Cochise County
Radio Amateur Civil Emergency Service (RACES)
Members' Procedural Guide

January 2007

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Manual Changes
Modifications and/or updates to the RACES manual will be brought before the Cochise County RACES Executive Staff for review and approval. The Executive Staff consists of: County RACES Officer (CRO), Deputy RACES Officer (DRO), City Officers (CO), and the RACES Public Information Officer.

Any proposed change to the manual will be presented to the Executive Staff for review. The Executive Staff may choose to accept the change, reject the change, require modification or take no action. Any change to the manual requires a majority vote of the staff. A vote may be taken electronically using email or at a physical meeting of the staff. There must be at least four members of the executive staff present or responding for a vote to take place. Approved modifications will be presented to Cochise County Emergency Services Coordinator for final approval and implementation.

I. Overview

The primary mission of The Radio Amateur Civil Emergency Services (RACES) during an emergency and/or disaster is to provide communication services that include the use of portable stations, either as a back up to established communications, or as a fill-in where communications do not normally exist. RACES is an organization of amateur radio operators who volunteer to provide radio communications for State and local governments in times of emergency. Created in 1952 primarily to serve in civil defense emergencies, RACES provides essential communications and warning links to supplement State and local government assets during emergencies.

RACES is a special part of the amateur operation sponsored by the Federal Emergency Management Agency (FEMA). RACES provides emergency communications for civil preparedness purposes only. RACES is conducted by amateurs using their primary station licenses or by existing RACES stations. In the event that the President invokes the War Emergency powers, amateurs officially enrolled in the local civil preparedness group would become limited to certain frequencies, while all other amateur operations would be silenced.

RACES may be activated at the request of any governmental agency in the event of an emergency or disaster, with coordination by Cochise County Office of Emergency Services (OES). An example of a governmental agency may include any City, County or Special District (i.e. Water District, School District, or Community Service Districts) within Cochise County.

RACES works with and provides, as requested, communications services for non-governmental organizations, such as the American Red Cross, and other local groups. RACES is available to be of service in various capacities in time of emergency or disaster. RACES in Cochise County includes Amateur Radio Emergency Service (ARES) members sponsored by the American Radio Relay League (ARRL). The Cochise County RACES/ARES team is the volunteer communications arm of the Cochise County Office of Emergency Services, Cochise County Sheriff's Office (CCSO) and the Cochise County Emergency Operations Center.

II. Authorities

RACES is authorized by the Communications Act of 1934, Section 606, as amended and by Executive Order 12472, Assignment of National Security and Emergency Preparedness Telecommunications Functions. The RACES is provided for in subpart F of Part 97 of the Code of Federal Regulations (CFR).

As implemented on the national level, RACES is the responsibility of the Federal Emergency Management Agency (FEMA). In the state of Arizona RACES is the responsibility of the Arizona Department of Emergency Management (AZDEM). In Cochise County, RACES is the responsibility of the Office of Emergency Services,

Cochise County Sheriff's Office.   Emergency Operations Plans for the County of Cochise and/or any of its cities will be the authority for operations.

The County RACES Officer is appointed by the County Emergency Services coordinator. RACES is a function of government provided for by local, state, and federal guidelines and is the lead organization involving amateur communications support or response.

III. Member Requirements

Cochise County RACES will consist of registered volunteers licensed by the FCC in the Amateur Radio Service holding at least a Technician Class license. Only those individuals registered with the County of Cochise, Office of Emergency Services will be considered members of Cochise County RACES. This requirement ensures that volunteers are covered by AZ Worker's Compensation insurance while engaged in mission support. See Appendix 14 for a copy of the membership application. Members must have a valid AZ driver's license to drive any county vehicle in the performance of their duties. Applicants are subject to a basic background and drivers license security check. Applicants that have been convicted of a felony may not be accepted for membership. Members filling ARES leadership positions (District Emergency Coordinator (DEC)/ Emergency Coordinator (EC)) must also be members of the American Radio Relay League (ARRL). Membership in local radio clubs (Cochise Amateur Radio Association - CARA and/or South Eastern Arizona Radio Society - SEARS) is encouraged but not required since they provide the support to the various repeaters used during support of our missions and activities.

IV. Leadership Organizational Chart
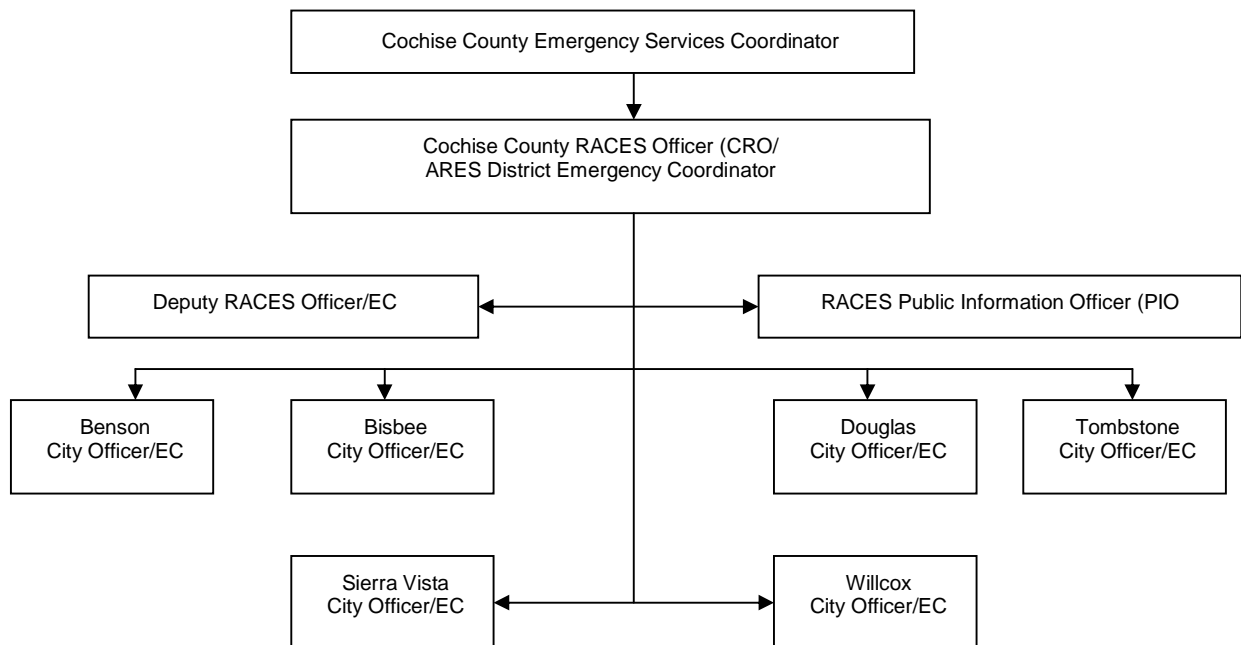
V. RACES Activation

Once RACES is activated by a competent authority, the CRO will begin the notification process using any or all of the tools available: the RACES pager system; the telephone calling tree; or the amateur radio repeaters within the county. You may be asked to fill an immediate need or be placed on stand-by depending on the immediate need. Be prepared. Information will be passed along as it becomes available. It is important that operators monitor the prearranged county nets when RACES activation is pending. A detailed description of the Alert Process and specific assignments can be found in Appendix 1. The primary RACES VHF frequency in the county is 147.02 on Mule Mountain. (Please see the frequency lists in Appendix 7 for our county and for additional net information.)

A. Local Activation
If the CRO or his/her deputy perceives the need for a possible RACES activation, the CRO will either place members on alert or initiate an actual activation. Upon alert or activation, the CRO will advise the appropriate City Officer to proceed, as the CRO deems necessary. See Appendix 5 for Incident Number Request procedure. When activated to support Search and Rescue (SAR) missions, the Sheriff's Office SAR coordinator takes care of getting the state assigned incident number.

B. Formal Activation
The CRO, or his/her deputy, will be notified by the CCSO Office of Emergency Services (OES), or CCSO Dispatch Center to place members on alert or initiate activation. The CRO will receive the incident and request numbers at the time of contact and proceed as requested.

C. Serviced Agencies
RACES primary served agency is the Cochise County Sheriff's Office of Emergency Services. RACES is available to support all governmental agencies including the County SAR team, as well as non-governmental agencies, such as the American Red Cross, Salvation Army, etc. RACES is not available to support commercial endeavors, except in the event of a declared emergency or disaster, and then only in a disaster support role.

The served agency may request RACES support through the Office of Emergency Services, CCSO Dispatch Center, or the CRO. If another RACES member receives the request, he/she must notify the City Officer or CRO to contact the Office of Emergency Services – OES Duty Officer and request the Incident Number (See Appendix 5 for incident Number Request procedure).

D. Mutual Aid Service
Any Federal Agency (e.g. US Forestry Service (USFS), Bureau of Land Management (BLM)) or any jurisdiction/agency outside of Cochise County may request RACES activation. However, this call is considered a mutual aid request and therefore must be processed through Cochise County OES. If you receive such a call, it is imperative that you ensure the individual makes the request through Cochise County OES. Any member

responding to or acting on a request for service without prior OES notification and approval does so without coverage from the Arizona Workers Compensation program.

VI. Planned Events

The OES must first approve the RACES participation in any Planned Event requiring use of county resources such as the County Mobile Communications Unit (MCU). Follow Appendix 5 for Incident Number Request procedure. Planned public service events (i.e. La Vuelta de Bisbee Bike Race, Bisbee City Coaster Races, etc.) can be supported under the auspices of ARES and do not require approval of the OES unless specific county resources such as the Emergency Response Van are being requested.

VII. Operations

A. Typical Activities - RACES activities in the past have included but are not limited to:
- Support of Local Emergency Planning Committee (LEPC) Exercises
- Support to Cochise County Fire Chiefs Association Exercises
- Search and Rescue Missions
- Health and welfare evacuations (during Fire Season)
- Damage Assessment communications
- Public service events (Air Show, Coaster Races, Bike Races)
- National Weather Service (NWS) Spotter Program

These activities have been direct requests for service, either as a mutual aid resource or as normal operations within County Boundaries. We have also supported a number of missions through county mutual aid agreements and adjacent counties of Graham, Greenlee, Hidalgo (NM), Pima, and Santa Cruz.

B. Typical Operation Assignments may include but are not limited to:
- Fixed station operation (Hospitals/Police Departments)
- Mobile or portable operation (Incident Scene/Staging Areas, SAR Missions)
- Relay in the event of no repeater coverage
- Ride-along mobile operations or function as a shadow to an Emergency Services Responder
- 911 telephone support
- Home Unit Operations

C. Net Operation Protocol
Each net operation in support of a mission will be under the supervision and control of an experienced RACES member. Operational RACES nets are directed nets and traffic will be limited to the mission requirements.

No RACES operators will participate in a net, on a frequency band, or in a type of operation outside the class of his/her license unless under the direct supervision of a licensed control operator of the appropriate class of operation being conducted.

RACES operators may be assigned to work on designated County Public Service Band frequencies using provided equipment in the MCU or other FCC type accepted radios. The MCU carries several type-accepted walkie-talkies programmed for specific public service frequencies for use on the scene of an incident. At those times, you are operating under the auspices and the authority of the Cochise County Federal Communications Commission (FCC) Public Service License, not your amateur license. You may be assigned to operate as a "shadow" on the scene using one of these radios. Also review Appendix 1 for specific preassignments and an explanation of the RACES Blue Eagle program.

