Mixed Message Passing

November 3, 2016
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Topics

- Types of messages
- Content of messages
- Decisions you'll need to make
- Preparing to send a message
- Sending a message
- What to do after sending a message

!!! BIG SCARY EARTHQUAKE !!!

1. Take care of yourself and your family
2. Check on your neighbors and help them as needed
3. Turn on your radio to Cupertino TAC 1
4. Check into the net
5. Do a PSA when requested
6. Receive an assignment — Garden Gate ARK

A little later…

You arrive at Garden Gate School and park.

What do you do next?

     Check out of the resource net

     Check into the message net

What kind of messages are these?

How do you send them?

What do you do next?

     Log this on your ICS 214 Unit Log

You walk over to the ARK…

- There are four CERTs, but the ARK is closed.
- One of the CERTs asks you to sign in.
- Another CERT explains that they don't know the combination to the lockbox that holds the ARK key. Can you get the combination, please?

Sure, you can do that.

You have some decisions to make

- To whom do you send the message?
- Will you send it by voice or packet?
- Should it be a formal, written message or a tactical message?

Message Sending Process
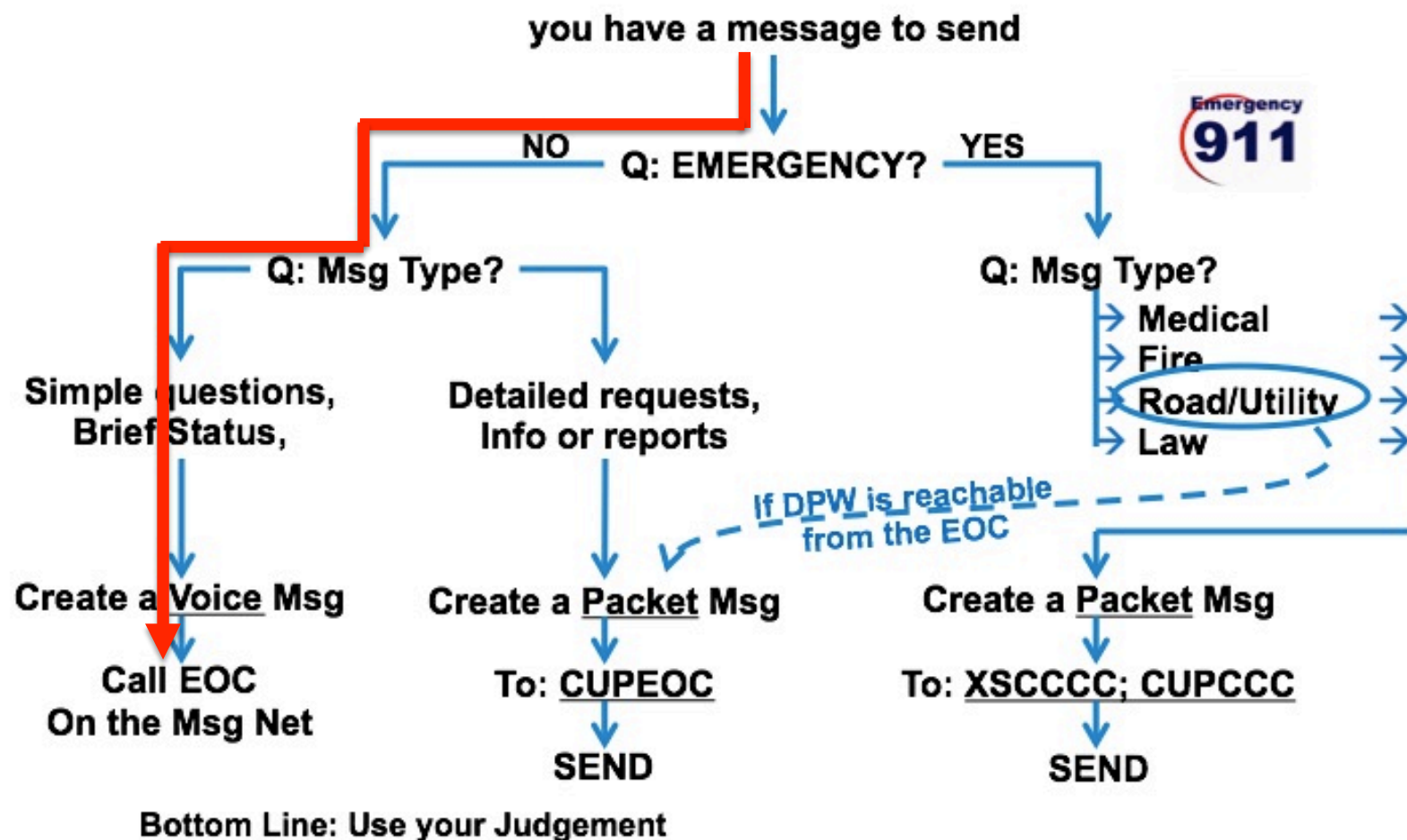
Before you send the message

1. Decide how to send it (type of message)
2. Get the message ready to send
3. Make sure you are ready to send it

After you send the message

1. Complete the sending information on the ICS 213 (if used)
2. Log the message on your ICS 309 Communications Log

Decide how to send the message

you have a message to send

Q: EMERGENCY?
NO — YES

Emergency **911**

Q: Msg Type?

