

San Luis Obispo County Emergency Communications Council

Standard Operating Procedures Manual

Version 4.0

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San Luis Obispo County Emergency Communications Council, Inc.

ACKNOWLEDGEMENTS

This Manual was painstakingly written by Jack Hunter, KD6HHG, based upon data supplied by a myriad of others. Who offers this acknowledgement of these contributions:

I would like to thank all the individuals for their contributions to this Manual.

However, so many have contributed that I fear someone may be excluded. Therefore, if you have helped, let me take this opportunity to thank you for your time and efforts.-

- Jack

DEDICATION

This Manual is dedicated to all those individuals who have given of themselves and their time to serve the local community through the San Luis Obispo County Emergency Communications Council, ARES, RACES, and Ham Radio. Tens of thousands of hours have been given in anonymity to protect and aid the local community in times of need. This Dedication is the editor's small way of saying thank you for the gift of their time and resources and their dedication to the highest principles of volunteer service and Amateur Radio.

HISTORY

This Manual is the end product of series of previously published Manuals, Standard Operating Procedures, and many contributions by the membership. The original ARES SOP was written several years ago by Dave Medley KI6QE. This SOP was updated and revised by the editor in September, 1994, distributed to the membership for their comments, and revised again in March, 1995. In September, 1995 the ARES SOP was used as the basis for a Communicator's Manual for SLOECC. The Manual which follows is the natural outgrowth from the Communicator's Manual with additions and revisions have being made to broaden the subject matter and make the Manual more usable.

EDITIONS

First Edition:	(circa 1990)
Second Edition:	September 1994
Third Edition:	March 1996
Fourth Edition:	September 1998

ADDITIONAL INFORMATION

It is the intent of this Manual to provide the reader with information on ARES, RACES, and SLOECC operations that will not require regular updates. It is strongly suggested that the reader obtain the information noted below to supplement this Manual. The information noted below changes periodically and must be updated.

Training Net Procedures*

Membership List**

Inter-Agency Contact List**

Emergency Coordinator, Assistant Emergency Coordinator, District Emergency Coordinator List*

SLOECC Officers*

Santa Barbara County Frequency List***

Ventura County Frequency List***

* - Updates published in SLOECC Newsletter

** - Maintained by the SLOECC Inter-Agency Coordinator

*** - Maintained by the SLOECC Planning/Training Committee

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Section 1

INTRODUCTION

1.01 INTRODUCTION TO THIS MANUAL

The purpose of this Manual is to provide the reader and/or members of ARES, RACES, and the San Luis Obispo County Emergency Communications Council with a basic text for study and reference. This Manual serves several purposes - (1) An ARES SOP, (2) A RACES SOP, (3) A Communicator's Manual, (4) A general operations Manual for all SLOECC Operations.

ARES SOP: This Manual is the Amateur Radio Emergency Service (ARES) Standard Operating Procedure (SOP) for San Luis Obispo County. Some sections of this Manual are specific to RACES operations and SLOECC operations. For the purposes of the ARES SOP these sections are included for reference, only.

RACES SOP: The official Standard Operations Procedure (SOP) for the Radio Amateur Civil Emergency Service (RACES) for San Luis Obispo County is included in this Manual as a separate section. The remainder of the Manual is for information, only. No section of this Manual should be considered as being superior in any way to the official RACES SOP. However, practical RACES operations will use many of the procedures noted within the Manual.

COMMUNICATOR'S MANUAL: This manual is the basic text for use in communicator training for ARES and RACES. Use of supplemental information and additional references is encouraged.

SLOECC OPERATIONS MANUAL: The Constitution and By-Laws for the San Luis Obispo County Emergency Communications Council are included in this Manual as separate sections. These sections and relevant portions of the Manual should be considered as the Operations Manual for SLOECC.

1.02 AMATEUR RADIO AND ITS PLACE IN EMERGENCIES

Amateur Radio is established by Congress through the Communications Act as a service. Amateurs have been instrumental in the development of the communications art since the early work of Hertz and Marconi, who were essentially amateurs.

In the years just before World War I, a group of amateurs in Hartford, Connecticut established the American Radio Relay League (ARRL). The primary objective of this organization was to develop the art of communications through the establishment of a series of relay stations to expedite the transmission of public service messages across the country and to foster the experimentation which ultimately lead to the transcontinental and world wide communications systems.

Since these early days, radio amateurs have established a reputation for public service communications, especially in times of crisis and special need which can not be met by the normal communications systems. In the beginning, these services were

rendered spontaneously and largely on an individual basis. As time progressed, the need for and value of organization became apparent and this led to the establishment of several organized bodies with clearly defined functions.

Today, there exists in Amateur Radio a very complete and close volunteer organization of amateur radio operators dedicated to public service. Sponsored by the ARRL, a field organization has been established which includes the Amateur Radio Emergency Service (ARES) and the National Traffic System (NTS). An independently organized system sponsored by the Federal Government called the Radio Amateur Civil Emergency Service (RACES) fulfills other functions not directly addressed by ARES and together they form integral parts of the Amateur Radio Service's Public Service effort.

1.03 THE AMATEUR RADIO EMERGENCY SERVICE (ARES)

ARES, which is sponsored by the American Radio Relay League (ARRL), consists of licensed radio amateurs who have voluntarily registered their qualifications and equipment for communications duty in the public service when disaster strikes. Every licensed radio amateur, irrespective of other affiliations, is eligible for membership in ARES. The only qualification, other than holding a valid Radio Amateur Operators License, is a sincere desire to serve the public interest. ARES is essentially a local operation within the County and is self regulating and self managed.

Amateur radio operators have equipment suitable for emergency operations and many have expended substantial sums of money in state of the art electronic equipment and emergency power supplies.

ARES provides back-up communications in the event of disasters or emergencies when regular communications are disrupted or overloaded. The primary responsibility of ARES is to provide health and welfare communications.

Locally, the primary ARES responsibility is providing health and welfare communications for the American Red Cross, the Salvation Army, and any agency requesting health and welfare communications. The ARRL has national memorandums of understanding with both the American Red Cross and the Salvation Army.

ARES conducts regular training classes and exercises to insure that its members are well trained in emergency procedures and the best use is made of their individual talents. These exercises are planned and carried out so that any future emergency operations will function smoothly and effectively. These training exercises often take place in concert with regular public activities such as foot races and bicycle races. ARES provides communications to facilitate smooth running of these events. Such exercises and procedures allow the ARES response to a crisis to be flexible and effective.

1.03.01 AMERICAN RADIO RELAY LEAGUE (ARRL) -- FIELD ORGANIZATION

ARES is an integral part of the American Radio Relay League Field Organization. The ARRL has fifteen geographical Divisions with each Division having three to seven Sections. Each Section has numerous Districts. Our portion of ARES is

in the San Luis Obispo District of the Santa Barbara Section of the Southwestern Division. Within our District we have five Areas.

Each of the Sections has an elected Section Manager who administers activities within their Section. The Section Managers make Section Appointees to supervise various individual activities including ARES and the National Traffic System (NTS).

Each District has an ARES District Emergency Coordinator (DEC). Each Area has an Emergency Coordinator (EC) with some Areas also having an Assistant Emergency Coordinator (AEC).

It is suggested that each ARES member familiarize themselves with the ARRL Field Organization. ARRL publications describing the ARRL Field Organization are included by reference.

