

Packet Operator Procedures

Cupertino Comm 469

February 22, 2025

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Prerequisites

1. Must be familiar with the Comm 469 AX.25 Packet System.

Managing the System

Description: This procedure describes how the packet system in Comm 469 is put in service.

Op Phase: Initial Response, Comm 469 Support
Extended Response, External Services Support

Participants: Comm 469 Shift Supervisor, Packet Operator.

System start-up

When turning on the Comm 469 packet system, do the following in this order:

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| | 1. Verify, or turn on, AC Breaker A1 (turns on the LTE Modem). |
| | 2. Verify, or turn on, DC Rack Breaker (turns on radios and network router for DHCP clients). |
| | 3. Verify, or turn on, AC Breaker A7 (turns on the packet PC, monitor, and printer). |
| | 4. Remove the Keyboard and Mouse from middle drawer, Position 2. |
| | 5. Turn on Keyboard (upper right switch) and Mouse (underside switch). |
| | 6. Log on to the Packet PC Password: <see postit> |
| | 7. Find and double-click on the Outpost SCC icon. |
| | 8. Remove the printer hold-down strap. |
| | 9. Operate packet as usual. |

System Shut-down

When securing Packet Ops, do the following:

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| | 10. Exit Outpost. |
| | 11. Shut down the Packet PC... Start > Power > Shut down |
| | 12. Turn off the Keyboard and Mouse. |
| | 13. Secure the printer with the hold-down strap. |
| | 14. Notify the Shift Supervisor that Packet Ops are secured. |

Packet Operations

Before the Event

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| _____ | 1. Review this procedure. |
| _____ | 2. Participate in the SCCo RACES weekly packet practice and the Monthly Packet Message Passing practice. |
| _____ | 3. Work with the EC for access to Comm 469 for practice. |
| _____ | 4. Verify the following Outpost folders are defined (Tools > General Settings, Startup tab): <ol style="list-style-type: none"> SCC Notices: Contains the current set of SCCo RACES Notices. Printed: Once a received message is printed, move it here. Receipts: Move all received Receipts here. Sent ISA Reports: Move sent messages from Sent folder to here. Other: discretionary folder, can be set based on the situation. |
| _____ | 5. Verify the following Outpost address book / distribution lists are set up (Setup > Address Book): <ol style="list-style-type: none"> SJWC San Jose Water Company To: sjweoc, david.fernandez@sjwater.com, cupeoc CuSD Cupertino Sanitary District To: cupsan, fquach@markthomas.com, cupeoc SCVWD Santa Clara Valley Water District To: vwdeoc, oes@valleywater.org, cupeoc |

During an Event – On Arrival/Shift Change

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| _____ | 6. Receive your assignment to Comm 469. Report to the Shift Supervisor. |
| _____ | 7. Sign in on the Comm 469 ICS-211B Check-in sheet. |
| _____ | 8. Make an entry on your personal ICS-214 of your arrival at Comm 469. This should be your last entry here until you end this assignment. |
| _____ | 9. Verify Shift supervisor makes a notation on the Comm 469 ICS-214 Unit Log. |
| _____ | 10. Request a briefing – get details on any site- or event-specific conditions that may exist. |
| _____ | 11. Verify the packet station configuration: <ol style="list-style-type: none"> Connections, initial power-up, equipment settings, application settings Double-check: frequency, date/time, FCC call sign, tactical call sign (if any), BBS, and TNC selections |
| _____ | 12. Confirm Outpost settings. See Packet Settings section in this document. |
| _____ | 13. Set up the ICS-309 Report fields (Tools > Report Settings, ICS 309 Tab). Fill in the following fields: <ol style="list-style-type: none"> Automation: ☉ Schedule a report run every <input type="text" value="60"/> minutes Task ID: Activation Number (example: CUP-21-##T) Task Name: Brief description (Earthquake, Stevens Fire, etc.) Radio Operator Name: your name Station ID: your FCC Call Sign (not Tactical Call) Press OK when done. |

