

# Net Control Station Handbook

Cupertino ARES/RACES

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Cupertino Citizens Corps  
10300 Torre Avenue  
Cupertino, CA 95014-3255

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## 6 Phonetic Alphabet & Numbers

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
0	zero (ZEE-row)	5	five (Fife)
1	one (Wun)	6	six (Sicks)
2	two (Too)	7	seven (SEV-vin)
3	three (Tree)	8	eight (Ate)
4	four (FOH-wer)	9	nine (NINE-er)

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## Closing the net, Example 1

This is < call sign >, Net Control for the CARES Message net. The net is closing at this time. We'd like to thank the owners and operators of the [ W6TDM | WW6HP ] repeater. <call sign>

## Closing the net, Example 2

This is the Cupertino Amateur Radio Emergency Service Net for the City of Cupertino Communications [ activation | drill ]. I wish to thank all participants in the Drill for their support and also thank the owners and operators of the [ W6TDM | WW6HP ] repeater for its use.

This is <your name, call sign> closing the net and returning the frequency to regular amateur use.

## 1 Operating Frequencies

### CARES Frequencies

Resource Alt	TAC1	147.570	Tone=151.4
Message Net	TAC2	146.460	Tone=151.4
Resource Net	TAC3	440.150+	Tone=100.0 W6TDM
Resource Net Direct	TAC4	440.150	Tone =100.0
Field Tactical	TAC5	441.000	TSQ=151.4
Field Tactical	TAC6	147.585	Tone=151.4
Command Net	TAC7	442.000+	Tone=151.4 WW6HP
Command direct	TAC8	442.000	Tone=151.4
Resource Alt 2	TAC11	147.570	TSQ=151.4

### County Frequencies

SCC Message Net	147.360 +	Tone=110.9 W6TI
SCC Message Net Alt 1	145.450 –	Tone=100.0 K6FB
SCC Command	442.500 +	Tone=100.0 WB6ZVW
SCC Command Alt	443.275 +	Tone=107.2 K6SNY
SCC Resource Net	146.115 +	Tone=100.0 AA6BT
SCC Resource North	145.270 –	Tone=100.0 W6ASH
SCC Resource South	444.625 +	Tone=110.9 N6NAC
SCC Hospital Net	145.230 –	Tone=100.0 N6NFI
NTS Net	146.640 –	Tone=162.2 WR6ABD

### Emergency Alert System (EAS) Stations

National public warning system; listen to one of the following EAS stations whenever there is an emergency in progress:

LP1, National Primary EAS Station	KCBS	740 KHz
LP1S, National Primary EAS Station	KSOL	98.9 MHz
LP2, National Primary EAS Station	KQED	88.5 MHz
LP2, National Primary EAS Station	KSJO	92.3 MHz

### Community Information

For Cupertino-specific instructions on an emergency, check this station first:

Cupertino Community (TIS) Radio	WQGH344	1670 AM
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## 2 Contact Information

### General Contact Numbers

9-1-1 Alt	408-299-3233
Cupertino Public Works Support (After Hours)	408-299-2507
San Jose Water Company	408-334-8448
Cupertino Sanitary District	510-299-0917
Valley Water District	408-440-7675

### DOC Notification Priority

Name	Position	Direct (forward)	Cell (texting)
Ken Ericksen	CCC Coord, DOC	408-777-3176	408-215-8459
Tom Chin	Emergency Manager	408-777-1310	408-495-9234

### Comm 469 Qualified Operators

Judy Halchin	KK6EWQ	408-533-2517
Ken Foot	KR6CO	408-761-3647
Ken Ericksen	KI6SYY	408-215-8459
Tae Kang	N6TAE	408-888-3738
Jim Oberhofer	KN6PE	408-839-8798

### ISA Document Holders

Comm 469		--	#2	--
Sorin Constantinescu	West	KN6YUH	#1	669-577-6871
Ken Foot	East	KR6CO	#7	408-761-3647
Bill Grove / Forum	West	KI6MQW	#4	650-740-1995
Judy Halchin	East	KK6EWQ	#3	408-533-2517
Steve Hill	Either	KK6FPI	#8	408-693-5794
Tae Kang	West	N6TAE	#5	408-888-3738
Jim Oberhofer	Either	KN6PE	#6	408-839-8798