Q: Msg Type?
→ Medical →
→ Fire →
→ Road/Utility →
→ Law →

Simple questions, Brief Status,

Detailed requests, Info or reports

If DPW is reachable from the EOC

Create a <u>Voice</u> Msg

Create a <u>Packet</u> Msg

Create a <u>Packet</u> Msg

Call EOC On the Msg Net

To: <u>CUPEOC</u>

To: <u>XSCCCC; CUPCCC</u>

SEND

SEND

Bottom Line: Use your Judgement

Message Sending Process

Before you send the message

✓ 1. Decide how to send it (type of message)

✓ 2. Get the message ready to send

       Think about how you'll word the message

✓ 3. Make sure you are ready to send it

       Have pen and paper ready to write down any response

After you send the message

1. Complete the sending information on the ICS 213 (if used)

✓ 2. Log the message on your ICS 309 Communications Log

A while later…

The ARK is open. More CERTs have arrived and set up the command post. Residents have been stopping by. The IC brings you a message and asks you to send it.

TO: EOC	Position:
FROM: Garden Gate ARK	Position: IC
Subject: Ambulance needed	Date: 11/5/16
Message Priority: Immediate (Red) • Urgent (Yellow) • Routine (Green) •	

Message:

A man's leg was badly crushed when his house partly collapsed. He is at 22345 Indian Lane. Reported by Susie Someone, 408-555-1212.

Signature: Susie Someone   Position: IC

Message Sending Process
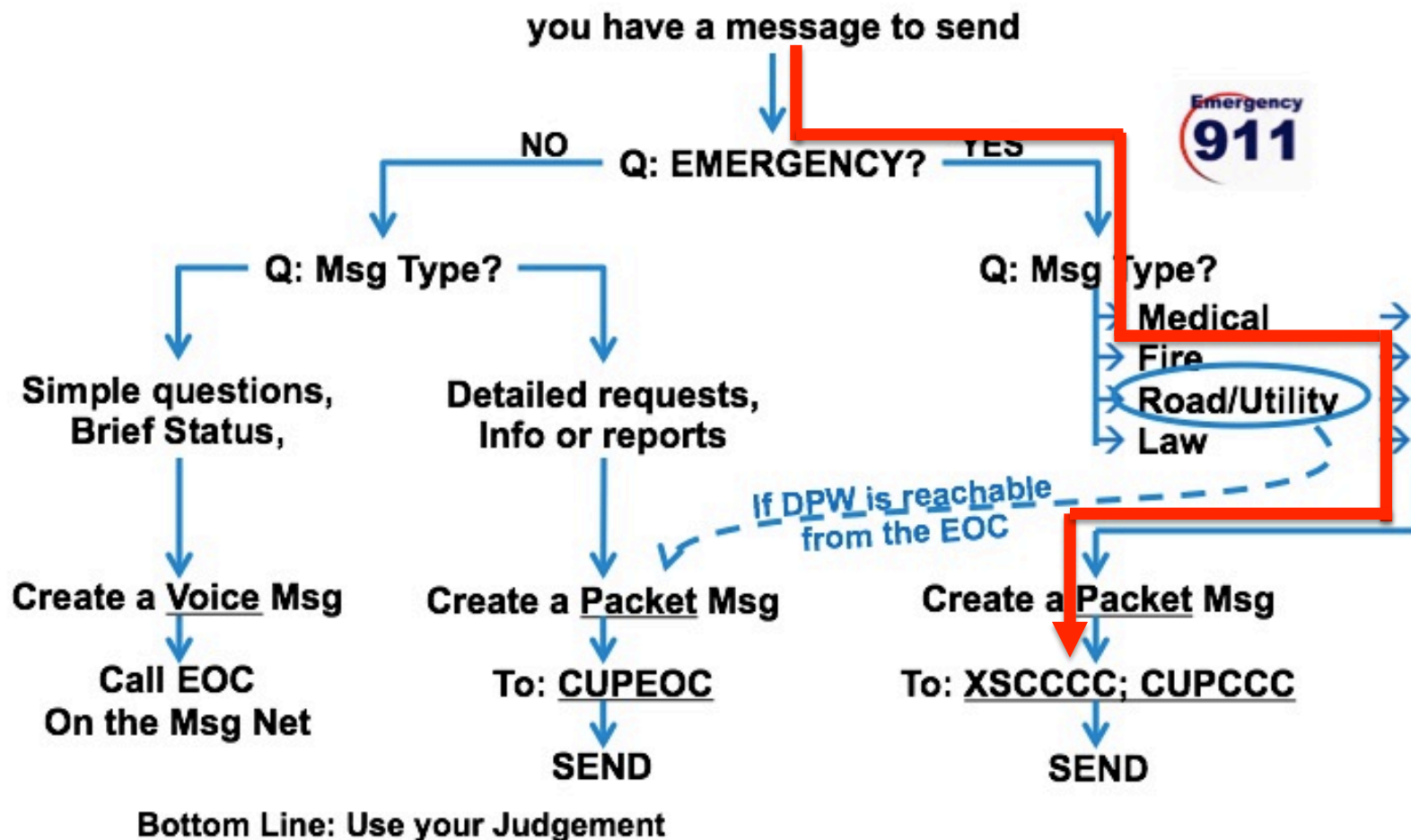
Before you send the message

1. Decide how to send it (type of message)
2. Get the message ready to send
3. Make sure you are ready to send it

After you send the message

1. Complete the sending information on the ICS 213 (if used)
2. Log the message on your ICS 309 Communications Log

Decide how to send the message

you have a message to send

Q: EMERGENCY? NO YES Emergency 911

NO branch:

Q: Msg Type?

Simple questions, Brief Status, → Create a **Voice** Msg → Call EOC On the Msg Net

Detailed requests, Info or reports → Create a **Packet** Msg → To: CUPEOC → SEND

YES branch:

Q: Msg Type?
- Medical
- Fire
- Road/Utility
- Law

If DPW is reachable from the EOC

Create a **Packet** Msg → To: XSCCCC; CUPCCC → SEND

Bottom Line: Use your Judgement

Cupertino ARES/RACES

Message Sending Process

Before you send the message

✓1. Decide how to send it (type of message)

2. Get the message ready to send

3. Make sure you are ready to send it

After you send the message

1. Complete the sending information on the ICS 213 (if used)

2. Log the message on your ICS 309 Communications Log

Basics of 911 handling

First questions PSAPs ask

What is the address of your emergency?