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| | <p>14. Setup the ICS 309 Communication Report Settings.</p> <ol style="list-style-type: none"> Select Forms > ICS 309 Communication Log On the <i>Period Tab</i>, Select Today. On the <i>Content Tab</i>: <ol style="list-style-type: none"> All boxes are checked. Under “Exclude these messages”, enter the words “Delivered Read”. On the <i>Output Tab</i>: Check: <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Write Report to Printer <input checked="" type="checkbox"/> Write Report to ASCII File Select File > Print Setup. Verify it lists the Comm 469 printer. Press Build Data Set, Press Print, On the <i>Period Tab</i>, Select Since last report run (mm/dd/yy hh:mm). When done, Press Exit to close. <p>NOTE: This report will run every 60 minutes and only report on new messages since the last run.</p> |
| | <p>15. Set up the Packet Report Folder.</p> |
| | <p>16. Perform an Outpost Send/Receive operation</p> <ol style="list-style-type: none"> Verifies BBS connectivity. |
| | <p>17. For First Shift Only; Not for Shift Change: Send a check-in message to XSCEOC. In Outpost, select Forms > Check-In/Check-Out form</p> |
| | <p>18. Begin operations.</p> |

During an Event – Every Hour

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| | <p>19. Retrieve all new bulletins/notices and follow any new instructions:</p> <ol style="list-style-type: none"> Setup > BBS, Retrieving Tab. Check <input checked="" type="checkbox"/>Retrieving Bulletins Select the <input checked="" type="radio"/>Custom Retrieval Verify this section looks like this: <div data-bbox="540 1381 1214 1581" style="border: 1px solid gray; padding: 5px; margin: 10px 0;"> <div style="display: flex; align-items: flex-start;"> <div style="flex: 1;"> <ul style="list-style-type: none"> <input checked="" type="radio"/> Custom Retrieval Enter as a list of JNOS BBS Area and List commands </div> <div style="flex: 2; border: 1px solid gray; padding: 5px;"> <pre>A XSCPERM LA A XSCEVENT LA A ALLXSC L> CUP</pre> </div> </div> </div> Press OK. |
| | <p>20. Press Send/receive. Read all new bulletins/notices and follow any new instructions. Notify Shift Supervisor of all changes.</p> |
| | <p>21. Set a timer (your discretion) to repeat this process every 1 hour.</p> |

During an Event – General Operations

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| _____ | 22. Send, receive, log and process packet messages. |
| _____ | 23. Initiate a Send/Receive every 5 minutes (manually, or by setting Tools > Send/Receive, Automation Tab). |
| _____ | 24. Keep the In Tray clear of clutter or processed messages. |

During an Event – Receiving Messages

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| _____ | 25. Process Higher message priorities first. |
| _____ | 26. On receiving a message, do the following: <ul style="list-style-type: none"> a. Notices or Bulletins: read and print the bulletin, and then move the message to the SCC Notices Folder. b. Delivery Receipts: move the message to the Receipts Folder. c. PacFORMS messages: verify the message opens in its PacFORM form. Print the message, and then move the message to the Printed Folder. d. Free-form text messages: print the message, and then move the message to the Printed Folder. e. Deliver all messages to the Shift Supervisor. |

During an Event – Sending PacFORMS

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| _____ | 27. Based on the paper copy you received, select the appropriate PackItForms to fill out. Press “Submit the form to Outpost” when done. |
| _____ | 28. In Outpost, complete and send the message: <ul style="list-style-type: none"> a. fill in the TO: address. If unsure, ask the Shift Supervisor. b. Press Send. Press Send/Receive. c. When done, verify the message was passed successfully (check the Sent Folder). |

During an Event – Sending ISA Messages

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| _____ | <p>FIRST MESSAGE TO A SPECIFIC AGENCY</p> <p>29. Create the initial ISA Report message to the served agency.</p> <ul style="list-style-type: none"> a. Press New to start a new message in Outpost b. Click on the [To:] button and select the distribution list for this asset. If in doubt, ask your supervisor. <ul style="list-style-type: none"> i. For SAN-## assets select SJWC ii. For WATER-### assets select SCVWD iii. For SAN-## assets select CuSD |
| _____ | <p>30. Select File > Open a File. Navigate to the Dropbox > Comm469 > Templates directory.</p> <ul style="list-style-type: none"> a. Select the ISA Report Template for the report just received. b. Edit the Subject Line: <ul style="list-style-type: none"> i. Fix the spacing between the Message ID and the subject line by adding a colon and space. Should look like this (SJWC example): CUP-677P: ISA-SJWC-Report-template.txt |

