

# **MACS**



## **Mendocino County Auxiliary Communications Service**

**February 12, 2019**

# MENDOCINO COUNTY AUXILARY COMMUNICATIONS SERVICE (MACS)

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# **MENDOCINO COUNTY AUXILLARY COMMUNICATIONS SERVICE (MACS)**

## **ACS Mission Statement**

### **1.1 ACS Mission Statement**

The mission of the Mendocino County Auxiliary Communications Service is to provide the County of Mendocino with experienced auxiliary communications services using volunteers under the direction and authority of the Mendocino County Office of Emergency Services.

### **1.2 ACS Authorization**

The Office of Emergency Services (OES) of the County of Mendocino is designated to manage its amateur radio program under the Auxiliary Communications Service agreement with the State Office of Emergency Services.

The OES has authorized the Auxiliary Communications Service (ACS) to enroll up to 50 licensed amateur radio operators to back up the department's radio system. ACS members are used to facilitate auxiliary communications during brush fires and other disasters.

ACS members are subject to a background check and must meet the qualifications as a Disaster Service Worker (DSW) under the Mendocino Sheriff's Department and the California Governor's Office of Emergency Services (OES) Disaster Service Worker requirements.

### **1.3 ACS Emergency Missions**

The primary mission of the ACS is to provide enhanced communications services during emergencies as well as augment and back-up for the Mendocino County radio system. Because the MCSO radio system is highly reliant on repeaters to reach all areas of the county, it is also vulnerable should the repeaters become inoperative due to physical damage in an earthquake or loss of power for a prolonged time period. In such an event, ACS volunteer amateur radio operators, using their own equipment, may assist in relaying vital communications from the County Emergency Operations Center (EOC) to resources in the field as well as the public. Because amateur radio is incredibly versatile, amateur radio operators can do this without relying on repeaters or other infrastructure.

In addition to providing communications between the EOC and MCSO resources, ACS members may:

1. Be deployed to Incident Command Posts (ICP) and other public locations to act as a communications link between the public and the EOC.
2. Use amateur radio to provide communications between the MCSO and outside agencies, including the Governor's Office of Emergency Services (OES) and other government EOC's, as required.
3. Be deployed to Community Emergency Response Teams (CERT) to provide communications between teams and to the EOC.
4. Be deployed throughout the County to provide situational size-up and other emergency information to the EOC.

## **MENDOCINO COUNTY AUXILLARY COMMUNICATIONS SERVICE (MACS)**

### **ACS Mission Statement continued**

#### **1.4 ACS Non-Emergency Activities**

ACS also provides communications support for many community and special events such as the Willits Frontier Days Parade and the numerous races held in Mendocino County. These activities will also seek the assistance of non-ACS amateur radio operators. This not only provides a service to these events but allows members to practice the communication skills needed in an emergency and to test their equipment.

#### **1.5 Equipment Donations**

In addition to volunteering as an ACS radio operator, people can help by donating funds and equipment. ACS has no budget. Most of the equipment is provided by amateur radio operators. ACS is working, however, to establish a series of fixed stations at key locations throughout the County. Mendocino County is a very complex radio environment with mountains and canyons. These stations will allow ACS to respond more quickly in an emergency and to have a reliable radio link between the Sheriff's Department and resources in the field. The equipment to set-up these stations and for the maintenance thereof has been supplied in the past with surplus commercial equipment obtained through the County. Although OES has managed to force this equipment to work, it is not intended for ACS uses and only partially meets OES requirements. Donations made to ACS via the OES will allow ACS to keep these stations going, make them work better, and allow ACS to add stations to better serve the County. If people would like to make a tax-deductible donation to the ACS, please contact the Mendocino County Office of Emergency Services.

# **MENDOCINO COUNTY AUXILLARY COMMUNICATIONS SERVICE (MACS)**

## **Service Guidelines**

The Mendocino County Auxiliary Communications Service (ACS) is a communications system staffed and operated by volunteer amateur radio operators licensed by the Federal Communications Commission (FCC) under Title 47 Section 97 of the United States Code. The ACS is assigned to and operates under the Mendocino County Office of Emergency Services (OES). While a majority of the members will be licensed amateur radio operators, there are positions and roles in the organization which may be filled by non-licensed volunteers as well. These positions would support the amateur radio operators with message center activities and logistical support.