What city?

What is your emergency?

What is your phone number?

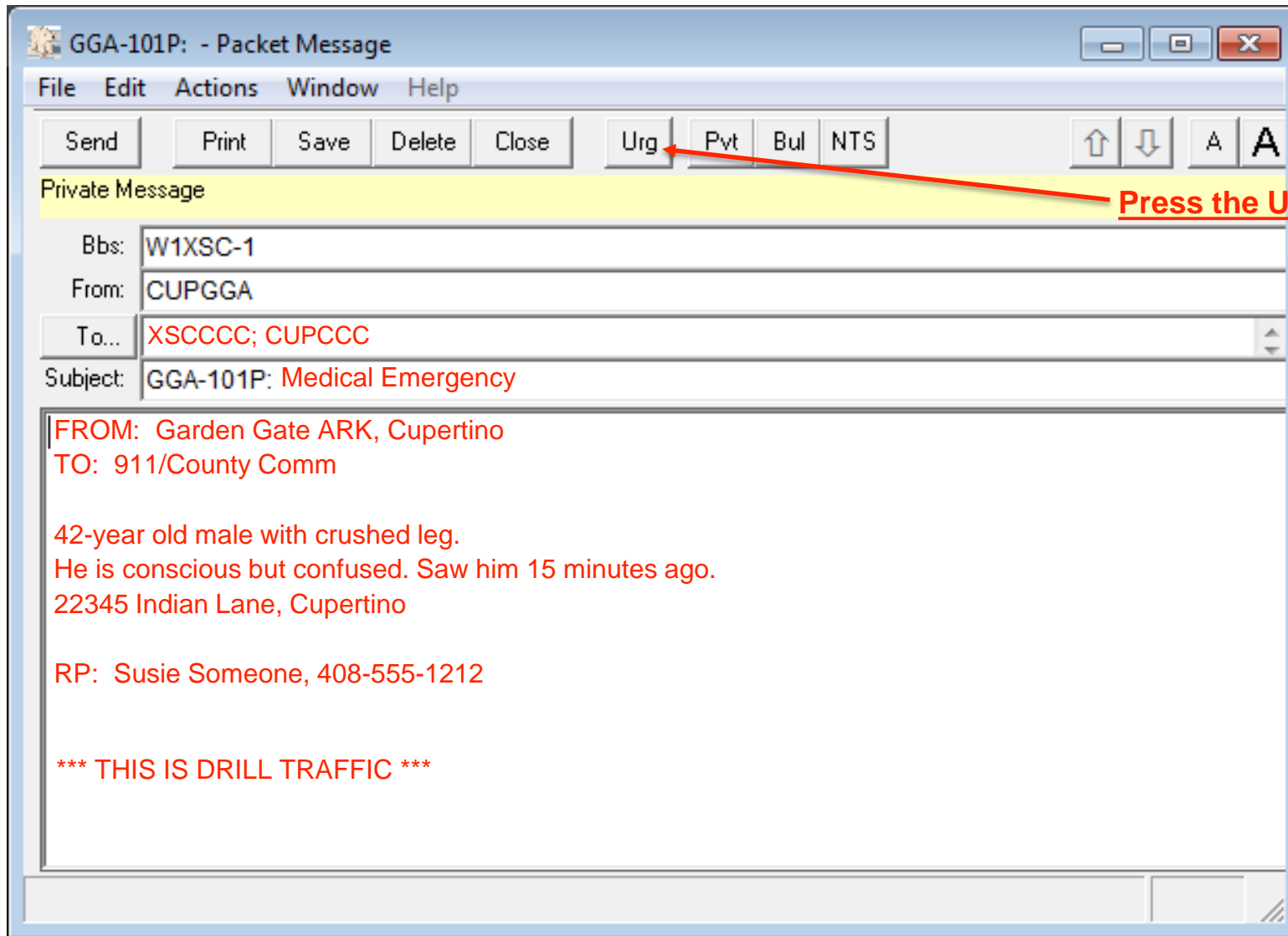What is your name?

What is happening now?

Medical Emergency

What information do you need to include?

- Age of the person
- Gender of the person (male or female)
- Medical problem (e.g., unconscious after a fall, severe bleeding, difficulty breathing)
- How long ago did you see the person or when did the problem occur?
- Location (address) — include the city!
- Reporting party's name, contact phone number

Create a packet message

Message Sending Process

Before you send the message

✓1. Decide how to send it (type of message)

✓2. Get the message ready to send

✓3. Make sure you are ready to send it

       Is Outpost configured correctly?

       Is the radio set to the correct frequency?

After you send the message

1. Complete the sending information on the ICS 213 (if used)

2. Log the message on your ICS 309 Communications Log

Complete the sending information

Cupertino ARK General Message Form

Activation # _CUP-16-100_	ARK: _Garden Gate_ EOC •
Method Sent: Voice (Packet) •	Message Number: _GGA-101P_

TO: EOC	Position:
FROM: Garden Gate ARK	Position: IC
Subject: Ambulance needed	Date: 11/5/16
Message Priority: (Immediate (Red)) • Urgent (Yellow) • Routine (Green) •	

Message:

A man's leg was badly crushed when his house partly collapsed. He is at 22345 Indian Lane. Reported by Susie Someone, 408-555-1212.

Message Sending Process

Before you send the message

✔ 1. Decide how to send it (type of message)

✔ 2. Get the message ready to send

✔ 3. Make sure you are ready to send it

       Is Outpost configured correctly?

