2016.01
Field Communications
Operations Handbook

Cupertino ARES/RACES

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Rev: 160107

Notes

1   Phone Numbers

Fire, Ambulance, other Emergency (9-1-1 alternate)   408-299-3233
Cupertino City Office ………………………..…….. 408-777-3200
Citizens Corp Coordinator …………………………. 408-215-8459
CARES Emergency Coordinator …………………… 408-839-8798
CARES AEC, Training …………………………..…… 408-533-2517
CARES AEC, Membership …………………….……. 408-813-4168
Santa Clara County Radio Room …………………... 408-808-7887

2   Operating Frequencies

CARES Frequencies

CH 1, TAC 1 (Resource Net)	147.570	Simplex, PL=151.4 , TX
CH 2, TAC 2 (Message Net)	146.460	Simplex, PL=151.4 , TX
CH 3, TAC 3 (Command)	440.150 +	PL=100.0 W6TDM
CH 4, Assignment Pending	TBD	
CH 5, TAC 5 (Tactical)	147.585	Simplex, PL=151.4, TX
CH 6, TAC 1 (Resource Net)	147.570	Simplex, PL=151.4, TX, RX
CH 7, TAC 2 (Message Net)	146.460	Simplex, PL=151.4, TX, RX
CH 8, TAC 3 (Command)	440.150	Simplex PL=100.0 W6TDM
CH 9, Assignment Pending	TBD	
CH 10, TAC 5 (Tactical)	147.585	Simplex, PL=151.4, TX, RX

County Frequencies

CH 11, SCC Message Net	147.360 +	PL=110.9 W6TI
CH 12, SCC Message Alt 1	145.450 –	PL=100.0 K6FB
CH 13, SCC Command	442.500 +	PL=100.0 WB6ZVW
CH 14, SCC Command Alt	443.275 +	PL=107.2 K6SNY
CH 15, SCC Resource Net	146.115 +	PL=100.0 AA6BT
CH 16, SCC Resource North	145.270 –	PL=100.0 W6ASH
CH 17, SCC Resource South	444.625 +	PL=110.9 N6NAC
CH 18, SCC Hospital Net	145.230 –	PL=100.0 N6NFI
CH 19, NTS Net	146.640 –	PL=162.2 WR6ABD

Emergency Alert System, stations of interest

KCBS	740 KHz	LP1, National Primary EAS Station
KFBK	1530 KHz	CA State Primary EAS Station
KLIV	1590 KHz	Public AM Station, a CNN affiliate
WQGH344	1670 KHz	Cupertino Community Radio

3   Safety Briefing

The City of Cupertino and ICS requires that we conduct a safety briefing before being assigned with a task, or being sent to on a field assignment.

As part of your assignment, you will be assigned to an individual who will provide your direction. Do not take assignments from anyone else without talking to your assigned manager.

_____   **1.   DSW requirements**
To work this event, you must be registered as a City Volunteer or Disaster Service Worker (DSW) with the City of Cupertino. A registration with any other city or county is insufficient.

A Cupertino registration will provide you with workers compensation coverage while you participate in this event, <u>as long as you operate within the scope of your training and your assigned duties.</u>

_____   **2.   Liability when driving**
All responders who operate a personal vehicle must have adequate personal vehicle insurance to cover personal injury and other liabilities.

_____   **3.   Responsibility for personal safety**
The City requires that you pay attention to all safety briefings, and maintain a safe operating environment at all times.

If at any time you see unsafe behavior or a safety hazard that affects any responder or the public, you must stay away from the hazard and report it at once to the ICP, safety officer, or an event official.

Keep yourself protected from the elements (seek shade in the summer), and drink and eat as needed.

_____   **4.   Required event information**
Ensure you have the following information before starting your assignment:
   a.   Activation Number
   b.   Operational Period
   c.   Your supervisor's name or position

_____   **5.   Radio checks**
Perform a radio check with Net Control before leaving on your assignment.

_____   **6.   Tactical calls**
Tactical Calls will be used in this event. Make sure that you know your tactical call sign, and at the end of your traffic exchanges (within 10 minutes), give your FCC call sign.

_____   **7.   Health and Welfare checks**
During the event, Net Control will perform periodic Health and Welfare checks. When called by Net Control, answer with your location and FCC call sign.

_____   **8.   Checking in and out**
When moving to a new site, or arriving and leaving a site, make sure you check in and out of the area with the local ICP staff if present, and Net Control. Your immediate supervisor and buddy need to know where you

are at all times.

9. Emergency access
Before starting an assignment, identify your location and/or address, and the best access for ambulance or fire responders.

10. Medical or other emergency
In the event of an emergency or if an injury is occurring, take the time to get a description of your location, call 408-299-3233 immediately and then Net Control, who will notify any available medical personnel. Do not move the injured person unless they are not in a safe place (such as where traffic could hit them).

11. Event documentation
Start all appropriate logs. Return all reports, logs, and forms your supervisor. Make sure you have: ICS 214 Unit Log, ICS 213 Message forms, and ICS 309 Comm Log.

12. Compliance with all applicable laws
Event responders are expected to comply with all applicable laws during the course of this event. This includes wearing seatbelts and following all traffic laws, including speed limits, full stops at stop signs, no jay walking etc.