### **2.1 ACS Membership:**

Membership in ACS is designed for people who wish to assist with emergency communications. ACS is a team operation and requires people who are willing to dedicate time for additional training in emergency communications and participate in emergency communication exercises. As a team, the members should be well accepted by other members and display positive responses under difficult conditions.

While an amateur radio license is required to operate amateur radio equipment, an amateur radio license is not required for all ACS positions. Non-licensed members can be used to support message centers at the emergency operations center (EOC) or incident command posts (ICP), and as needed for general logistical support.

ACS members will be designated as county Disaster Service Workers (DSW). The requirements for this designation include the completion of the Incident Command System (ICS) 100 and 700 courses, which can be completed on-line or in person, and a background check completed by the sheriff's office.

People who are county employees, volunteer firefighters, Red Cross, Salvation Army, etc. will most likely be involved with their disaster organizations in the event of a major emergency. People in these categories may apply for ACS membership and be used in localized emergencies where their organizations are not activated. These personnel would be released from ACS duties upon activation by their primary emergency response organization.

People who desire to become ACS members should fill out the application included in Appendix "A" and return it to the Mendocino County Office of Emergency Services.

### **2.2 ACS Equipment:**

ACS members should have mobile and/or portable amateur radio equipment since they will be deployed to locations throughout the county to provide communications. Mobile and/or portable equipment should have, as a minimum, 2 meter-band capabilities since this is the primary band for amateur emergency communications in Mendocino County. In addition, 70cm band and HF band capabilities are desirable with an emphasis on the 70cm band since there are back-up repeaters for this band. If operating from a base station, a generator is highly recommended.

## **MENDOCINO COUNTY AUXILLARY COMMUNICATIONS SERVICE (MACS)**

### **Service Guidelines continued**

In addition to radio equipment, ACS members should have a binder available for deployment with the appropriate ICS 213 message forms, ARRL Radiograms and radio message logs and be familiar with their use and distribution.

Carbon paper should be used to make file copies of each message for retention by the ACS office after the end of the operation.

#### **2.3 ACS Zones:**

Due to the geography of the county, the ACS operations will be broken down into operations zones. These areas would follow the major highways within the county by geographical location.

The operations zones would be:

1. The North Hwy 101 operations zone would include Willits, Brooktrails, Laytonville, Leggett, Piercy and Covelo.
2. The South Hwy 101 operations zone would include Ukiah, Calpella, Talmage, Redwood Valley, Potter Valley and Hopland areas.
3. The North Hwy 1 operational zone would include Fort Bragg, Cleone, Westport, Caspar, Mendocino, Little River and Albion.
4. The South Hwy 1 operations zone would include Elk, Point Arena, Gualala, Anchor Bay and Manchester.
5. The Hwy 128 operations zone would include Boonville, Philo, Navarro, Yorkville and Comptche.

Appendix "B" is a map of the ACS zones.

Each ACS zone will have a designated ACS Area Coordinator who will be a licensed amateur radio operator.

#### **2.4 Personal Equipment:**

ACS members who are contacted to mobilize will most likely be sent to locations where initial personal support items are limited or non-existent. ACS members should be prepared to function for up to 24 hours with little or no additional support. Appendix "C" is a list of recommended personal equipment items that ACS members should have ready for deployment.

## **MENDOCINO COUNTY AUXILLARY COMMUNICATIONS SERVICE (ACS)**

# **Emergency Operations**

### **3.1 Immediately After a Disaster:**

When an emergency or disaster occurs, all amateur radio operators should check-in with their local simplex nets. The first person to check-in to a local net will become the net control station for the local net until relieved by another station willing to assume net control.

Every hour, on the hour, each local net control station will check-in on the countywide net. The first station to check into the countywide net will become the net control station for the countywide net until relieved by another station willing to assume net control. The first station that is an ACS member will assume net control of the countywide net if a non-ACS member is acting as net control. When the Emergency Operations Center (EOC) is activated, the radio operator at the EOC will assume net control of the countywide net.

All ACS members should check into the countywide net, if functional. ACS members will tell the net control operator that they are ACS members and inform the net control station if they are available for deployment. If an ACS members availability status changes, they will notify the net control operator of the change.