       Is the radio set to the correct frequency?

After you send the message

✔ 1. Complete the sending information on the ICS 213 (if used)

✔ 2. Log the message on your ICS 309 Communications Log

       Outpost will create the entry for the 309

A while later…

The IC hands you another message to send.

1. Incident Name (Optional):		Priority (E, U, R):	Message No:
2. To (Name and Position): *Planning, EOC*			
3. From (Name and Position): *IC, Garden Gate ARK*			
4. Subject: *Shelters*		5. Date: 11/3/16	6. Time:
7. Message: *We need a list of shelters that will be opened in Cupertino. We need the time that each will open. We need to know which shelters will allow pets and what kinds of pets each will allow.*			
8. Approved by: Name *Susie Someone* Signature: *Susie Someone* Position/Title: *IC*			
9. Reply:			

Message Sending Process

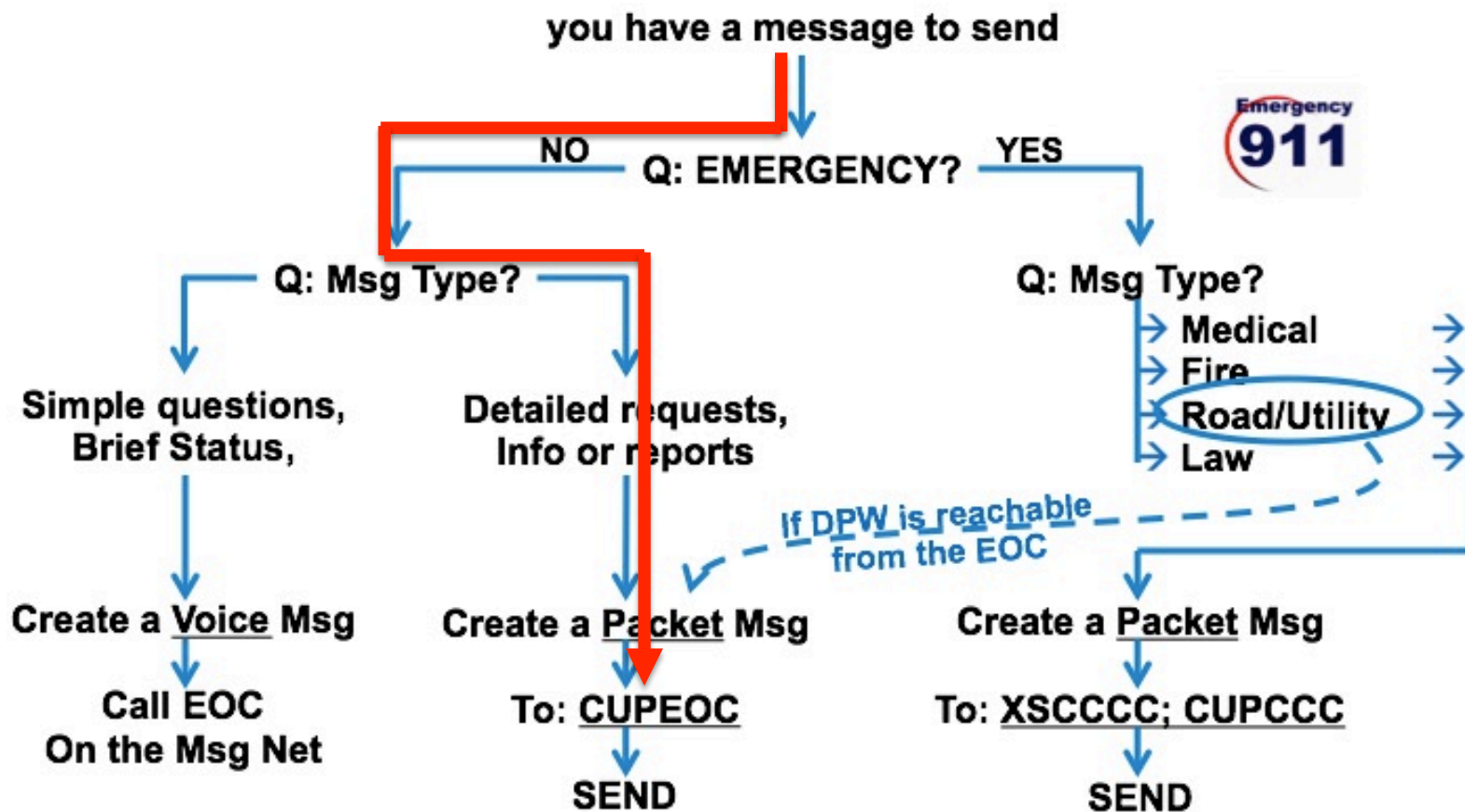**Before you send the message**

1. Decide how to send it (type of message)
2. Get the message ready to send
3. Make sure you are ready to send it

After you send the message

1. Complete the sending information on the ICS 213 (if used)
2. Log the message on your ICS 309 Communications Log

Decide how to send the message

you have a message to send

NO — Q: EMERGENCY? — YES

Emergency
911

Q: Msg Type?