If you are operating in the MCU or with one of the public service band radios, you will also be operating in a directed net and follow their protocols. Although we do not use the ten codes on the amateur bands, you will be expected to learn and understand the Cochise County Ten-Codes so that you will be able to understand what dispatch may be telling you while operating on one of the sheriff's frequencies. The Sheriff's Office Ten-Codes and Association of Public-Safety Communications Officials (APCO) phonetic alphabet are found in Appendix 14.

D. Tactical Callsigns
There are many times during mission operations that it is appropriate to assign a "tactical" callsign to the location you are serving. This generally done to make it clear what assignment you are supporting when you are passing traffic on the air. For example, if we have activated the Blue Eagle network (see Appendix I) and you are assigned to work at the Bisbee Copper Queen Hospital, your tactical callsign might be "Copper Queen". Does this mean you do not need to use your FCC callsign on amateur frequencies? No. We must still comply with the basic FCC Part 97.119 Station Identification rule that says: "Each amateur station must transmit its assigned call sign on its transmitting channel at the end of each communication, and at least every 10 minutes during a communication, for the purpose of clearly making the source of the transmissions from the station known to those receiving the transmissions. No station may transmit unidentified communications or signals, or transmit as the station call sign, any call sign not authorized to the station."

For example: "Bisbee EOC, this is Copper Queen, Over". "Copper Queen, this is Bisbee EOC, go ahead, Over." Continue the conversation until you are either finished with the exchange of information or ten minutes has gone by (whichever is shorter) and then identify yourself as "This is Copper Queen, KC7WKT, Over." or "Copper Queen, this is Bisbee EOC, WB7VNF, Out." One final example is the Bisbee Coaster Race where you have tactical callsigns allocated by position on the down hill races course. Examples might include "Start, Finish, Checkpoint 5, Checkpoint 6, or Checkpoint 10, etc."

E. Net Frequencies
The primary RACES VHF frequency used in Cochise County is 147.02 (PL 162.2). Other net operation frequencies are found in Appendix 7 to this manual.

VIII. Uniform Standards

Cochise County RACES members are encouraged to meet the following uniform standards for all events - planned events or mission called incidents - for which a Cochise County incident number has been obtained. All uniform apparel should be clean and present a neat and professional appearance. When wearing the uniform items, you are identifying yourself with the Cochise County RACES team so wearing these items for general casual wear is discouraged. Casual attire may be worn for training events and meetings.

A. RACES ID Card
There are currently two ID cards: RACES County Card (no photo), and RACES Photo ID Card. The basic no-photo card is issued when you first join and is considered probationary. The photo ID Card will be issued when you have completed the basic training requirements. When worn, it is to be attached by a suitable clip to the front of the shirt, preferably to the right breast shirt pocket or attached by chain/cord around the neck. In all cases, it should be worn so that it is easily visible. It has become increasingly important during the global war on terrorism to be clearly identifiable to the emergency responder team and law enforcement as to who belongs on the scene and who does not. If you are not easily identified as one of the responders, you may be asked to leave the scene. If you are ever challenged, explain who you are and why you are there and your role in the response effort. Also explain that you were requested to respond to provide communications or other support. If you are still asked to leave, identify the person making the decision and leave. There may be appropriate reasons that you are being asked to leave, either from a safety or security standpoint. Becoming argumentative or combative will not endear you to the response community. Report the incident to the City Officer or the County RACES Officer to work out the problem later. It is important that we do not allow ourselves to become offended during situations like this and become part of the problem as opposed to being part of the solution.

B. Uniform Shirt/Vest and Appropriate Patches
RACES/ARES uniform shirts may be either the gold RACES T-Shirt or a tan/khaki shirt with appropriate identifying patches/logos. The T-Shirt should be Harvest Gold with the RACES/ARES silk-screen Logo on the back and on the left front breast. In lieu of the silk-screen printed or sewn logo, a 3" RACES Eagle patch may be sewn in the same location. The tan/khaki shirt (long or short sleeve) will have the Cochise County 3" RACES patch sewn on the left shoulder and an optional matching color nametape over the right breast pocket. No other patches/emblems except for the Amateur Radio Emergency Service patch (ARRL Diamond – sewn above the left pocket) may be worn. In lieu of a RACES shirt, a vest in bright orange or lime green with the RACES logo on the left breast may be worn. This is particularly handy when assigned to a traffic detail where high visibility is needed. For night operations and general safety, it is also recommended that reflective tape be attached to your vest. A RACES/ARES polo shirt may be worn in lieu of the Uniform shirt during club or public service events. SAR Team members who are RACES team members may also wear the Cochise County SAR insignia on the left breast of the

shirt. See Appendix15 (Equipment) for a list of vendors where patches, vests or hats may be purchased.

C. Trousers

Trousers should be full length and be of a solid, dark blue, black, or tan/khaki color. For field operations a utility fabric such as "denim" is also recommended. We operate in many brushy locations so shorts or cutoffs are discouraged for field operations such as Sear and Rescue support missions.

D. Protective Outer Garment – Weather

Outer garments (jackets/sweatshirt/raingear) should be of a solid gold/yellow or khaki color. The RACES patch should be sewn on the left shoulder or left breast. No other patches/emblems except for the Amateur Radio Emergency Service patch (ARRL Diamond – sewn above the right pocket) should be worn. The vest, mentioned earlier, may also be worn over other outer garments as needed for identification if you do not have other suitable gear.

E. Footgear

Shoes or boots appropriate for your assignment and weather.

F. Headgear

A gold ball cap with the a RACES logo or other amateur radio cap displaying your call sign on the front will be sufficient for most missions or activities. Hard hats may be required for some incident scenes. That determination will be made by the incident commander to meet OSHA safety regulations applicable to the incident scene.

G. Planned Sanctioned RACES/ARES "non-incident" Events

The RACES uniform (i.e. clothing with patches) should be worn at all planned events, special events, and meetings sanctioned by RACES. Your RACES ID Card may suffice for casual meetings where a RACES presence is appropriate. If you request an incident number and are representing RACES at a mission or incident site you must wear the ID card and should be wearing the uniform as described above. It is recognized that you may not always have your uniform or hat with you, but you will be expected to have your ID card.

IX. Suggested Equipment

You will find a list of equipment that should serve the RACES operator in a variety of assignments in Appendix 15. This appendix identifies, personal, radio and administrative supplies.

X. General Guidelines

A. Procedures
Before responding to any emergency callout, make sure that you and your family are safe and cared for. Check in to the primary repeater or simplex frequency. If the repeater is down or out of service, use the output frequency of the repeater as the simplex frequency of choice. If you are the first on the air, you should become the initial net control. Make sure that you gather the names, locations, and call signs of stations that check in.

In some cases you will be asked to stand-by on the frequency, as operators may not be needed immediately. Be sure to continue to monitor the frequency until the net is shut down, or you are sure that there will be no further need for operators.

B. Demeanor
When you are called to serve, make sure that you present yourself in an organized, professional manner. You should be dressed appropriately as outlined in Uniform Regulations. Clothing should be clean and neat.

C . Expectations of All RACES Operators
- You must be willing to commit time at inconvenient hours and occasions.
- The RACES members' participation is expected to participate in the twice-monthly Training Nets and periodic training drills. This will aid in the development of needed skills and knowledge.
- You must be available to attend and participate in at least two events / meetings a year. Try to attend all training classes offered. Check into your local nets on a regular basis. Participate in drills, public service events, and actual incidents
- You must demonstrate the ability to perform with a high standard of customer service, professional conduct and civil responsibility.
- Listen more than you speak. Become familiar with how your served agency operates.
- Check to see if your radio traffic is interfering with nearby conversation. Headphones are highly recommended unless you are in an area by yourself.
- Remember that you are required to think on your feet, but we are not a makers of policy.
- Be prepared to facilitate communication, whether it is on a cell-phone, fax machine, public service or amateur radio. It is important that you know how to operate your equipment and keep it in good order.
- Present yourself as a positive, capable resource. Prepare to be a leader.

D. Discipline
It is the intent of this policy to clearly explain the procedures regarding the organization's position on disciplinary action. It is important for all RACES members to know and abide by the policies and procedures stated in this manual. Failure to follow these policies may result in disciplinary action, up to and including dismissal.

E. Improper Conduct

If it is determined that a member is involved in improper conduct or behavior, discipline may be appropriate. Examples of "improper conduct or behavior" include, but not are not limited to:

Criminal conduct
- Inappropriate use of RACES Identification Cards or misstatement of official position.
- False statements
- Stealing

Inappropriate Conduct
- Insubordination
- Inappropriate or abusive language on the radio or in person.
- Self-Dispatching to incidents without proper notification or request.
- Actual or perceived conflict of interest. When in doubt, ask.
- Any other violation of policies/procedures set forth by this procedural manual.

F. Complaints

When a non-ranking RACES member receives a complaint about a member or the organization, it is important for that individual to forward the allegation onto his/her City Officer, or acting supervisor. The CO will then make contact with the County RACES Officer. This may be achieved in writing/email/telephonically. The RACES Officer, in consultation with the designated County OES Representative, will thoroughly examine the facts. If a determination is made that the allegation is factually true, it will be the responsibility of the RACES Officer, in consultation with the County OES Representative to determine what disciplinary action or procedural change is necessary.

Disciplinary options include:
- Remedial training
- Verbal Counseling
- Written Warning
- Suspension
- Dismissal

G. Appeals

Any RACES member facing a disciplinary action will be provided the opportunity to explain his or her side of the story. Any RACES member who has been notified that they will be suspended or dismissed may, within 10 (ten) days of written notification of the disciplinary action, file an appeal with the RACES Executive Staff. The appeal must be in writing and clearly state the reasons for the appeal and/or mitigating circumstances. The County RACES Officer will conduct an investigation of the circumstances leading up to the disciplinary action. Such investigation may include interviews, written statements, and review of all reports and documents. The appeal may be referred to the County Emergency Services Coordinator in cases where dismissal from the program is being considered. The County Emergency Services Coordinator may uphold or modify the discipline as deemed appropriate. The decision of the County Emergency Services Coordinator is final.

Appendix 1 - RACES Alerting System

Alert Methods
Members may be alerted several ways. Many times the primary method is a call on either of the two primary VHF repeaters (147.02 or 146.76) located on Mule Mountain.

The second way is through the pager system. Some RACES members have opted to be included in this callout method. More information on this in a moment.

The third way is through the telephonic callout. Again, some members have volunteered to assist in a telephonic calling tree to alert members.

The fourth method is by physically using a calling tree to go to the individual operator homes to notify them of a callout.

Levels of Alert
We have identified three levels of alert. Those are described below. The first column lists the code. The second column lists the Phase or level of ALERT. The third column indicates the tasks to be performed and step-by-step instructions for that level of ALERT.

100	Level I ALERT	From Home Station, City Officers should insure that there is at least one station in your city area in radio contact with Cochise County RACES Net NCS. This is basically a standby configuration indicating that there is a situation developing that could require our services and that we are awaiting further assignment. An example might be a severe weather warning or pending Search and Rescue assignment.
200	Level II ALERT	From Home Station/or Deployed, All available operators should activate and monitor the County Net and receive assignments. We have been notified that a mission has been called and specific assignments are being sorted out. Members may receive assignment at any time and be deployed. One example is that we have been asked to deploy the MCU for a SAR mission but no other assistance may be required at the time..
300	Level III ALERT	A major disaster has occurred and activation is imperative. RACES has now been fully activated. Members with designated Blue Eagle Assignments should deploy. Other available stations should standby on the County RACES Net for additional assignments.

