Cupertino Amateur Radio Emergency Service

Topic: SUV Resource Management
Speaker: Jim Oberhofer KN6PE, EC Cupertino ARES
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SUV
Resource Management

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Topics

- 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

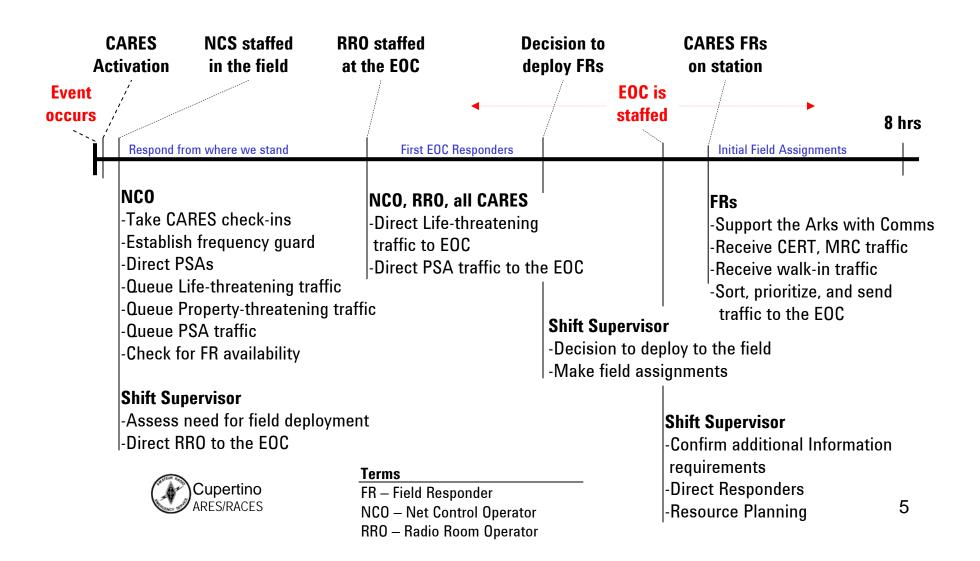| Operations Phase	Description
Preparedness	CARES members will spend the bulk of their time and is characterized as a period when no emergency situation exists or none is imminent.
Increased readiness	On receiving a warning, or observing that an emergency situation is imminent, or at the request of the 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

- What information does the EOC need?

- How do we work wioth the rest of the emergency community, CERT, MRC…?

- How do we manage communications operations over time?

- How do we manage our resources?

- How do we cover any possible resource gap if there are no MACs available?

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

Event occurs

CARES Activation

NCS staffed in the field

RRO staffed at the EOC

Decision to deploy FRs

CARES FRs on station

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

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

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

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

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The 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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Overview of Operations

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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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The 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 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 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
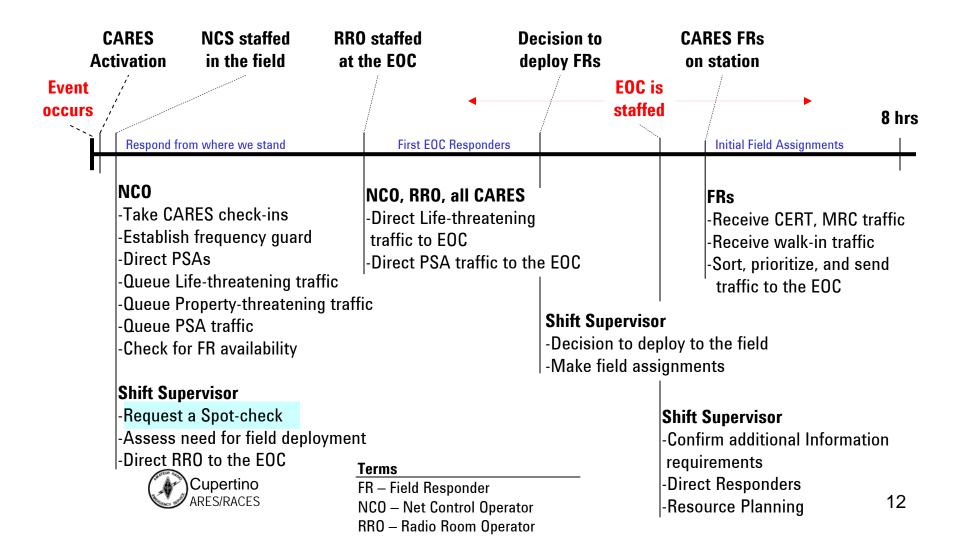
The Resource NCO…