Simple questions,
Brief Status,

Detailed requests,
Info or reports

Q: Msg Type?
→ Medical →
→ Fire →
→ Road/Utility →
→ Law →

If DPW is reachable from the EOC

Create a Voice Msg

Create a Packet Msg

Create a Packet Msg

Call EOC
On the Msg Net

To: CUPEOC

To: XSCCCC; CUPCCC

SEND

SEND

Bottom Line: Use your Judgement

Message Sending Process

Before you send the message

✓1. Decide how to send it (type of message)

2. Get the message ready to send

3. Make sure you are ready to send it

After you send the message

1. Complete the sending information on the ICS 213 (if used)

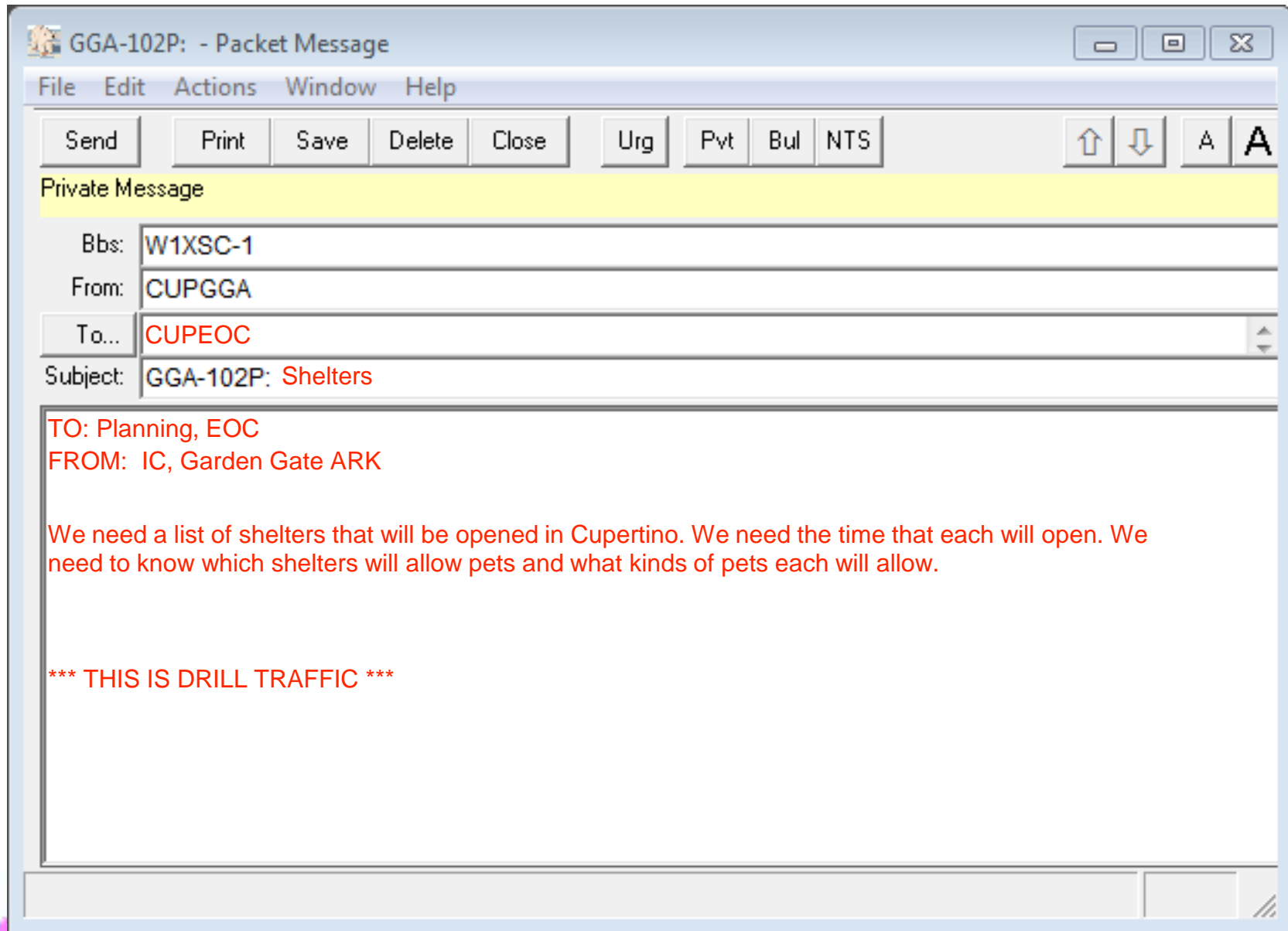2. Log the message on your ICS 309 Communications Log

Get the message ready to send

1. Incident Name (Optional):		Priority (E. U, R): *R*	Message No:
2. To (Name and Position): *Planning, EOC*			
3. From (Name and Position): *IC, Garden Gate ARK*			
4. Subject: *Shelters*		5. Date: 11/3/16	6. Time: *20:14*
7. Message: *We need a list of shelters that will be opened in Cupertino. We need the time that each will open. We need to know which shelters will allow pets and what kinds of pets each will allow.*			
8. Approved by: Name *Susie Someone* Signature: *Susie Someone* Position/Title: *IC*			
9. Reply:			

Get the message ready to send

Cupertino ARES/RACES

Message Sending Process

Before you send the message

✓ 1. Decide how to send it (type of message)
✓ 2. Get the message ready to send
✓ 3. Make sure you are ready to send it

After you send the message

1. Complete the sending information on the ICS 213 (if used)
2. Log the message on your ICS 309 Communications Log

Cupertino ARES/RACES

Complete the sending information

1. Incident Name (Optional):	Priority (E, U, R): R	Message No: GGA-102P

2. To (Name and Position): *Planning, EOC*

3. From (Name and Position): *IC, Garden Gate ARK*

4. Subject: *Shelters*	5. Date: 11/3/16	6. Time: 20:14

7. Message:

We need a list of shelters that will be opened in Cupertino. We need the time that each will open. We need to know which shelters will allow pets and what kinds of pets each will allow.