13. Performing a search from vehicle
If a search by vehicle is needed, the driver must focus on driving.
- Drive slowly (20 mph or slower) while performing the search.
- Pull over and allow faster traffic to pass whenever possible.
- Be especially careful in residential zones, as children and pets can dart out into the street.
- The driver should make every effort to minimize any distraction from his/her driving.
- Headlights should be turned on while driving to increase the visibility of your vehicle.

14. Radio operations when driving
- Don't operate the radio or cell phone while driving; wait until you are parked or let your buddy talk.
- The passenger will handle radio communications and documentation.

4   Procedure: Field Responder

Description: This procedure describes how CARES members respond and operate in a field assignment during a declared emergency.

Op Phase: Initial Response, Local Resource Support
Extended Response, External Services Support

Participants: CARES members holding a Field Responder Qualification will be assigned to lead field positions.

CARES Field Responders assigned a Field Position must perform this procedure.

Pre-Deployment Check: Before volunteering to accept a <u>local</u> field assignment, be sure you can answer the following in the affirmative:

1.   Is your family or home situation secured?
     Your family or any dependents must be able to get along without you for the duration of the assignment.

2.   Are you physically able to do the job?
     Do not accept an assignment that will cause you hardship or danger. These include responding to remote locations that require long off-road travel, missing meals, or extended operation without rest.

3.   Do you have the right personal protective equipment?
     Depending on the assignment, boots, long pants, hardhat, heavy gloves, and other supplies for whatever else the weather warrants (sun, rain) may be essential.

4.   Do you have the right radio equipment?
     Make sure you understand the communication requirements and can operate in this environment at the field site.

5.   Do you have a minimum supply of food and water?
     The agency with which you may be working usually feeds you, but the schedule and quality may be erratic. Consider bringing enough to eat and drink during your shift at a local incident.

If you are responding to a mutual aid (<u>distant</u>) assignment, expect to serve anywhere from 12 hours to several days. It is impractical to have short shifts, such as 6 hours, when the work site is many hours of driving time away. If you assume you will be staying long enough to sleep there, assume you will be "camping" and bring a sleeping bag.

4.1   Checklist – Field Responder

This checklist is relevant for assignments associated with all CARES responses to earthquakes, flooding, shadowing, and other non-specific CARES activation.

First Shift: If you are establishing the first shift, do the following:

_____   1.   Inform Resource Net Control that you have arrived.
_____   2.   Check out of the Resource Net and check in with the Message Net.
_____   3.   Find and inform the Individual in Charge at this field post of your presence.
_____   4.   Find or establish the workspace and set up any equipment and processes (Ark antennas, power, etc).
_____   5.   Start the Individual or Unit log (ICS 214) if not already started.

Incoming Shift Change: If you are relieving someone else, do the following:

_____   1.   Inform Net Control that you have arrived.
_____   2.   Find the person you are relieving and receive a turn-over of information and status (see ***Shift Change Information*** below). Include the Safety Briefing.
_____   3.   Sign in on the local ICS 211B form.
_____   4.   Find the Individual in Charge and inform them of your arrival.
_____   5.   Familiarize yourself with the work space, any equipment, and process.
_____   6.   Make all relevant shift change notations in your event log (ICS 214).
_____   7.   Check out of the Resource Net and check in with the Message Net.

Outgoing Shift Change: If you are being relieved, do the following:

_____   1.   When contacted by your replacement, review all relevant information and status (see ***Shift Change Information*** below).
_____   2.   Find the Individual in Charge at the field post and inform them of the shift change and your departure.
_____   3.   Make the appropriate shift change notation in the Unit log.
_____   4.   Turn in or turn over to your relief all assigned equipment.
_____   5.   Sign out on the local ICS 211B form.
_____   6.   Check out of the Message Net and check in with the Resource Net. Inform Net Control what you plan to do (go home, return to EOC, etc.).

Shift Change

Before turning over or accepting a shift, both the in-coming and out-going operators should review as much information as possible, including:

•   The purpose of this station.
•   To whom you are reporting; how to find and recognize them.
•   The radio channel or channels in use.
•   Any other radio, power, or antenna details.
•   All the tactical call signs and where the stations are located; possibly, also names and FCC call signs.
•   If a telephone is accessible, its location and phone number.
•   What is going on in general? What changes are expected?
•   Any pending activity: messages you have sent, replies you expect, and who should get them.
•   The location of the toilet, food, water, etc.
•   Attend the all-hands briefing that occurs during each shift change.

4.2   Form: ICS 214 Unit Log

ACTIVITY LOG (ICS 214)

1. Incident Name: Saratoga Fire	2. Operational Period: Date From: 8/20/15 Date To: 8/20/15 Time From: 0800 Time To: 1600	
3. Name: Communications Unit	4. ICS Position: D. Jensen, Comm Team Lead	5. Home Agency (and Unit): Cupertino ARES/RACES

6. Resources Assigned:

Name	ICS Position	Home Agency (and Unit)
Phil Collins	Field Message NCS	Cupertino ARES/RACES
Lisa Way	SitStat	Cupertino ARES/RACES
Bob Glassman	ICP Runner	Cupertino CERT

7. Activity Log:

Date/Time	Notable Activities
0745	At assignment; setting up the station
0755	Phil, Lisa, Bob assigned here
0805	Monitoring City Command Net
0820	First 4 teams deployed.

