Cupertino Amateur Radio Emergency Service

Topic: Operating Changes & Resource Management
Speaker: Jim Oberhofer KN6PE, EC Cupertino ARES
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Event: Cupertino ARES meeting, Orientation Training

Operating Changes & Resource Management

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Follow-up topic

- Discussions on SUVs
- Understanding the need for a large deployment over multiple shifts
- Establishing consistency with other response teams

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Overview of Operations

Operations Phase	Description
Preparedness	CARES members will spend the bulk of their time and is characterized as a period when no emergency situation exists or none is imminent.
Increased readiness	On receiving a warning, or observing that an emergency situation is imminent, or at the request of the City, the CARES can increase its readiness.
Initial Response	CARES is activated by a local declaration of an emergency, or in the event of a self-announcing natural disaster. Usually characterized as the 1st 8 hours of an event. Initial response will be from the field.
Extended Response	Event will run for an extended time, multiple operational periods. Extended resource and staffing plans are developed.
Recovery	As the immediate threat to life, property, and the environment subsides and standard comm systems are brought back on line, CARES may be deactivated in part or in its entirety.

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Overview of Operations
Conclusions from the 13-Nov-04 S.E.T.

- What information does the EOC need?

- How do we manage the net prior to the EOC coming on-line?

- How does CERT, MRC, and the rest of the community find us?

- How do we handle CERT, MRC, and other walk-in traffic?
    - Collecting
    - Sorting
    - Prioritizing
    - Organizing
    - Transmitting

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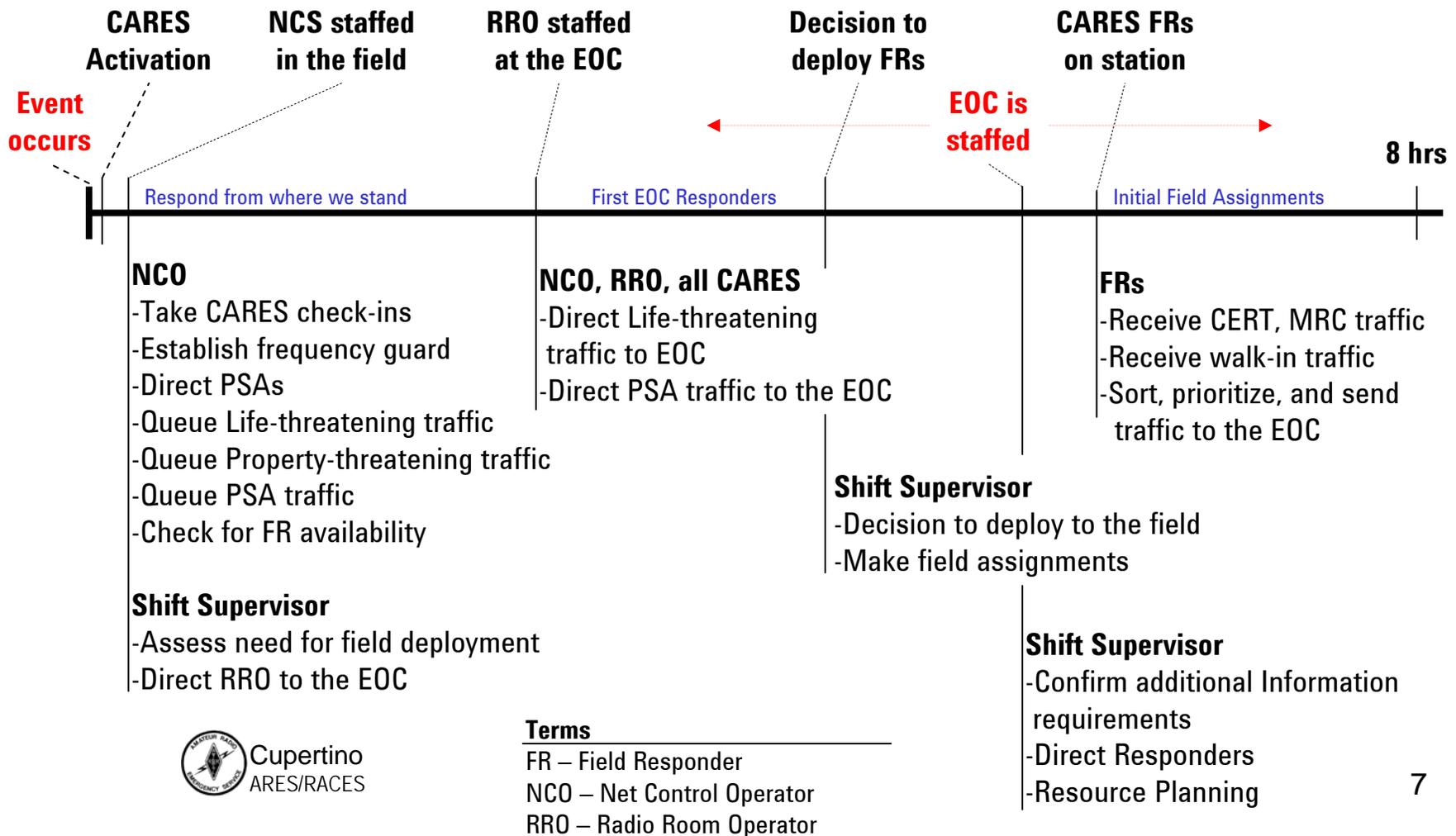
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- How do we manage communications operations over time?