8. Approved by: Name *Susie Someone* Signature: *Susie Someone* Position/Title: *IC*

9. Reply:

10. Replied by: Name	Signature: _____ Position/Title:
COES 213	Date/Time:

Cupertino ARES/RACES

Message Sending Process

Before you send the message

✓ 1. Decide how to send it (type of message)

✓ 2. Get the message ready to send

✓ 3. Make sure you are ready to send it

After you send the message

✓ 1. Complete the sending information on the ICS 213 (if used)

✓ 2. Log the message on your ICS 309 Communications Log

       Outpost will create the entry for the 309

Later…

The IC asks us to report that a tree is down and completing blocking the intersection of Stevens Creek Boulevard and Stelling Road
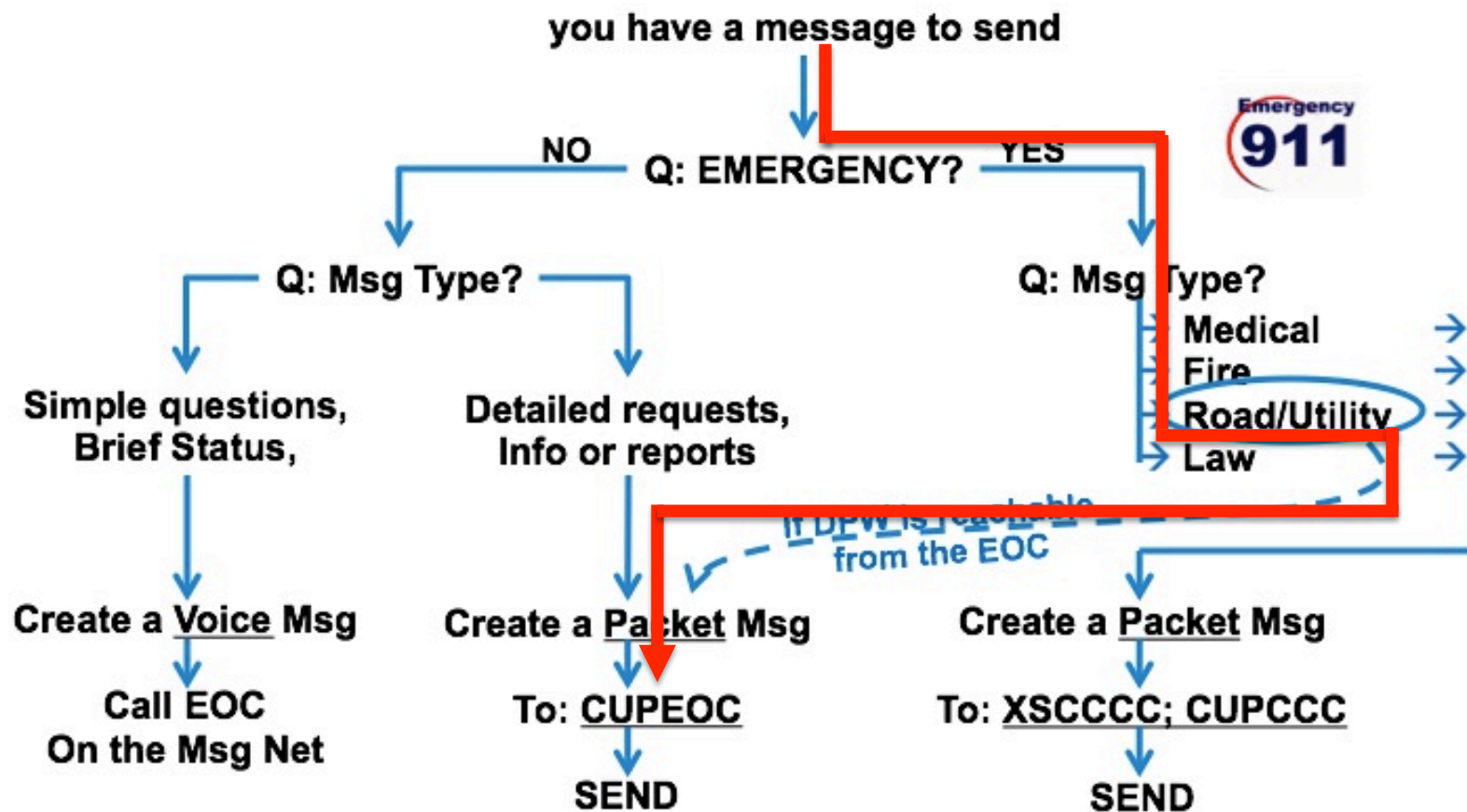
Before you send the message