### Identifying the net - every 10 minutes

This is < call sign >, Net Control for the CARES Resource Net. This is a directed net and permission to pass traffic should be obtained from Net Control. <call sign>

### Closing the net

This is < call sign >, Net Control for the CARES Resource net. The net is closing at this time. We'd like to thank the owners and operators of the W6TDM repeater. <call sign>

## 5.2 Message Net Examples

### Opening the Net, Example 1

This < your call sign >. Is this frequency in use? I'm now opening the Cupertino Amateur Radio Emergency Service Message Net. This will be a directed net. I do not have the ability to dispatch emergency resources.

Is there any emergency or priority traffic for this net? <break>

Is there any traffic for net control? <break>

Stations wishing to check in, come now.

### Opening the Net, Example 2

This is the Cupertino Amateur Radio Emergency Service Net for a City of Cupertino Communications [ activation | drill ]. This is a directed net, please pass all traffic thru net control, <your name, call sign>.

I also wish to remind everyone to conclude their message traffic with their Amateur call sign for FCC compliance. This net will yield to emergency traffic, is there any emergency traffic? Come now.

Stations needing to pass traffic, please come now with your tactical call <call sign>.

### Identifying the net - every 10 minutes, Example 1

This is <call sign>, Net Control for the CARES Resource Net. This is a directed net and permission to pass traffic should be obtained from Net Control. <call sign>

### Identifying the net - every 10 minutes w/ H&W, Example 2

This is the Cupertino Amateur Radio Emergency Service Net for the City of Cupertino Communications [ activation | drill ]. This is a directed net, please pass all traffic thru net control.

I will now perform a roll call of all stations. Please respond with your call sign and location.

Review the following information during a shift change.

- The radio channel(s) in use.
- Any other radio, power, or antenna details.
- List of checked in members; call signs, tactical call signs, and location.
- Review Logs – ICS309, ICS214
- What is going on in general; what changes are expected.
- Any pending activity: messages, replies, and action items.

## 5 Sample Scripts

The Net Control procedures listed above reflect ideal net operations in terms of how the net should be run. However, it is very difficult to apply a single approach to the unanticipated situations that the NCO may encounter.

To this end, the following are sample net control scripts contributed by CARES NCOs. They are minimalist versions of the above and, in certain situations, may be adequate. These scripts can be used as is or modified to meet a specific situation that you may encounter.

### 5.1 Resource Net Examples

#### Opening the Net, Example 1

This < *your call sign* >. Is this frequency in use? I'm now opening the Cupertino Amateur Radio Emergency Service Resource Net. This will be a directed net.

I do not have the ability to dispatch emergency resources.

Is there any emergency or priority traffic for this net? <*break*>

Is there any traffic for net control? <*break*>

I'll take check-ins now for operators who are in their cars and ready to travel.

Give your call sign phonetically, your street and nearest cross street, and the last 3 digits of your odometer.

#### Opening the Net, Example 2

This is the Cupertino Amateur Radio Emergency Service Resource Net for the City of Cupertino Communications Drill.

This net is a directed net, please pass all traffic thru net control, <*your name, call sign*>.

I request all drill participants to check in by first giving their call sign only, and then I will ask for your odometer and location. When you have arrived at your destination, please check out of this net by giving your call sign only; I will ask for your odometer and location. Only those stations that have not checked in please come now. <*call sign*>.

## 3 Net Control Operator refresher

### 3.1 Introduction

The Net Control Station (NCS) is managed by a Net Control Operator (NCO) who is responsible for controlling all radio traffic on a repeater or simplex frequency during a directed net. The NCO should view themselves as an emergency dispatcher, needs to remain professional at all times, and maintain a calm collected demeanor.

#### 3.1.1 Guidelines

The following is an excerpt from the *ARRL NCS Standard Operating Guidelines*.

1. The net control station maintains total responsibility and authority in providing a smooth-running net.
2. You are in charge. Your tone of voice is the most powerful part of your speech.
3. State the time frequently.
4. When transmitting on the repeater, be sure to pause after the courtesy tone to give stations a chance to break in.
5. During a critical emergency or a high traffic load, appoint or request a backup net control station or scribe to ensure all information is properly recorded.
6. All your transmissions must be in a controlled and clear voice.
7. Identify your station by call sign every ten minutes if you are involved in constant communications or using tactical call signs.
8. Keep records and logs of all transmissions taking place during the net.