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Message Handling
Refining Initial Response Operations – Self-Evident Event Scenario

CARES Activation

NCS staffed in the field

RRO staffed at the EOC

Decision to deploy FRs

CARES FRs on station

Event occurs

EOC is staffed

8 hrs

Respond from where we stand

First EOC Responders

Initial Field Assignments

NCO
-Take CARES check-ins
-Establish frequency guard
-Direct PSAs
-Queue Life-threatening traffic
-Queue Property-threatening traffic
-Queue PSA traffic
-Check for FR availability

Shift Supervisor
-Assess need for field deployment
-Direct RRO to the EOC

NCO, RRO, all CARES
-Direct Life-threatening traffic to EOC
-Direct PSA traffic to the EOC

Shift Supervisor
-Decision to deploy to the field
-Make field assignments

FRs
-Receive CERT, MRC traffic
-Receive walk-in traffic
-Sort, prioritize, and send traffic to the EOC

Shift Supervisor
-Confirm additional Information requirements
-Direct Responders
-Resource Planning

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Terms
FR – Field Responder
NCO – Net Control Operator
RRO – Radio Room Operator

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The (latest) problem…

At this point in the event, we have the following individuals on TAC-1:

- Net Control Operator
- EOC Radio Operator
- PSA providers
- Field responders
- Unassigned resources
- SUVs

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The (latest) problem…

For Extended Response Operations, we need to…

- Manage message traffic between the field, EOC, and the County

And…

- Determine who is available for the next shift
- Check responders into CARES; make assignments
- Check responders out of CARES; check for later availability
- Coordinate how to get the SUVs processed and confirmed suitable for an assignment
- Answer questions on personal, event logistics
- Others?

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Approach to Resource Mgmt

Primary Activities

1. Manage unassigned resources separate from the tactical message net
   - Check in, check out of CARES
   - Perform member qualification
   - Dispatch assignments
2. Perform SUV screening and qualification
3. Perform future Shift Planning

Trigger

- Resource Management processes are initiated once the event requires multiple operational periods to sustain response activities.

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1. The (new) Life of a Field Responder
… getting to the assignment

The Resource NCO…

- checks responders into CARES Resource Net

- determines responders' qualifications and interest for a field assignment (Cupertino/DSW card holder, CARES certifications, equipment and personal readiness, etc.)

- makes field assignment based on direction from the Shift Supervisor (Comm Team Lead)

- tracks responder from their point of origin to the assignment location

The Responder…

- on arrival at the assignment, checks out of Resource Net, and checks into Message Net