1.04 THE RADIO AMATEUR CIVIL EMERGENCY SERVICE (RACES)

RACES differs from ARES in one very important respect - it is a federally regulated activity within the Amateur Radio Service. It is administered by the Federal Emergency Management Agency of the United States Government and is intended to provide radio communications during periods of local, regional, or national civil emergencies for civil preparedness purposes, only. These emergencies can include natural disasters such as fires, floods, or earthquakes, etc.. As defined by the rules, RACES is a radio communications service conducted by volunteer licensed amateurs. The service is designed to provide emergency communications to state or local civil preparedness agencies. As such, it can only operate at the specific request of a designated state or local official. The primary function of RACES is to provide secondary and back-up communications for supported safety agencies.

Locally, the primary RACES responsibility is providing secondary and back-up communications for C.D.F.. and most of the City Fire Departments. Historically, we have had a very close working relationship with C.D.F....

The main advantages of RACES are that the participants are covered by government insurance programs during their active roles and some federal funds are available to assist in the development of the program. The only disadvantage is some lack of flexibility and restrictions imposed by the Government.

1.04.01 RACES REGISTRATION AND THE EMERGENCY SERVICE

All members of RACES are Emergency Services Workers as defined by the State of California. As such, all RACES members must be registered with the County Office of Emergency Services and must carry the appropriate identification during RACES activities. The identification is in the form of a laminated photo identification provided by County OES.

Applications are available from all SLOECC Officers. Photos are regularly taken during SLOECC General Membership Meetings. The Photo I.D.'s are issued as soon as practical by County OES. An emergency procedure for obtaining the Photo I.D.'s has been developed for out of County RACES Members and others during an emergency incident. See Section 4.04.

Section 2

BACKGROUND AND ORGANIZATION OF THE SAN LUIS OBISPO COUNTY EMERGENCY COMMUNICATIONS COUNCIL

2.01 BACKGROUND

ARES, and to a lesser extent, RACES, have been active in San Luis Obispo County for many years. Additionally, several smaller organizations sponsored by local amateur radio clubs and special interest groups have also been active. However, as the County grew, it became apparent that some central coordinating body would be of great benefit to the community and to many local organizations.

The need for a centralized emergency communications effort was recognized by the County several years ago, largely due to the commissioning of the nuclear power facility at Diablo Canyon. Part of the commissioning effort, as required by the Nuclear Regulatory Commission, included the establishment of an Emergency Operations Center (EOC). With the aid of Pacific Gas and Electric Company, such a facility was constructed with the Sheriff's Department as a tenant. This facility not only includes the Emergency Service provided by the County (911) and the Emergency Operations Facility for Diablo Canyon, but also includes a well equipped amateur radio station. This amateur radio station has been largely funded by Monies and equipment donated by radio amateurs and amateur organizations. C.D.F.. has at its disposal a mobile communications facility installed in a bus, which was also donated.

In order to coordinate all the various efforts and to take advantage of a combined and coordinated effort between ARES and RACES, it was decided in 1990 to form the San Luis Obispo County Emergency Communications Council (SLOECC) with express intent of accomplishing the following:

- A. Coordinate the emergency communications efforts of the County Communications Department, ARES, and RACES.
- B. Coordinate and establish working agreements with other organizations in the County as deemed desirable.
- C. Establish committees as considered necessary.

2.02 ORGANIZATION

2.02.01 BOARD OF DIRECTORS

In order to accomplish the goals set for SLOECC, a Board of Directors has been established. This board meets monthly and is empowered to establish and develop procedures for the current and future operation of SLOECC. The Board is comprised of the following officers elected annually by the membership:

- President
- Vice-President
- Secretary
- Treasurer
- Three At-Large Directors

2.02.02 COMMITTEES

The Board of Directors has established the following committees:

Inter-Agency Coordination - Charged with the responsibility for concluding necessary agreements, letters of understanding, or other arrangements with the various agencies set out in this Plan.

Technical - Charged with the responsibility for developing and maintaining the technical needs of SLOECC. These responsibilities include the installation and maintenance of voice and packet installations in Emergency Communications Centers and the Emergency Operations Center and the development of technical facilities as needed.

Planning/Training - Charged with the responsibility for developing and maintaining any plans as the Board of Directors may deem necessary. This committee is also responsible for the development and coordination of training and training exercises.

Each committee is responsible to the Board of Directors. Each committee is responsible for enlisting the aid of members as necessary to accomplish the assigned tasks. Very close cooperation between these committees is necessary at all times to prevent the overlap and duplication of effort. Each committee is required to be represented at each Board of Directors meeting. The committees do not have a vote in any proceedings of the Board.

2.02.03 DUES

Membership contributions to the San Luis Obispo County Emergency Communication Council has been set at \$10.00 (ten dollars) per annum to help with administration costs.

2.02.04 NEWSLETTER

The Board of Directors has authorized the publication of a monthly Newsletter for the reporting of the following to the SLOECC membership: Board of Director activities, Committee activities, meeting schedules, training schedules, articles of general interest. The Board has directed that the Newsletter be distributed to all SLOECC members and organizations interested in SLOECC activities.

Section 3

THE ARES NETWORK

3.01 ELEMENTS OF THE ARES NETWORK

The local ARES Network is comprised of the following elements:

- A. A network of VHF/UHF repeaters.
- B. A network of VHF Digipeaters and a Bulletin Board.
- C. Assigned VHF and UHF frequencies.
- D. Numerous Emergency Communications Centers and Emergency Operations Centers.
- E. Assigned District Emergency Coordinators (DEC), Area Emergency Coordinators (EC) and Assistant Emergency Coordinators (AEC).
- F. High frequency facilities permanently installed at key points
- G. A nucleus of trained operators.

3.02 ACTIVATION OF THE ARES NETWORK

Any event which disables or severely overloads the telephone system is an emergency which calls for activation of the ARES Network. Such an emergency will usually be self-evident or will be indicated by the Emergency Broadcast System. In this case, ARES members will check in on one of the two Primary Emergency Frequencies and, if able, proceed to their assigned locations. In the event the telephone system is not operating, these key volunteers should be contacted via the emergency radio frequency from the County Emergency Operations Center, the California Division of Forestry Command Post, or the Cal-Trans amateur radio facility in San Luis Obispo.

Not all emergencies will affect the telephone system. In this case, the ARES members may be alerted using the Telephone Tree / Notification List.

Notice of an EMERGENCY (declared by a responsible official), an ALERT (notification of a possible emergency), or a request for aid from some other area should activate the ARES Network. Any member of the Network receiving notice, if not a DEC, an EC, or an AEC, should contact a DEC, EC or AEC and pass on the received information. If the individual is unable to reach a responsible party, the individual should act as Net Control on the Emergency Frequency until relieved of their duties.

The DEC, any EC, or any AEC may, even without being officially notified, activate the ARES Network if there is a reasonable presumption of need.

3.03 EMERGENCY CALL-OUT PROCEDURE

3.03.01 AGENCY RESPONSE

The following procedure will be used by served agencies for activating the ARES Network:

County-Wide Emergency - The served agency will call the following individuals until contact is established:

- 1st - District Emergency Coordinator
- 2nd - Any Emergency Coordinator
- 3rd - Any Assistant Emergency Coordinator

Local Emergency - The served agency will call the following individuals until contact is established:

- 1st - Local Emergency Coordinator
- 2nd - Local Assistant Emergency Coordinator
- 3rd - District Emergency Coordinator

Once contact is established with any ARES member, the served agency will not proceed any further. It is the responsibility of the contacted ARES member to contact needed ARES members.