#### 3.1.2 Before even thinking of taking the net

1. **Station** – Make sure you have a station that can hear everyone on the net. If you cannot hear or be heard by all stations AND there is a NCO on the channel who can, then transfer the net to that individual.
2. **Experience** – Volunteer often to run the CARES Weekly Nets as practice or act as Net Control during a CARES exercise.
3. **Confidence** – The NCO sets the tone for the net. Having an on-air command presence instills confidence in net participants during the activation.

## 4.5 On-going Net Operations

### 4.5.1 General Message Handling

1. **NCO answers calls for traffic.**
  - a. Check if the RECEIVING station is ready to received traffic.
  - b. Assign the next message number.
  - c. Direct the SENDING station to pass their traffic to the RECEIVING station.
  - d. Records the traffic on your ICS 309 Comm Log.
2. During periods of high traffic volume, call for traffic in priority order: EMERGENCY, then Priority.
  - a. EMERGENCY – Life Threatening
  - b. URGENT – Property Threatening
  - c. Routine – routine resource requests, shift planning, etc.
  - d. Health and Welfare
3. Give your FCC callsign every 10 minutes.

### 4.5.2 Every 30 minutes

4. Make this announcement:  
*"This is Net Control for the Cupertino ARES Emergency Net. This is a directed net. Permission to pass traffic is required from Net Control. All stations not participating in this activation are asked to stand by. The time is <hh:mm>. This is <your\_call>."*

**NOTE:** If the Net is being interfered by non-CARES members,

- Request the other party stand by for this emergency,
- Identify the net more often, such as when you ID yourself every 10 minutes.

5. Perform periodic health and welfare checks of all checked in CARES members, time and traffic permitting.

*"Starting a Health and Welfare Check. Please acknowledge with your call sign and location."*

- Call each checked in station and wait for an acknowledgement.
- Call for any other new check-ins.

### 4.5.3 Shift Change

6. When contacted by the next shift CARES member, review all relevant information and status (see topics below).
7. Check on battery levels or generator/gas levels during the hand off.
8. Make the appropriate shift change entry on your Unit Log.
9. The person being relieved informs the SS of the shift change.

one of the Emergency Alert System (EAS) Local Primary (LP) stations for information. Direct them to report to the net after 5-10 minutes on what they hear.

- \_\_\_\_\_ 14. **NCO updates assignments.** NCO receives assignment reports from ISA Staging; records what assignments were made by team.
- \_\_\_\_\_ 15. **Take ISA Reports.** Acknowledge ISA reports. Either record them directly or assign and pass to the designated Remote Packet Operator station.
16. **Take all other reports** as they come in.

### **Command Transfer**

All steps must be performed to complete the command transfer from the Remote Start activities to Comm 469.

- \_\_\_\_\_ 17. When **C469** reports they are ready to accept command, **NCO** passes the following traffic.
  - Tasks or assignments in progress (ISA, ARK Level 2, etc.)
  - What nets are in operation
  - Types of traffic coming in (ISA Reports, etc.)
- \_\_\_\_\_ 18. **NCO** conducts a Health & Welfare check of stations on the net. Field stations should respond with their Tactical Call (if assigned) and FCC call.

**C469** acknowledges each report to confirm it is recorded correctly.
- \_\_\_\_\_ 19. **NCO** announces that the *Health & Welfare* check is complete. Asks **C469** if they are ready to accept the Net.

**C469 NCO** confirms and accepts the net, or asks for clarification.
- \_\_\_\_\_ 20. **When instructed, the Remote Packet Op** proceeds to Comm 469 to transfer ISA reports into the C469 ISA Web app.
- \_\_\_\_\_ 21. **NCO** secures and proceeds to Comm 469 to deliver NCS paperwork. Answers questions on the state of the net or specific assignments.