8. Prepared by: Name: _____ Position/Title: _____ Signature: _____	
ICS 214, Page 1	Date/Time: _____

Form: ICS 214 Unit Log (continued)

Purpose. The Unit Log records details of the team's activities. These logs provide a basic reference from which to extract information to be included in any after-action report.

Preparation. A Unit Log can be initiated and maintained by the team lead of the Unit. Completed logs are forwarded to supervisors who provide copies to the Documentation Unit.

Distribution. The Documentation Unit maintains a file of all Unit Logs. The original of each log must be submitted to the Documentation Unit.

Special Note. There is also an ICS 214a log for individual use. This is slightly different from the ICS 214 log that is used for an entire unit. The ICS 214 log can be used for both personal and unit use.

1.	Incident Name:	The name assigned to the incident. Include the Activation Number.
2.	Operational Period:	The start date (month/day/year) and time (using the 24-hour clock) and end date and time for the operational period to which the form applies.
3.	Name:	The title of the organizational unit or resource designator (Comm Operator, Safety Officer, etc)
4.	ICS Position:	Name and ICS position of the individual in charge of the Unit.
5.	Home Agency:	Enter the home agency of the individual completing the ICS 214 (CUP, Cupertino).
6.	Resources Assigned	List of individuals assigned to this position
7.	Activity Log:	• Enter the time (24-hour clock) and briefly describe individual notable activities. • Activities described may include notable occurrences or events such as task assignments, task completions, injuries, difficulties encountered, etc. • This block can also be used to track follow-up items such as "Action Required," "Delegated To," "Status," etc.
8.	Prepared By:	Enter the name, ICS position/title, and signature of the person preparing the form. Enter date (month/day/year) and time prepared (24-hour clock).

NOTE: If you do not have a printed ICS 214 form, you must create one and make all appropriate entries.

5   Procedure: Message Handling

5.1   In General

Types of messages

1. **Third Party, Formal, Official Messages.** These are messages passed on behalf of another person or served agency, and need to be passed exactly as given to you. All official messages are written down, assigned a message number, logged, and tracked. They become part of the official event record. Make ICS 309 Log Entries.

2. **Informal, Tactical Messages.** These are short messages initiated by you or on behalf of someone else that does not warrant the formality of an official message. Sample messages include: Observations of smoke, changing event conditions, material movements, etc. Make ICS 309 Log entries.

3. **Administrative Messages.** These are short messages initiated by you and are usually not directly related to the event, such as: "*Where is my shift replacement?*", Health and Welfare exchanges, etc. No log entries required.

Preparing the Message

1. Do not pass victim or patient names over the radio. The only personal names that generally belong in a message are the names necessary for the identification of agency officials, if they choose to put them into messages.

    There may be exceptions to this policy, such as matching up lost children. Make sure the Shift Supervisor approves any exceptions.

2. For Third Party/Formal messages, try to get fully worded and signed messages, not paraphrases.

3. When asked to send a message of any substantial length, agree with the message author on the exact wording that constitutes the message.

4. Consider sending long messages by packet if the priority permits.

5. Work with the message's author to create a message that is short, to the point, and uses the minimum number of words.

6. If the message's author gives you a verbal message such as "tell them that…," write down what you think is the entire intended message, and then read it back verbatim to the author for approval.

7. Official messages should be signed with the title (and possibly name) of the author. When sending the message on the radio, you can say, for example, "Signed, Quinlan Shelter Manager."

8. For messages to the EOC, if the intended recipient is in doubt, address the message to the Planning & Intel Section Chief.

9. Use your judgment whether this much care is needed with tactical messages. If the person you are shadowing says, "Tell Dr. Smith the supplies are arriving," you might reasonably not worry about transmitting his exact words.

10. Use the ICS 213 Message Form or some facsimile of it when creating your message.

Passing the Message

1. Notify the Net Control Operator that you have a message to pass. The Net Control Operator will ensure that the receiving station is ready, assign a message number to you, and then direct you to pass the message.

2. Say the message in logical phrases of about 4 to 7 words, without repetitions.

3. Say *Break* when pausing and release the PTT key while you wait for the receiving station to write down your message and acknowledge you. Always release the PTT key if you stop talking.

4. Do not resume transmitting until the receiving station acknowledges the last transmission with something like "*OK*", "*continue*", or something similar.

5. Speak clearly and slowly. As a pacing guide, say the message as fast as you could write it (not necessary to actually write it down again).

6. Use the phonetic alphabet (listed elsewhere in this guide) to spell items that cannot be understood reliably by pronouncing them.

7. The receiving station may ask for any necessary repetitions, until he/she has copied the whole message. The request may be "*Say again last word*", or "*Say again 3rd word*", or "*Repeat all*". If they ask you to repeat something, repeat it exactly the same as you first said it; do not paraphrase. Do not use different words; you are creating a "moving target". If the receiving station heard your words but did not understand and asks you to explain, then it is OK to paraphrase.

8. Once any questions are resolved, the receiving station acknowledges receipt of the message (for instance, "*OK – got it*," or "*copied*" or "*message received*").

9. If the receiving station copied your message and is confident of the copy, he/she will acknowledge receipt and end the exchange. The receiving station **DOES NOT** need to read the message back to you. Unnecessary read-backs tie up the frequency for other traffic.