The following information will be needed from the served agency:

- Nature of the emergency
- Location of the emergency
- Type of communications needed
- Anticipated number of communicators needed
- Name of Contact Person at the incident location

3.03.02 ARES RESPONSE

The first person to receive notification will act as the Incident Manager (See Section 3.04). This person will attempt to contact the DEC and the EC's or AEC's by telephone. This person will ask the contacted EC's or AEC's to open the ECC's or similar facilities within the County, if conditions warrant. This person will appoint a qualified member as ARES / RACES Net Control.

The Net Control Operator will put out a QST to all members on the primary ARES / RACES Repeater, if it is available. The QST will notify all members that a drill or incident is in effect and that the ARES / RACES Net has been activated. The Net Control Operator will ask that all members monitor the frequency for further instructions. A similar QST will be given on the other local repeaters directing any listening members to monitor the primary ARES / RACES Repeater for further instructions.

If the established ECC's were not activated during the initial telephone call-out or it become necessary to activate additional facilities, the Incident Manager will ask the Net Control Operator to request that some or all of the County ECC's be staffed. The Incident Manager may find it necessary to request that temporary ECC's be activated in areas that do not have permanent facilities. In all cases, monitoring members will be requested to check-in to their local ECC on its' Simplex Frequency. This process will help eliminate unnecessary traffic on the Primary Frequency and give

the local EC's and their members a more active roll in the process. The Net Control Operator will ask that each ECC report back within an established time frame with a list of members that have checked-in. The order of responsibility for the activation of each ECC will always start with the first person contacted in order of listing. First will be the local EC, then the Assistant EC, and then any qualified member of the organization.

It is important for the Net Control Operator to have control of the situation and yet remain flexible. It is not unlikely that, depending on the type of disaster, that the entire Network will be on emergency power. Each member should be prepared and should understand the use of the Simplex Frequencies, the Cross-Band Repeaters, and the Portable Packet Station. The local EC is a resource and should be used to make the task easier. Each member should obtain and study this Manual and should obtain a County ID Badge.

3.04 INCIDENT MANAGER

The individual activating the Network becomes the Incident Manager for the Emergency Net, unless and until they pass on the responsibility. The Incident Manager will evaluate the situation and decide how much of the organization should be alerted, what liaison with neighboring cities and organizations should be established, what locations should be manned and what other response is needed. They should also decide whether to alert by voice radio, packet radio, telephone, or a combination.

Depending upon the circumstances, the Incident Manager may opt to use tactical or formal message procedures. Copies of all messages shall be retained.

The Net Control designated by the Incident Manager and any stations the Net Control may designate shall keep a log of the emergency operations which shows at least the following: starting and ending time of messages, summary of important messages, summary of important events and actions.

See Section 8.

3.05 REPORTING

The DEC shall submit a report on Public Activity Reporting Form CD-157 for all emergency and simulated emergency operations as soon as possible after the event, based upon logs and recollections of the various participants. This report is described in the Emergency Coordinator's Manual which is included with this SOP by reference.

3.06 ARES TRAINING NET

Each Tuesday evening at 7:30 pm local time there is an ARES Training Net on an ARES repeater. All ARES members and guests are encouraged to participate. All members should obtain a copy of the Net Control Procedure. The Procedure is not included with this Manual because it periodically changes. Updates to the procedure are routinely published in the SLOECC Newsletter.

Section 4

THE RACES NETWORK

4.01 ELEMENTS OF THE RACES NETWORK

The local RACES Network is comprised of the following elements:

- A. A network of VHF/UHF repeaters.
- B. A network of VHF Digipeaters and a Bulletin Board.
- C. Assigned VHF and UHF frequencies.
- D. Numerous Emergency Communications Centers and Emergency Operations Centers.
- E. County RACES Officer, Area Emergency Coordinators (EC),
Assistant Emergency Coordinators (AEC).
- F. High frequency facilities permanently installed at key points and backed by amateur stations throughout the County. These facilities are capable of intercontinental communications and interface with the National Traffic System (NTS), daily.
- G. A nucleus of trained operators.

4.02 ACTIVATION OF THE RACES NETWORK

The RACES Network can only be activated by the County Office of Emergency Services or the California Department of Forestry (C.D.F..) acting as the County Office of Emergency Services Liaison for fire related events. This is in marked contrast with the ARES network which can be activated as noted in Section 3.02, above. Any event which disables or severely overloads the communications systems of the County or City safety agencies may trigger the activation of the RACES Network. Other events related to an emergency incident may also trigger the activation. Such an emergency may often be self-evident or may be indicated by the Emergency Broadcast System. Once the RACES Network is activated, RACES members should check in on one of the two Primary Emergency Frequencies and, if able, proceed to their assigned locations. In the event the telephone system is not operating, key volunteers should be contacted via the emergency radio frequency from the County Emergency Operations Center, or the California Department of Forestry Command Post. Not all emergencies will affect the telephone system. In this case, the RACES members may be alerted using the Telephone Tree / Notification List.

4.03 EMERGENCY CALL-OUT PROCEDURE

4.03.01 AGENCY RESPONSE

The following procedure will be used by the County Office of Emergency Services for activating the RACES Network:

County-Wide Emergency - The County OES will call the following individuals until contact is established:

- 1st - District Emergency Coordinator
- 2nd - Any Emergency Coordinator
- 3rd - Any Assistant Emergency Coordinator

Local Emergency - The County OES will call the following individuals until contact is established:

- 1st - Local Emergency Coordinator
- 2nd - Local Assistant Emergency Coordinator
- 3rd - District Emergency Coordinator

Once contact is established with any RACES member, County OES will not proceed any further. It is the responsibility of the contacted RACES member to contact needed RACES members.

The following information will be needed from County OES:

- Nature of the emergency
- Location of the emergency
- Type of communications needed
- Anticipated number of communicators needed
- Name of Contact Person at the incident location

4.03.02 RACES RESPONSE

The first person to receive notification will act as the Incident Manager (See Section 4.04). This person will attempt to contact the DEC and the EC's or AEC's by telephone. This person will ask the contacted EC's or AEC's to open the ECC's or similar facilities within the County, if conditions warrant. This person will appoint a qualified member as ARES / RACES Net Control.

The Net Control Operator will put out a QST to all members on the primary ARES / RACES Repeater, if it is available. The QST will notify all members that a drill or incident is in effect and that the ARES / RACES Net has been activated. The Net Control Operator will ask that all members monitor the frequency for further instructions. A similar QST will be given on the other local repeaters directing any listening members to monitor the primary ARES / RACES Repeater for further instructions.

If the established ECC's were not activated during the initial telephone call-out or it become necessary to activate additional facilities, the Incident Manager will ask the Net Control Operator to request that some or all of the County ECC's be staffed. The Incident Manager may find it necessary to request that temporary ECC's be activated in areas that do not have permanent facilities. In all cases, monitoring members will be requested to check-in to their local ECC on its' Simplex Frequency. This process will help eliminate unnecessary traffic on the Primary Frequency and give

the local EC's and their members a more active roll in the process. The Net Control Operator will ask that each ECC report back within an established time frame with a list of members that have checked-in. The order of responsibility for the activation of each ECC will always start with the first person contacted in order of listing. First will be the local EC, then the Assistant EC, and then any qualified member of the organization.