Pager System
The pager system uses codes that are closely related to the alert levels as well as some additional information. When activated, the pager generally will display the operative frequency to report to as well as appropriate code.

Current Pager codes are as follows:
- 100 – Level 1 Alert
- 111 – Severe Weather Alert, Activate Skywarn Net.
- 200 – Level 2 Alert
- 300 – Level 3 Alert
- 555 - A Search and Rescue Mission has been called. If you are available, please come up on the designated frequency for additional information or assignment.
- 611 - RACES Test Page
- 777 - Stand Down – The declared alert is cancelled. Carry out termination procedures.

Here are some sample pager displays:
"147-02-555" means that a SAR mission has been called and all available operators should log on to the 147.02 frequency for further information.
"146-76-111" means that a weather alert has been called. Tune to 146.76 for additional information.
"147-02-611" means this is a test page, Tune to 147.02 repeater for additional information. Usually sent prior to training nets or simply as a test of the system
"147-02-300" means a major incident or disaster has occurred. If you have a Blue Eagle assignment, please proceed to that assignment and monitor 147.02 for additional information. All other available operators should also tune to the 147.02 frequency and await further assignment.
"777" means you may stand down all operations. Notify any one on standby the mission is terminated.

To be included in the group with an assigned pager, make a request through the County RACES Officer to arrange for one. The funding for this system works like this. A basic pager costs $1.50 per month or $15.00 for a year. Individuals desiring their own pager number assigned as well as the RACES call out may purchase a pager at AZ Paging/ Computer Corner in Sierra Vista. The pager will respond then to your personal number as well as the RACES emergency call out system. The RACES Officer is billed for the combined service. He collects the money and pays the monthly service charge.

Blue Eagle Assignments
The Blue Eagle designator applies to predesignated RACES operator assignments. The name came from the RACES logo and was adopted from the Y2K operation conducted New Years Eve 1999. For some types of alerts such as a Level 300 alert, personnel with a Blue Eagle assignment will report directly to the predesignated location without any need for additional instruction. They will activate the radios at those locations and come up on the designated RACES channel. Many Blue Eagle assignments are equipped with radios and antennas and only lack operators. Other locations require that the operator

bring their own equipment. Those marked with an asterisk are equipped with radio and antennas.

Primary Blue Eagle Assignments (As of: 1/1/07)

Location	Planned Assignments/ Manning
Benson CCSO	
*Benson Hospital	Mike Bucciarelli - N7CK, Al Haines WA7PIQ,
*Bisbee CCSO (NCS)	Ev Wittig WB7VNF, Tom Huntoon KC7WKT r
*Bisbee CQ Hosp	As Needed
Douglas CCSO	Aaron Mendle KD7YOY, Barbara Heck KD7YOZ,
*Douglas SEAMC Hosp	As Needed
Elfrida Fire /SO Substation	Dave Isaak N4PDR,
*Fort Huachuca MARS	Duty Operator
*Fort Huachuca Med Center	Dick Mitterlehner K7MIT, Rob Cass, AC7XA
Huachuca City PD/Fire	As Needed
Palominas Fire	Bill McNab, N7BIL
Sunsites/Pearce Fire -	
SV MCU -	Bob Hollister N7INK, Roger Peters W7RGP
SV CCSO (A/NCS) -	As Needed
SV DPS Office -	Sgt Vince Fero AA7JB,
*SV PD -	Juanita Portz KK7WA, Paul Angelo KD7TDL, Floyd Sharp W7LPJ
*SV PD Mobile EOC	As Needed
*SV Red Cross	Grant Hays – WB6OTS
*SV Regional Hosp -	Bob Rice K7HVV, Mike Arnold N7ZGO,
SV Fry Fire # 2	As Needed
SV Fry Fire # 3	As Needed
*SV Green Acres HF Site	Rich Hotchkiss KB7RDG,
Tombstone Marshal/Fire	Richard Homer KB7QLH,
Willcox CCSO/*Hospital	James Walden KB6TAL, Tom Rice N7KCX

All other members are considered to be on the standby list. Members can request assignment/reassignment to other locations or ask to be placed on the standby list by making the request to the appropriate City Officer.

APPENDIX 2
RACES Periodic Communications System Tests

The communications and paging system is normally tested on the 2nd and 4th Wednesday of each month at approximately 19:55 prior to the bi-monthly training nets. Those nets are held on the 2nd and 4th Wednesday of each month at 20:00 Hrs. If you have a RACES pager and do not receive this test, check your battery. If the battery is good and the pager was on, notify the RACES Net Control Station.

ADDITIONAL SYSTEMS TESTS
Additional systems tests and callouts may occur at other times of the year simply to exercise the system. Because disasters can strike at any time, we should also be prepared to respond at any time. The following guidelines are designed to make these system tests a smooth functioning training operation. Please note that most of the concepts are applicable for an emergency response operation. Periodically review this RACES Manual. Keep in mind that our Amateur Operator's flexibility and versatility are two of our greatest assets.

DURING THE TESTS
Upon receiving the level one alert, the following will occur:

A. All staff (ECs) will contact the County RO or the acting NCS on one of the primary frequencies (usually 147.02) and advise who your city/area primary contact will be.

B. All Emergency Coordinators should conduct a roll call of active members for their area. The NCS or designated alternate NCS should record conditions and the number of members that respond to the net on a net-log.

C. All Operators are to report operating conditions and availability status. This report should include your callsign, city, and if mobile, your location using street and nearest cross street. Sample Message: "KB7RDG, Sierra Vista, Mobile, Intersection of Hwy 90/92, Available for assignment (or not)."

D. If for any reason your station must shut down during a test or incident, **NOTIFY NET CONTROL**. Your station will be logged out of service if you do not answer calls.

E. The NCS will release all stations on completion of the test.
After the test/net, complete the net-log and forward a copy to the County RACES Officer.

Appendix 3
IMPORTANT TELEPHONE NUMBERS

Agency	POC Information
County of Cochise	Mike Evans Director of Emergency Services 205 N. Judd Bisbee, AZ 85603 (520) 432-9550/9501
City of Benson	City Manager, City Hall 160 S. Huachuca, Benson, AZ 85602 (520) 586-2245
City of Bisbee	City Manager 118 Arizona, Bisbee, AZ 85603 (520) 432-5446
City of Douglas	City Manager, City Hall 425 10th St, Douglas, AZ 85607 (520) 364-7501
City of Huachuca	City Emergency Services Director 504 N. Huachuca Blvd, Huachuca City, AZ 85616 (520) 456-9552
City of Sierra Vista	City Manager, City Hall 2400 E. Tacoma, Sierra Vista, AZ 85635 (520) 458-3315
City of Tombstone	City Manager, City Hall 315 E. Fremont Tombstone, AZ 85638 (520) 457-2202
City of Willcox	City Manager City Hall 151 W. Maley Willcox, AZ 85643 520-384-4271
Fort Huachuca	Emerg. Opns Center, Bldg 22432, Ft. Huachuca, AZ 85613 (520) 533-2291
Fort Huachuca	Duty Operator, MARS Station Bldg , Jim Ave, Ft Huachuca, AZ 85613 (520) 533-7072

Emergency Operations Center	Tactical Call Sign	Physical Location/Phone
Benson Central Fire Station	Benson Fire	360 S Gila, Benson (520) 586-2245/2211/3333
Benson Community Hospital	Benson Hospital	450 S Ocotillo, Benson (520) 586-2261
Bisbee Police Department	Bisbee PD	#1 Highway 92, Bisbee, AZ 85603 (520) 432-2261
County of Cochise Primary	County EOC	E. Hwy 80, Bisbee, AZ 85603 (520)-432-9500
County of Cochise (Alternate)	Alternate EOC	4001 E. Foothills Dr, Sierra Vista, AZ, (520) 452-4997
Douglas Central Fire Station	Douglas Fire	1400 E 10th St, Douglas (520) 364-2481
Ft Huachuca EOC	Ft Huachuca EOC	Bldg 22432 Ft. Huachuca, AZ (520) 533-2291
Mescal Fire Station	Mescal Fire	500 N. Warren, Mescal (520) 586-7007
Raymond W. Bliss Army Medical Center	Bliss	Ft. Huachuca, AZ
Sierra Vista Dept of Pub Safety	Sierra Vista PD	911 Coronado Dr, Sierra Vista, AZ 1-520-458-3315/11
Sierra Vista Regional Medical Center	SV Regional	300 El Camino Real Sierra Vista, AZ, 1-520-458-4641
Sierra Vista Red Cross	SV Red Cross	1939 S. Frontage Road, Sierra Vista, AZ 520 458-4858
Tombstone Central Fire Station	Tombstone	520 457-2244
Willcox	Willcox	151 W Maley, Willcox (520) 364 4673

Appendix 4
RACES Leadership Roster

County Emergency Services Coordinator – Mike Evans 432-9550(W)

County RACES Officer - Bob Hollister N7INK
     378-4302 (H) 538-7933 (W) 459 9650 (P)

Deputy RACES Officer - Grant Hays WB6OTS
     378-1822 (H) 533-7324/533-7072 (W)

RACES Public Information Officer – RB Rice – K7HVV
     378-1524 (H), 538-1761 (W)

SV City Officer - Lee Ilse KD7OED
     378-1643 (H) 538-0200 (W) BlackBerry(313-8231)

Benson City Officer - Pending

Bisbee/Douglas City Officer – Ev Wittig WB7VNF
     (520) 432-2439

Palominas/Hereford - Bill McNab – N7BIL
     366-5216 (H)

Willcox - Pending

Tombstone - Rich Homer - KB7QLH
     457-3845 (H)

Appendix 5
ICS Form Instructions

Under the Incident Command System, there are two primary forms that RACES members need to be familiar with: ICS Form 214 - Unit Log and ICS Form 309 -Communications Log.

The ICS Form 214 is filled out by the assigned team leader. Most of the information is self-explanatory. At the completion of the mission, the ICS 214 is turned into the IC Commander and provides a summary of the events occurring during the mission. Here is a brief run down on the various information blocks as they pertain to us.

1. Incident Name - Usually a title such as Crown Fire, East Gate Hazmat, etc. Search and Rescue missions are usually assigned a specific mission number from the state to be reimbursed under. The Sheriff's Office SAR coordinator takes care of getting the state assigned incident number.
2. Date Prepared - Self Explanatory
3. Time Prepared - Usually the time the mission was called or assigned.
4. Unit Name/Designation - RACES/ARES Team
5. Unit Leader (Name and Position) - Name of the person assigned as team leader for the mission.
6. Operational Period - Beginning and end date and time for the shift you are manning.
7. Personnel Roster Assigned - Name of each operator on duty, ICS Position (Communications Operator) and Home Base (Home City Location)
8. Activity Log - The activity Log identifies key events that occurred during the assignment. They are not a simple regurgitation of the detailed events on the Communications Log.

The ICS Form 309 - Communications Log is filled out by the duty operators in the MCU as well as any operator assigned to a Blue Eagle or other key assignment. This form provides a fairly complete log of the radio events occurring at or affecting the assigned location. Here is a brief run down of the various blocks and their content:

1. Task # - Task number should be assigned by the Communications Team Leader.
2. Date/Time Prepared - Self Explanatory
3. Operational Period - Identify the time period that is covered by your shift.
4. Task Name: Assigned by the IC Commander and available from the command staff.
5. Station ID - This may correspond with your Tactical Call but should identify your physical assignment.
6. LOG - The log consists of the Time that an event occurred, the station identifiers including who called whom, and a brief synopsis of the conversation. All location identifiers and or grid coordinates must be entered verbatim. For example, Ground Team 1 found a clue and reports it with the coordinate:

1405	Grnd Tm 1	Cmd Post	Located a shoe print matching description of missing person's shoe. Grid Coordinate 39 deg 10.555 min North, 109 deg, 14.62 min West

You should also report results of welfare checks to assist the overhead staff know when we last had contact with a team. Example:

1405	Grnd Tm 2	Cmd Post	Code 900 check, Code 4, Grid Coordinate 39 deg 12.123 min North, 109 deg, 16.234 min West

Recording this information may be important later if we lose track of Ground Team 2 and need to know where to start looking for them.

