

# County Comm Operations Update

7 September 2017  
Jim Oberhofer KN6PE

Cupertino ARES/RACES



# Situation Recap...

---

- Cupertino, Saratoga, and Los Altos Hills contract with Santa Clara County for all Sheriff, Fire, EMS, and dispatch services.
- In the event of a total telephone service outage, the public in these cities has no way to request 9-1-1 assistance.
- During the 2009 Morgan Hill cable cut, RACES responders staffed key city locations and the city's PSAP to pass 9-1-1 assistance requests
- We cannot easily pass 9-1-1 traffic because (i) our PSAP is located in San Jose, and (ii) DSW restrictions prohibit us from traveling outside our city.



# What is a PSAP?

---

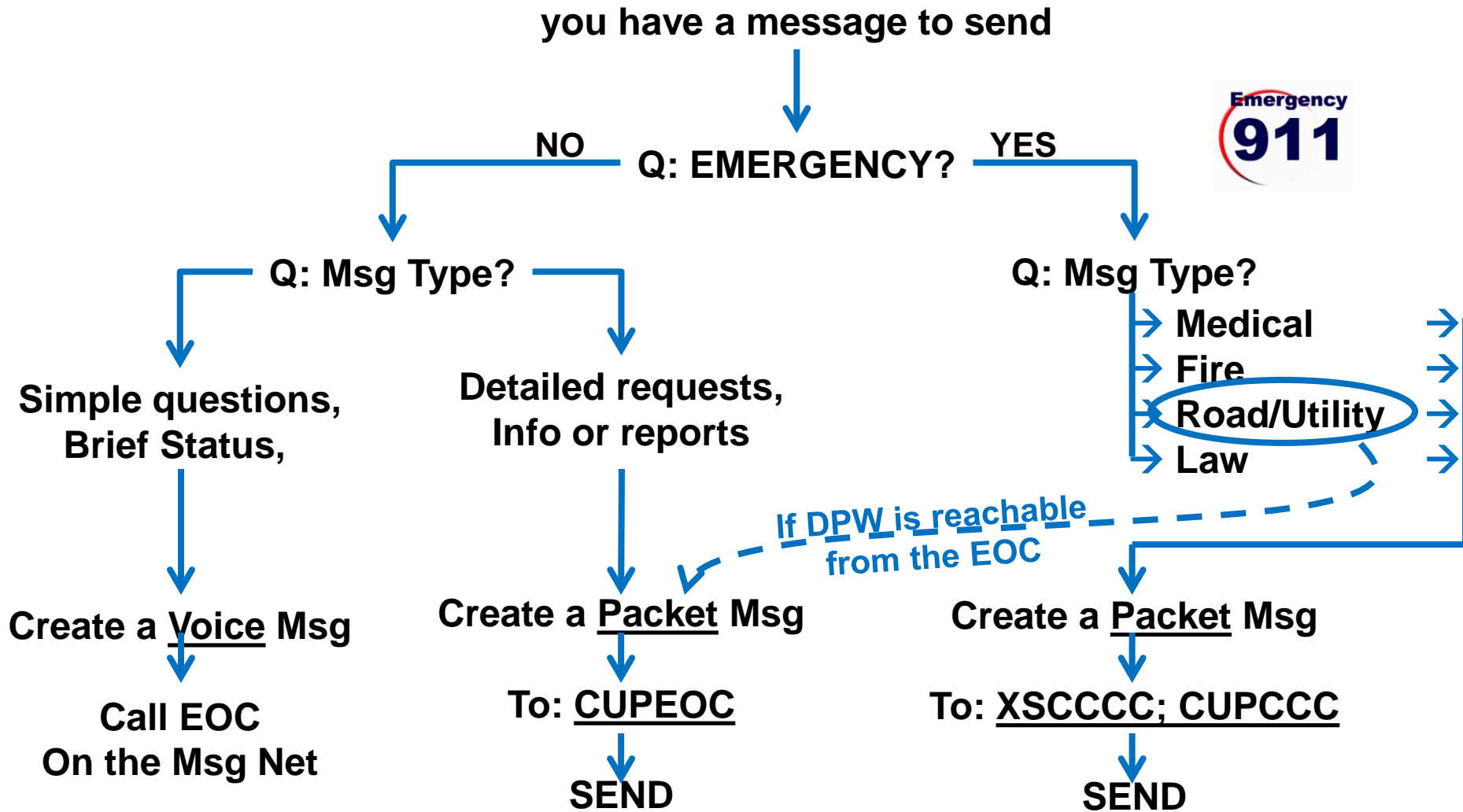
**definition:** Public-Safety Answering (or access) Point (PSAP)