It is important for the Net Control Operator to have control of the situation and yet remain flexible. It is not unlikely that, depending on the type of disaster, that the entire Network will be on emergency power. Each member should be prepared and should understand the use of the Simplex Frequencies, the Cross-Band Repeaters, and the Portable Packet Station. The local EC is a resource and should be used to make the task easier. Each member should obtain and study this Manual and should obtain a County ID Badge.

4.04 INCIDENT MANAGER

The individual receiving the call from the County or CDF will act as the Incident Manager for the Emergency Net until they pass on the responsibility. The Incident Manager will evaluate the situation, coordinate with the governmental officials, and decide how much of the organization should be alerted, what locations should be manned and what other response is needed. They should also decide whether to alert by voice radio, packet radio, telephone, or a combination.

All stations shall keep a log of the emergency operations which shows the starting and ending time of messages, a summary of important messages, a summary of important events and actions. Agency message forms shall be used, if possible. If no message form is available, the SLOECC Message Form may be substituted as an emergency measure.

See Section 8.

4.05 EMERGENCY ISSUANCE OF PHOTO IDENTIFICATIONS

As noted in Section 1.04.01, above, Photo Identification is required for all RACES Members during events. To qualify as RACES members, members must have filled out an application with the County Office of Emergency Service and must have been issued a Photo Identification. During some emergencies, qualified amateur operators from other areas or from within the County may be available and may not have completed the procedure. To address this possibility, County OES has established an emergency procedure for issuing Photo I.D.'s.

The following procedure is to be used during emergency situations, only:

1. Request Net Control to provide the current location of a County OES staff member or the Communications Shop Manager.
2. A RACES member shall accompany the volunteer to the specified location and advise the County OES staff member or the Communications Shop Manager of the need and the request for registration.

3. Have the new member fill out the RACES Application, have the proper photo taken, and the Photo ID issued.
4. Advise Net Control of the availability of the new member.
5. Accompany the new member to their assigned location and be sure they understand their duties, frequencies, shift hours, and the communications protocols.

Section 5

DIVISION OF RESPONSIBILITIES

The responsibilities assumed by ARES, RACES, and SLOECC are often confusing to the membership, the organization leadership, and the served agencies. This is unfortunate, but to a certain extent, it is unavoidable. The blurring of the lines of responsibility is necessary for a parent organization (SLOECC) that has membership and leadership in two supported organizations (ARES and RACES).

Almost every event will start out with an initial ARES response. As the event progresses the event may require a RACES involvement. The RACES response will invariably involve the same communicators involved in the ARES response since almost all SLOECC members share membership in both organizations and the leadership of both organizations is essentially the same.

The determination of responsibilities can be simply discerned. If the communicator is providing health and welfare communications for the American Red Cross, Salvation Army, or other non-safety agency, then the responsibility is probably to ARES. If the communicator is providing secondary or backup communications for a safety agency, then the responsibility is almost always to RACES. SLOECC responsibilities are for coordination of manpower and communication resources.

Section 6

INCIDENT RESPONSE

6.01 INTRODUCTION

When an emergency event occurs most members, even the most experienced, often do not know how to respond. This is probably the least understood part of ARES and RACES and it is so basic and obvious that it is often overlooked. By reviewing the sections that follow the member should be able to determine how to respond.

6.02 INITIAL RESPONSE

Each member should let the leadership know the basics of their personal situation. Forms are available to let the leadership know the member's address, phone number, availability of equipment, license classification, etc.. The member should take the time to fill out this form and/or make sure that it is current. The forms can be obtained from your EC or the ARES DEC. The forms should be returned to the EC or DEC.

The member should have a basic understanding of the SLOECC, ARES, and RACES leadership. The member should especially know the name and call of their EC.

Your initial response to any event will normally be prompted by a call from an EC asking for help. Be prepared to give them a definite answer. If you are available, let them know that you are available and for how long. If you can not work on the incident let them know, but be definite. The worst possible response is a maybe. It is no crime to be unavailable because of work commitments, family commitments, health limitations, lack of transportation, or other factors. Remember, this is a volunteer organization.

6.03 LONG-TERM RESPONSE

Some events may last for several days. Working several shifts during a lengthy incident is quite common. Be prepared for this possibility. If you can work several shifts let the EC or calling party know. One precaution - do not overdo it. It is very easy to get caught up in the excitement or the real needs of an incident and push yourself too far. We have a lot of good people in the organization and most want to do their part. Your participation is important, but your welfare is more important.

6.04 ALTERNATE RESPONSES

If you can not directly participate in an event, then you may want to consider an alternate response. There is always a need for standby base stations, personnel to help with staffing the event, relieving the EC so they can directly participate in the incident, relay stations, or other duties. When you are called and if you can not directly participate, you may want to volunteer for one of these very important alternate duties.

6.05 REPORTING TO AN INCIDENT

When you receive the call for help and have volunteered, you should ascertain some basic information:

- (1) Where do you report?
- (2) Who do you report to?
- (3) Who are you relieving?
- (4) Who will you be dealing with?
- (5) When should you arrive?
- (6) What is your shift beginning and ending times?
- (7) Will you need any special equipment?

If the caller can not give you the needed information, find out how you can get it.

Upon reporting to an incident, report to the individual in-charge and let them know you are there. Then report to your assignment. If you have the initial shift, let the Net Control know that you are on-station and ready. If you are relieving someone, let them know you are there and then let Net Control know the situation.

After reporting-in, review your assignment with the person in-charge or the individual you are relieving. Go over every aspect of the assignment and get as clear a picture as possible of your responsibilities, your duties, the people you be dealing with, the type of traffic you will be handling, and any required message forms and/or documentation needed.

In Section 10 - Forms you will find an Incident Response Check List Form to help you with your response to an incident.

6.06 LEAVING AN INCIDENT

When you are relieved and are prepared to leave an incident, report to Net Control and to the individual in-charge. Knowing that you are not there can sometimes be very important to the people we serve. Go over your assignment with your relief thoroughly. The more they know the better job they can do. If you have kept records or notes, make arrangements to have the notes or copies forwarded to Net Control or a responsible party.

6.07 PERSONAL PREPAREDNESS

All ARES and RACES members are encouraged to keep and maintain a personal preparedness kit so that they can be available with the minimum of delay and be able to maintain themselves for a reasonable period of time in the event their services are needed. The following is a suggested minimum kit:

Clothing - Spare jeans, 2 shirts, 2 pair of socks, 2 changes of underwear, spare pair of shoes.

Toilet articles - shaver, toothbrush and toothpaste, wash cloth, soap, shampoo, talcum powder, cotton swabs, facial tissue, paper towels, toilet paper.

Stationary - Calendar/Diary, calculator, ball point pens, pencils, note pad, ARRL message forms, County map, phone book, log.

Miscellaneous - Flash light, am/fm radio, travel alarm clock, spare batteries, work gloves, personal medications, money (\$20 bill and loose change), basic tool kit, blanket or rug.

Food - Gallon of distilled water, chocolate, snacks (sealed), plastic cups.

For Mobile Operations - Hard hat, tire pump, reflective vest, tool box, fire extinguisher, waterless hand cleaner.

Radio Equipment - Copy of your license. It is suggested that portable outside antennas be included with your equipment. And, don't forget your spare HT batteries and chargers.