Appendix 6
Cochise County RACES Job Descriptions

RACES Radio Operator
Description
The RACES Radio Operator will furnish communications in the event of an Emergency or disaster, or other non-emergency County event when radio communication is disrupted, overloaded, or unavailable.

Responsibilities
Receive and send radio communications in many varying circumstances and situations. Act as communication backup in the field, in a mobile unit, in the EOC at an assigned position, or as a shadow.

Qualifications
- Licensed amateur radio operator at the Technician level or above is acceptable.
- The individual is willing to commit time at inconvenient hours and occasions.
- You are available to attend and participate in at least two events / meetings a year.
- The RACES members' participation in the area meetings and nets is expected and will aid in the development of needed skills and knowledge.
- The ability to perform with a high standard of customer service, professional conduct and civil responsibility.

Availability
- Do your utmost best to make yourself available during all scheduled drills and training exercises, at least 75% of the time.
- Monitor assigned RACES frequencies regularly, especially during or immediately after news of any disaster.

A. Core proficiencies are:
- FCC Technician Class or above license
- Complete the ICS-100 - Introduction to the Incident Command System
- Complete ICS-700 - National Incident Management System
- Use the ICS Form 309 – Communications Log
- Be Familiar with National Traffic System (NTS) Procedures (ARRL Public Service Communications Manual)
- Attend SAR Academy to learn Basic Search And Rescue support procedures
- 24-Hour Survival Skills (SAR Academy/Overnight training opportunities)
- Blue Eagle System (Appendix 1)
- Hospital/Law Enforcement Site manning
- 911 System Backup procedures (Appendix 13)
- Mobile Communications Unit (MCU) Characteristics (Appendix 11)
- MCU Setup
- Site Selection
- Generator Operations

- Antenna Selection/Installation
  - Big Stick (Public Service)
  - VHF/UHF Antenna options
- MCU Operations
- HAM VHF Radio operations
  - FT 2800 (MCU Shelter-Voice)
  - FT 2600 (MCU Shelter-Digital)
  - FT 8800 (MCU Cab-Dual Band Voice)
- HAM UHF Radio operations
  - FT 7200 (MCU Shelter-Voice)
- Public Service Radio Operations
  - Kenwood/Motorola (MCU Shelter-Voice)
  - Kenwood (MCU Cab-Voice)
- MCU TracStar Satellite Communications
- MCU Mast Operations

B. Advanced proficiencies are:
- FCC General Class License or above
- ICS 200 (Incident Command System) (New)
- ICS 800 (National Response Plan) (New)
- IC Form 214 Unit Log
- ICS Form 205 Communications Plan
- MCU Computer Map Support Software
- MCU Driver Qualification (Hands On)
- MCU HF Setup
- HF Antenna Selection
  - Inverted V
  - NVIS Dipole
  - Whip Antennas
- HF Radio operations
  - Icom 706
  - LDG Auto Antenna Tuner
- HF digital operations
  - Airmail 2000/Winlink 2000/PACTERM 98
  - MARS PACTOR BBS Operations (MARS Digital Guide)
- MCU VHF digital operation
  - Packet (PACTERM 98)
  - APRS (UI-View)
  - APRS Tracker Operations (New)
- ACU 1000 Interface Unit Operations
- Kenwood On-Site Programming
- HAZMAT First Responder Awareness (HAZMAT Class)
- HAZMAT First Responder Operations (HAZMAT Class)
- 72-Hour Survival Skills (SAR Academy + Practical)
- National Weather Service Skywarn Training

RACES Public Information Officer (PIO)
DESCRIPTION
The RACES Public Information officer provides general information to the general public and the media about the RACES Team.

RESPONSIBILITIES
The PIO is responsible for keeping contact with the media and assisting at incident sites by working with the Incident Command Public Information Officer. The PIO will also assist in recruiting by providing information about the RACES team and the work we do to the general public. Be prepared to assume position of PIO at an incident site should the Incident Commander not have another qualified person. Be pro-active in assisting the City Officers in finding and recruiting new RACES members.

Qualifications:

- Licensed amateur radio operator at the Technician level or above is acceptable.
- The individual is willing to commit time at inconvenient hours and occasions.
- You are available to attend and participate in at least two events / meetings a year.
- The RACES members' participation in the area meetings and NETS is expected and will aid in the development of needed skills and knowledge.
- The ability to perform with a high standard of customer service, professional conduct and civil responsibility.

RACES EMERGENCY COORDINATOR / City Officer
Description
The RACES City Officer/Emergency Coordinator is responsible for managing the resources in his/her designated area of the county. This includes recruiting and training amateur operators. In Cochise County the designated areas include:
Sierra Vista/Huachuca City
Palominas/Hereford
Bisbee/Douglas
Benson/St David
Willcox

Carry your emergency pager at all times, answer all emergency pages and be ready to respond or assign a designee to respond to the instructions.
Be available to conduct or assist the CCOR as NCS on the county RACES net;
keep records of the check-ins for six months.

RESPONSIBILITIES
Be prepared to assume position of Incident Command or designate an alternate IC for all drills, training exercises or actual emergency activation's.
Maintain a roster of members by area to include; name, call sign, address, phone number, RACES position held and available equipment as well as any health concerns.

Conduct regular training exercises within your area of responsibility.
Be pro-active in finding and recruiting new RACES members.

Qualifications:

- Licensed amateur radio operator at the Technician level or above is acceptable.
- Member of the ARRL required to hold EC or DEC positions
- The individual is willing to commit time at inconvenient hours and occasions.
- You are available to attend and participate in at least two events / meetings a year.
- The RACES members' participation in the area meetings and NETS is expected and will aid in the development of needed skills and knowledge.
- The ability to perform with a high standard of customer service, professional conduct and civil responsibility.

County RACES Officer/District Emergency Coordinator
Description
The County Emergency Services Coordinator appoints the County RACES Officer/District Emergency Coordinator. The CRO/DEC is the senior RACES representative in the County and manages the County RACES/ARES program.

RESPONSIBILITIES
Responsible for working closely with the County Emergency Service Coordinator and manages the use and deployment of County RACES resources.
Responsible for training and recruiting City level RACES Officers and Emergency Coordinators.
Responsible for working with the County Local Emergency Planning Committee (LEPC), and attending their meetings.
Responsible with liaising with adjacent county RACES organizations and planning training activities.
Conduct regular training exercises within your area of responsibility.
Maintain contact with local amateur radio clubs and organizations to assist in recruiting and retaining RACES/ARES members.

Appendix 7
Cochise County Operating Frequencies
NETWORK AND FREQUENCY ASSIGNMENTS

NET 1: County EOC to City EOCs: A. 146.76/146.16 MHz FM Voice (162.2PL)
                                    B. 449.525/444.525 FM Voice
                                    C. 145.01 MHz Packet
                                    D. 147.550 MHz FM Voice
                                    E. 144.39 MHz APRS

NET 2: INTRASTATE/State EOC   A. 3990.0 KHz LSB (Primary SSB)
      To County EOC/MCU   B. 3513.5 KHz CW (Primary)
                                    C. 7248 (+/-) KHz LSB (Secondary SSB)
                                    D. 7104.0 KHZ CW
                                    E. 448.750/443.750 MHz (PL 107.2) *

NET 3: County to deployed units: A. 147.02/147.62 MHz FM (162.2 PL)
                                    B. 145.46 MHz FM
                                    C. 3992.5 KHz LSB
                                    D. 7253.0(+/-)KHz LSB

NET 4: Cities to units: A. 29.55 MHZ FM
                                    B. 29.66 MHZ FM
                                    C. 50.45 MHZ FM
                                    D. 146.91 MHZ FM (SX)
                                    E. 446.000 MHZ FM (SX)
                                    F. 448.600 MHZ FM (SX)

NET 5: State EOC to County EOC   A. Broadway Consumer Network

* Although we have a Memorandum of Understanding, use of this frequency needs to be coordinated with the Cholla Group, Cactus Intertie Remote Base Association before use. Contact Bob Hollister - N7INK, Mike Bucciarelli – N7CK, Al Haines – WA7PIQ. It is part of a privately owned and operated network and may require separating it from the broader network to avoid interference with other components of the Cactus network.

Other useful frequencies:

   146.90/146.30 Heliograph/Safford, Graham County (PL 141.3)
   146.88/146.28 Tucson, Pima, Skywarn (PL 110.9)
    146.64/146.04 Red Mountain/Patagonia, Santa Cruz County (No PL)

ARIZONA FREQUENCIES FOR ARES/RACES -

COUNTY - Freq - Offset - Pl - Net - Time - Info
DEC - (24 hour) -

APACHE – KB7QXQ
VHF Repeater - none -
UHF Repeater - none -
VHF Simplex - none -
UHF Simplex - none -
HF - 3.990/7.248 - Su - 7:30 -

COCHISE - N7INK
VHF Repeater –
  147.020 + PL 162.2 - 2W/4W - 20:00 - Mule Mtn
  146.760 - PL 162.2 - Mule Mtn
UHF Repeater - 449.525 - PL 100.0 - Mule Mtn
VHF Simplex -
UHF Simplex -
HF - 3.990/7.248 - Su - 7:30 -

COCONINO - W7FSQ
VHF Repeater - 146.980 - PL 100.0 - W - 19:00 - 20:00 summer
UHF Repeater - 448.875 - 100.0 - W - 20:00 -
VHF Simplex - 145.350 - Daily - 18:30 - ATEN Net
UHF Simplex -
HF - 3.990/7.248 - Su - 7:30 -

GILA - KD7BWG
VHF Repeater - 146.740 - - - 162.2 - Th - 19:00 - Signal Pk
147.390 - + - 100.0 - Payson
UHF Repeater - 449.650 - - - 100.0 - Pinal Pk
VHF Simplex - 146.000 -
UHF Simplex - 446.000 -
HF - 3.990/7.248 -

GRAHAM
VHF Repeater - 146.900 - PL141.3 Heliograph
UHF Repeater -
VHF Simplex -
UHF Simplex -
HF - 3.990/7.248 - Su - 7:30 -

LA PAZ - KD7ZVJ
VHF Repeater -
UHF Repeater -
VHF Simplex -
UHF Simplex -
HF - 3.990/7.248 - Su - 7:30 -

MARICOPA - N7IZM

VHF Repeater
  146.820 - PL162.2 - Th - 20:00 - Em Resource Net
  146.880 - PL162.2 - Phx Skywarn Alt
  147.080 + PL 162.2 - Phx Skywarn Alt
UHF Repeater
  442.600 + PL100.0 - Th - 20:00 - Em Resource Net
  442.800 + PL100.0 - Phx Skywarn Main
 VHF Simplex - 147.420 - Red Cross Simplex
 UHF Simplex -
 HF - 3.990/7.248 - Su - 7:30 -