- A call center responsible for answering calls made to an emergency telephone number for police, firefighting, and ambulance services.
- Telephone operators usually are also responsible for dispatching these emergency services.



# Voice & packet message passing

May 2016 CARES Exercise



Bottom Line: Use your Judgement



# Proposal

---

## What we want to do

- Develop specific processes, tools, and resources to establish an alternate 9-1-1 request flow from the effected cities to County Comm.

## Specifically...

- RACES staffs a amateur radio station at County Comm to receive and hand off incoming field 9-1-1 traffic.

## Who's involved?

- County Comm
- County OES
- County RACES
- City MAC / Responders



# County Comm response process

## High Level

---

1. City OES makes a request for MAC support to County OES.
2. County OES directs County RACES to request MACs for County Comm.
3. MACs volunteer, respond to County Comm; County Comm is notified of named responders.
4. MACs activate communications equipment; perform equipment checks.
5. MACs check into County Command Net.
6. MACs receive, print, and deliver 9-1-1 messages to the appropriate dispatch community.
7. MACs make all required log entries, retain all generated paperwork.
8. Cities notify County OES when they are securing their Field operations.
9. County OES directs County RACES to secure County Comm Ops when all requesting cities have secured.



# Alt911 Objectives

---

1. **Process:** 9-1-1 assistance request messages from field Amateur Radio operators are correctly formatted and sufficiently complete to facilitate a 9-1-1 dispatch.
2. **Training:** County RACES manages incremental activities and training on County Comm Operations for RACES MAC responders.
3. **Equipment:** County Comm amateur radio equipment is in place, tested, and operational.
4. **Access:** A process is in place to gain access to County Comm Amateur Radio equipment.



# Key deliverables

---

1. County Comm response process
2. 9-1-1 minimum message definition
3. Field data collection form
4. Apps to enable the process
5. County Comm Access
6. Training: (i) Call taking, (ii) County Comm Ops
7. Exercise





# 9-1-1 minimum message definition

## Deliverables

### *Common Information needed*

The issue	What are you reporting
Call Type	Assess: it is an emergency
Location	Location of the person? Address?
City	City
Location, Add'l	Cross Street? Building Name?
Last Time Seen	When, how long ago did you observe this
General details	Other details?
RP NAME	What is your name?
RP Call Back Number	Contact phone number?
RP Call Address	What is your address?



# 9-1-1 minimum message definition

## Deliverables

### *Specific Information needed*

FIRE	people inside	If a fire, are there any people inside?
Medical	Age	How old is this person
Medical	Gender	Gender? Male? Female?
Medical	conscious and breathing	Is the person conscious and breathing?
LAW	Peson Description	Description of the person?
LAW	Weapon	Is there a weapon involved?
LAW	Direction of Travel	If seen fleeing, direction of travel?
LAW	<b>Vehicle</b>	Vehicle Description
LAW	<b>Vehicle Lic</b>	Vehicle License Plate
LAW	<b>Vehicle State</b>	Vehicle State
LAW	RP Request Call Back	Do you want the Sheriff to contact you?