### **3.1.3 Before starting the net**

**Be Prepared** – All NCOs should be ready to assume the net at any time. In preparation for taking the net, do the following:

- \_\_\_\_\_ 1. Familiarize yourself with this handbook.
- \_\_\_\_\_ 2. Have the following forms available:
  - ICS214 log (Unit Log)
  - ICS309 Communications log
  - ICS213 Message form (Short Form)
  - Travel Tracking Log
  - Custom 'Form 1' list of who is on the net, or a pre-populated named list
- \_\_\_\_\_ 3. Make sure you know how you will use these forms for managing the net.

### **3.1.4 During the net**

Remember to do the following:

1. **Listen** – The best NCOs know that communications is 50% listening.
2. **Think before you speak** – use specific words to ensure that your precise meaning is conveyed.
3. **Speak** – Hold the mic 3-4 inches from your face and just off the side of your mouth. Talk across, rather than into, the microphone.
4. **Keep your transmissions brief** – unnecessary chatter wastes time and slows the pace of the net. Transmissions should be crisp and professional. Refrain from non-essential conversation.
5. **Clarity** – Your communication should consist of only the information necessary to get the message across clearly and accurately.
6. **Plain Language** – All messages are passed in plain English; no Q-Codes or 10 codes.
7. **Phonetics** – when in doubt, spell it out using standard ITU phonetics. Avoid non-standard phonetics; they cause additional mental effort to translate.
8. **Using the Repeater** – Keying up your radio: press PTT, PAUSE, and then TALK. This makes sure that the other stations can hear your entire transmission.
9. **Identify every 10 minutes** – be sure to say your FCC callsign on the air at least every 10 minutes while you are operating. If you have not handled any traffic over a 10-minute interval, just announce your callsign and "*net control for <event>*" or something similar to indicate that the frequency is under net control.

10. **You are in charge** – If it's going too fast for you, slow it down. Do not respond until you're ready (including keeping up with your logging).

## 3.2 Response Sequence Overview

The following is a general description of activities and staffing over the course of an activation. Specific details are in the following pages in this handbook.

### 3.2.1 Initial Response Ops

- Minimum Staffing (2): NCO, SS.
- The first NCO-capable CARES member on frequency assumes the NCO position, opens the net as a directed net, and operates from his/her initial location (home, mobile, etc.).
- Member check-ins (and mike-mike reports if appropriate) are taken, frequency guard assignments are made.
- The first Shift Supervisor (SS) on frequency assumes the SS position; directs all CARES activities; makes decisions on field assignments as necessary. For an earthquake, will initiate the ISA process.
- NCO may make additional remote assignments as necessary; takes situation reports (Mike-Mike, other).

### 3.2.2 Initial Response Ops; Comm 469 is staffed

- Comm 469 is activated.
- Staffing (4): SS, NCO, RRO, and Packet Op/County Message Op.
- Some City or other volunteer staff may begin to set up the EOC.
- Remote Operational handoff occurs (NCO, Packet, other).
- The SS directs all CARES activities, checks for compliance with processes, and makes decisions on field assignments.
- NCO or RRO begins taking event traffic (ISA, EMERGENCY/Life-Threatening, other traffic).

### 3.2.3 Extended Response Ops; High Traffic

- The event is deemed significant in terms of duration and resource needs; CARES shifts to Extended Response Operations.
- Staffing (6): SS, NCO, NCO Alternate, Radio Room Operator (RRO), and Packet Op, County Message Op.
- The EOC is fully operational.

- Pass (or delegate passing) the Mike-Mike summary report to County RACES.

7. **NCO calls the SS** to make announcements about our next steps.

### Securing the Net

If the decision is to secure, then NCO should do the following:

8. **NCO asks for volunteers**, one per ARK, to proceed to their local ARK and to notify any CERT responders who may be present to stand down. Make an assignment if necessary. Use Activation Number **CUP-<YY>-08T** ("YY" is the last 2-digits of this year) for this activity.
9. **NCO tracks each volunteer** to the ARK and back home.
10. **NCO secures the net** when all are confirmed back home.

### Initiating Initial Response Ops

If the decision is to initiate an Initial Response Ops, then NCO should do the following:

11. **NCO tells the SS** they are standing by for assignments.