6.08 ARES/RACES EMERGENCY RESPONSE GUIDELINES

The following guidelines are to be used as a basis for our responses to various emergencies. Each incident will be evaluated individually and the ARES/RACES reaction will be adjusted to fit each incident. Although these Guidelines are to be used primarily for the initial response, long-term responses will also use the Guidelines.

6.08.01 INCIDENT EVALUATION

The following minimum criteria will be used to evaluate each incident:

Size of the Incident - Local, Area-Wide, County-Wide, Regional

Type of Incident - Fire, Flood, Earthquake, Haz-Mat, Other

Initial Response needed

Long-Term Response needed

ARES?, RACES? Both?

6.08.02 MEMBERSHIP RESPONSE LISTS

1. The Deputy DEC will prepare and periodically update the Membership Roster with information provided by the EC's using the SLOECC accepted AB3 software.
2. Updated Rosters will be distributed by disk by each January and June to all EC's and other parties needing the information.
3. The Roster will be in two formats - All Members and all Badged Members (RACES).
4. "Hot Lists" of members who can respond quickly to incidents can be sorted from the Badged Member Roster using AB3.

6.08.03 LOCAL / AREA-WIDE INCIDENT

The response for any incident that is local or confined to an ARES/RACES Area will use the following basic guidelines:

1. The EC or AEC for the Area will assume the position of Incident Manager.
2. If the EC or AEC is not available, any member may assume the Incident Manager position.
3. All EC's will be notified of the incident.
4. The County EOC will not be activated unless there is a reasonable need for the activation or unless the incident occurs in the SLO Area.
5. Only the ECC's needed will be activated.
6. The Red Cross and the Salvation Army will be contacted and a determination made for manpower needed for their facilities.
7. The Incident Manager will consult his "Hot List" of available volunteers and prepare a Shift Roster for each manned position for the first 24 hours.

6.08.04 COUNTY-WIDE INCIDENT

The response for any County-Wide Incident will use the following basic guidelines:

1. The DEC or his appointed alternate will assume the position of Incident Manager.
2. All EC's will be notified of the incident.
3. The County EOC will be activated and manned at all times.
4. All ECC's needed will be activated and manned.
5. The Red Cross and the Salvation Army will be contacted and a determination made for manpower needed for their facilities.
6. The Incident Manager will consult the Area "Hot Lists" of available volunteers and prepare a Shift Roster for each manned position for the first 24 hours.
7. The Incident Manager will contact the RACES Officer for a determination of RACES participation.

6.08.05 DIABLO CANYON

The response for a Diablo Canyon Incident will use the following basic guidelines:

1. The DEC or his appointed alternate will assume the position of Incident Manager.
2. All EC's will be notified of the incident.
3. The following facilities will be activated and manned unless the Incident Manager determines that the immediate need is not present:

County EOC

ECC-2 (Temporary)

ECC-3

ECC-5

ECC-8

ECC-11

ECC-16

County Health

SLO Red Cross

County Schools

Camp Roberts and Santa Maria EOC (Stand-by Operators)

4. The Red Cross and the Salvation Army will be contacted and a determination made for to manpower needed for their facilities.
5. The Incident Manager will consult the Area "Hot Lists" of available volunteers and prepare a Shift Roster for each manned position for the first 24 hours.
6. It will be assumed that RACES will be activated.

6.08.06 REGIONAL INCIDENT

The response for a Regional Incident that involves more than one County will use the following basic guidelines:

1. The DEC or his appointed alternate will assume the position of Incident Manager.
2. All EC's will be notified of the incident.
3. The following facilities will be activated and manned unless the Incident Manager determines that the immediate need is not present:

- County EOC
- All ECC's
- County Health
- SLO Red Cross
- County Schools

4. The Red Cross and the Salvation Army will be contacted and a determination made for manpower needed for their facilities.
5. The Incident Manager will consult the Area "Hot Lists" of available volunteers and prepare a Shift Roster for each manned position for the first 24 hours.
6. It will be assumed that RACES will be activated.

608.07 INCIDENT RESPONSE QUICK REFERENCE

<u>RESPONSE</u>	<u>INCIDENT</u>			
	<u>LOCAL</u>	<u>COUNTY</u>	<u>DIABLO</u>	
<u>REGIONAL</u>				
Incident Manager DEC	EC	DEC	DEC	
Alternate DDEC	AEC	DDEC	DDEC	
EOC (ECC-1) Staffed	A/N	Yes	Yes	Yes
ECC-2 (AG) Staffed	A/N	A/N	Yes	Yes
ECC-3 (Atas) Staffed	A/N	A/N	Yes	Yes
ECC-4 (GB) See ECC-2				
ECC-5 (MB) Staffed	A/N	A/N	Yes	Yes
ECC-6 (PR) Staffed	A/N	A/N	A/N	Yes
ECC-7 (PB) See ECC-2				
ECC-8 (SLO) Staffed	A/N	A/N	Yes	Yes
ECC-9 Red Cross - See below				
ECC-10 (CDF) Staffed	A/N	A/N	A/N	A/N
ECC-11 (LO/BP) Staffed	A/N	A/N	Yes	Yes
ECC-12 (Camb) Staffed	A/N	A/N	A/N	Yes
ECC-16 (Cal-Poly) Staffed	A/N	A/N	Yes	Yes
Red Cross (ECC-9)				
Contacted	Yes	Yes	Yes	Yes
ECC Staffed	A/N	A/N	Yes	Yes
Salvation Army (ECC-9)				
Contacted	Yes	Yes	Yes	Yes
Mob. Cant, Staffed	A/N	A/N	A/N	A/N
Health Dept. Staffed	A/N	A/N	Yes	Yes
Co. Schools Staffed	A/N	A/N	Yes	Yes
RACES Activated	A/N	A/N	Yes	Yes

EC - Area Emergency Coordinator or designated alternate

DEC - District Emergency Coordinator or designated alternate

DDEC - Deputy Dist. Emergency Coordinator or designated alternate

A/N - As Needed

Section 7

COMMUNICATIONS SKILLS

7.01 INTRODUCTION

The development of communications skills is undoubtedly the most overlooked part of emergency radio. Hams, even experienced Hams, often feel that since they are licensed that they do not need to hone their communications skills. This is an unfortunate circumstance. While all Hams, irrespective of their license classification, have a considerable amount of technical skill, it does not necessarily follow that they have good communication skills. Listen to Nets in other areas and you can easily see why you need to sharpen your skills. All the fancy equipment and complex rules of operation can not make up for the developed skill of getting your message across simply and clearly.

7.02 BASIC SKILLS

There are three keys to communications during any emergency event - simplicity, accuracy, and brevity. A simple, accurate, and brief message will always be the best method of communicating. Any communication should be thought through and reviewed before it is put on the air. A lengthy complex communication with a lot of technical jargon may impress the casual listener, but if it does not convey the required information clearly or if it is inaccurate, it is pointless. Additionally, lengthy communications tie up the assigned frequencies and prevents other important traffic from being sent and received.

One last caution. Do not tie up the assigned frequencies with unnecessary traffic. One of the most common mistakes is over-identification. Giving out your call sign periodically or telling everyone you are at your assigned post several times is unnecessary and adds nothing to your assigned task.

7.03 DEVELOPING COMMUNICATIONS SKILLS

The easiest way to develop your communication's skills is obviously to practice. The best forums for this practice are the weekly ARES Net and the local public service events. Running a Net or participating as a communicator in a local event develops your skills easily and quickly. Participation in local events is also fun and fulfilling. You get to exercise your skills and equipment while making a positive contribution to the local community.