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1. The (new) Life of a Field Responder
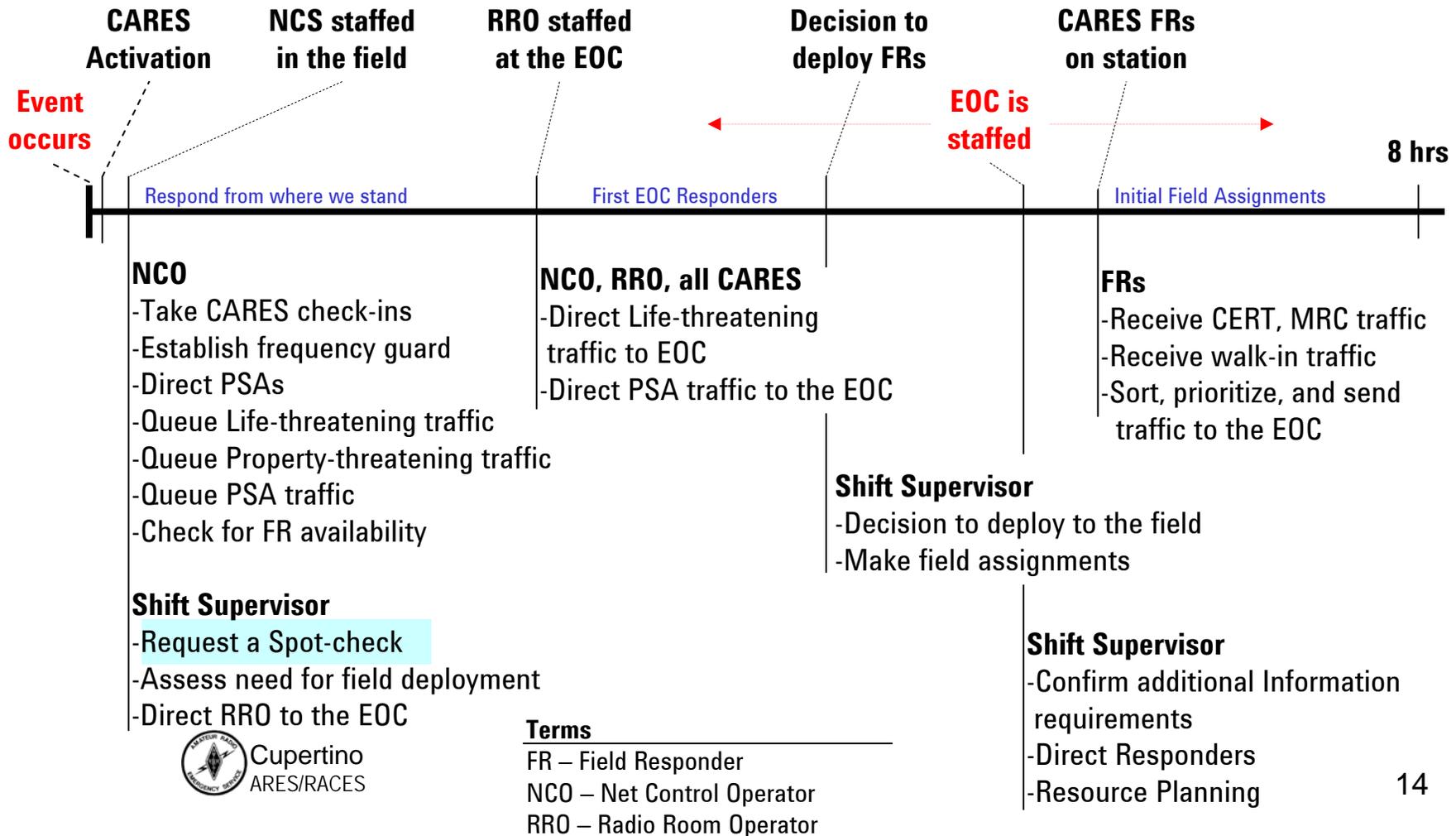… returning from the assignment

The Responder…

- checks out of Message Net when relieved, and checks into Resource Net

- states his/her intentions for returning to their point of origin, standing by, or checking out completely