# Field data collection form – *Manual*

## 9-1-1 Field Data Collection Form

<b>COMMON</b>	What are you reporting?		RP Name:		
	Location, Address:		RP Address:		
	City:		RP Phone:		
	Other Location Details:				
	Time since last seen?				
	Event/Incident Details:				
<b>LAW</b>	Person Description:				
	Direction of travel:		Weapon involved?		
	Vehicle Description:		Lic:	State:	
	RP Request Contact (Yes/No)?				
<b>MED</b>	Age:	Gender:	Conscious & breathing?		
<b>FIRE</b>	If a fire, persons inside?				
<b>LGOV</b>	<no specific details required>				



# Field data collection form – App

## Deliverables

The screenshot displays the 'Alt911 Call Taking' application window. At the top, there are tabs for 'Medical', 'Fire' (which is selected and highlighted in red), 'Law', and 'Local Gov'. To the right of these tabs, the 'Event No: CTC246.162' is displayed, along with 'Update/Resend' and 'Send to RO' buttons. Below the tabs, the form is divided into two main sections: 'Incident Summary' and 'Reporting Person Details'. The 'Incident Summary' section contains four text input fields: 'What are you reporting?' with the value 'Car Accident', 'Location, Address:' with 'Stevens Creek And Deanza', 'City:' with 'Cupertino', and 'Cross-Street, Other:' with 'West-bound Stevens Creek'. The 'Reporting Person Details' section contains three text input fields: 'RP Name:' with 'Dave Alexander', 'RP Address:' (empty), and 'RP Phone:' with '408-211-3476'. Below these sections is a 'Frame3' section with two text input fields: 'Last seen:' with '5 Minutes Ago' and 'Details:' with 'Blue Honda Accord and late model Chevy. No details on injuries'. At the bottom of the form, there are tabs for 'MEDICAL', 'FIRE', 'LAW', and 'LOCAL GOV', with 'FIRE' selected. Below these tabs is a 'Fire' section with a text input field for 'If a Fire: people inside?' containing the value 'n/a'. The bottom right corner of the window shows the time '17:05:02'.

Alt911 Call Taking

Medical **Fire** Law Local Gov Event No: CTC246.162 Update/Resend Send to RO

Incident Summary

What are you reporting? Car Accident

Location, Address: Stevens Creek And Deanza

City: Cupertino

Cross-Street, Other: West-bound Stevens Creek

Reporting Person Details

RP Name: Dave Alexander

RP Address:

RP Phone: 408-211-3476

Frame3

Last seen: 5 Minutes Ago

Details: Blue Honda Accord and late model Chevy. No details on injuries

MEDICAL **FIRE** LAW LOCAL GOV

Fire

If a Fire: people inside? n/a

17:05:02

# The report to the County Comm

## Deliverables

Type: <b>FIRE</b>		Location: Stevens Creek and Deanza, Cupertino					Unit:	
<b>LAW</b>	Pri:	St:	SB:	Addr Add'l: West-bound Stevens Creek			Map:	
<b>MED</b>	CD:	Zone:	EMD:	MPDS:	RP: Dave Alexander	Rp Phone: 408-211-3476		
<b>FIRE</b>	LVL:	CD:	Run Cd:	Sta:	F-Jur:	RP Addr:	Cnt:	
<b>LG</b>	LVL:		By:	Veh:		Lic:	Ls:	
C22C33			Details:					
At: C4/955		By:		Car Accident -- Blue Honda Accord and late model Chevy. No details on injuries				
At: 10-22		By:		Last Seen:5 Minutes Ago -- Call Loc:City Center				
At: Dryrun:		By:						
At: Date & TOC 170903 1705		Code:		Dev / DSN: KN6PE	Backed in By:	Mutaid RZ:	Freq Assign:	
							Event #: CTC246.162	

ALT911 Version 1.0.0 -- 7/24/2017



# Accessing County Comm

## Deliverables

1. Our PSAP is in San Jose (off of Rt 87)
2. Getting there during an event will require a county activation so we can travel under DSW coverage.
3. To be deployed there, we need to hold a valid County DSW Card and be a registered MAC.
4. LiveScan is required.



# Training

---

Pending. However, there are probably two classes...

1. Field call taking
2. County Comm Ops



# How you can help

---

1. Help with refining the field tools
  - a. Application testers, table tops, etc.
2. Interested in a County Comm assignment? Then...
  - a. Consider getting your County DSW Card.
  - b. Consider getting registered as a MAC.





# Thank you

*Any Questions?*

---

