PORTOLA HEIGHTS/CASTANEA RIDGE

PHONE TREE AND GMRS RADIO PROCEDURES

Telephone Tree Procedures:

Goal: To provide procedures for our neighborhood members to notify each other of emergency situations using the phones. The goal is to communicate as soon as possible while awaiting information about an emergency in the community or for reverse 911 calls to be authorized (this can take up to an hour after an event has occurred).

Structure of Communications groups within neighborhood:

We have FIVE (5) geographical groups within the neighborhood. The purpose of this breakdown is to speed telephone communications after a resident calls 911 for local emergencies prior to emergency responders arriving and assessing the situation.

Group No.	Area Description	Group Coordinator
Group 1	Lower Longridge	Lesley
Group 2	Diablo / Sorich	David and Sue
Group 3	Lower Doherty Ridge/Ohlone/Slate	Tom
Group 4	Portola Heights/Upper Longridge/ Doherty Ridge	Linda
Group 5	Castanea Ridge	Georgia

Neighborhood Coordinators: Pat O'Coffey and Peggy Wargo – HAM licensed operators for coordinated communications with ARES and other first responders.

Initiation of Emergency Phone Procedures:

1. If an event, such as a wildfire that could potentially affect the entire neighborhood occurs, first call 911.
2. Make sure you and your family and homes are ok.
3. Call your neighborhood coordinator.

4. Call, or text, other residents in your group at their primary number. Split up the balance of the responsibilities for calling, if necessary, so that no one is over burdened with phone duty.
5. If no answer, move on to next person on list. Call second phone numbers after everyone's primary number has been called.
6. Be consistent with message, keep it short, decide what help you may need and advise what outside help has been notified and when. Ask the recipient of the message to repeat to ensure understanding.
7. Evacuation can only be ordered by officials in charge of the emergency. If an order to evacuate is given, each individual must make his/her own decision.
8. Turn on your GMRS radios and follow GMRS procedure.

GMRS Radio Procedures:

Goal: To provide GMRS radio procedures for our neighborhood to use when phone communications are down during a major emergency and for more effective communication once an emergency situation is in process.

When to Turn On Your Radios:

- Once the phone tree has been activated
- You smell smoke
- You hear sirens
- A quake jolts you awake

GMRS Channels / Frequencies:

GMRS Frequency	Baofeng Channel (if programmed w/ Emergency Comm Plan	Uniden, Motorola, Cobra Channel	iCOMM Channel	Channel Name, if programmed
462.625	44	18	4	PH1
462.600	45	17	3	PH2
462.650	46	19	5	PH3
462.675	47	20	6	PH4

Note: For Ham operators, please refer to Coastside Emergency Communications Plan and the South Skyline Emergency Communications Plan

Terms:

Group Leader/Coordinator: A person in one of the geographical areas who is designated to transmit information within a group, to other groups, or to the Neighborhood Coordinator.

Neighborhood Coordinator (NC): A resident of the neighborhood who facilitates communications between groups as necessary and coordinates assistance across the geographical groups. This person has a Ham radio and is licensed and has taken the FEMA CERT course. This person may also transmit requests to resources outside of the neighborhood, such as SC4ARES. Communications to this organization is made via Ham radios.

NOTE: During an emergency situation, the first person to initiate a GMRS radio call becomes the Group Leader for the area. This Group Leader, if other than the Group Leader named above, can transfer control of the situation to the named Group Leader above, once they become available.

Group Assessment of Welfare:

1. Initiate contact via GMRS radio to your Neighborhood Coordinator (NC) and geographical area Group Leader/Coordinators.
2. Use Radio Communication phrases (see below) and keep calls to minimum length to allow all who need to report on the channel.
3. Group Coordinators should obtain status of all in their group and communicate this information to the NC. Once all (or most) residents have access to GMRS Radios, we will assign different channels by Group, so that Group Coordinators can communicate to their residents without using the main channel. For instance, Group 1 now has a majority of residents with GMRS Radios. As Group 1 Coodinator, Leslie can assign channel 17 (channel 45 on the Baofengs) as the Group 1 channel to obtain information before reporting to the NC.
4. Should help for emergency assistance be necessary for anyone in a group, the Group Coordinator should ensure situation is identified and resources needed ascertained when requesting assistance from NC.
5. NC will gather resources from other groups if necessary and coordinate assistance.