The Resource NCO…

- tracks responder from the assignment location back to their point of origin

- checks the responder's availability for a future shift

- checks the responder out of the CARES Resource Net when requested by the responder
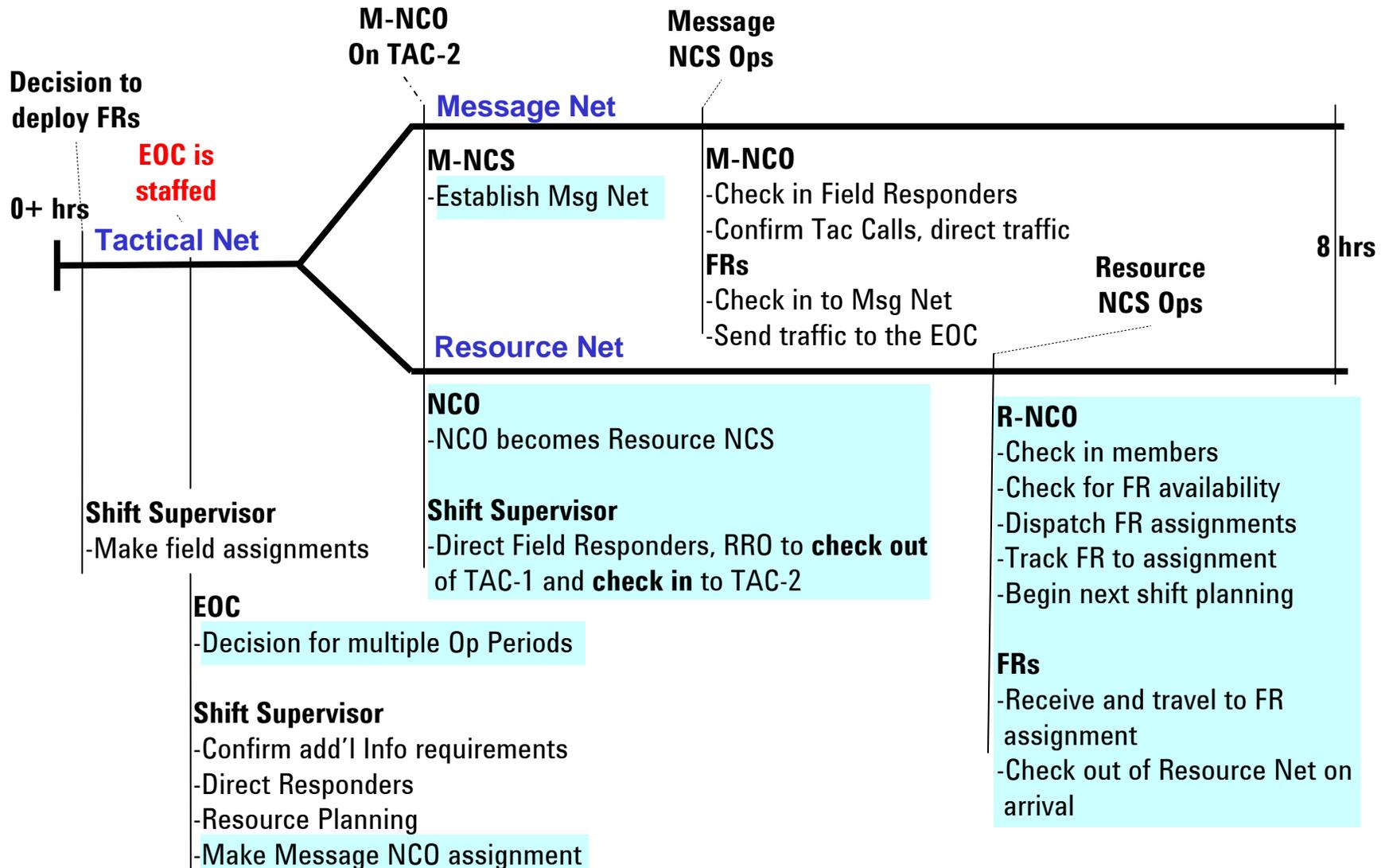
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Message Handling
no Extended Response Ops

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RRO staffed at the EOC

Decision to deploy FRs

CARES FRs on station

Event occurs

EOC is staffed

8 hrs

Respond from where we stand

First EOC Responders

Initial Field Assignments

NCO
- Take CARES check-ins
- Establish frequency guard
- Direct PSAs
- Queue Life-threatening traffic
- Queue Property-threatening traffic
- Queue PSA traffic
- Check for FR availability

Shift Supervisor
- Request a Spot-check
- Assess need for field deployment
- Direct RRO to the EOC

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NCO, RRO, all CARES
- Direct Life-threatening traffic to EOC
- Direct PSA traffic to the EOC

Shift Supervisor
- Decision to deploy to the field
- Make field assignments

Shift Supervisor
- Confirm additional Information requirements
- Direct Responders
- Resource Planning

FRs
- Receive CERT, MRC traffic
- Receive walk-in traffic
- Sort, prioritize, and send traffic to the EOC

Terms
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Net Transition
Extended Response Ops – Tactical, Message, and Resource Net

**M-NCO
On TAC-2**

**Message
NCS Ops**

**Decision to
deploy FRs**

**EOC is
staffed**

Message Net

0+ hrs

Tactical Net

M-NCS
-Establish Msg Net

M-NCO
-Check in Field Responders
-Confirm Tac Calls, direct traffic

FRs
-Check in to Msg Net
-Send traffic to the EOC

**Resource
NCS Ops**

8 hrs

Resource Net

NCO
-NCO becomes Resource NCS

Shift Supervisor
-Direct Field Responders, RRO to **check out**
 of TAC-1 and **check in** to TAC-2

R-NCO
-Check in members
-Check for FR availability
-Dispatch FR assignments
-Track FR to assignment
-Begin next shift planning

Shift Supervisor
-Make field assignments

EOC
-Decision for multiple Op Periods

Shift Supervisor
-Confirm add'l Info requirements
-Direct Responders
-Resource Planning
-Make Message NCO assignment

FRs
-Receive and travel to FR
 assignment
-Check out of Resource Net on
 arrival

2. Shift Planning

Considerations

- Shifts are planned by Operational Period
- Understand the requirements for current and future EOC and field assignments
- Understand the skill-set, availability, and location of field responder candidates
- Perform future shift resource planning (match responder candidates to assignments)
- Ability to contact responder candidates to assess their availability by Radio, Phone, runner, etc

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3. The Life of an SUV
…why do we care?