MOJAVE – W6PNM
VHF Repeater
  146.760 - PL131.8 - Th - 19:00 - Kingman
  147.120 - Willow Beach
  146.610 - Lake Havasu
  145.270 - Bullhead City
UHF Repeater 448.25 - PL131.8
VHF Simplex -
UHF Simplex -
HF - 3.990/7.248 - Su - 7:30 -

NAVAJO – KB7QXQ
VHF Repeater - 145.31 - PL110.9 - Wed - 1930 hr - White Mtn Net
UHF Repeater -
VHF Simplex - 146.52 - Wed - 1930 backup -
UHF Simplex -
HF - 3.990/7.248 - Su - 7:30 -

PIMA – KB7RFI
VHF Repeater - 147.300 + PL110.9 "1W - 3W" - 19:30 - RACES
  Sa - 13:00 -
  145.450 - PL162.2 - ARES
  147.390 + ARES
 UHF Repeater -
 VHF Simplex -
 UHF Simplex -
 HF - 3.995 - Su - 8:45 -
  3.990/7.248 - Su - 7:30 -

PINAL – KD7GMK
VHF Repeater - 147.200 + PL 162.2 - 19:00 - Pinal Pk
UHF Repeater - 447.725 - PL 100.0 - Sacaton
VHF Simplex - 147.500 -
UHF Simplex - 446.100 -
HF - 3.990/7.248 - Su - 7:30 -

SANTA CRUZ –
VHF Repeater - 146.340 – Red Mountain
UHF Repeater -
VHF Simplex -
UHF Simplex -
HF - 3.990/7.248 - Su - 7:30 -

YAVAPAI – WA6ZZJ
VHF Repeater
  147.220 + PL 162.2 - M - 18:45 - ARES - East
  147.260 + PL 103.5 - ARES - West
  147.000 + PL 162.2 - Mingus
  146.880 - PL100.0 - W - 19:00 - Prescott
UHF Repeater - 449.725 - PL110.9 - Mingus
VHF Simplex –
  147.420
  147.440
  147.460
  147.480 -
UHF Simplex
  441.000
  441.025
  441.500
  446.050
  446.500
Packet
  145.010 - Union
  145.710 - Union-2
  144.390 - APRS
HF - 3.990/7.248 - Su - 7:30 -

YUMA - K7YMA
VHF Repeater –
  146.780 - PL103.5 - Th - 18:30 - ARES/RACES
  146.620 - PL162.2 -
  146.800 – PL 162.2 -
UHF Repeater
  449.075 – PL 88.5
  460.450 + PL 114.8   "1T - 3T" - 13:00 - ARES/RACES
VHF Simplex -
UHF Simplex -
HF - 3.990/7.248 - Su - 7:30 -

STATE -
  HF - 3.990/7.248 - Su - 7:30 -

ATEN - 3.992 - Daily - 19:00 -

12th Region Nets –
3.923 - Daily - 7:00 AM -
7.233 - 4:15 PM -
3.570 - Daily - 8:30 PM -
7.063 -
3.570 - Daily - 10:00 PM -

Appendix 8
Required Training
FEMA - Basic Incident Command System (IS-100)

FEMA – National Incident Management System (NIMS) (IS-700)

Recommended Training

ARRL Emergency Communication Courses (EMCOMM)
- Level 1
- Level 2
- Level 3

MCU Operations Training

MCU Digital Operations Training

Top Driver Defensive Driver Course or equivalent

HAZMAT First Responder Awareness

HAZMAT First Responder Operations

Sheriff's Office Search and Rescue Academy

The following courses are available from the Federal Emergency Management Agency Emergency Management Institute training curriculum. You may access specific course details by going to their web site: http://training.fema.gov/EMIWeb/IS/crslist.asp

- IS-7 A Citizen's Guide to Disaster Assistance (1.0 CEUs = 10 Contact Hours; Revised 5/04)
- IS-10 Animals in Disaster - Module A Awareness and Preparedness (1.0 CEUs = 10 Contact Hours; Developed 5/98)
- IS-11 Animals in Disaster - Module B Community Planning (1.0 CEUs = 10 Contact Hours; Developed 5/98)
- IS-15 Special Events Contingency Planning for Public Safety Agencies (0.4 CEUs = 4 Contact Hours) *Note: This course is currently under revision.*
- IS 22 - Are You Ready? An In-depth Guide to Citizen Preparedness (1.0 CEUs = 10 Contact Hours; Developed 9/04)
- IS-55 Household Hazardous Materials - A Guide for Citizens (0.3 CEUs = 3 Contact Hours; Developed 4/03)
- IS-100 Introduction to the Incident Command System, I-100, for Federal Disaster Workers (0.3 CEUs = 3 Contact Hours; Developed 4/04)
- IS-120, An Orientation to Community Disaster Exercises (1.0 CEUs = 10 Contact Hours; Developed 7/95)

- IS-139 Exercise Design (1.5 CEUs = 15 Contact Hours; Developed 3/03) - Professional Development Series (Click for more details)
- IS-195 Basic Incident Command System (1.0 CEUs = 10 Contact Hours; 1/98 for paper based and 1/02 for interactive web-based)
- IS-200 Basic Incident Command System (I-200) for Federal Disaster Workers (0.3 CEUs = 3 Contact Hours; Developed 9/04)
- IS-208 State Disaster Management (1.0 CEUs = 10 Contact Hours; Revised 1/03)
- IS-230 Principles of Emergency Management (1.0 CEUs = 10 Contact Hours; Developed 3/03) - Professional Development Series (Click for more details)
- IS-235 Emergency Planning (1.0 CEUs = 10 Contact Hours; Developed 3/03) - Professional Development Series (Click for more details)
- IS-244 Developing and Managing Volunteers (1.0 CEUs = 10 Contact Hours; Developed 2/03) - Professional Development Series (Click for more details)
- IS-275 The EOC's Role in Community Preparedness, Response and Recovery Activities (1.0 CEUs = 10 Contact Hours; Developed 7/95)
- IS-288 The Role of Voluntary Agencies in Emergency Management (1.0 CEUs = 10 Contact Hours; Developed 1/99)
- IS-292 Disaster Basics (1.0 CEUs = 10 Contact Hours; Developed 11/02)
- IS-301 Radiological Emergency Response (1.0 CEUs = 10 Contact Hours; Developed 10/99)
- IS-317 Introduction to Community Emergency Response Teams (0.8 CEUs = 8 Contact Hours; Developed 11/03)
- IS-340 Hazardous Materials Prevention (1.0 CEUs = 10 Contact Hours; Developed 04)
- IS-393 Introduction to Mitigation (1.0 CEUs = 10 Contact Hours; Developed 4/98)
- IS-394 Mitigation for Homeowners (1.0 CEUs = 10 Contact Hours; Developed 4/99)
- IS-513 The Professional in Emergency Management (1.0 CEUs = 10 Contact Hours; Developed 3/99) *Note: This course is currently suspended from use while it is under revision.*
- IS-700 National Incident Management System (NIMS) (0.3 CEUs = 3 Contact Hours; Developed 5/04)
- IS-800 National Response Plan (NRP), an Introduction (0.3 CEUs = 3 Contact Hours; Developed 9/04) ** New **

Appendix 9

UNIT LOG	1. Incident Name	2. Date Prepared	3. Time Prepared
4. Unit Name/Designation	5. Unit Leader (Name and Position		6. Operational Period

7.		Personnel Roster Assigned
Name	ICS Position	Home Base

8.	Activity Log
Tijme	Major Events

9. Prepared by (Name and Position

ICS 214

COMMUNICATIONS LOG	TASK #		Date Prepared: Time Prepared:
FOR OPERATIONAL PERIOD #	TASK NAME:		
RADIO OPERATOR NAME:			Station ID:
LOG			

TIME	STATION ID		SUBJECT
	FROM	TO	
Page __ of __ Pages			ICS 309

Appendix 11 MCU Procedures
Published separately

Appendix 12
Published Separately

Appendix 13
911 Call Center Procedures
In the past we have been asked to fill in at telecommunications switch centers when the primary phone line to the dispatch centers has been interrupted.   Phone company personnel configured 911 calls to be intercepted at the community or rural switch center. We in turn take the incoming phone call and relay by amateur radio to the dispatch center. This requires a team at the switch center and a second team at the police or sheriff dispatch center to complete the relay. Please use the following steps and accompanying form.

Step 1 – All calls should be answered ""9-1-1 - WHERE is your emergency?"?"
Step 2 – All available information should be copied on to the form and then relayed to Bisbee Dispatch
Step 3 – Make notes of call information received and any action taken by radio personnel
Step 4 – Forward all completed documents to the Communications Supervisor immediately after the situation is cleared.
Step 5 – Include a list of personnel working during the callout situation to the Communications Supervisor

A copy of the form to use is found on the following page. Keep copies of the logs and turn them into CCSO dispatch after completion of the mission.
One of the hardest things to do is to maintain your own level of calm because the caller is usually going to be very agitated and upset. Take special steps to ensure that you speak in a clear precise way. You will probably have to ask the caller to slow down so that you can capture all the key information needed for the correct response. Try to keep them on the line while you relay the information to the Dispatch Center by radio. Be sure to get the call back number so that you can call back if additional information is required. Be aware that many 911 callers, will hangup in the middle of a call. This is especially true during domestic violence calls when the person making the call may be attacked and have the phone taken away from them. Report as much information as you can. Be alert to unusual noises or voices in the background.

911 Call Log

Line 1: Nature of the Call
Line 2: Address / location of the emergency / nearest milepost
Line 3: Caller's name, First and Last
Line 3: Caller's Address including city
Line 4: Callback number
Line 5: Date & Time of Call
Line 6: Notes and actions taken

Appendix 14

Common CCSO Radio Ten Codes

10-1	**Signal is Weak**	10-25	Meet
10-2	**Signal is Good**	10-27	Driver License Inquiry
10-3	**Confidential Info**	10-27R	License Revoked
10-4	**Affirmative**	10-27S	License Suspended
10-5	**Relay**	10-28	Vehicle Reg. Inquiry
10-6	**Out of Unit (Busy)**	10-29	Wants, Warrants Check
10-7	**Out of Service**	10-31	Papers
10-8	**In Service**	10-33	Bisbee Maintenance Yard
10-9	**Repeat Last Transmission**	10-35	Office/Substation
10-11	**Going on Duty**	10-38F	Wanted Person (Felony)
10-12	VIP/Rider on board	10-38M	Wanted Person (Misd)
10-13	**You are talking too fast**	10-38V	Wanted Vehicle (Stolen)
10-17	**Enroute to assignment or location**	10-42	Prisoner in custody
10-20	**Location**	10-43	No traffic for your unit
10-21	Call by Phone	10-46	Checking for traffic
10-22	Disregard/Cancel	10-48	Officer at residence
10-23	**Arrived at Scene**	**10-50**	**Does not conform to regulation**
10-24	**Assignment Complete**	10-54A	Drunk Driver

****

901	Dead Person	960	Accident, Unk Injuries
901N/H/S	Natural/Homicide/Suicide	961	Accident no injuries
918	Mental Patient	962	Accident w/Injuries
926	Request for Wrecker	963	Accident w/Fatality

****

Code 4 **Okay** Code 101 Opposite Sex on board -
    Beginning Mileage

Code 7 Meal Break Code 102 Opposite Sex on board - Ending
    Mileage

Code 34 Public Assist Code 105 Gasoline

Code 100 Narcotics Code 106 Escapee

Code 900 Welfare Check *** All answers will be "CODE 4" unless "CODE 999" and give
    your location

Code 999 Officer down - Need help

CCSO APCO Phonetic Alphabet

A – Adam	**H – Henry**	**O – Ocean**	**U - Union**
B - Boy	**I – Ida**	**P – Paul**	**V – Victor**
C – Charles	**J - John**	**Q – Quebec**	**W – William**
D – David	**K- King**	**R – Robert**	**X – Xray**
E – Edward	**L- Lincoln**	**S - Sam**	**Y – Young**
F – Frank	**M – Mary**	**T - Tom**	**Z – Zebra**
G – George	**N – Nora**		

Appendix 15
Suggested Deployment Equipment

Uniform Item Sources
The following vendor has offered RACES patches, hats and other uniform items. This should not be considered an endorsement for any particular vendor.