1. Decide how to send it (type of message)
2. Get the message ready to send
3. Make sure you are ready to send it

After you send the message

1. Complete the sending information on the ICS 213 (if used)
2. Log the message on your ICS 309 Communications Log

Cupertino ARES/RACES
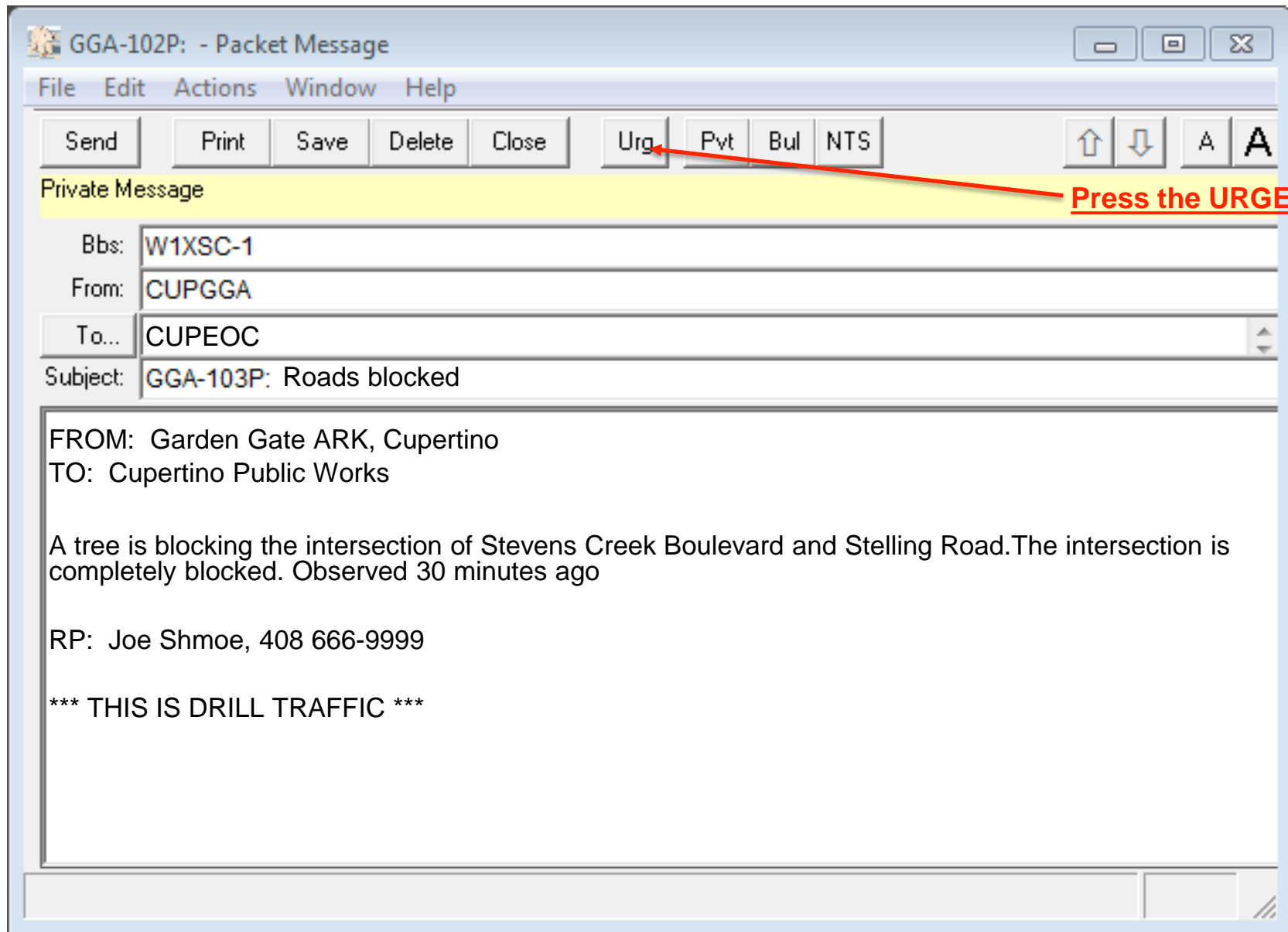
Decide how to send the message

Road or Utility Emergency

What information do you need to include?

- Type of problem (e.g., tree/pole down, water main break)
- What is happening now (e.g., road is blocked, power line arcing, street flooding)
- How long ago did you observe the problem or when did it occur?
- Location (address, cross street) — include the city!
- Reporting party's name, contact phone number

Get the message ready to send

Press the URGENT button

GGA-102P: - Packet Message

File   Edit   Actions   Window   Help

Send   Print   Save   Delete   Close   Urg   Pvt   Bul   NTS

Private Message

Bbs: W1XSC-1
From: CUPGGA
To... CUPEOC
Subject: GGA-103P: Roads blocked

FROM: Garden Gate ARK, Cupertino
TO: Cupertino Public Works

A tree is blocking the intersection of Stevens Creek Boulevard and Stelling Road.The intersection is completely blocked. Observed 30 minutes ago