What is a Spontaneous Unaffiliated Volunteer?

- volunteers who are not pre-trained and come forward to help after an emergency or disaster

CARES' Objectives

- They will show up on our TAC-1 no matter what we do
- Take advantage of additional reports that may be out there
- Minimize message handling frustration, interference, and operational inefficiencies
- We may need their help if the event overwhelms us

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3. The Life of an SUV
…initial SUV contact

What should we do during an emergency?

1. Take their report and thank them.

2. Do not give them a field assignment.

3. Do not direct them to the Message Net.

4. If asked what they can do next…

   - Let them know the location and when the closest Regional EVC opens, or if Cupertino opens a city EVC.
   - Do not tell them to go anywhere or do anything (may constitute an assignment).
   - Let them know what is available (makes it their choice for action).

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3. The Life of an SUV
…processing SUVs

At the Cupertino EVC, CARES will …

1. perform an initial SUV screening:
   - confirm and record their identity
   - assess for maturity, temperament, skill level, and readiness (equipment, dress, personal preparedness, etc)

2. provide CARES jump-start training

3. recommend them to Cupertino DSW registration

4. notify the Resource Net of the SUV's eligibility for a field assignment

5. direct the SUV back to the CARES Resource Net

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Requirements for Resource Mgmt
During an event

Positions…

- Resource Net Control Operator
- Shift Planner
- Cupertino EVA SUV Coordinator

Procedures…

- Resource Net Control procedures
- Shift Planning procedure
- SUV assessment and qualification procedure
- CARES jump-start training

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Next Steps

- Finalize the procedures for Resource Management
- Final review with CARES membership
- Exercise concepts wherever possible (quarterly County Communication Drills, etc)
- Include in the November 2006 S.E.T.

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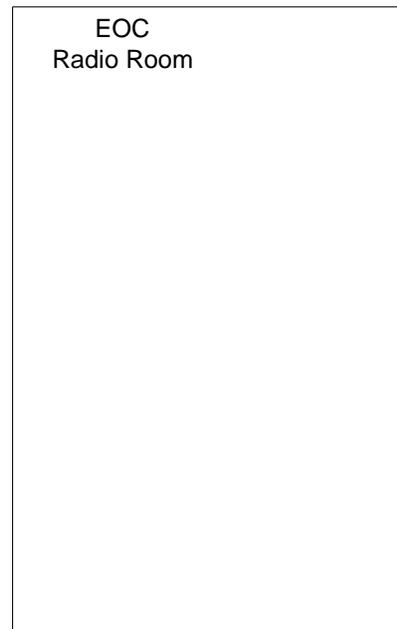
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Message Handling
Initial Response Operations – From where we stand