The Signman of Baton Rouge, 879 Castle Kirk Drive, • Baton Rouge, LA 70808 USA (225) 757-1545 http://www.thesignman.com

Sample RACES Patch/Logo:

Vests: When looking at safety vests there are a wide number of products to look at. Please consider getting a Class II/III (level of reflectivity) surveyors vest. They usually have better durability and also pockets to carry pens, paper and hanie-talkie radios. Available from:
- Brite Thread, a M.L. Kishigo Company offers a variety of lightweight vests with pockets that could be used with the a RACES logo attached.
- Galeton, http://www.galeton.com/browsecat.asp?CategoryID=34

The following is a list of equipment that should serve the RACES operator in a variety of assignments.

A. Personal Gear
First aid kit, Knife/Multi-Tool, tools
Sun glasses & hat
Waterless Cleaner
Prescribed medications (3-day supply)
Extra prescription glasses
Appropriate clothes (Change of Clothes)
Flashlight w/ batteries
Chemlites/Lightsticks
Sturdy shoes & extra socks
Food/water (3 days, suggest Meals Ready To Eat (MREs) or Heatermeals
        http://www.heatermeals.com/
Hand operated can opener
Waterproof matches

Toilet Tissue
Tissues
Sun Block

B. Radio Gear
Power adapters (Molex, Anderson power poles, adapter cables etc.)
Spare batteries (alkaline pack)
Spare fuses
Antennas (mag-mount, roll-up J)
Coax jumpers/feed line
Broadcast radio Earphones

C. Administrative Supplies
Clip board/pad
ICS-214 Unit Log
ICS-213 General Message Form
ICS-309 Communications Log
Pens/pencils
Members Manual

 D. Overnight Gear
Sleeping bag appropriate to the weather
Spare Blanket/tarpaulin

Appendix 16 RACES Application
Published Separately

APPENDIX 17
Members Familiarization Exercise

1. How may RACES be activated?

2. What does the acronym R. A. C. E. S. mean?

3. Name one typical RACES Activity.

4. What is the CCSO Dispatch Phone Number?

5. What does the RACES pager code "777" mean?

6. Where can you find RACES net frequencies?

7. Name one typical RACES operator assignment.

8. Describe what should the RACES uniform shirt should look like?

9. Where should the RACES ID badge be affixed on the uniform shirt?

10. Why are shorts or skirts discouraged on field assignments?

11. What color(s) should jackets/vests be?

12. What is the regulation RACES headgear?

13. When is it appropriate for RACES uniform items to be worn?

14. What is the first thing you do before responding to any emergency?

15. How should you present yourself on the scene?

16. Where can leadership and general membership rosters be obtained?

17. What is the frequency and PL of the Mule Mtn SEARS/RACES repeater?

18. What does the pager display "147*02*555" mean?

Appendix 18
Glossary
The following terms relate primarily to the Incident Command System (ICS) and are included to assist you in becoming familiar with this terminology.

Action Plan: The plan prepared in the Emergency Operations Center (EOC) containing the emergency response objectives of that incident reflecting overall priorities and supporting activities for a designated period. The plan is shared with supporting agencies.
See also Incident Action Plan.

Activate: At a minimum, a designated official of the emergency response agency that implements a response plan as appropriate to the scope of the emergency and the agency's role in response to the emergency.

After Action Report (AAR): A report covering response actions, modifications to plans and procedures, training needs, and recovery activities. After action reports are required under ICS after any emergency that requires a declaration of an emergency. Reports are required within 10 days.

Agency: An agency is a division of government with a specific function, or a non-governmental organization (e.g., private contractor, business, etc.) that offers a particular kind of assistance. In ICS, agencies are defined as jurisdictional (having statutory responsibility for incident mitigation), or assisting and/or cooperating (providing resources and/or assistance). (See Assisting Agency, Cooperating Agency and Multi-agency.)

Agency Representative: An individual assigned to an incident or to an EOC from an assisting or cooperating agency who has been delegated authority to make decisions on matters affecting that agency's participation at the incident or at the EOC. Agency Representatives report to the Liaison Officer at the incident or to the Liaison Officer at ICS EOC levels.

Agency Dispatch: The agency or jurisdictional facility from which resources are allocated to incidents.

Agency Executive or Administrator: Chief executive officer (or designee) of the agency or jurisdiction that has responsibility for the incident.

Allocated Resources: Resources dispatched to an incident.

Area Command: An organization established to: 1) oversee the management of multiple incidents that are each being handled by an Incident Command System organization; or 2) to oversee the management of a very large incident that has multiple Incident Management Teams assigned to it. Area Command has the responsibility to set overall strategy and priorities, allocate critical resources based on priorities, ensure that incidents are properly managed, and ensure that objectives are met and strategies followed.

Assigned Resources: Resources checked in and assigned work tasks on an incident.

Assignments: Tasks given to resources to perform within a given operational period, based upon tactical objectives in the Incident or EOC Action Plan.

Assisting Agency: An agency directly contributing tactical or service resources to another agency.

Available Resources: Incident-based resources, which are available for immediate assignment.

Base: The location at an incident at which primary logistics functions for an incident are coordinated and administered. There is only one Base per incident.
(Incident name or other designator will be added to the term "Base.") The Incident Command Post may be collocated with the Base.

Branch: The organizational level at the Field Level having functional or geographic responsibility for major parts of incident operations. The Branch level is organizationally between Section and Division/Group in the Operations Section, and between Section and Units in the Logistics Section. Branches are identified by the use of Roman Numerals or by functional name (e.g., medical, security, etc.). Branches are also used in the same sequence at the ICS EOC
Levels.

Branch Director: The ICS title for individuals responsible for supervision of a Branch at the Operational Area Level or at the Field Level.

Cache: A pre-determined complement of tools, equipment and/or supplies stored in a designated location, available for incident use. We carry a cache of hand held radios in the Emergency Response Van (ERV).

Camp: A geographical site, within the general incident area, separate from the Incident Base, equipped and staffed to provide sleeping, food, water, and sanitary services to incident personnel.

Casualty Collection Point (CCP): A location within a jurisdiction, which is used for the assembly, triage (sorting), medical stabilization, and subsequent evacuation of casualties. It may also be used for the receipt of incoming medical resources (doctors, nurses, supplies, etc.). Preferably the site should include or be adjacent to an open area suitable for use as a helicopter pad. The responsibility for CCP's rests with the County Health Officer.

Chain of Command: A series of management positions in order of authority.

Check-in: The process whereby resources first report to an incident or into an EOC. Check-in locations at the Field level include: Incident Command Post

(Resources Unit), Incident Base, Camps, Staging Areas, Helibases, Helispots, and Division Supervisors (for direct line assignments).

Clear Text: The use of plain English in radio communications transmissions. No Ten Codes or agency specific codes are used when utilizing Clear Text. The use of clear text is particularly important when multiple agencies are responding to the same incident.

Command Staff: The Command Staff at the Field level consists of the Information Officer, Safety Officer, and Liaison Officer. They report directly to the Incident Commander. They may have an assistant or assistants, as needed. These functions may also be found at EOC levels. At the EOC, they would report to the Disaster Corps Commander. At EOCs, the functions may also be established as Sections, or Branches to accommodate subsequent expansion.

Command: The act of directing, and/or controlling resources at an incident by virtue of explicit legal, agency, or delegated authority. May also refer to the Incident Commander.

Command Post: (See Incident Command Post)

Communications Branch: An organizational branch or unit in the Logistics Section responsible for providing communication services at an incident or an EOC. A Communications Branch/Unit may also be a facility (e.g., a trailer or mobile van) used to provide the major part of an Incident Communications Center.

Compacts: Formal working agreements among agencies to obtain mutual aid.

Cooperating Agency: An agency supplying assistance other than direct tactical or support functions or resources to the incident control effort (e.g., American Red Cross, telephone company, etc.).

Coordination: The process of systematically analyzing a situation, developing relevant information, and informing appropriate command authority of viable alternatives for selection of the most effective combination of available resources to meet specific objectives. The coordination process (which can be either intra- or inter-agency) does not involve dispatch actions. However, personnel responsible for coordination may perform command or dispatch functions within the limits established by specific agency delegations, procedures, legal authority, etc. Multi-agency or Inter-agency coordination is found at all levels.

Crisis Relocation: The organized relocation of people, in time of international crisis, from areas that are potentially at high risk from the direct effects of nuclear weapons to lower risk areas, and their reception, care, and protection in such areas.

Delegation of Authority: A statement provided to the Incident Commander by the Agency Executive delegating authority and assigning responsibility. The Delegation of Authority can include objectives, priorities, expectations, constraints and other considerations or

guidelines as needed. Many agencies require written Delegation of Authority to be given to Incident Commanders prior to their assuming command on larger incidents.

Department Operations Center: A facility used by a distinct discipline, such as flood operations, fire, medical, hazardous material, or a unit, such as Department of Public Works, or Department of Health. Department Operations Centers may be used at all levels above the field response level depending upon the needs of the emergency.

Deputy Incident Commander (Section Chief or Branch Director): A fully qualified individual who, in the absence of a superior, could be delegated the authority to manage a functional operation or perform a specific task. In some cases, a Deputy could act as relief for a superior and therefore must be fully qualified in the position. Deputies may also be found as necessary at all EOC levels.

Dispatch: The implementation of a command decision to move a resource or resources from one place to another.

Disaster: An emergency condition of extreme peril to life and/or property, which is or is likely to be beyond local capability to control without assistance from other political entities.

Disaster Assistance Center (DAC): A facility jointly established by the Federal and State Coordinating Officers within or adjacent to a disaster-impacted area to provide disaster victims a one-stop service in meeting their emergency and/or rehabilitation needs. Representatives of local, state, and federal government agencies, private service organizations and certain representatives of the private sector will usually staff it.

Disaster Field Office (DFO): A central facility established by the Federal Coordinating Officer within or immediately adjacent to disaster-impacted areas to be utilized as a point of coordination and control for state and federal governmental efforts to support disaster relief and recovery operations.

Disaster Service Worker (DSW): Any person registered or unregistered impressed into service during a State of War Emergency, a State of Emergency, or a Local Emergency by a person having authority to command the aid of citizens in the execution of their duties.

Disaster Support Area (DSA): A pre-designated facility anticipated being at the periphery of a disaster area, where disaster relief resources (manpower and material) can be received, accommodated or stockpiled, allocated, and dispatched into the disaster area. A separate portion of the area may be used for receipt and emergency treatment of evacuated casualties arriving via short-range modes of transportation (air and ground) and for the subsequent movement of casualties by heavy, long-range aircraft, to adequate medical care facilities.

Disaster Welfare Inquiry (DWI): A service performed by the American Red Cross that provides health and welfare reports about relatives and certain other individuals believed to be in a disaster area.

Dispatch Center: A facility from which resources are assigned to an incident.