| | |
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| | <p>ii. Replace "-template" with <date>, <time>. Should look like this: CUP-677P R ISA-SJWC-Report 02/22/2025 1655</p> |
| _____ | <p>NOTE: DO NOT DELETE any entry from this list. You will be sending a cumulative report each time.</p> <p>31. First time the message is created: Insert the Incident Name in the space provided.</p> <p>32. In the message field,</p> <ol style="list-style-type: none"> Find the entry on this list for the ISA Asset that you just received. Enter CheckTime (time that the report was received). Overall Status (Pass/Fail). For Failure reports, enter discrepancy in the area below this list. Note: Item 0 is an "Example" row. Delete this row before sending. |
| _____ | <p>33. Send the first report immediately when created. This lets the served agency know we have started the ISA process.</p> |
| | <p>34. After sending the report, move the ISA Report from the Sent folder to the ISA Reports folder.</p> |
| _____ | <p>SUBSEQUENT MESSAGE TO A SPECIFIC AGENCY</p> <p>35. Create the subsequent ISA Report message to this served agency.</p> <ol style="list-style-type: none"> Find the last message sent to this agency in the ISA Reports Folder. Open it. Select Actions > Resend > New Message ID Change the subject line <Date> and/or <Time> to the current date and time. |
| _____ | <p>NOTE: DO NOT DELETE any entry from this list. You will be sending a cumulative report each time.</p> <p>36. In the message field,</p> <ol style="list-style-type: none"> Find the entry on this list for the ISA Asset that you just received. Enter CheckTime (time that the report was received). Overall Status (Pass/Fail). For Failure reports, enter discrepancy in the area below this list. |
| _____ | <p>37. For only Pass reports, wait until you get 3 or 4 reports, then Send the message. For Fail Reports, send the message immediately.</p> |
| _____ | <p>38. Move the ISA Report from the Sent folder to the ISA Reports folder.</p> |

Shift Change

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| _____ | <p>39. Provide a briefing to the incoming operator.</p> |
| _____ | <p>40. Send a shift change packet message to your served agency.</p> <ol style="list-style-type: none"> Combined check-in / check-out message |
| _____ | <p>41. Generate your final shift ICS-309 Report.</p> <ol style="list-style-type: none"> Select Forms > ICS 309 Communication Log Press Build Data Set Press Print |
| _____ | <p>42. Put the printed ICS 309 report in the Packet Report Folder. This report will be referenced by the next operator to ensure all date range coverage.</p> |

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| _____ | 43. Update Comm 469 ICS 214 Unit Log of the shift change. |
| _____ | 44. Update your personal ICS 214 of the shift change. |
| _____ | 45. If leaving the event, sign out on the ICS 211B Check-in list |
| _____ | 46. Perform the On Arrival/Shift Change Process above. |

End of the Event

| | |
|-------|---|
| _____ | 47. When Comm 469 is being secured: Send a check-out message to XSCEOC. In Outpost, select Forms > Check-In/Check-Out form. |
| _____ | 48. At the end of the exercise, archive all messages as follows: a. From Outpost, File > Export > All folders b. When prompted, enter the name with the activation, i.e.: XSC-25-##T.oaf |
| _____ | 49. Delete all packet messages as follows: a. Except for the SCCo Notices folder, open each folder and delete its contents. b. Delete the contents of the Deleted Folder last. |
| _____ | 50. Update the Comm 469 ICS 214 Unit Log. |
| _____ | 51. Report to the Shift Supervisor that Packet Operations are secure. |

ISA Report Templates

ISA-CuSD-Report-Template.txt

```

ISA-CuSD-Report-Template.txt - Notepad
File Edit Format View Help
Incident Name: ...

ISA Asset      CheckTime      Status  NOTES
-----
0. SAN-00      11:45          PASS    example ← Delete this line
1. SAN-47      ...            ...
2. SAN-50      ...            ...
3. SAN-52      ...            ...
4. SAN-53a     ...            ...
5. SAN-53b     ...            ...
6. SAN-54      ...            ...
7. SAN-55      ...            ...
8. SAN-56      ...            ...
9. SAN-57      ...            ...
10. SAN-58     ...            ...
11. SAN-59     ...            ...

1. SAN-48      ...            ...
2. SAN-49      ...            ...
3. SAN-51      ...            ...
4. SAN-60      ...            ...

Discrepancies:
-----
<Asset name, decription of the problem>
SAN-00; Example: water leaking from surrounding area, est 50 gal per minute ← Delete this line