10. If the receiving station does read it back to you, compare what you hear with the message you just sent.

11. On completion of this exchange, the sender can mention there is another message, if there is one. For example, "*more traffic.*"

12. Passing very short simple messages may go a bit differently. You send the entire text, and the receiving station may simply say "*copied*." Or they may say the text back to you, and you say "*affirmative*." However, don't say "affirmative" and then say parts of the message again. Doing this gives the other station mixed signals; are you agreeing with the read-back or not?

5.2   Operating on the Resource Net

WHO SAYS WHAT	NOTES
CHECKING IN	
1 KA6BC: Net Control, this is KA6BC checking in, Location is Prospect Road and Stelling. Odometer reading is 125.	You are checking into a travel net. This net will monitor your progress to your destination. Odometer reading is the last 3 digits.
2 NCS: KA6BC, I copy and have you checked in. This is K6KP, Resource Net Control.	Check-in gets logged on the ICS211B.
HEALTH and WELFARE CHECKS	
3 NCS: KA6BC, Health and Welfare Check.	Net Control will call each station on the net every 15 or 20 minutes for a Health and Welfare check.
4 KA6BC: Net Control, current location is I-280 and 10th Street, San Jose. Odometer reading is 136. This is KA6BC.	Answer with your current location and odometer
CHECKING OUT	
5 KA6BC: Net Control, this is KA6BC. I have arrived at my destination. Odometer reading is 142. Checking out of the net. This is KA6BC.	On arriving, check out of the resource net and check into the message net or whatever net to which you are instructed to move.
6 NCS: OK, I have you checked out at <time>. This is K6KP, Resource Net Control.	

5.3   Operating on the Message Net

WHO SAYS WHAT	NOTES
CHECKING IN	
1 KA6BC: Net Control, this is KA6BC checking in at DeAnza Ark.	You are checking into the message net.
2 NCS: KA6BC, copied and I have you checked in. Your Tactical Call is DeAnza Ark. This is K6KP, Net Control.	Check-in gets logged on the ICS211B.
CHECKING OUT	
3 KA6BC: Net Control, this is KA6BC. I have been relieved by <call sign> or <shutting down>. Checking out of the net. This is KA6BC.	Check out of the message net and check into the resource net.
4 NCS: OK, I have you checked out at <time>. This is K6KP, Message Net Control.	

5.4   Message Passing – Third Party message example

		WHO SAYS WHAT	NOTES
2	KA6BC:	Net Control, this is **DeAnza ARK** with **Urgent Traffic** for the **EOC**.	Station identifies the message priority and destination in one transmission.
3	NCS:	DeAnza ARK acknowledged. EOC, are you ready to copy urgent traffic?	
4	EOC:	EOC is ready.	
5	NCS:	DeAnza ARK, your <u>message number is 28</u>. Send your traffic to the EOC.	Net Controls **assigns** the message numbers.
6	KA6BC:	**EOC**, This is **DeAnza ARK** with **Urgent THIRD PARTY Traffic,** message **#28. Break.**	Station first passes the essential elements of a message.
7	EOC:	OK, Continue.	
8	KA6BC:	**Message is:** "From: DeAnza Logistics. To: EOC Logistics." **Break.**	Sends the message in 4 to 7 words blocks, natural phrases.
9	EOC:	OK, Continue.	
10	KA6BC::	Subject is: "Transport Request". **Break.**	Use **BREAK** to separate transmissions.
11	EOC:	OK, Continue.	
12	KA6BC:	"Need Light Duty Truck to…" **Break**.	Use **Break** to split a long sentence.
13	EOC:	OK, Continue.	
13	KA6BC:	"…transport supplies to Monta Vista Ark. **period**" **Break**	Continue the sentence where you left off. Say "**Period**" at the end of the sentence.
13	EOC:	OK, Continue.	
12	KA6BC:	Signed, Bob Smith, DeAnza Logistics Section Chief. **End of Message.** This is DeAnza ARK, KA6BC.	Use **End of Message** and identify.
13	EOC:	Acknowledged. This is EOC, K6XYZ back to net.	
14	NCS:	This is K6KP, Net Control for the Cupertino Emergency Net. Stations with any traffic please identify now.	

5.5   Message Passing – Tactical message example

WHO SAYS WHAT			NOTES
1	NCS:	Is there any EMERGENCY Traffic for the net?	Net Control calls for traffic.
2	KA6BC:	Net Control, this is **DeAnza ARK** with **EMERGENCY Traffic** for the **EOC**.	Station identifies the message priority and destination in one transmission.
3	NCS:	DeAnza ARK acknowledged. EOC, are you ready to copy emergency traffic?	
4	EOC:	EOC is ready.	
5	NCS:	DeAnza ARK, your message number is 29. Send your traffic to the EOC.	Net Controls **assigns** the message numbers.
6	KA6BC:	**EOC**, This is **DeAnza ARK** with **EMERGENCY Traffic,** message **#29. Break.**	Station first passes the essential elements of a message.
7	EOC:	OK, Continue.	
8	KA6BC:	**Message is:** "House fire at numerals 5 4 1 Windhill Court." **Break.**	Sends the message in 4 to 7 words blocks, natural phrases.
9	EOC:	OK, Continue.	
10	KA6BC::	One person trapped inside. **Break.**	Use **BREAK** to separate transmissions.
11	EOC:	OK, Continue.	
12	KA6BC:	Area water pressure is low. **End of Message.** This is DeAnza ARK, KA6BC.	Use **End of Message** and identify.
13	EOC:	Acknowledged. This is EOC, K6XYZ back to net.	
14	NCS:	This is K6KP, Net Control for the Cupertino Emergency Net. Other stations with any traffic please identify now.	