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

- checks the responder's availability for a future shift

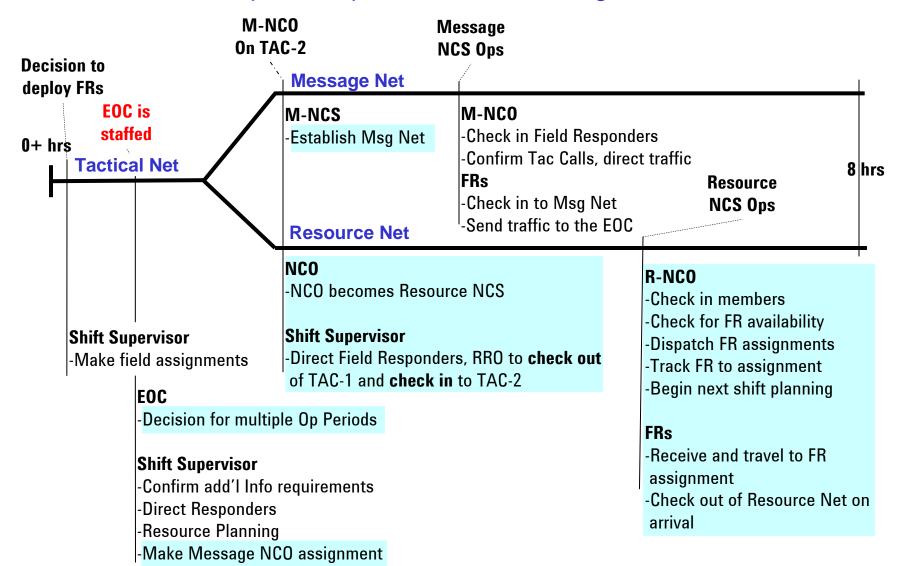- checks the responder out of the CARES Resource Net when requested by the responder

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Message Handling
no Extended Response Ops

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
- Request a Spot-check
- 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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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

M-NCS
-Establish Msg Net

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

Tactical Net

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

Resource
NCS Ops

8 hrs

Resource Net

NCO
-NCO becomes Resource NCS

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

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

Shift Supervisor
-Make field assignments

EOC
-Decision for multiple Op Periods

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

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

2. Shift Planning

Considerations

- Shifts are planned by Operational Period
- Adequate staffing… what is we cannot staff all required positions?
- 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.

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3. The Life of an SUV
…initial SUV contact

What should we do during an emergency?

4. If asked what they can do next…

    - Let them know the location and when the closes Ark is open. Arks will receive volunteers – CERT or otherwise – and assess their capability to help.

    - Do not tell them to go anywhere or do anything (may constitute an assignment).

    - Let them know what is available (make it their choice for action).

*** CARES to update scripts to ensure we have a consistent and clear message when talking to SUVs on the net.

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3. The Life of an SUV
…processing SUVs

What do we do if an SUV shows up at an Ark …

1. Perform an initial SUV screening:
   - Sign in, get registered, record their identity
   - assess for maturity, temperament, skill level, and readiness
2. What's required and what to check for (*draft list…*)
   - Equipment – License, Radio, Manual, proper attire, other field equipment – think of your go-kit
   - Operations Review – Net Etiquette, Message passing procedures
   - Safety Briefing
3. Recommend them to Cupertino DSW registration

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3. The Life of an SUV
…processing SUVs

What do we do if an SUV shows up at an Ark …

4. Provide CARES jump-start training

   - Shadow the ARK operation, OJT, etc.

   - Assess of what they can do

   - Make a recommendation

5. Recommend to Resource Net the SUV's eligibility and type of field assignment

6. Direct the SUV back to the CARES Resource Net

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3. The Life of an SUV
…making an SUV program work

What do we need?

- Personal check-out list… what do we expect them to have to survive a field assignment

- Knowledge… what do we expect them to know and demonstrate to us before an assignment

- Procedure… how do we make a field assessment and a recommendation

Discussion, Ideas

- SUV Field responder class
  - U.S. mail all Cupertino hams, invite to a 3 hour Field Responder class… theory and practical.
- …

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Discussion, Ideas

Assumptions
- Arks will process SUVs, do the swearing in
- How to cover an Ark comm work while addressing SUV handling; second person
- If many SUVs are on frequency, schedule them to respond to an ark so that the Ark is not overwhelmed

Notes
- Interview: Use EVA documentation to help with the assessment
- Interview: Are they currently active? Last net they participated in?
- Interview: DSW registration from another city/municipality?
- Interview: Personality: need means to assess the maturity, calmness
- Interview: State of personal preparedness (food, water, batteries, etc)
- Deliver: Read Net Etiquette, Message passing procedures
- Deliver: OJT, mentoring
- Observe: copy an incoming message
- Observe: Ability to communicate clearly and effectively (demonstration)
- Recommend: capabilities for the type of job they can handle (need list)

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