Non-ACS amateur radio operators who are available for deployment should also check into the countywide net and inform the net control station of their availability.

### **3.2 Countywide Net failure:**

In the event that the countywide net is non-functional, the EOC and all local net control operators will use the repeater at 147.120 in lieu of the countywide system. If the 147.120 repeater is also non-functional, all local net control operators will use the countywide simplex frequency (145.555) to relay messages.

### **3.3 Additional Frequency Allocation:**

Depending on the status of the repeaters in the county, the County Communications Coordinator will assign frequencies for additional use. A list of all frequencies is included in the ICS form 205's. These frequencies may be reassigned at the discretion of the County Communications Coordinator.

### **3.4 Activation of the EOC:**

At the request of the Mendocino County Office of Emergency Services or the EOC Manager, two ACS members will be dispatched to the EOC to function as the net control station. Upon arrival at the EOC, the first ACS member will assume the responsibility as the net control station (NCS) for the countywide net. The acting net control operator will inform the EOC radio operator of the status of all ACS members who are available for deployment, relay any priority messages and then relinquish net control to the EOC radio operator.

## **MENDOCINO COUNTY AUXILLARY COMMUNICATIONS SERVICE (ACS)**

### **Emergency Operations continued**

Upon activation of the EOC, the countywide net will become a directed net. To reduce traffic on the net, only other agency EOCs, local net control stations and ACS members who are checking in for deployment or who have been deployed should be sending traffic on the countywide net.

#### **3.5 Duties of the EOC Net Control Station (NCS):**

The EOC NCS should be staffed with a minimum of two licensed amateur radio operators who are ACS members, whenever possible. This will provide for both administrative support and relief during prolonged activations.

The NCS is responsible for:

1. Opening the net as quickly as possible after the activation of the EOC, and;
2. In conjunction with the County Communications Coordinator, preparing the ICS Form 205 for frequency assignments, and;
3. Controlling the flow of radio traffic on the countywide emergency net, and;
4. Maintaining radio logs of all incoming and outgoing EOC radio traffic, and;
5. Maintaining a record of all mission assignments which will include:
  - a. The facility name and tactical call sign
  - b. The name and call sign of the assigned radio operator, and;
  - c. The date and time of the assignment of the radio operator.
6. Arranging relief for radio operators assigned to missions, and;
7. Upon completion of missions, accepting and filing the radio logs and message forms from the facilities served.
8. The EOC NCS will function as the message center for all EOC activities where messages are sent via amateur radio communications.

#### **3.6 Communications Missions:**

As missions for deployment of amateur radio operators are received, the net control operator will announce the mission and request ACS volunteers to staff the mission. It will be the responsibility of the net control operator to assign the initial ACS member to a mission and record the date, time, mission, location and assigned ACS member by call sign. It will be the responsibility of the EOC NCS, or their designee, to arrange for relief operators and for logistical support for staffed missions.



## **MENDOCINO COUNTY AUXILLARY COMMUNICATIONS SERVICE (ACS)**

### **Emergency Operations continued**

#### **3.7 Actions upon Mission Assignment:**

Upon assignment to a facility, the incoming radio operator will:

1. Determine the Point-of-Contact (POC) at the facility and introduce them self, and;
2. Determine the communications needs at the facility as it pertains to amateur radio.
  - a. If there is a radio installed at the facility, the radio operator will activate the radio and commence operations.
  - b. If there is no radio installed, the radio operator will determine what is required and set up a radio, and;
3. Notify the POC of the location from which the radio operator will be operating, and;
4. Check-in with the net control station and inform them that the radio station at the facility is operational. The radio operator will prepare a radio log and handle all traffic directed to and from the facility. All radio messages will be accepted from or given to the POC for distribution.

#### **3.8 Special Mission Assignments:**

Health and Welfare Stations:

Amateur radio operators with satellite internet connections may be requested to function as Health and Welfare message stations. Health and Welfare stations would receive health and welfare messages from other stations, primarily located in shelters, convert them to email messages and send them to people outside the disaster area. They would also transmit responses back to the originating station.