7.04 MESSAGE FORMS

Any message transmitted during an emergency must be documented. ARES has no standardized message form for emergency traffic. Most safety agencies have their own forms that must be used. SLOECC has developed a basic generic form for use when no other form is available. A copy of this form is included in Section 10 of this Manual.

If you have no form or if you are using the generic SLOECC form, take extra care in documenting your messages. Your record may be the only record of what was sent, who sent it, and when it was sent.

If you are using an agency form, take the time learn the form and find out how it should be filled out. Also, find out what should or should not be transmitted. You should keep a short record of your own for further reference. Agencies make mistakes and lose things. Your back-up record may save a lot of headaches later in the emergency. After the incident your records may be invaluable in clarifying incident details or sequences of events.

7.05 BASIC MESSAGE HANDLING

When you need to send messages review some basic rules - (1) Who is sending the message? (2) Who is getting the message? (3) What is the message about? (4) What is the message? Keep the message as brief as possible while still conveying the sender's information. (5) Does the message need a date, a time, or a message number? (6) Does any technical jargon in the message need explanation? (7) Is the message complete? (8) Does the message require a reply or a response?

When you receive a message the same questions used for sending the message must be answered. If they are not, get the information before clearing the frequency and passing on the message. Do not wait until you have time later for an explanation. You won't have the time later and you may not have the opportunity to add the new or corrected information to the old traffic. Additionally, it will probably be too late to correct errors caused by the lack of information or incorrect information.

One continuing problem, especially with RACES traffic, is agency jargon. Each agency has its own language. Before you transmit any messages with agency jargon take the time to understand what is being sent. If you do not understand it, have it explained. A misunderstood message is far more damaging than the extra one or two minutes of delay it takes for the explanation of an acronym or an unfamiliar term.

7.06 INCIDENT COMMUNICATIONS

During an incident, specific procedures will have to be developed for that incident. Sometimes, this will have happened in advance of the incident. However, normally the procedures will be developed at the very beginning of the incident. Each agency has its own procedures. To outline each agencies procedures is beyond the scope of this Manual and since these procedures often change, counter-productive. However, some general statements can be made about incident communications.

TACTICAL CALLS: To expedite communications, Tactical Calls are often assigned to each tactical position (not the operator). These calls will be short and descriptive so that the caller and their location can be quickly identified and their message can be properly routed or handled. A common error in using Tactical Calls is the over-use of Ham Call Signs with the Tactical Calls. Although you are required to properly identify yourself during communications, you should minimize the use of your Call Sign and only identify yourself when necessary. Tactical Call signs do not replace Ham Call Signs, but if you have been identified as the tactical caller and have signed recently, then they know who you are and the Call Sign is redundant.

ROUTING: Messages, especially RACES messages, often will be going to a specified individual. Make sure you have the routing correct. A message that doesn't get to the intended individual is no message. If someone has to be contacted, double check the phone number or radio frequency and check for alternate contact methods. If a message has to be delivered, double check the routing and follow-up later to insure that the message arrived.

Section 8

THE INCIDENT COMMAND SYSTEM

8.01 THE INCIDENT COMMAND SYSTEM

Although an in-depth review of the Incident Command System is beyond the scope of this Manual, an overview of the Incident Command System is necessary since many local agencies and all the fire protection agencies use the Incident Command System for their operations in response to emergencies. The following information gives an overview of the Incident Command System and a review of the communications element of the plan.

The National Inter-Agency Incident Management System (NIIMS) has been developed to provide a common system which fire protection agencies can utilize at local, state, and federal levels.

The Incident Command System (ICS) was developed through a cooperative inter-agency (local, State, and Federal) effort, known as FIREScope. The basic organizational structure is designed to be used for all kinds of emergencies, and is applicable to both small day-to-day situations as well as very large and complex incidents.

COMPONENTS OF ICS: The Incident Command System has a number of components. These components, working together interactively, provide the basis for an effective ICS concept of operation.

- Common Terminology
- Modular Organization
- Integrated Communications
- Unified Command Structure
- Consolidated Action Plans
- Manageable Span-Of-Control
- Predesigned Incident Facilities
- Comprehensive Resource Management

INTEGRATED COMMUNICATIONS: Communications at the incident are managed through the use of a common communications plan and an incident based communications center established solely for the use of tactical and support resources assigned to the incident. All communications between organizational elements at an incident should be in plain English. No codes should be used and all communications should be confined only to essential messages. The Communications Unit is responsible for all communications planning at the incident. This will include incident established radio networks, on-site telephone, public address, and off-incident telephone/microwave/radio systems.

RADIO NETWORKS: Radio networks for large incidents will normally be organized as follows:

Command Net - This net should link together the Incident Command, key staff members, Section Chiefs, Division and Group Supervisors.

Tactical Nets - There may be several tactical nets may be established around agencies, departments, geographical areas, or even specified functions. The determination of how these nets are set-up should be a joint Planning/Operations function. The Communications Unit Leader will develop the plan.

Support Nets - A support net will be established primarily to handle status changing for resources as well as for support requests and certain other non-tactical or command functions.

Ground to Air Nets - A ground to air tactical frequency may be designated or regular tactical nets may be used to coordinate ground to air traffic.

Air to Air Nets - Air to air nets will normally be predesigned and assigned for use at the incident.

8.02 ICS AND ARES/RACES

Except as otherwise noted herein, the Incident Command System will be used as a basic framework for ARES and RACES incident/event management. Each incident and/or event will have an "Incident Manager" for amateur communications. For small and/or short-term incidents or events the Net Control will assume this position. For longer and more complex incidents or events a more structured and more complex framework will be needed.

The Incident Command System is intended to be flexible, it can be as small or as large as is needed to complete the necessary task. The key to its success lies within its structure.

8.02.01 SMALLER INCIDENTS

As noted above, the Net Control will assume the task of Incident Manager. The Net Control will make personnel assignments for tasks as needed.

8.02.02 LARGER INCIDENTS

As noted above, larger and more complex incidents and/or events will require that one individual assume the position of Incident Manager. Normally, this will be the ARES DEC, an EC, an assistant EC, or a member of the SLOECC Board of Directors. However, anyone may assume this task.

INCIDENT MANAGER: The Incident Manager will be in responsible charge of the incident or event for amateur communications. He/she will make or designate a branch of the ICS responsible for making personnel assignments, for assigning control and secondary frequencies, for assigning tactical call signs, for coordinating with served agencies, and for performing any duty necessary to coordinate the amateur radio communication being done for the incident or event.

ICS STRUCTURE: The ICS structure will be setup with the Incident Manager at the top of the tree, the next two lower branches would include an Operations Branch (for incident/event traffic only) and a Logistics Branch (for incident/event related staffing and technical concerns). These two branches would operate on independent

frequencies to avoid confusion. They would communicate with the Incident Manager as necessary. In larger incidents/events a third branch would be added for inter-agency coordination. The Logistics Branch would divide the staffing and technical functions into two smaller branches that would report to the Logistics Branch. The ICS tree structure should start out small, and then expand and contract with the magnitude of the incident/event.

ICS COMMUNICATIONS: It is critical to keep ARES/RACES management communications from interfering with and or confusing actual incident/event traffic. All communications within the ICS tree structure are vertical, there should be no horizontal contacts. The staffing and technical branches communicate with the Logistics Branch, in turn the Logistics Branch communicates with the Incident Manager and the Incident Manager communicates with the Operations Branch, the head of Operations Branch ie. the Net Control will then communicate with the effected controlled stations.