```

ISA-SCVWD-Report-Template.txt

```
ISA-SCVWD-Report-Template.txt - Notepad
File Edit Format View Help
Incident Name: ...

ISA Asset      CheckTime      Status  NOTES
-----
0. Water-00    11:45         PASS   example ← Delete this line
1. Water-84    ...           ...
2. Water-121   ...           ...
3. Water-122   ...           ...
4. Water-123   ...           ...
5. Water-124   ...           ...

Discrepancies:
-----
<Asset name, decription of the problem>
Water-00; Example: water leaking from access portal
```

ISA-SJWC-Report-Template.txt

```
ISA-SJWC-Report-Template.txt - Notepad
File Edit Format View Help
Incident Name: ...

ISA Asset      CheckTime      Status  NOTES
-----
0. SJW-00      11:45         PASS   example ← Delete this line
1. SJW-T1      ...           ...
2. SJW-T2      ...           ...
3. SJW-T3      ...           ...
4. SJW-T4      ...           ...
5. SJW-T5      ...           ...
6. SJW-T6      ...           ...
7. SJW-T7      ...           ...
8. SJW-T8      ...           ...
9. SJW-T9      ...           ...
10. SJW-T10    ...           ...
11. SJW-T11    ...           ...
12. SJW-T12.1  ...           ...
13. SJW-T12.2  ...           ...
14. SJW-T12.3  ...           ...
15. SJW-T12.4A ...           ...
16. SJW-T12.4B ...           ...
17. SJW-T12.5  ...           ...
18. SJW-T12.6  ...           ...
19. SJW-T12.7  ...           ...
20. SJW-T12.8  ...           ...
21. SJW-T12.9  ...           ...

Discrepancies:
-----
<Asset name, decription of the problem>
SJW-00; Example: water leaking from surrounding area, est 50 gal per minute
```

Packet Settings

Packet Settings

The following settings are in addition or a replacement of the settings listed in the CARES *Packet Radio Users Guide*. From Outpost, make the following changes:

Setup > Identification

| Tab | Option | What to set |
|----------------|---|--------------------------------|
| Identification | Call Sign: | Your call sign |
| | User Name: | Your name |
| | Message ID prefix: | Last 3 chars of your call sign |
| | <input checked="" type="checkbox"/> Use Tactical Call | Checked |
| | Tactical Call Sign: | CUPEOC |
| | Additional ID Text: | Cupertino CA EOC |
| | Message ID Prefix: | EOC |

Setup > BBS

| | | |
|------------|--|-----------|
| Retrieving | <input checked="" type="checkbox"/> Retrieve Private Messages | Checked |
| | <input type="checkbox"/> Retrieve NTS | Unchecked |
| | <input type="checkbox"/> Retrieve Bulletins | Unchecked |
| | <input type="checkbox"/> Retrieve Selected Bulletins, xNOS Areas | Unchecked |
| | <input checked="" type="radio"/> Custom Retrieval A XSCPERM LA A XSCEVENT LA A ALLXSC L> CUP | Selected |
| | <input checked="" type="checkbox"/> Skip (do not retrieve) NTS Messages I send to the BBS | Checked |

Tools > Send/Receive Settings

| Tab | Option | What to set |
|------------|---|-------------|
| Automation | <input checked="" type="radio"/> Schedule a Send/Receive Session every [5] minutes. | Checked |
| | <input checked="" type="checkbox"/> Send a message immediately when it is complete | Checked |
| Printing | <input checked="" type="checkbox"/> Print received messages... [1] copies | Checked |
| | <input type="checkbox"/> Print sent messages... [] copies | Unchecked |
| | <input checked="" type="checkbox"/> Print message headers | Checked |
| | <input type="checkbox"/> Print DELIVERY and READ receipts | Unchecked |

Tools > Message Settings

| Tab | Option | What to set |
|----------|--|-------------|
| New | <input checked="" type="radio"/> Set default to Private | Checked |
| Messages | <input type="checkbox"/> Create and send NTS messages as private | Unchecked |
| | <input type="checkbox"/> Default destination [_____] | Unchecked |