**SS** identifies the C469 Operator.

**SS** asks NCO to go direct, assigns the C469 operator to retrieve Comm 469, and then proceeds to City Hall.

**SS** decides to staff the Remote Packet Op position, informs NCO.

12. **If directed to do so: NCO assigns a Remote Packet Op.** Ask for one (1) volunteer to setup as a Remote CUPEOC packet station to poll for County Bulletins and receive ISA reports as they come in.

**SS** identifies at least 1 ISA data holders and ISA staging locations.

**SS deploys ISA Staging;** Asks NCO to go direct, assigns up to two ISA data holders, one each to the designated ISA staging locations.

**SS** identifies which field responders to go to ISA and/or the ARKs. This is done per the assignment priority worksheet.

**SS deploys Field Responders;** Asks NCO to go direct, begins assigning available field responders to either ISA Staging based on their location (tactical calls as Team 1, Team 2, etc.) or ARKs.

**SS** departs from their location to meet up with C469; maintains communications with Net Control while in transit.

13. **If directed to do so: NCO establishes a Frequency Guard.** Resources permitting, NCO asks for one (1) volunteer to listen to



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#### 4.4 Remote Net Start (new earthquake event)

1. For an earthquake, it is likely that the CARES Emergency Net will start from a home location with the initial response being managed remotely.
2. If a Shift Supervisor is not available, then the NCO should perform all Shift Supervisor tasks or delegate specific tasks to individuals on the net.
3. Each activation is different and the NCO should use their best judgement on how to run the net.

This is not a script, but a general sequence of actions that the NCO should perform. The following describes the things that the Remote Net NCO should do during the Remote Net Start.

##### ***Opening the Net***

1. **Start your ICS 214 Unit Log and ICS 309 Communications Log.**
2. **Start the net** on TAC3 / W6TDM Repeater.
  - If the repeater is available, start the net on (R1) W6TDM Repeater 440.150+, Tone=100.0.
  - If the repeater is NOT available, then start the net on (C1) WW6HP 442.000+, Tone=151.4.
  - If that repeater is NOT available, start the net on (T1) 147.570 Simplex, Tone=151.4.
3. **NCO calls for a Shift Supervisor (SS)** to briefly describe what is known or make the announcement yourself. This also lets the net participants know that we have leadership on the frequency.
4. NCO asks **SS** if they are ready to record Mike-Mike reports.

**SS** records the call sign, Mike-Mike reports, and ARK zone.

5. **NCO calls for check-ins.** State the format for net participants to pass the Mike-Mike Report:  
“<call sign>, Mike-Mike ###, <ARK Name>, <call sign>.”
6. **If on Simplex: NCO calls for relays.** Ask a loud station to call for check-ins as well.

**SS:** Within 30 minutes of establishing the net, Shift Supervisor will:

- Evaluate MM reports
- Decide to either initiate an Initial Response Ops (ISA, C469 deployed, ARK deployments) or stand down.
- Attempt contact the CCC Coordinator or EM on the situation and our response intentions.

- The SS reviews staffing plans, participates in EOC briefings, checks for compliance with procedures, updates assignments, and coordinates CARES resources requests with the EOC staff.
- Optionally establish a separate Resource Net.
- Resource planning begins for the next shift.

##### **3.2.4 Extended Response Ops; Low Traffic**

- Staffing (2-3): SS, NCO, and Packet Op/County Message Op.
- Traffic flow between the EOC and field teams is relatively light.
- The Message and Resource Nets may be consolidated into a single net and operate as an Open Net.
- RRO position may be secured; NCO manages the net and takes messages.
- The Shift Supervisor reviews staffing plans and coordinates CARES resources with the EOC staff. Directs the Recovery Operations for CARES members based on requirements from the EOC.

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## 3.3 General Net Operations

### 3.3.1 Basic Template for the Net Control Script

The following is an excerpt from the SCCo RACES NCO 3A Class. The net can be broken down to series of parts:

#### Start / Introduction

- Check for a clear frequency.
- Identify yourself, including the tactical call sign of net control.
- Identify the purpose of the net, and whether it will be operated as open or directed.
- State whether or not you have the ability to dispatch resources.
- State what to do if immediate help is needed (e.g., call 911 or city tactical).
- Ask if there is any emergency traffic.
- Ask if there is any traffic for net control.
- Be sure to say your FCC callsign on the air at least every 10 minutes.