Emergency: A condition of disaster or of extreme peril to the safety of persons and property caused by such conditions as air pollution, fire, flood, hazardous material incident, storm, epidemic, riot, drought, sudden and severe energy shortage, plant or animal infestations or disease, the Governor's warning of an earthquake or volcanic prediction, or an earthquake or other conditions, other than conditions resulting from a labor controversy.

Emergency Alert System (EAS): A system that enables the President and federal, state, and local governments to communicate with the general public through commercial broadcast stations in the event of a national security emergency, or in some cases, other large disasters. Participation in this system by the broadcast industry is voluntary. During a national security incident, non-participating broadcasters must turn off their transmitters. There is no requirement for participation on the state or local level.

Emergency Medical Technician (EMT): A health-care specialist with particular skills and knowledge in pre-hospital emergency medicine.

Emergency Operations Center (EOC): A location from which centralized emergency management can be performed. EOC facilities are established by an agency or jurisdiction to coordinate the overall agency or jurisdictional response and support to an emergency.

Emergency Operations Plans (EOP): Those official and approved documents which describe principles, policies, concepts of operations, methods and procedures to be applied in carrying out emergency operations or rendering mutual aid during emergencies.

Emergency Period: A period which begins with the recognition of an existing, developing, or impending situation that poses a potential threat to a community. It includes the warning (where applicable) and impact phase and continues until immediate and ensuing effects of the disaster no longer constitute a hazard to life or threat to property.

Emergency Response Personnel: Personnel involved with an agency's response to an emergency.

Emergency Response Agency: Any organization responding to an emergency, or providing mutual aid support to such an organization, whether in the field, at the scene of an incident, or to an operations center.

Emergency Services Director: The individual within each political subdivision that has overall responsibility for jurisdiction emergency management. For cities and counties, this responsibility is commonly assigned by local ordinance.

Emergency Operations Center (EOC) Action Plan: The plan developed at EOC levels that contain objectives, actions to be taken, assignments and supporting information for the next operational period.

Evacuee: An individual who moves or is moved from a hazard area to a less hazardous area with anticipation of return when the hazard abates.

Event: A planned, non-emergency activity. ICS will be used as the management system for a wide range of events, e.g., parades, concerts or sporting events.

Expedient Shelter: Any shelter constructed in an emergency or crisis period on a "crash basis" by individuals, single families, or small groups of families.

Federal Coordinating Officer (FCO) (Federal Definition): The person appointed by the President to coordinate federal assistance following an emergency or major disaster declaration.

Federal Disaster Assistance: Provides in-kind and monetary assistance to disaster victims, states, or local governments by federal agencies under the provisions of the Federal Disaster Relief Act and other statutory authorities of federal agencies.

Federal Agency (Federal Definition): Any department, independent establishment, Government Corporation, or other agency of the executive branch of the federal government, including the United States Postal Service, but not including the American Red Cross.

Field Operations Guide (FOG): A pocketsize manual of instructions on the application of the Incident Command System.

Function: In ICS, function refers to the five major activities in the ICS, i.e., Command, Operations, Planning, Logistics and Finance/Administration. The same five functions also are found at all EOC levels. At the EOC, the term Management replaces Command. The term function is also used when describing the activity involved, e.g., "the planning function."

Functional Element: Refers to a part of the incident, EOC or DOC organization such as section, branch, group or unit.

General Staff: The group of management personnel reporting to the Incident Commander or to the Disaster Corps Commander. They may each have a deputy, as needed. At the Field level, the General Staff consists of: Operations Section Chief
Planning/Intelligence Section Chief
Logistics Section Chief
Finance/Administration Section Chief

Governor's Authorized Representative (Federal Definition): The person named by the Governor in a Federal/State Agreement to execute, on behalf of the state, all necessary documents for disaster assistance, following the declaration of an Emergency or Major Disaster by the President, including certification of applications for public assistance.

Ground Support Unit: Functional unit within the Support Branch of the Logistics Section at the Field Response level that is responsible for the fueling, maintaining and repairing of vehicles, and the transportation of personnel and supplies.

Group: Groups are established to divide the incident into functional areas of operation. Groups are composed of resources assembled to perform a special function not necessarily within a single geographic division. (See Division.) Groups are located between Branches (when activated) and Resources in the Operations Section.

Hazard: Any source of danger or element of risk.

Hazard Area: A geographically identifiable area in which a specific hazard presents a potential threat to life and property.

Helibase: The main location for parking, fueling, maintenance, and loading of helicopters operating in support of an incident. It is usually located at or near the incident base.

Helispot: Any designated location where a helicopter can safely take off and land. Some helispots may be used for loading of supplies, equipment, or personnel.

Hierarchy of Command: (See Chain of Command.)

Incident Base: Location at the incident where the primary logistics functions are coordinated and administered. (Incident name or other designator will be added to the term "Base.") The Incident Command Post may be collocated with the Base. There is only one Base per incident.

Incident Action Plan: The plan developed at the field response level, which contains objectives, reflecting the overall incident strategy and specific tactical actions and supporting information for the next operational period. The plan may be oral or written.

Incident: An occurrence or event, either human-caused or by natural phenomena, that requires action by emergency response personnel to prevent or minimize loss of life or damage to property and/or natural resources.

Incident Commander: The individual responsible for the command of all functions at the field response level.

Incident Command Post (ICP): The location at which the primary command functions are executed. The ICP may be collocated with the incident base or other incident facilities.

Incident Command System (ICS): The nationally used standardized on-scene emergency management concept specifically designed to allow its user(s) to adopt an integrated organizational structure equal to the complexity and demands of single or multiple incidents without being hindered by jurisdictional boundaries. ICS is the combination of facilities, equipment, personnel, procedures, and communications operating within a common organizational structure, with responsibility for the management of resources to effectively accomplish stated objectives pertinent to an incident.

Incident Management Team: The Incident Commander and appropriate General and Command Staff personnel assigned to an incident.

Incident Objectives: Statements of guidance and direction necessary for the selection of appropriate strategy(s), and the tactical direction of resources. Incident objectives are based on realistic expectations of what can be accomplished when all allocated resources have been effectively deployed. Incident objectives must be achievable and measurable, yet flexible enough to allow for strategic and tactical alternatives.

Incident Communications Center: The location of the Communications Unit and the Message Center.

Initial Response: Resources initially committed to an incident.

Institutionalized Persons: Persons who reside in public or private group quarters rather than households, for example, residents of hospitals, nursing homes, orphanages, colleges, universities, and correctional facilities.

Joint Emergency Operations Center (JEOC): A facility established on the periphery of a disaster area to coordinate and control multi-jurisdictional emergency operations within the disaster area. The JEOC may be staffed by representatives of select local, state and federal agencies and private organizations and is generally established by the state, i.e., FBI.

Jurisdiction: The range or sphere of authority. Public agencies have jurisdiction at an incident related to their legal responsibilities and authority for incident mitigation. Jurisdictional authority at an incident can be political/geographical (e.g., special district city, county, state or federal boundary lines), or functional (e.g., police department, health department, etc.). (See Multi jurisdiction.)

Jurisdictional Agency: The agency having jurisdiction and responsibility for a specific geographical area, or a mandated function.

Landing Zone: (See Helispot.)

Leader: The ICS title for an individual responsible for a functional unit, task forces, or teams.

Liaison Officer: A member of the Command Staff at the Field level responsible for coordinating with representatives from cooperating and assisting agencies. At the EOC level, the Liaison Officer reports directly to the Disaster Corps Commander.

Life-Safety: Refers to the joint consideration of both the life and physical well being of individuals.

Lifelines: Includes the infrastructure for (storage, treatment, and distribution) fuel, electrical, communication, and water and sewage systems.

Limited Mobility Population: Persons requiring transportation during emergency movement operations.

Local Emergency Planning Committee (LEPC) : Committees established by the AZ Department of Emergency Management to provide a forum for the exchange of information between the cities of a Mutual Aid Region. The LEPC may develop a consensus of action and policy among local emergency managers on issues, policies, and programs of concern to local governments, and if necessary bring such concerns to the attention of OES Executive Management.

Local Government: Means local agencies per Article 3 of the regulations. The Government Code 8680.2 defines local agencies as any city, city and county, county, school district or special district.

Logistics Section: One of the five primary functions found at all levels. This the Section responsible for providing facilities, services and materials for the incident or at an EOC.

Management by Objectives: In field and EOC levels, this is a top-down management activity, which involves a three-step process to achieve the desired goal. The steps are: establishing the objectives, selection of appropriate strategy(s) to achieve the objectives; and the direction or assignments associated with the selected strategy.

Marshaling Area: An area used for the completed mobilization and assemblage of personnel and resources prior to their being sent directly to the disaster affected area. Marshaling Areas are utilized particularly for disasters outside of the continental United States.

Mass Care Facility: A location for the provision of temporary lodging, feeding, clothing, registration, welfare inquiry, first aid, and essential social services.

Master Mutual Aid Agreement: An agreement entered into by and between the State of Arizona, its various departments and agencies, and the various political subdivision, municipal corporations, and other public agencies of the State of Arizona to assist each other by providing resource during an emergency Mutual aid occurs when two or more parties agree to furnish resources and facilities and to render services to each other to prevent and combat any type of disaster or emergency.

Media: They are a means of providing information and instruction to the public. This includes radio, television, and newspapers.

Medical Self-Help: The medical treatment provided for the sick and injured by citizens and emergency forces in the absence of professional care.

Medical Unit: A functional unit within the Service Branch of the Logistics Section at Field levels responsible for the development of the Medical Emergency Plan, and for providing emergency medical treatment of incident personnel.

Message Center: The Message Center is part of the Incident or EOC Communications Center and is collocated or placed adjacent to it. It receives, records, and routes information to appropriate locations at an incident or within an EOC.

Mobilization Center: An off-incident location at which emergency service personnel and equipment are temporarily located pending assignment to incidents, release, or reassignment.

Mobilization: The process and procedures used by all organizations federal, state and local for activating, assembling, and transporting all resources that have been requested to respond to or support an incident.

Multi Jurisdiction Incident: An incident requiring action from multiple agencies that have a statutory responsibility for incident mitigation. In ICS these incidents will be managed under Unified Command.

Multi-Agency or Inter-Agency Coordination: The participation of agencies and disciplines involved at any level of the organization working together in a coordinated effort to facilitate decisions for overall emergency response activities, including the sharing of critical resources and the prioritization of incidents.

Multi-Agency Coordination System (MACS): The combination of personnel, facilities, equipment, procedures and communications integrated into a common system. When activated, MACS has the responsibility for coordination of assisting agency resources and support in a multi-agency or multi jurisdictional environment. A MAC Group functions within the MACS. MACS organizations are used within the Arizona Fire Services.

Multi-Agency Incident: An incident where one or more agencies assist a jurisdictional agency or agencies. The incident may be managed under single or unified command.

Multipurpose Staging Area (MSA): A pre-designated location that provides a base for coordinated localized emergency operations. It is a rally point for mutual aid resources coming into an area, and a site for post-disaster population support and recovery activities.

Mutual Aid Agreement: Written agreement between agencies and/or jurisdictions in which they agree to assist one another upon request, by furnishing personnel and equipment.

Mutual Aid Coordinator: An individual at local government, operational area, region or state level that is responsible to coordinate the process of requesting, obtaining, processing and using mutual aid resources. Mutual Aid Coordinator duties will vary depending upon the mutual aid system.

Mutual Aid Region: A mutual aid region is a subdivision of state OES established to assist in the coordination of mutual aid and other emergency operations within a geographical area of the state, consisting of two or more county (operational) areas.