Message Precedence

1. **EMERGENCY:** LIFE-THREATENING; situations, reports, and updates that might directly result in deploying or prioritizing resources for an incident involving life-saving efforts.

2. **URGENT:** PROPETY-THREATENING; situations and reports of new threats, revised flood projections, wind direction changes in a major fire, and reports of additional damage from an earthquake aftershock suggesting additional rescue efforts or surveillance.

3. **ROUTINE:** Includes PSA and ISA reports, correspondence between agency representatives, material and logistics messages, routine resource requests, shift planning, relief requests, etc.

Health and Welfare: welfare inquiries.

5.6   Message Passing – PSA message example

	WHO SAYS WHAT		NOTES
1	KA6BC**:**	**Net** Control, this is **KA6BC** with **PSA Traffic** for the **EOC**.	Station identifies the message priority and destination in one transmission.
2	NCS:	KA6BC acknowledged. EOC, are you ready to copy PSA traffic?	
3	EOC:	EOC is ready.	
4	NCS:	KA6BC, your <u>message number is 30</u>. Send your traffic to the EOC.	Net Controls **assigns** the message numbers.
5	KA6BC**:**	**EOC**, This is **KA6BC** with **PSA Traffic,** message **#<u>30</u>. Break.**	Station first passes the essential elements of a message.
6	EOC:	OK, Continue.	The EOC Radio Room Operator is using the COES 106 form to record this data.
7	KA6BC**:**	**PSA Message is:** Number of houses surveyed is 24. Map coordinate is G5. **Break**	PSA traffic is passed in pre-defined blocks. First pass the survey quantity and map grid.
8	EOC:	OK, Continue.	
9	KA6BC**:**	Section 1 is 8, 0, 3, 0. **Break.**	Say "Section 1", then only the <u>4 numbers</u> from Section 1 of your form, then say **BREAK**.
10	EOC:	OK, Continue.	
11	KA6BC**:**	Section 2 is 11, 5, 1. **Break.**	Say "Section 2", then only the <u>3 numbers</u> from Section 2 of your form, then say **BREAK**.
12	EOC:	OK, Continue.	
13	KA6BC**:**	Section 3 is 1. **Break.**	
14	EOC:	OK, Continue.	
15	KA6BC**:**	Section 4 is 2, 3, 0, 1. **Break.**	Say "Section 4", then only the <u>4 numbers</u> from Section 4 of your form, then say **BREAK**.
16	EOC:	OK, Continue.	
17	KA6BC**:**	Section 5 is 0**. End of Message.** This is KA6BC**.**	Use **End of Message** and identify yourself.
18	EOC:	Acknowledged. This is EOC, K6XYZ back to net.	
19	NCS:	This is K6KP, Net Control for the Cupertino Emergency Net. Other stations with PSA traffic please identify now.	

5.7   Form: ICS 213 Message Form

Half-page Message Form (pads)

1. Incident Name (Optional):		Priority (E, U, R):	Message No:
2. To (Name and Position):			
3. From (Name and Position):			
4. Subject:		5. Date:	6. Time:
7. Message:			
8. Approved by: Name	Signature: _____	Position/Title:	
9. Reply:			
10. Replied by: Name	Signature: _____	Position/Title:	
COES 213	Date/Time:		

REV 140605

Ad Hoc (Form "1") Message Forms, examples

Note Pad

From
To
Msg #
Date/Time
Pri

Message:
This is the message that needs to be written down. Watch the details.

Reply
Write down the reply on the bottom of the page. If it is going back to the originator, deliver it to him/her.

Index Cards

Front Side

From
To
Msg #
Date/Time
Pri

Message:
This is the message that needs to be written down. Watch the details.

Back Side

Reply
Write down the reply on the back of the card. If it is going back to the originator, deliver it to him/her.

Form: ICS 213 Message Form (continued)

Special Note. It is anticipated that an operator may run out of message forms due to the volume of messages that could be generated. Therefore, it is critical that all field operators be able to **improvise** a message form. The two examples on the bottom of the previous page are ways of using a spiral note-book or index cards.

Purpose. The Message Form is used to record all originated and received messages by this station. The form is used to record all formal traffic between two parties where records of the message are required. Message forms are not required for passing informal traffic, inquiries, etc.

Preparation. The Message Form is used by each member of a communications team with responsibility for passing formal radio message traffic. All messages are recorded on ICS 309 Communications Log. Copies of messages still in the possession of the operator are forwarded to the Documentation Unit.

NOTE: If you do not have an ICS 213 Message Form, you must create one. See the **Special Note** above.

Distribution. The Documentation Unit maintains a file of all Communications Logs and message forms.