EOC
Radio Room

NCO
- Check-ins
- Establish frequency guard
- Direct PSAs
- Queue Life-threatening traffic
- Queue Property-threatening traffic
- Queue PSA Traffic
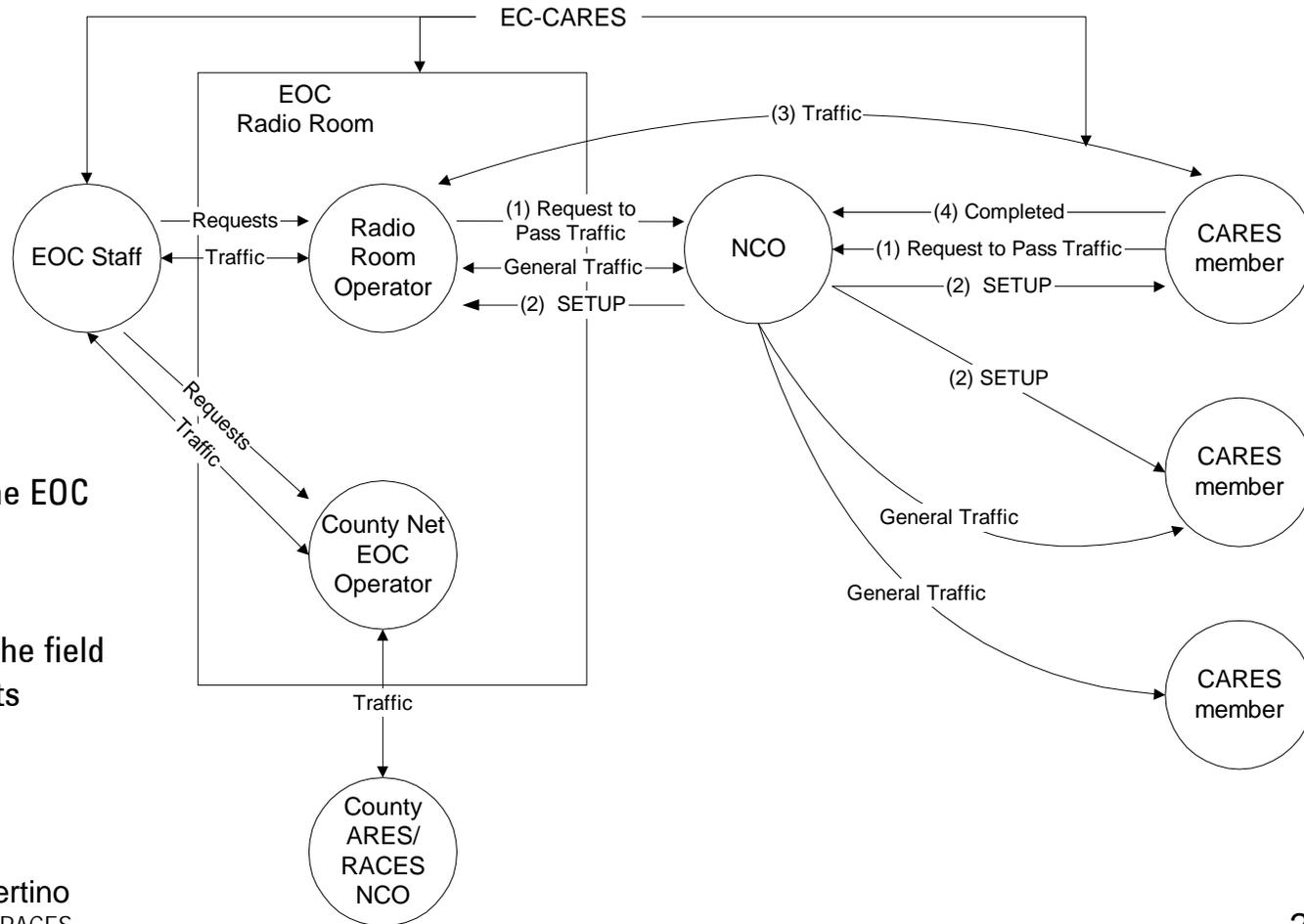- Check for FR availability

Shift Supervisor
- Assess need for field deployment
- Direct RRO to the EOC

County
ARES/
RACES
NCO

EC-CARES

NCO

CARES members

(1) Check-ins, Availability
(2) Initiate PDAs
(3) Results; has Life/Property Threatening Traffic

(2) Initiate PDAs

CARES members

General Traffic

General Traffic

CARES members
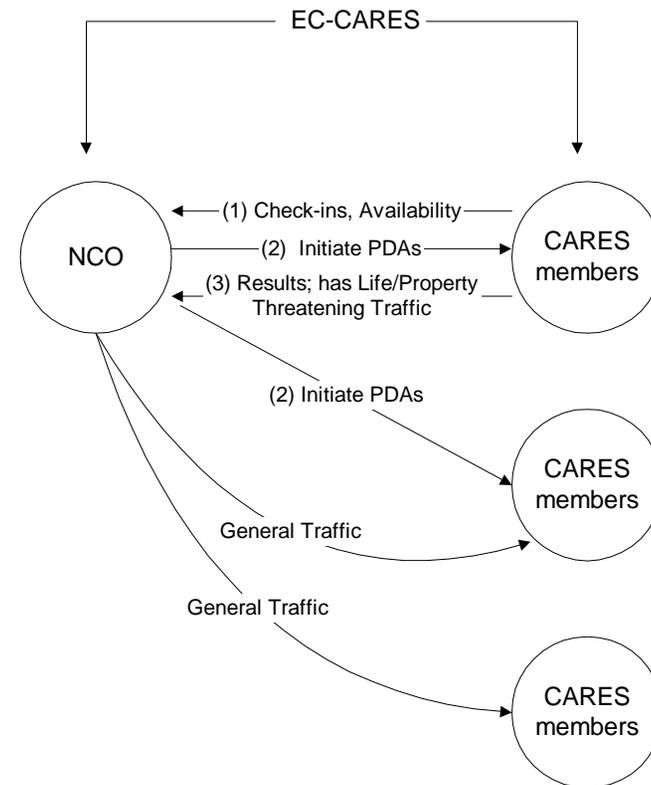
Message Handling
Initial Response Operations
– First EOC Responders, Initial Field Assignments