Broadcast Radio Station Relays:

Amateur radio operators may be assigned to support broadcast radio stations for the transmission of emergency press releases and alerts. Amateur radio operators assigned to these positions are a one-way conduit to deliver press releases and alerts from the incident Public Information Officer (PIO) to the broadcast radio stations for transmission.

Upon assignment, the amateur radio operator will:

1. Report to the broadcast radio station location and determine who the point-of-contact (POC) is at the station.
2. Operate from a mobile unit and not from inside the building where the broadcast radio station is located.
3. Notify the POC of the location of their mobile unit, return to their unit and notify the EOC that they are active at the station.
4. Receive press releases and alerts transmitted by the EOC amateur radio operator and deliver them to the POC at the station.

NOTE: Only official press releases and alerts will be shared with the staff of a broadcast radio station. No other radio traffic will be shared.

## **MENDOCINO COUNTY AUXILLARY COMMUNICATIONS SERVICE (ACS)**

### **Emergency Operations continued**

The tactical call sign of the amateur radio operators supporting broadcast radio stations will be the station FCC designation followed by the word “RELAY” (i.e. KUKI Relay, KZYX Relay, etc.).

#### **3.9 Actions upon Completion of a Shift:**

Upon completion of a radio shift, the outgoing radio operator will:

1. Brief the incoming radio operator on the status of the mission as it pertains to their facility and the overall scope of the emergency, and;
2. Inform the incoming radio operator of the facility (POC) and, if possible, introduce the incoming radio operator to the POC, and;
3. Close-out their shift radio log, attach the radio log to the completed message forms from their shift and file the completed package in the appropriate folder. If there are open messages awaiting a response, they will be given to the incoming radio operator.
4. Notify net control that they have been relived and give net control the call sign of the incoming radio operator.

#### **3.10 Actions upon Completion of the Mission:**

Upon completion of the mission, the final radio operator will:

1. If the mission is terminated by the net control station, inform the POC that the mission has been completed, or;
2. If the mission has been terminated by the POC, inform net control that the mission has been completed, and;
3. Complete their radio log, attach all messages to their log and file the completed package in the appropriate folder. The last operator will take the folder with all of the completed logs and messages and return it to the net control operator at the EOC, and;
4. Return previously installed facility radio equipment to the original status by turning off the radio and power supply and filing the forms folder in the appropriate location, or;
5. If the radio operator is using their personal equipment, dismantle the equipment.
6. Once the radio operator is ready to leave the facility, they will inform net control.
7. If possible, the radio operator will return to the EOC and give the folder with the completed radio logs and messages to the NCS for filing. If return to the EOC is not possible, the radio operator will maintain the folder with the completed radio logs and messages until such time as they can be returned to the EOC.
8. The radio operator will then inform the net control station if they are available for another assignment.

**MENDOCINO COUNTY AUXILLARY COMMUNICATIONS SERVICE (ACS)**  
**Emergency Operations continued**

**3.11 ACS Interaction with Non-ACS Amateur Radio Operators:**

During emergencies there may be a need for additional amateur radio operators to function in non-sensitive locations. This would include, but not be limited to, operating local area nets, operating as relay stations, etc.

ACS will maintain liaison with local radio clubs and non-affiliated amateur radio operators for this purpose.

## **MENDOCINO COUNTY AUXILIARY COMMUNICATIONS SERVICE (MACS) ADMINISTRATION**

The Mendocino County Auxiliary Communications Service is administered by the Mendocino County Sheriff's Department, Office of Emergency Services (MCSO OES).

### **4.1 OES Duties and Responsibilities:**

OES functions and duties include:

1. Overall supervision of emergency communications in the county including oversight of MACS .
2. Performing background checks on all ACS volunteers.
3. Issuing appropriate identification cards to qualified ACS members.
4. Coordinating with ACS for other assignments, as needed.

### **4.2 ACS Duties and Responsibilities:**

The Mendocino County Amateur Communications Service (MACS) performs the routine administrative functions of ACS at the direction of OES.

MACS administration will consist of a MACS Unit Leader, designated by OES, and an ACS Area Coordinator for each of the five ACS zones as shown in Appendix "B". All of these positions will be staffed by licensed amateur radio operators.