The following is the minimum information to be captured on a message form:

Incident Name::	The name or activation number for this event.
Priority:	The priority of this message. See the section on *Message Priorities* for the list of priorities
Message Number:	This is a sequential message number to be assigned by the Message Net Control Operator.
To:	The person to whom this message is to be delivered.
From:	The originator of the message. This is an individual with formal traffic for the EOC or some other station.
Date/Time:	The date and time that this message was created or received.
Message:	The message to be sent or received.
Approved By:	The person requesting and authorizing this official message to be passed.
Reply:	A reply to a message previously received.

5.8   Form: ICS 309 Communications Log

COMMUNICATIONS LOG		Activation # CUP-14-86		DATE PREPARED: 1/8/14 TIME PREPARED: 22:30
FOR OPERATIONAL PERIOD # 1/8/14, 23:00 to 1/9/14, 0500		TASK NAME: De Anza ARK (DZA) ICP		
RADIO OPERATOR NAME (LOGISTICS): Dave Jensen			STATION I.D. KA6BC	
LOG				

TIME	STATION I.D. FROM	STATION I.D. TO	SUBJECT
00:45	EOC	DZA	#47, request for next shift staffing plan
00:52	DZA	EOC	#51, site status report

PAGE __ OF __

ICS 309
REV 99 04 02

Form: ICS 309 Communications Log (continued)

Purpose. The Communications Log is a summary of all messages handled by this operator.

Preparation. A Communications Log can be initiated and maintained by each member of a communications team with responsibility for passing radio message traffic. Completed logs are forwarded to supervisors who provide copies to the Documentation Unit.

NOTE: If you do not have an ICS 309 Communications Log, you must create one and make all appropriate entries.

Distribution. The Documentation Unit maintains a file of all Communications Logs. The original of each log MUST be submitted to the Documentation Unit.

1.	Activation Number:	The City Activation Number for this event as provided by the ICP or EOC.
2.	Date Prepared Time Prepared	The date and time that this form was initiated.
3.	Operational Period:	Enter the time interval for which the form applies. Record the start and end date and time.
4.	Task Name:	Enter the task name. Typically this will be the location for a fixed station such as Quinlan SHELTER or Cupertino EOC. Enter the address if available.
5.	Radio Operator Name:	Enter the name of the individual who is filling out this form.
6.	Station ID	Enter the Tactical Call for this station.
7.	Log Time	The time that a message was received by or originated from this station.
8.	Station ID From, To	The tactical or FCC call sign of the originating and receiving station.
9.	Subject:	The subject of this message.
10.	Page ___ of ___	The incremental Page Number of the forms as maintained by this operator.

6   Procedure: Preliminary Safety Assessment

Description: This procedure describes how CARES members will collect and report information about the state of the city immediately after a city-wide emergency or disaster occurred.

Participants: All CARES Field Responders should perform this procedure

Op Phase: Initial Response, Information Gathering

Background: Preliminary Safety Assessment occurs early during an emergency for an infrastructure damaging event. While the information will undoubtedly be fragmented and incomplete, it is required to help the City determine the type of response that the City must make to save lives and protect property.

    Early Preliminary Safety Assessment (PSA) reports are essential to assess life threatening situations and initiate timely remedial action. PSA reports should not be delayed by getting mired in detail in an effort to obtain more extensive Damage Assessment information.

Description: This procedure describes how CARES members will collect and report information about the state of the city immediately after a city-wide emergency or disaster occurred.

6.1   Checklist – PSA

The first few moments after an earthquake can be disorientating. Once the shaking stops, do the following:

——— 1.   Take care of yourself:
- Determine your condition and assess your immediate safety.

——— 2.   Take care of your family:
- Determine the condition of your family; apply first aid if necessary.
- Determine the structural integrity of your home; evacuate if necessary.

——— 3.   Check into the CARES Emergency Net:
- Turn on your radio and listen. If you are the first person on the frequency and have the capability and qualifications to perform as a Net Control Operator, establish the CARES Emergency Net.
- Check in to the net when check-ins are requested.

———— 4.   **<u>Only if your family is secure</u>**, perform the Preliminary Safety Assessment.

   • The extent of the assessment that you perform will depend on your situation. The assessment should be performed in a manner that does not jeopardize your personal safety or exceed your physical ability to perform the assessment.

   • The assessment could range from surveying houses in your field of view from the front window of your house, to walking up and down your street.

   • However you perform the assessment, use the ***Preliminary Safety Assessment Field*** form to collect the following information:

      • Number or estimate of obvious injuries
      • Number of types of structural damage
      • Number or estimate of fire hazards
      • Number or estimate and type of utility hazards (downed power lines, broken water mains, obvious gas leaks)
      • Number or estimate of access hazards (roads blocked or impassable)
      • Number or estimate of houses that are included in this survey
      • Street covered, address range

———— 5.   Report your PSA results:
   NOTE: review *Section 5.6 Message Passing – PSA message example* for an example on how to pass this message.
   The Net Control Operator will request PSA reports in the following order:
   • EMERGENCY / LIFE-THREATENING
   • All message traffic including PSA

———— 6.   If you have a mix of different message priorities, deliver the specific message priority (EMERGENCY/Life Threatening) when called. Deliver the balance of the report (Urgent and Routine) when called.

———— 7.   In the event of aftershocks, listen for directions from the EOC or EC/RO to re-assess your area.