Radio Procedures:

1. Use clear I.D. when communicating via radio.
2. The NC coordinates communication between groups and outside sources
3. In a disaster it is usually more useful to know the role or function someone is performing than it is to know the name of the radio operator.   To be unique, the call sign may incorporate the stations function, location and if needed a numeric identifier. Example:

NC – PPH, Neigborhood Coordinator or Net Control: Pat or Peggy

Group 1 Coordinator – Lesley
Group 1 - Doug

4. Whatever caller I.D. is used at beginning, that name should be maintained throughout the radio communications. As operations continue and the Group Leaders and NC settle into a comfortable routine, it is not uncommon for ID's to get shortened. Again, do not get hung up on the naming. What is important is that messages are getting through in a timely and efficient manner.

Prioritizing your messages:

In a disaster there are likely to be many messages that need to be sent by radio. Many of them will be about relative matters, but a few will concern rapidly developing situations that threaten lives, property or the environment. It is important that the most urgent messages be given priority.

They should be prioritized as follows:

Urgent Priority – Death or serious injury ongoing or imminent.

- A situation that **has or will** result in serious injury or death within the next several hours
- A patient with an **Immediate** triage status

High Priority – Ongoing or imminent damage to property or environment. Threats of death or serious injury.

- A situation that **has or will** result in significant property or environmental damage within the next several hours.
- A situation that **may** result in serious injury or death within the next several hours
- A neighbor with a **Delayed** triage status

Medium Priority – Potential damage to property or environment. Minor injuries requiring additional treatment.

- A situation that **may** result in significant property or environmental damage within the next several hours.
- A neighbor with a **Minor** triage status that requires additional treatment.

> ***Low Priority –*** Everything else. You will find many situations where the priority is not clear-cut and requires you to make a judgment call. Use the nature and quantity of other situations to help guide your decision.

<u>Language of two-way radio</u>:   *"Use plain simple English"*

That said, there are a few simple phrases that you will often encounter that help with flow across this one-at-a-time communication medium.

Initiating the Call – Press and hold your PTT button for 1 second before speaking; speak across the microphone, not directly into it.

Calling out - Say the ID/name of the person you are calling, followed by **"this is"**, followed by your ID/name.

> NC – PPH this is Group 1 Leader - Lesley

Waiting to be acknowledged – When the NC is ready for your message they will ask you to **"go ahead"**. Alternatively, they may acknowledge your transmission, but ask you to **"stand by"** because they are not ready to talk to you.

> Group 1 Lesley – go ahead

Use a subject line – Tell the NC the subject of your message.

> Group 1 Lesley:　　　Lower Longridge is operational and checking in to the NC – Over.
>
> NC – Pat:　　　　　　Go ahead
>
> Group 1 Lesley:　　　I have a High Priority incident to report -- Over.

Wait for a "go ahead" or "stand by" before proceeding with your message.

Taking a break and finishing your message – It is likely that the NC is writing your message down, so it is important to speak slowly and clearly, breaking your message into short segments of no more than 5 to 10 seconds long. When it's time to pause and let the NC catch up, end your transmission with the word **"drop".** When you have finished your message and are expecting an acknowledgement or other response, end your transmission with the word **"over"**. If you are finished and are not expecting any response, use **"out".** If you are finished transmitting and leaving the discussion, use **"clear".**

> Group 1 - Lesley:　　　　　We have a structure fire at Susans's garage -- Over.
>
> NC - Pat :　　　　　　　　 Go ahead
>
> Group 1 - Lesley:　　　　　We have hoses in use but need help with surrounding
> 　　　　　　　　　　　　　　structures – Over

Interrupting – Occasionally you will have a message that is much more important than the current message that is being sent, and you should interrupt. Slipping the word "break" in between transmissions will alert the NC that someone wishes to interrupt.

Group 2 - Sue: Blah, Blah, blah. . . . Over

Group 1 - Lesley: Break

NC - Pat: Go ahead breaking station

Group 1 - Lesley: Lower Longridge with a Priority message. Over.

NC - Pat: Go ahead Leader 1

Group 1 - Lesley: We have a structure fire at Susan's garage. Drop. We are attempting to put it out with hoses but need assistance -- Over.

To ensure that an important message has been received correctly, the NC should repeat the message and ask the originator for confirmation that the message was received correctly.

NC – Pat: There is a fire at Susan's garage and you need assistance. Is that correct? Over.

Group 1 – Lesley: Confirmed. Over.

Saying goodbye – Don't leave an ongoing net without letting the Net Control Station know you are leaving.

Group 1 - Lesley: NC this is Group 1 - Lesley

NC - Pat: Go ahead Group 1 - Lesley

Group 1 - Lesley: We are closing operations for the night. We will be operational again tomorrow morning at 7:00 – Clear.

Relaying information – Sometimes a transmission is not getting through to the NC. If an operator hears this transmission and knows that it is not being acknowledged by the NC, that operator should notify the NC that they have a relay. The NC will then say: Go ahead with relayed message.