RP: Joe Shmoe, 408 666-9999

*** THIS IS DRILL TRAFFIC ***

Cupertino ARES/RACES

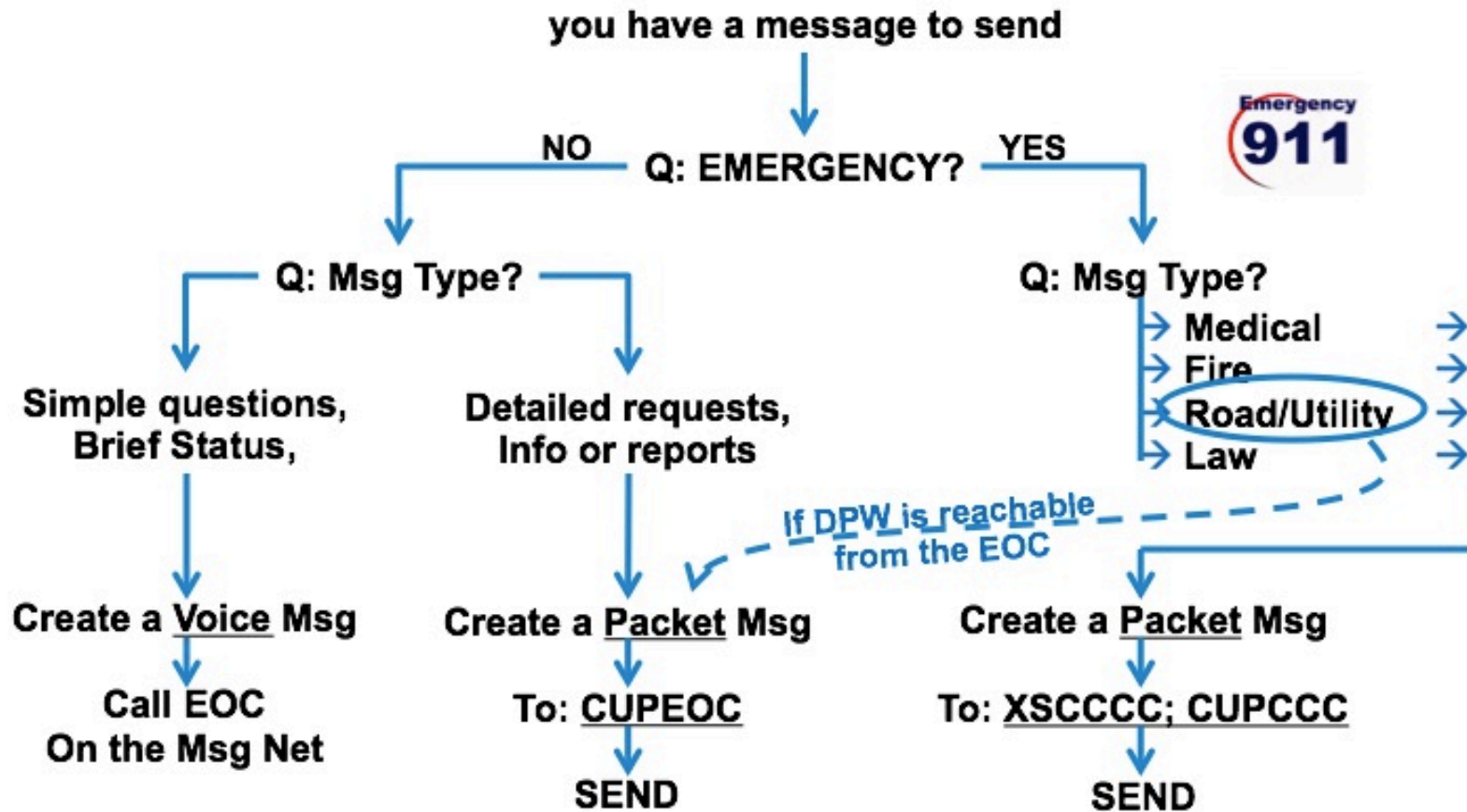# Message Sending Process

Before you send the message

✓ 1. Decide how to send it (type of message)

✓ 2. Get the message ready to send

✓ 3. Make sure you are ready to send it

       Is Outpost configured correctly?

       Is the radio set to the correct frequency?
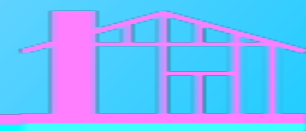
After you send the message

✓ 1. Complete the sending information on the ICS 213 (if used)

✓ 2. Log the message on your ICS 309 Communications Log

       Outpost will create the entry for the 309

Cupertino ARES/RACES

More types of messages

you have a message to send

Q: EMERGENCY?   NO / YES

Emergency 911

NO branch — Q: Msg Type?

- Simple questions, Brief Status, → Create a Voice Msg → Call EOC On the Msg Net
- Detailed requests, Info or reports → Create a Packet Msg → To: CUPEOC → SEND

YES branch — Q: Msg Type?

- Medical
- Fire
- Road/Utility
- Law

If DPW is reachable from the EOC

Create a Packet Msg → To: XSCCCC; CUPCCC → SEND

Bottom Line: Use your Judgement

Cupertino ARES/RACES

More 911 messages
Fire Emergency

What information do you need to include?

- What is burning (e.g., car, building)
- Are there any people inside
- What is happening now (e.g., everyone is safe/trapped, heavy smoke)
- How long ago was the reporting party at the fire or when did he/she make these observations
- Location (address) — include the city!
- Reporting party's name, contact phone number

More 911 messages
Law Emergency

What information do you need to include?

- Type of problem (e.g., suspicious person, fight, accident, break-in)
- What is happening now (e.g., suspicious car on street, heard broken glass)
- How long ago or when did the reporting party see this
- Location (address) — include the city!
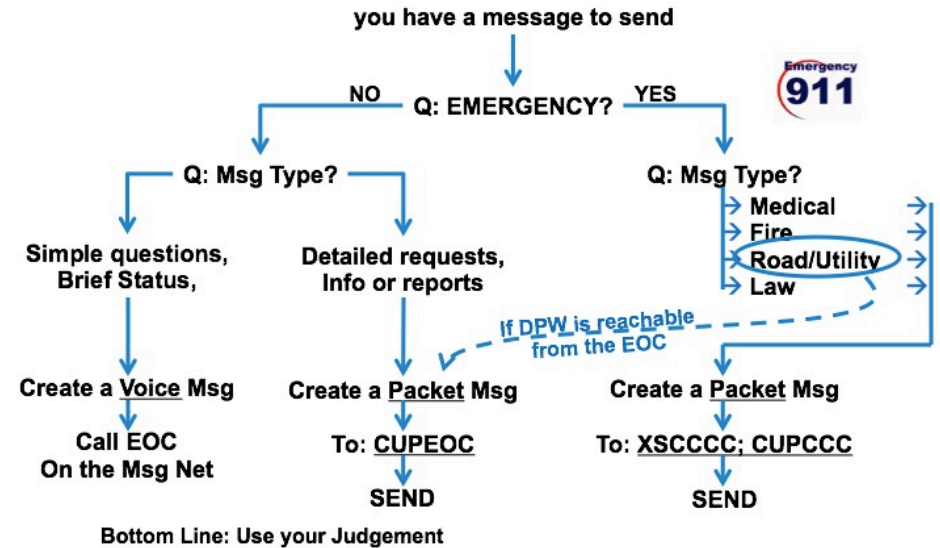- Reporting party's name, contact phone number

Summary
Guidelines

Before you send the message

1. Decide how to send it

    (type of message)

2. Get the message ready to send
3. Make sure you are ready to send it

After you send the message

1. Complete the sending information on the ICS 213 (if used)
2. Log the message on your ICS 309 Communications Log

Summary
There's no substitute for…

Use your best judgement