MACS functions and duties include:

1. Operation of the Emergency Operations Center (EOC) radio room when activated.
2. Weekly check-in on the CAL ACS emergency nets.
3. Maintain the call sign KA6EOC as the ACS call sign for the Mendocino County EOC.
4. Coordinate the weekly emergency radio nets within the county.
5. Maintain a list of licensed amateur radio operators.
6. Present training, in conjunction with other amateur radio associations, for the licensing of new amateur radio operators
7. Present training on proper radio procedures for emergency operations.
8. Coordinate with other agencies within the county to ensure that their emergency amateur radio stations are equipped and operational.
9. Coordinate with other amateur radio organizations within the county for member support at non-sensitive locations in an emergency. These coordination meetings will also be used to recruit additional ACS members.
10. Other assignments as requested by OES.

# **MENDOCINO COUNTY AUXILARY COMMUNICATIONS SERVICE (MACS) TRAINING**

The Mendocino County Amateur Communications Service (MACS) has the following responsibilities:

## **5.1 Weekly Emergency Nets:**

Monitoring and supervising the weekly county emergency check-in nets at both local and countywide level to gauge the proficiency of the amateur operators and to determine the number of amateur radio operators who participate.

## **5.2 ACS Procedures Training:**

Prepare and present a training program, open to all amateur radio operators, on the proper procedures when operating a station on an emergency radio net in both simplex and repeater mode.

## **5.3 Amateur Radio Operator Licensing:**

Prepare and present a training program to assist people interested in obtaining an amateur radio license. This will include instruction on all topics in the Federal Communications Commission Technician level amateur radio examination. MACS will also schedule an examination following the completion of the presentation.

# Appendix A (Application) to Mendocino County Auxiliary Communications Service (MACS) Guidelines



## MENDOCINO COUNTY AUXILIARY COMMUNICATIONS SERVICE



### Registration Form

<b>Name:</b>	
<b>Call Sign:</b>	
<b>Mailing Address:</b>	
<b>City, State, ZIP Code:</b>	
<b>e-mail address</b>	
<b>Home Phone Number:</b>	
<b>Work Phone Number:</b>	
<b>Cell Phone Number:</b>	
<b>License Class:</b>	

Mark bands and modes that you can operate. Enter a "B" for base station, "M" for mobile units, a "P" for portable units and a "H" for handheld on battery power.

MODE	HF	6 METER	2 METER	222MHZ	440MHZ	OTHER
SSB						
CW						
FM						
DATA						
PACKET						
OTHER MODES						
Portable Antenna (not mobile)						

Is your mobile unit mounted in a four wheel drive vehicle Yes ☐ No ☐

Go Kit? Yes ☐ No ☐

Do you have a portable power source? Yes ☐ No ☐  
Battery ☐ Solar ☐ Generator ☐

NOTE: Your Go Kit should have adaptors and connectors for different antenna and power connections and an extra length of coax.