———— 8.   Retain all assessment paperwork. You may be called back for more detailed information requested by the EOC or an Ark site.

COES 105 Situation Status / PSA Form
Rev 060519 For use by Organized Neighborhoods, CARES Preliminary Safety Assessment

Control No:

Assessment Date/time:	2/6/15 8:45am	Street:
		Between: _____ and:
Performed by:	Dave kv6bc	Map Grid (Chamber Map): **P20**
Command Post Location:		Number of Units Surveyed: **24**

Ref	Category	Subcategory	Count	Notes/Addresses (use back of page if necessary)	
1.1	Injuries, Minor	Able to walk away from the incident	⊬⊬ ///		8
1.2	Injuries, Delayed	Regular breathing, and Capillary refill <2 sec, and Answers questions, responds to commands		Address:	0
1.3	Injuries, Immediate	Rapid Breathing >30/min, or capillary refill >2 sec, or Confused, disoriented OR TRAPPED	///	Address: 541 Woodhill court 2671 Pinebrook Ct 965 Stelling Road	3
1.4	Injuries, Presumed Dead	Unconscious, no respiration		Address:	0
2.1	Structure, Light Damage	• Superficial Damage • Broken Windows • Cracked or fallen plaster • Main damage is to contents	⊬⊬ ⊬⊬ /		11
2.2	Structure, Moderate Damage	• Large amount of cracking on exterior • Small cracks around doors and foundations • No outward sign of structural damage	///	Address:	3
2.3	Structure, Heavy Damage	• Partial or full collapse • Building is off foundation • Structural damage to the building		Address:	0
3.1	Fire	Fire, Any situation, note if extinguished		Address:	0
4.1	Hazards	Gas Leaks	/	Address: 1202 Oakwood Dr	1
4.2	Hazards	Sewer Leaks		Address:	0
4.3	Hazards	Water Main Breaks	///	Address:	3
4.4	Hazards	Electrical Power, Lines Down. Power in the neighborhood?			0
5.1	Access	Roads blocked Other Obstructions			0

Status Report Logged? (Initials)
Doc Unit Logged ___ OPS Desk Logged ___ Doc Unit Completed ___ Rollup ___
COES103   COES104   COES103

Form: COES 105 Preliminary Safety Assessment Field (continued)

Purpose. The PSA Field Form is used to collect and report information about the state of the city immediately after a city-wide emergency or disaster occurred. It is not a message form, but a summary of your PSA survey.

Preparation. All CARES members should have several PSA forms as part of their Go-Kit. Additionally, all CARES members should participate in the annual PSA Drill.

NOTE: If you do not have a COES 105 Form, refer to the entries listed on the opposite page and create a manual listing.

Distribution. PSA results are transmitted to the EOC per the PSA message protocol.

1.	Assessment Date/time:	Date and time when the assessment was made.
2.	Performed by:	Your name.
3.	Command Post Location:	Used by the ARKs for walk-in PSA reports.
4.	Street, Between	Used by the ARKs for walk-in PSA reports.
5.	Map Grid (County Grid)	This is the map grid for the area covered by the PSA. List all if your area crosses a grid line.
6.	Number of Units Surveyed	Enter the number of homes or structures that were part of this survey.
7.	Counts	Enter the number of observed occurrences for each category.
8.	Addresses	Enter the address for critical injuries or hazards.

7   Phonetic Alphabet

A	Alpha	N	November
B	Bravo	O	Oscar
C	Charlie	P	Papa
D	Delta	Q	Quebec
E	Echo	R	Romeo
F	Foxtrot	S	Sierra
G	Golf	T	Tango
H	Hotel	U	Uniform
I	India	V	Victor
J	Juliet	W	Whiskey
K	Kilo	X	X-Ray
L	Lima	Y	Yankee
M	Mike	Z	Zulu

8   Modified Mercalli Intensity Scale (MMI)

MMI value	Short description	Shaking severity	Full description
1	Not mapped	Not mapped	Not felt.
2	Not mapped	Not mapped	Felt by people sitting or on upper floors of buildings.
3	Not mapped	Not mapped	Felt by almost all indoors. Hanging objects swing. Vibration like passing of light trucks. May not be recognized as an earthquake.
4	Not mapped	Not mapped	Vibration felt like passing of heavy trucks. Stopped cars rock. Hanging objects swing. Windows, dishes, doors rattle. Glasses clink. In the upper range of IV, wooden walls and frames creak.
5	Light	Pictures move	Felt outdoors. Sleepers wakened. Liquids disturbed, some spilled. Small unstable objects displaced or upset. Doors swing. Pictures move. Pendulum clocks stop.