#### Reports/Check-ins

- Describe how people should make reports or check-in.
- May include when to use Tactical and FCC call signs.

#### Field Assignments

- If directed, turn the net over to the Shift Supervisor to make assignments.
- Record the assignments made. This will help you track field responders later.

#### Update

- NCO must remember to ID with FCC call sign every 10 minutes.
- Regularly state the purpose of net and operating mode (directed/open) as appropriate.

#### Close

- Thank owners and operators of repeater(s) (if used).
- Announce that the repeater/frequency is returned to normal use.

### 3.3.2 Terms

C469: Comm 469, Public Safety Communications Vehicle  
NCO: Net Control Operator  
NCS: Net Control Station  
RRO: Radio Room Operator  
SS: Shift Supervisor

- \_\_\_\_\_ 5. **NCO call members previously assigned.** Get the assignment worksheet from SS, call each member previously assigned. Record their check-in.

Be sure to call for more check ins until you get no more responses. Log all check-ins on the ICS 309 Comm Log.

- \_\_\_\_\_ 6. **NCO calls** for any additional check-ins on the net.

*"We will take check-ins by suffix ranges. Say only your call sign.*

*(i) CARES Stations, Alpha through Golf, check in now.*

*(ii) CARES Stations, Hotel through Oscar, check in now.*

*(iii) CARES Stations, Papa through Zulu, check in now."*

Be sure to call for more check-ins until you get no more responses. Log all check-ins on the ICS 309 Comm Log.

- \_\_\_\_\_ 7. **If operating on simplex: NCO calls for check-ins by RELAY.**

*"CARES members who tried to check in but were not acknowledged, please announce your call and say RELAY. Please go now."*

*<pause>*

*"Are there any relays?" Log all check-ins by RELAY.*

- \_\_\_\_\_ 8. For unassigned, new check-ins, check for stations not available.

*"Checked in stations that are not available, I repeat: **not available**, for a field assignment, please identify now."*

- \_\_\_\_\_ 9. **NCO calls for the SS** to make or confirm announcements on the net; special instructions, follow-up action.

**SS** confirms field responders' assignments or makes additional assignments due to no-shows or new requests.

- \_\_\_\_\_ 10. NCO records assignments made.

## 4.3 Planned Net Start (on-going event)

A *Planned Net Start* is for exercise or emergency events where a plan is developed on how the net should operate. This would be typical after the net was previously shut down and planned to be re-activated during a later Operating Period. This also applies to a Public Service Event.

An **Incident Action Plan** is the document that defines the Operational Period objectives and activities to be performed. Minimally, elements that would be defined include, but are not limited to,

1. Command staffing plan identified:
  - a. Shift Supervisor
  - b. Net Control Operator
  - c. Radio Room Operator
  - d. County Message Net / Packet Operator
2. Assignments to be made, T-Cards created
3. Field staffing requirements
4. Op Period (and net) start date, time, frequency

### Opening the Net

The following is a sample script of the general information and actions taken by the NCO. The NCO is encouraged to adjust (personalize) the content based on the situation, but must keep the general elements in place.

1. Start your **ICS 214 Unit Log** and **ICS 309 Communications Log**. Be prepared to start the **Travel Tracking Log**.
2. **Start the net** on TAC3 / W6TDM Repeater.  
*"This is < your name >, < your call >. Attention all stations. Please stand by for [drill | emergency] traffic."*  
*"This is < your name >, < your call >, net control for the Cupertino ARES Emergency Net. This is [a drill | an actual emergency]. This is a directed net. All stations not connected with the emergency are asked to stand by."*  
*"All CARES member stations are asked to stay on frequency until the close of the net. Please give your current availability when you are polled."*
3. **NCO calls for the Shift Supervisor** to briefly describe the plan for this operational period.
4. **Check for Emergency Traffic.** *"Stations with immediate emergency traffic, that is **Life Threatening**, please go now."*

## 4 Procedure: Emergency Net Operations

### 4.1 Introduction

This section covers the three different types of net control startup activities that CARES may encounter. These are:

1. **General Net Startup:** for a non-earthquake event that warrants CARES to come up on the net. It may be at the request of the city or other served agency who needs communications support. A full field deployment may or may not be the outcome of this request.
2. **Planned Net Startup:** when a plan is previously developed on what CARES needs to do and how we should do it. This approach may be used after the net was previously shut down and planned to be re-activated during a later Operational Period. An **Incident Action Plan** is the document that will lay out our course of action.
3. **Remote Net Startup:** for an Earthquake where the net is likely to be started from home, and specific actions are identified. CARES will maintain a standing plan for this initial type of response.
4. **Ongoing Net Operations:** once the net is established, CARES will continue net operations for the duration of the event or as directed.