EC-CARES

EOC
Radio Room

(3) Traffic

EOC Staff

Requests →
← Traffic

Radio
Room
Operator

(1) Request to
Pass Traffic →
← General Traffic
← (2) SETUP →

NCO

← (4) Completed
← (1) Request to Pass Traffic
(2) SETUP →

CARES
member

(2) SETUP

CARES
member

General Traffic

General Traffic

CARES
member

Requests →
← Traffic

County Net
EOC
Operator

Traffic

County
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RACES
NCO

NCO, RRO, all CARES
-Direct Life-threatening
 traffic to EOC
-Direct PSA traffic to the EOC

Shift Supervisor
-Decision to deploy to the field
-Make field assignments

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Message Handling
Initial Response Operations – High Traffic Volume
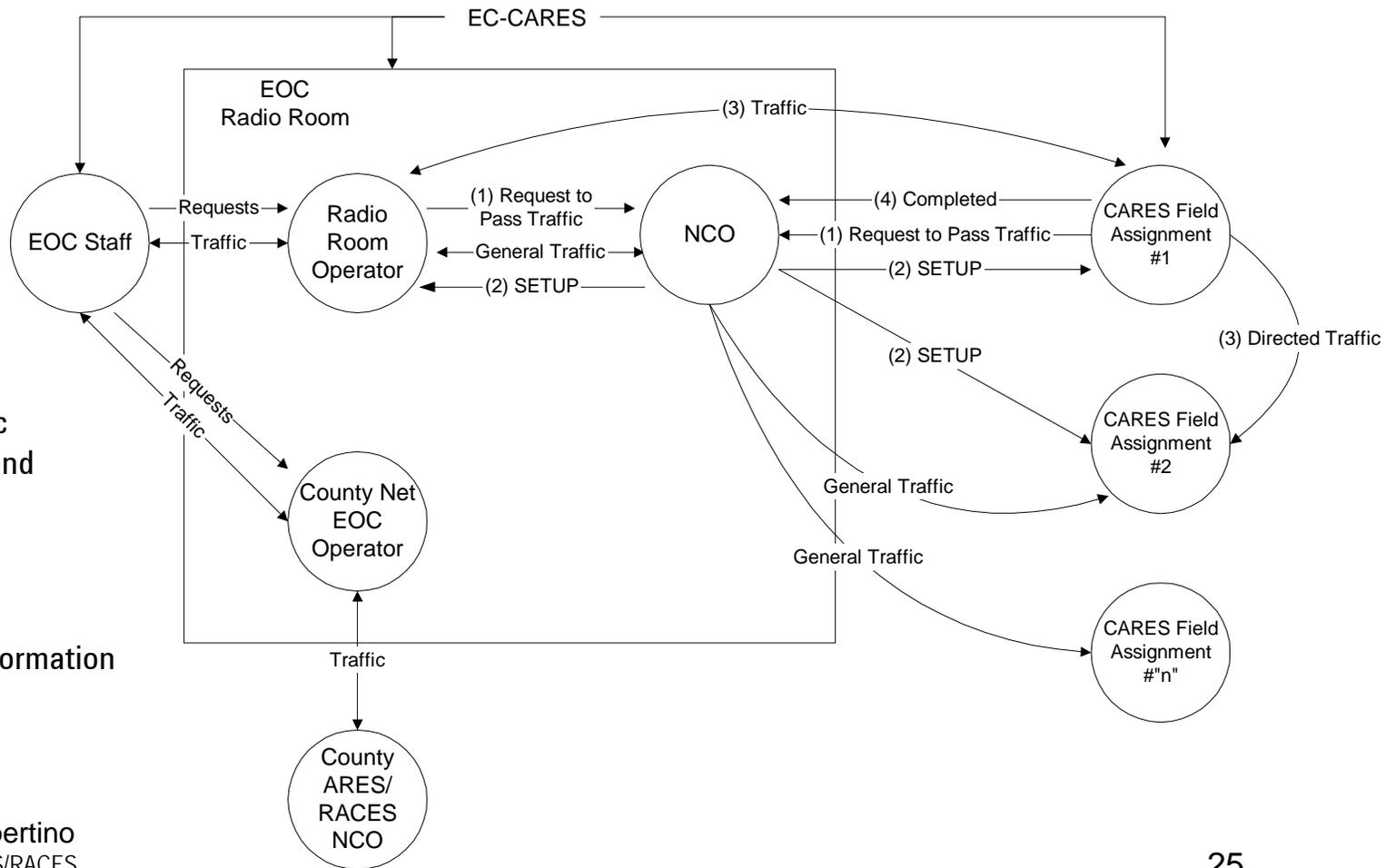
Field Responders
-Receive CERT traffic
-Receive walk-in traffic
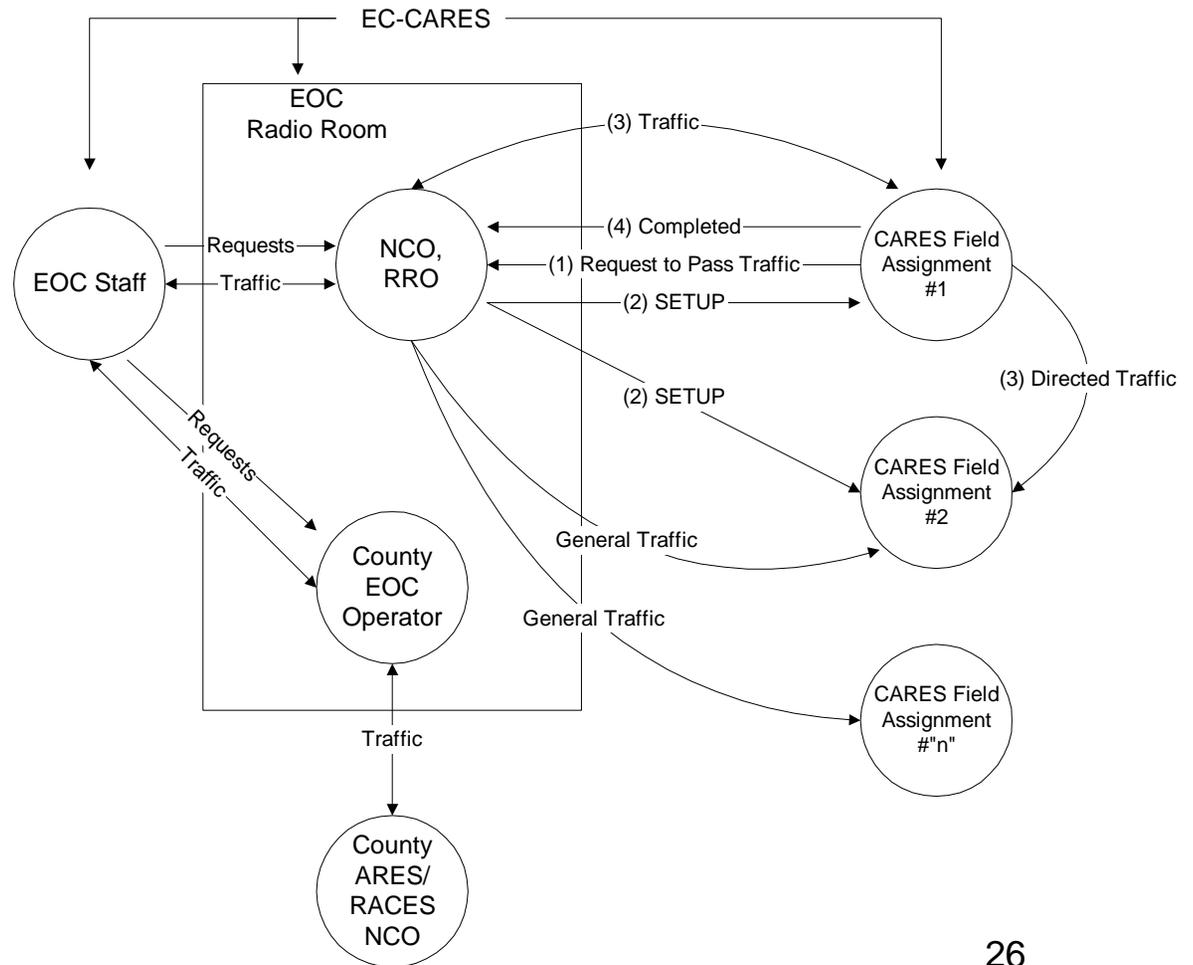-Sort, prioritize, and send
traffic to the EOC

Shift Supervisor
-Confirm additional Information
 requirements
-Direct Responders
-Resource Planning

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Message Handling
Extended Response Operations – Low Traffic Volume

Shift Supervisor, RRO, FRs
-Maintain staffing levels
-Respond to new requests from
 EOC, Served Agencies
-Pass traffic as required
-Health & Welfare checks with
 field responders

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