Office of Emergency Services: The Governor's Office of Emergency Services.

Operational Area: An intermediate level of the state emergency organization, consisting of a county and all political subdivisions within the county area.

Operational Period: The period of time scheduled for execution of a given set of operation actions as specified in the Incident or EOC Action Plan. Operational Periods can be of various lengths, although usually not over 24 hours.

Operations Section: One of the five primary functions found at all levels. This Section is responsible for all tactical operations of the incident, or for the coordination of operational activities at an EOC. The Operations Section at the Field Response Level can include Branches, Divisions and/or Groups, Task Forces, Teams, Single Resources and Staging Areas. At the EOC levels, the Operations Section would contain Branches or Divisions as necessary because of span of control considerations.

Out-of-Service Resources: Resources assigned to an incident but unable to respond for mechanical, rest, or personnel reasons.

Planning Meeting: A meeting held as needed throughout the duration of an incident to select specific strategies and tactics for incident control operations and for service and support planning. On larger incidents, the planning meeting is a major element in the development of the Incident Action Plan. Planning meetings are also an essential activity at all EOC levels.

Planning Section: (Also referred to as Planning/Intelligence) One of the five primary functions found at all levels. Responsible for the collection, evaluation, and dissemination of information related to the incident or an emergency, and for the preparation and documentation of Incident or EOC Action Plans. The section also maintains information on the current and forecasted situation, and on the status of resources assigned to the incident. At the Field Response level, the Section will include the Situation, Resource, Documentation, and Demobilization Units, as well as Technical Specialists. Other units may be added at the EOC level.

Protection Factor (PF): A number used to express the relationship between the amount of fallout gamma radiation that would be received by an unprotected person and the amount that would be received by a person in shelter. Occupants of a shelter with a PF of 40 would be exposed to a dose rate 1/40th (2½%) of the rate to which they would be exposed if unprotected.

Public Information Officer: The individual at field or EOC level that has been delegated the authority to prepare public information releases and to interact with the media. Duties will vary depending upon the agency and level.

Radio Amateur Civil Emergency Service (RACES): A volunteer organization whose members are licensed in the Amateur Radio Service and who provide communications support on the amateur bands to government. They operate at the direction of authorized jurisdictional emergency management personnel.

Radioactive Fallout: The process or phenomenon of gravity caused fall back to the earth's surface of particles contaminated with radioactive materials from a cloud of this matter formed by a nuclear detonation. The term is also applied in a collective sense to the contaminated particulate matter itself. The early (or local) fallout is defined, somewhat arbitrarily, as those particles, which reach the earth within 24 hours after a nuclear explosion. Delayed (worldwide) fallout consists of the smaller particles, which ascend into the upper troposphere and into the stratosphere and are carried by the winds to all parts of the earth. Delayed fallout is brought to earth mainly by rain or snow, over extended periods ranging from months to years with relatively little associated hazard.

Radiological Protection: The organized effort, through warning, detection, and preventive and remedial measures, to minimize the effect of nuclear radiation on people and resources.

Radiological Officer (RO): An individual assigned to an Emergency Management Staff who is responsible for radiological protection operations.

Radiological Monitor: An individual trained to measure, record, and report radiation exposure and exposure rates; provide limited field guidance on radiation hazards associated with operations as assigned; and perform operator checks and maintenance on radiological instruments.

Region Emergency Operations Center (REOC): Facilities found at State OES Administrative Regions. REOCS are used to coordinate information and resources among operational areas and between the operational areas and the state level.

Reception Area: An area which, through a hazard analysis and related preparedness planning, is pre-designated to receive and care for (or provide basic needs for) persons displaced from a hazard area. Example: An area at the periphery of a dam failure inundation area, which can accommodate evacuated persons in the event of need.

Reception and Care Center: A facility established in an area to receive and process incoming relocatees, and assign them to lodging facilities, and provide them with information on feeding, medical care, and other essential services.

Recorders: Individuals within ICS or EOC organizational units who are responsible for recording information. Recorders may be found in Planning, Logistics and Finance/Administration Units.

Relocatee: An individual who is relocated from a hazard area to a reception area with the possibility of not returning.

Reporting Locations Specific: Locations or facilities where incoming resources can check-in at the incident. (See Check-in.)

Resources Unit: A functional unit within the Planning Section at the Field Response level responsible for recording the status of resources committed to the incident. The Unit also evaluates resources currently committed to the incident, the impact that additional responding resources will have on the incident, and anticipated resource needs.

Resources: Personnel and equipment available, or potentially available, for assignment to incidents or to EOCs. Resources are described by kind and type, and may be used in tactical support or supervisory capacities at an incident or at EOCs.

Safety Officer: A member of the Command Staff at the incident or Management Staff within an EOC responsible for monitoring and assessing safety hazards or unsafe situations, and for developing measures for ensuring personnel safety. The Safety Officer may have assistants.

Section: That organization level with responsibility for a major functional area of the incident or at an EOC, e.g., Operations, Planning, Logistics, and Administration/Finance.

Self-Help: A concept describing self-reliance and sufficiency within an adverse environment and limited or no external assistance.

Single Resource: An individual, a piece of equipment and its personnel complement, or a crew or team of individuals with an identified work supervisor that can be used on an incident.

Situation Assessment Branch: A functional unit within the Planning Section responsible for the collection, organization and analysis of incident status information and for analysis of the situation as it progresses. This branch reports to the Planning Section Chief.

Span of Control: The supervisory ratio maintained within an ICS or EOC organization. A span of control of five-positions reporting to one supervisor is considered optimum.

Staging Area Managers: Individuals within ICS organizational units that are assigned specific managerial responsibilities at Staging Areas (also Camp Manager).

Staging Area: Staging Areas are locations set up at an incident where resources can be placed while awaiting a tactical assignment. The Operations Section manages all Staging Areas.

Standard Operating Procedures (SOP): A set of instructions having the force of a directive, covering those features of operations, which lend themselves to a definite or standardized procedure without loss of effectiveness.

State Agency (State Definition): Any department, division, independent establishment, or agency of the executive branch of the state government. State Coordinating Officer (SCO) (Federal Definition): The person appointed by the Governor to act for the State in cooperation with the Federal Coordinating Officer.

State Emergency Organization: The agencies, boards, and commissions of the executive branch of state government and affiliated private sector organizations.

State of Emergency (State Definition): The duly proclaimed existence of conditions of disaster or of extreme peril to the safety of persons and property within the state caused by such conditions as air pollution, fire, flood, storm, epidemic, riot, drought, sudden and severe energy shortage, plant or animal infestation or disease, the governor's warning of an earthquake or volcanic prediction, or an earthquake or other conditions, other than conditions, resulting from a labor controversy, or conditions causing a "state of war emergency," which conditions, by reason of their magnitude, are or are likely to be beyond the control of the services, personnel, equipment, and facilities of any single county, city and county, or city and require the combined forces of a mutual aid region or regions to combat, or with respect to regulated energy utilities, a sudden and severe energy shortage requiring extraordinary measures beyond the authority vested in the Arizona Public Utilities Commission.

State Operations Center (SOC): An EOC facility established by the State Office of Emergency Services headquarters for the purpose of coordinating and supporting operations within a disaster area, and controlling the response efforts of state and federal agencies in supporting local government operations.

Strategy: The general plan or direction selected to accomplish incident or EOC objectives.

Support Resources: Non-tactical resources under the supervision of the Logistics, Planning, Finance/Administration Sections or the Command Staff.

Supporting Materials: Refers to the several attachments that may be included with an Incident Action Plan, e.g., communications plan, map, safety plan, traffic plan, and medical plan.

Tactical Direction: Direction given by the Operations Section Chief at the Field level which includes the tactics appropriate for the selected strategy, the selection and assignment of resources, tactics implementation, and performance monitoring for each operational period.

Task Force: A combination of single resources assembled for a particular tactical need, with common communications and a leader.

Team: (See Single Resource.)

Technical Specialists: A Person with special skills that can be used anywhere within ICS or the EOC organization is called a Technical Specialist.

Time Recording Branch Director: A functional unit within the Finance/Administration Section responsible for recording time for incident or EOC personnel and hired equipment.

Traffic Control Points (TCP): Places along movement routes that are staffed by emergency personnel to direct and control the flow of traffic.

Type: Refers to resource capability. A Type 1 resource provides a greater overall capability due to power, size, capacity, etc., than would be found in a Type 2 resource. Resource typing provides managers with additional information in selecting the best resource for the task.

Unified Command: In ICS, Unified Command is a unified team effort which allows all agencies with responsibility for the incident, either geographical or functional, to manage an incident by establishing a common set of incident objectives and strategies. This is accomplished without losing or abdicating agency authority, responsibility or accountability.

Unified Area Command: A Unified Area Command is established when incidents under an Area Command are multi jurisdictional. (See Area Command and Unified Command.)

Volunteers: Individuals who make themselves available for assignment during an emergency. These people may or may not have particular skills needed during emergencies and may or may not be part of a previously organized group.

2. Abbreviations

AEC Assistant Emergency Coordinator
AEOC Alternate Emergency Operations Center (Cochise County's Alternate EOC is located in City of XXXX)
APCO Association of Public Safety Communications Officials
ARES - Amateur Radio Emergency Service
ARRI - Amateur Radio Relay League
AZDEM Arizona Department of Emergency Management

BIA Bureau of Indian Affairs
BLM Bureau of Land Management

CARA Cochise Amateur Radio Association
CCP Casualty Collection Point
CCSO Cochise County Sheriff's Office
CFR Code of Federal Regulations
CO City Officer
CRO County RACES Officer

DAC Disaster Assistance Center
DCA Deputy Chief Administration
DEC District Emergency Coordinator
DFO Disaster Field Office
DRO Deputy RACES Officer
DSA Disaster Support Area
DSR Disaster Survey Report
DSW Disaster Service Worker
DWI Disaster Welfare Inquiry

EAS Emergency Alert System
EC Emergency Coordinator
ECC Emergency Command Center
EOC Emergency Operations Center
EOP Emergency Operations Plan
EMA Emergency Management Area
EPI Emergency Public Information
ESR Emergency Services Region

FCC Federal Communications Commission
FCO Federal Coordinating Officer
FEMA Federal Emergency Management Agency
FEOC Field Emergency Operations Ctr.

GAR Governor's Authorized Rep.

HMC Hazard Mitigation Coordinator

ICP Incident Command Post
ICS Incident Command System

JEOC Joint Emergency Operations Center

LEPC Local Emergency Planning Committee
LGAC Local Government Advisory Committee
LHMC Local Hazard Mitigation Coordinator

MACS Multi-agency Coordination System
MSA Multipurpose Staging Area

NCP Nuclear Civil Protection
NDAA Natural Disaster Assistance Act
NFIP National Flood Insurance Program
NWS National Weather Service

OA Operational Area
OES Office of Emergency Services

PEOC Primary Emergency Operations Center (Cochise County's Primary EOC is located
in the City of Bisbee at the Sheriff's Office)
PF Protection Factor
PL Private Line (Motorola term for tone encoding)
PIO Public Information Officer

RACES Radio Amateur Civil Emergency Service
REOC Regional Emergency Operations Center
RO Radiological Officer

SEOC State Emergency Operations Center.
SCO State Coordinating Officer
SHMC State Hazard Mitigation Coordinator
SOP Standard Operating Procedure

TAP Transportation Access Point
TCP Traffic Control Point
TSR Technical Services Representative

USFS US Forest Service

If you have any comments (or corrections), send them to the County RACES Officer.