Section 9

QUICK REFERENCE DATA

9.01 REPEATER GUIDELINES FOR EMERGENCIES

The following Guidelines have been established for Repeater use during emergencies. Repeater use may vary due to tactical needs.

LOCAL

A "Local" Incident is defined as any incident that is limited to a specific ARES/RACES Area. The Primary Repeater for any incident will always be 147.360. Secondary Repeaters will be used for staffing, logistics, and health and welfare traffic.

<u>LOCATION</u>	<u>PRIMARY</u>	<u>SECONDARY</u>	<u>SECONDARY</u>
South County	147.360	146.670	146.940
Central	147.360	146.800	146.760
Estero	147.360	146.800	146.620
North Coast	147.360	146.270	146.620
North County	147.360	146.800	146.880

PL's - 147.360 - 127.3

COUNTY-WIDE

A "County-Wide" Incident is defined as any incident that involves more than one ARES/RACES Area. The Primary Repeater for any incident will always be 147.360. Secondary Repeaters will be used for staffing, logistics, and health and welfare traffic. Incident Communications

Primary	147.360		
Secondary	443.425		
Secondary - South	146.670		
Secondary - North	146.880		
Secondary - No. Coast.	146.620		
Staffing/Logistics			
Primary	146.800		
Secondary	146.880		
Health & Welfare	146.800		
Public Information	146.940		
Out-of-County			
South	145.120	147.210	147.000
North/East	146.880	147.240	

PL's - 147.360 & 443.425 - 127.3

145.120 - 100.0

147.000 & 147.210 - 131.8

SIMPLEX FREQUENCIES

Simplex Frequencies can and should be used whenever possible to reduce the traffic on the Repeaters. Local Simplex Frequencies have been assigned for each ARES/RACES Area.

9.02 LOCAL SIMPLEX FREQUENCIES

<u>LOCATION</u>	<u>ECC</u>	<u>USAGE</u>	<u>FREQ. / I.D.</u>	
<i>County-Wide</i>				
EOC/Public Service	1	Primary	146.520	Comm-Alpha
	1	Secondary	147.500	Comm-Bravo
	1	Secondary		TBA
CDF/County Fire	10	Primary	146.460	Comm-3
Red Cross/Salv. Army	9	Primary	147.440	Comm-8
<i>South County</i>				
	2/4/7	Primary	146.580	Comm-6
	2/4/7	Secondary	147.530	Comm-9
	2/4/7	Secondary		TBA
<i>Central</i>				
	8	Primary	147.560	Comm-11
	8	Secondary	146.430	Comm-2
Cal-Poly	16	Primary	146.490	Comm-4
<i>Estero</i>				
Los Osos/Baywood	11	Primary	146.400	Comm-1
Morro Bay	5	Primary	147.530	Comm-10
	5/11	Secondary	147.470	Comm-9
<i>Cambria</i>				
	12	Primary	146.580	Comm-6
	12	Secondary	147.410	Comm-7
<i>North County</i>				
Atascadero	3	Primary	147.470	Comm-9
Paso Robles	6	Primary	146.550	Comm-5
	3/6	Secondary	147.530	Comm-10
	3/6	Secondary		TBA

[TBA = To Be Assigned, as needed]

Areas covered

<i>North Coast</i> - Cambria, San Simeon, and north --	ECC-12	Cambria
<i>South Bay (aka Estero)</i> - Los Osos / Baywood Park to Cayucos --	ECC-5	Morro Bay
	ECC-11	Los Osos
<i>North County</i> - Everything north of Cuesta Grade to County line --	ECC-3	Atascadero
	ECC-6	Paso Robles
<i>Central (aka San Luis Obispo)</i> - Avila Beach to Cuesta Grade --	EOC	
	ECC-1	SLO
	ECC-10	CDF
	ECC-16	Cal-Poly
<i>South County</i> - Everything south of Avila to County line --	ECC-2	Arroyo Grande

9.03 VHF/UHF REPEATERS IN OR NEAR SAN LUIS OBISPO COUNTY

----- VHF VOICE -----

<u>LOCATION</u>	<u>OUTPUT</u>	<u>INPUT</u>	<u>TONE</u>
Cal-Poly	146.760	146.160	
Cambria	147.270	147.870	
Cuesta	146.800	146.200	
Lopez	146.670	146.070	
Mt. Lowe ***	147.360	147.960	127.3
Paso Robles	146.980	146.380	
Rocky Butte	146.620	146.020	
Templeton	146.880	146.280	
Santa Maria	145.140	144.540	
Santa Maria	146.940	146.340	
Santa Ynez	147.210	147.810	131.8

----- VHF DATA -----

<u>LOCATION</u>	<u>INPUT/OUTPUT</u>
Cuesta (Snluis)	145.030
Rocky Butte (Simeon)	145.050

----- UHF VOICE -----

<u>LOCATION</u>	<u>OUTPUT</u>	<u>INPUT</u>	<u>TONE</u>
Cal-Poly	442.300	447.300	127.3
Cuesta	442.700	447.700	
Lopez	443.975	448.975	
Mt. Lowe ***	443.425	448.425	127.3
Rocky Butte	444.100	449.100	
Tassajara	444.525	449.525	127.3

*** 147.360 and 443.425 are the San Luis Obispo County ARES Primary Emergency Frequencies.

**EMERGENCY OPERATIONS CENTERS
AND EMERGENCY COMMUNICATIONS CENTERS**

<u>CITY/LOCALITY</u>	<u>LOCATION</u>	<u>ARES I.D.</u>	<u>STATUS</u>
County EOC	Sheriff's Dept.	ECC-1	Operational
Arroyo Grande	Police Dept.	ECC-2	Planned
Atascadero	Police Dept.	ECC-3	Operational
Grover Beach		ECC-4	Planned
Morro Bay	Fire Dept.	ECC-5	Operational
Paso Robles	Police Dept.	ECC-6	Operational
Pismo Beach		ECC-7	Planned
San Luis Obispo	Fire Station 1	ECC-8	Operational
SLO Red Cross	SLO	ECC-9	Operational
CDF/County Fire	SLO	ECC-10	Operational
South Bay	Fire Dept.	ECC-11	Operational
Cambria	Fire Dept.	ECC-12	Operational
Shandon CDF		ECC-13	Planned
Heritage Ranch CDF		ECC-14	Planned
South County Gv't Center		ECC-15	Planned
Cal-Poly Amateur Radio Club		ECC-16	Operational
Incident Command Post		ECC-21	
Countywide Public Services Events		ECC-30	

9.04 CITY & COUNTY FACILITIES

It is recommended that every member have a County map and phone book available.