## 4.2 General Net Start (new event)

A *General Net Start* is for exercise or emergency events that includes time to perform pre-planning tasks such as identifying staffing requirements, making staffing assignments, deploying C469, and identifying field assignments.

Types of events that can be managed by a General Net Start include discovery of a power or communications outage or flood risk.

### Opening the Net

The following is a sample script of the general information and actions taken by the NCO. While the NCO is encouraged to adjust (personalize) the content based on the situation, they must keep the basic elements in place.

\_\_\_\_\_ 1. **Start your ICS 214 Unit Log and ICS 309 Communications Log.**

\_\_\_\_\_ 2. Check if a Net Control is already on frequency.

*"This is < your call >; is there an active net on this frequency?"*

If YES, listen for NCO instructions. If NO, continue with the following step.

\_\_\_\_\_ 3. **Start the net** on TAC3 / W6TDM Repeater.

*"This is < your name >, < your call >. Attention all stations. Please stand by for [drill | emergency] traffic."*

*"This is < your name >, < your call >, net control for the Cupertino ARES Emergency Net. This is [a drill | an actual emergency]. This is a directed net. All stations not connected with the emergency are asked to stand by."*

*"I am NOT able to dispatch help for any reported situations."*

*"All CARES member stations are asked to stay on frequency until the close of the net. Please give your current availability when you are asked."*

\_\_\_\_\_ 4. **NCO calls for the Shift Supervisor** to briefly describe what is known. If no SS is present, then make the announcement yourself.

*"CARES has been activated by Cupertino OEM. There was a < brief description and location of the emergency >."*

\_\_\_\_\_ 5. **NCO call for members check-ins.** Describe how to make check-ins.

*"We will take check-ins by suffix ranges. Say only your call sign."*

(i) CARES Stations, Alpha through Golf, check in now.

(ii) CARES Stations, Hotel through Oscar, check in now.

(iii) CARES Stations, Papa through Zulu, check in now."

Be sure to call for more check ins until you get no more responses.

Log all check-ins on the ICS 309 Comm Log.

\_\_\_\_\_ 6. **If operating on simplex: NCO calls for check-ins by RELAY.**

*"CARES members who tried to check in but were not acknowledged, please announce your call and say RELAY. Please go now." <pause>*

*"Are there any relays?"* Log all check-ins by RELAY.

\_\_\_\_\_ 7. **NCO calls for the SS** to make announcements on the net; special instructions, follow-up action, assignments.

\_\_\_\_\_ 8. **NCO establishes County Message Net Guard.** Ask for one (1) volunteer to listen to the County Message Net: AA6BT, 146.115+, PL=100.0. Direct them to report to the net after 5-10 minutes on what they hear about nearby cities.

\_\_\_\_\_ 9. **NCO establishes a Frequency Guard.** Ask for one (1) volunteer to listen to one of the Emergency Alert System (EAS) Local Primary (LP) stations for information. Direct them to report to the net after 5-10 minutes on what they hear.

\_\_\_\_\_ 10. **NCO calls for the SS** to make pass any additional announcements, special instructions, follow-up action, assignments.

**SS:** Decides to either initiate an Initial Response Ops (field deployments) or stand down.

\_\_\_\_\_ 11. If directed to do so, **Check for stations not available for a field assignment.** It is likely that everyone who checked in is available for a field assignment. However, we will check for stations **not** available... This could be a shorter list.

*"Checked in stations that are not available, I repeat: **not available**, for a field assignment, please identify now."*

**SS deploys Field Responders;** Asks NCO for permission to go direct, begins assigning available field responders based on their location and need.

\_\_\_\_\_ 12. NCO records assignments made.