td>7</td>
<td></td>
<td>• Write ORIGIN Msg Nbr on top right of form</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Attach routing slip to front of form</td>
</tr>
<tr>
<td>8</td>
<td>Deliver to recipient</td>
<td>Same</td>
</tr>
</tbody>
</table>
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)

- 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](http://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

• New Paper/PDF Forms
  • OA Municipal Status
  • OA Shelter Status
  • HAvBed Report
  • Medical Facility Status
  • RACES Mutual Aid Request

**Requires Radio Routing Slip**
Go Kit Forms

- [www.scc-ares-races.org](http://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
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
Updated Packet Subject Line Format

• Existing
  • Format: \(<\text{MsgNbr}>_<S>/<_H>_<\text{Subject}>\)
    • Where: \(<S> = \text{Severity (E, U, O)}; <H> = \text{Handling Order (I, P, R)}\)
    • Example: \(XRL-420P_U/P_Barricades\)

• New Format (removes Severity)
  • Format: \(<\text{MsgNbr}>_<H>_<\text{Subject}>\)
    • Where: \(<H> = \text{Handling Order (I, P, R)}\)
    • 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
<table>
<thead>
<tr>
<th>Date</th>
<th>Item</th>
</tr>
</thead>
</table>
| Now  | • [www.scc-ares-races.org > Operations > Forms > Go Kit](#)  
  • Recommended Form Routing Cheat Sheet  
  • Pre-release: Radio Routing Slip, New PDF Forms |
| May  | • May 1: Webinar: Introduction to Pre-Release Packet Installer  
  • May 4: Message Handling Class (May 4ᵗʰ)  
    • Recommended Form Routing Cheat Sheet  
    • Radio Routing Slip  
    • Pre-Release of New Packet Installer  
      • New PackItForms, New PDF Forms  
      • Webinar: In-depth review of new PDF and PackItForms |
| June | • General Release of New Packet Installer  
  • 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