FIRE / POLICE

Arroyo Grande		
Fire	140 Traffic Way	489-6160
Police	200 North Halcyon	473-5100
Atascadero		
Fire	6005 Lewis Avenue	461-5070
Police	5505 El Camino Real	466-8600
Avila Beach Fire		595-2009
CDF/County Fire	635 North Santa Rosa, SLO	543-4244
CHP	675 California Blvd., SLO	549-3092
Cambria Fire	4039 Burton	927-4700
Cayucos Fire	201 Cayucos Drive	995-3372
Grover Beach		
Fire		473-4511
Police	711 Rockaway Avenue	489-1313
Morro Bay		
Fire	715 Harbor Street	772-6242
Police	805 Morro bay Blvd.	772-6225
Paso Robles		
Fire		238-3131
Police	840 10th Street	238-3131
Pismo Beach		
Fire		773-2208
Police		773-7031
San Luis Obispo City		
Fire	748 Pismo Street	781-7380
Police	1042 Walnut	781-7317
San Miguel Fire		467-3300
Santa Margarita Fire		438-3185
SLOCo Sherrif	1525 Kansas Ave.	549-4550
South bay Fire	2315 Bayview Heights Drive	528-1053
Templeton Fire	206 5th Street	543-4242
US Forrest Service		925-9538

HOSPITALS

A.G. Community	3455 Halcyon	489-4261
County General	2180 Johnson	543-1500
French	1911 Johnson	543-5353
Sierra Vista	1010 Murray	546-7600
Twin Cities	1100 Las Tablas	434-2813

SCHOOLS (Arranged approximately South to North)*Nipomo*

Nipomo Elementary	190 East Price	929-4800
Dana Elementary	920 West Tefft	929-4000

Oceano

Oceano Elementary	17th & Wilmar	481-0344
N. Oceano Elementary	2101 Pike	481-0291

Arroyo Grande

Harloe Elementary	901 Fair Oaks	481-0254
St Patricks	900 West Branch	481-2990
Paulding Inter-School	600 Crown Hill	481-0345
A.G. High School	Valley at Fair Oaks	481-0146

Grover Beach

Grover Beach Element.	365 South 10th	481-0182
Grover Heights Element.	770 North 8th	481-0182

Pismo Beach

Judkins Elementary	680 Wadsworth	773-1347
Shell Beach School	2100 Shell Beach Road	773-1541

Avila Beach

Bellvue-Santa Fe School	San Luis Bay at See Cyn.	595-7169
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San Luis Obispo & Vicinity

SL Coastal Supt of Schools	1499 San Luis Dr.	543-7732
Pacheco Elementary	165 Grand	546-8817
Teach Elementary	375 Ferrina	543-9355
Bishop's Peak Elementary	451 Jaycee	544-2184
SLO High School	1350 California	544-5770
SL Coastal Adult School	1530 Lizzie	544-9090
Sinshimer Elementary	2755 Augusta	544-6421
Hawthorne Elementary	2125 Storey	544-7333
Laguna Jr. High School	11050 Los Osos Valley	544-5555
C.L. Smith Elementary	1375 Balboa	544-7744
Pacific Beach High School	11950 Los Osos Valley Rd.	541-1216
Los Ranchos Elementary	5785 Los Ranchos	543-0884
Bellevue-Santa Fe Charter	1401 San Luis Bay Dr.	595-7169
Mission College Prep	682 Palm	543-2131
Los Verdes Montessori	4200 South Higuera	544-6691
Cal Poly State University	(Main Switchboard)	756-1111
Cuesta College	Hwy 1 (near Camp SLO)	546-3100

Los Osos / Baywood Park (SL Coastal District)

Baywood Elementary	1330 9th	528-4070
Los Osos Jr. High School	1555 El Morro	528-5050
Sunnyside Elementary	880 Manzanita	528-1820
Monarch Grove Elementary	384 Los Osos Valley Rd.	528-1991

SCHOOLS (continued)*Morro Bay* (SL Coastal District)

Morro Bay High School	235 Atascadero	772-7351
Morro Bay Elementary	1130 Napa	772-7311

Cayucos

Cayucos Grammar School	C and Birch	995-3694
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Cambria

Cambria Grammar School	1350 Main	927-4400
Santa Lucia Jr. High	2850 Schoolhouse	927-3693
Coast Union High School	Santa Rosa Creek	927-3889

Santa Margarita

Santa Margarita Elementary	21900 H	438-5633
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Atascadero

Monterey Road Elementary	3355 Monterey Rd.	466-7604
Lewis Avenue Elementary	6005 Lewis Ave.	466-2141
Atascadero Jr. High	6401 Lewis Ave.	466-7602
Atascadero High School	1 High School Hill	466-1705
Santa Rosa Elementary	8655 Santa Rosa Rd.	466-7600
San Gabriel Elementary	8500 San Gabriel Rd.	466-7603
San Benito Elementary	4300 San Benito Rd.	462-4330

Templeton

Templeton Elementary	215 8th St.	434-2844
Templeton High School	1200 Main St.	434-2844

Paso Robles

Georgia Brown Elementary	525 36th St.	237-3387
Flamson Middle School	655 24th St.	237-3350
Glen Speck Elementary	432 18th St.	237-3413
Marie Bauer Elementary	1629 Vine St.	237-3413
Winifred Pifer Elementary	900 Creston Rd.	237-3393
Trinity Lutheran School	1940 Creston Rd.	238-0335
Paso Robles High School	801 Niblick Rd.	237-3333
Pat Butler Elementary	700 Nicklaus	237-3407
Vignia Peterson Elementary	2501 Beechwood Dr.	237-3401
Lewis Middle School	900 Creston Rd.	237-3450
St. Rose Catholic School	1900 Tucker Ave.	238-0304

Shandon

Shandon Elementary	Center and Truesdale	238-1782
Shandon High School	Center and Truesdale	238-0286

Creston

Creston School	Adams	238-4771
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Carrisa Plains

Carrisa Plains School	State Hwy 58	475-2244
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San Miguel

Larsen Elementary	17th and L	
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CITY HALLS - *Please refer to phone book for department listings*

Arroyo Grande	214 East Branch	489-1303
Grover Beach	154 South 8th	489-4040
Pismo Beach	100 Bellvue	773-4657
San Luis Obispo	990 Palm	781-7100
Morro Bay	595 Harbor	772-6200
Atascadero	6500 Palma	466-8000
Paso Robles	1030 Spring	237-3888

COUNTY - *Please refer to phone book for department listings*

County Government Center	Monterey and Santa Rosa	781-5011
So. Co. Regional Center,	800 West Branch	

***** **PRINTING/BINDING NOTE:** *****

THE FOLLOWING FIVE PAGES OF CHARTS ARE TO BE INSERTED AT THIS POINT:

INCIDENT NOTIFICATION ORGANIZATION CHART

NOTIFICATION LIST / TELEPHONE TREE

ARES ORGANIZATION CHART

RACES ORGANIZATION CHART

SLOECC ORGANIZATION CHART

Section 10

FORMS

INCIDENT CHECK LIST

STANDARD MESSAGE FORM

VOLUNTEER INFORMATION

TACTICAL CALLS FOR PARTICIPATING STATIONS

STANDARD INCIDENT QST

BLANK AGENCY CONTACT LIST

IDENTIFICATION VEST CHECK-OUT LIST

BLANK (OPEN) WATCH SCHEDULE

8-HOUR WATCH SCHEDULE

6-HOUR WATCH SCHEDULE

4-HOUR WATCH SCHEDULE

Section 11**ATTACHMENTS****RACES STANDARD OPERATING PROCEDURE**

The RACES SOP is included for information only. This document is controlled by the San Luis Obispo County Office of Emergency Services and is not subject to revision by SLOECC or ARES. It is suggested that the reader obtain the most current edition of this document.

SLOECC BY-LAWS & CONSTITUTION

The SLOECC By-Laws and Constitution are included for information only. These documents are periodically revised. It is suggested that the reader obtain the most current edition of these documents.

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SLOECC BY-LAWS & CONSTITUTION