MMI value	Short description	Shaking severity	Full description
6	Moderate	Objects fall	Felt by all. People walk unsteadily. Many frightened. Windows crack. Dishes, glassware, knickknacks, and books fall off shelves. Pictures off walls. Furniture moved or overturned. Weak plaster, adobe buildings, and some poorly built masonry buildings cracked. Trees and bushes shake visibly.
7	Strong	Nonstructural damage	Difficult to stand or walk. Noticed by drivers of cars. Furniture broken. Damage to poorly built masonry buildings. Weak chimneys broken at roof line. Fall of plaster, loose bricks, stones, tiles, cornices, unbraced parapets and porches. Some cracks in better masonry buildings. Waves on ponds.
8	Very strong	Moderate damage	Steering of cars affected. Extensive damage to unreinforced masonry buildings, including partial collapse. Fall of some masonry walls. Twisting, falling of chimneys and monuments. Wood-frame houses moved on foundations if not bolted; loose partition walls thrown out. Tree branches broken.
9	Violent	Heavy damage	General panic. Damage to masonry buildings ranges from collapse to serious damage unless modern design. Wood-frame structures rack, and, if not bolted, shifted off foundations. Underground pipes broken.
10	Very violent	Extreme damage	Poorly built structures destroyed with their foundations. Even some well-built wooden structures and bridges heavily damaged and needing replacement. Water thrown on banks of canals, rivers, lakes, etc.
11	Not mapped because these intensities are typically limited to areas with ground failure.		Rails bent greatly. Underground pipelines completely out of service.
12	Not mapped because these intensities are typically limited to areas with ground failure.		Damage nearly total. Large rock masses displaced. Lines of sight and level distorted. Objects thrown into the air.

9   Minimum Field Deployment Equipment – 12 hours

Purpose: fully independent operation, Cupertino Ark or field location, unknown environment (heat, cold, wind, rain), unknown time of day. You must have the following to participate in a CARES field response.

Equipment – MUST HAVE

1.	2m or 2m/440 HT minimum
2.	Mobile antenna (mag mount or existing mobile antenna)
3.	Coax adaptors
4.	Radio user manual or cheat-sheet
5.	Charged batteries or extra batteries for 12 hours operation
6.	Power cord adaptors
7.	Ear bud or headphones
8.	Notepad, pens
9.	Clipboard (covered recommended)
10.	Cell phone and charger, cigarette lighter adaptor

Documentation, Identification – MUST HAVE

11.	CA driver's license or CA-issued ID card
12.	Amateur radio license
13.	City of Cupertino Photo ID

Forms – MUST HAVE (http://www.cupertinoares.org/ccc/forms/)

14.	ICS 214 Unit Log
15.	ICS 309 Communications Log
16.	ICS 213 Message Forms
17.	COES 105 Preliminary Safety Assessment Form, Field

Personal Gear – MUST HAVE

18.	Watch or clock
19.	Flashlight, headlamp, spare batteries for 12 hours
20.	Safety vest, ANSI standard, City-issued
21.	Sturdy closed-toe shoes

Documentation, Identification, Maps – Recommended (Nice to Have)

22.	SCCo-issued ID badge; other city badges
23.	Cupertino City Map, County Grid

Personal Gear – Recommended
(Some of the following items may be **REQUIRED** depending on the assignment)

24.	Fueled vehicle (always keep your fuel tank at least ½ full)
25.	Long pants
26.	Hat (broad-brim recommended)
27.	Seasonal jacket / rain gear
28.	Food for 12 hours, Water for 12 hours
29.	Leather Gloves, Eye Protection
30.	First Aid Kit

10   About CARES

The CARES Mission
The mission of Cupertino ARES is to recruit, maintain, and train Amateur Radio volunteers capable of providing professional emergency communications, increasing the City's emergency response effectiveness, and speeding the recovery effort.

Our objectives
- Preparedness – CARES members train to respond to a local emergency with our equipment, training, and experience.
- Response – CARES members deliver backup and emergency communications to our city, various served agencies, and our neighbors in times of need.

What we do
- Provide backup communications when regular resources fail or are overwhelmed.
- Provide the city with an early assessment of damage and casualties from Cupertino neighborhoods to help the City focus their response during a disaster.
- Handle message, information, and command radio traffic for our served agencies.
- Provide communications for community service events and activities.
- Conduct training and drills as necessary to accomplish our objectives.

Criteria to become a Cupertino Citizens Corps Volunteer
- Must be 16 years of age.
- Must be sworn in as a City volunteer or Disaster Service Worker.
- Must be able to follow instructions.
- Must be able to work in teams toward a common objective.

Criteria to become a CARES Associate Member (under 18 years old)
- Registered Cupertino Citizen Corps Volunteer.
- Under 16 years: Participates in classroom meetings and training only.
- 16-17 years: Participates in meetings and training; exercises with parent or guardian.

Criteria to become a CARES Member
- Registered Cupertino Citizen Corps Volunteer, at least 18 years old.
- Have a valid FCC-issued amateur radio operator license.
- Have your own radio equipment necessary to support the CARES mission.
- Complete the CARES Field Responder qualification.

A successful CARES Field Responder can do the following:
- Program your radio
- Operate in a radio net
- Operate packet radio
- Pass a radio message
- Follow instructions

Types of CARES Field Operator assignments:
- Radio Operator, Field. Assigned to various field positions for the purpose of collecting and passing information to the City EOC.
- Radio Operator, Shadow. Assigned to a Served Agency official to ensure they are in radio contact with the EOC at all times.
- Radio Operator, ARK. Supports the Cupertino OES ARKs with communications between the ARK ICP and the City Emergency Operations Center (EOC).
- EOC Support. Assigned at the Communications Van as Shift Supervisor/Comm Team Lead, Radio Operator, EOC runner, or other support staff.

Cupertino ARES/RACES
10300 Torre Avenue
Cupertino, CA 95014-3255