Do you have a portable computer? Yes ☐ No ☐ Portable printer? Yes ☐ No ☐

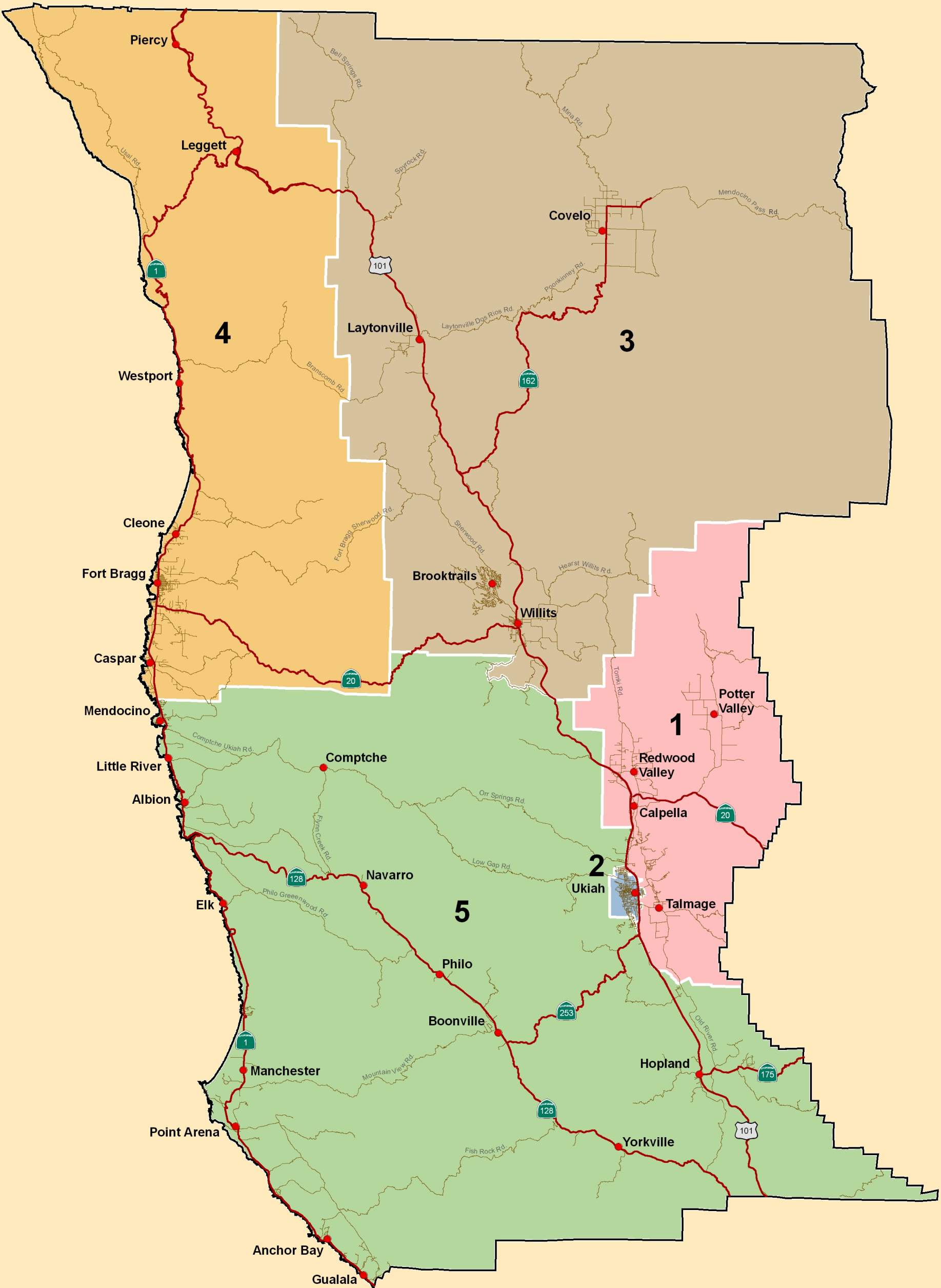
Do you have satellite internet service at your home station? Yes ☐ No ☐

Can your home station be operated without commercial power? Yes ☐ No ☐

By submitting this form, I agree to assist with amateur radio communications in a disaster or emergency, if I am available.

Date \_\_\_\_\_

# Mendocino County Supervisorial Districts



**Supervisorial Districts**

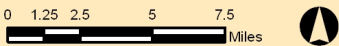
- District 1
- District 2
- District 3
- District 4
- District 5

- Highways
- Roads
- Communities



Source: This map was prepared by the Mendocino County Department of Information Service's GIS Program, November 2011.

Note: This map is not a survey product and should not be used to determine legal boundaries.



## **Appendix C to Mendocino County Auxiliary Communications Service (MACS) Guidelines**

### **Personal Response Equipment and Supplies**

6 - 12 oz. bottles of water

6 - Meal Size Energy Bars

Sleeping bag or blankets

Shaving kit / hygiene items

Medications

Personal Size First Aid/Medical Kit

1 pack wet wipes

1 box Kleenex

Flashlight with batteries, two 12-hour light sticks

Mechanical pencil with additional lead, notepad or notebook

Emergency cash in one and five-dollar bills

### **Go-Bags**

It is also advisable to have a clothing "go-bag" with extra socks, pants, shirt, underwear, jacket, gloves, hat and poncho.

### **Vehicle tools**

Hammer, pliers, flat-tip and Phillips screwdriver, duct tape, can of WD-40, road flares or reflectors, jumper cables, nylon zip ties, hand axe

These lists are not all inclusive. People should include other items personal and equipment items they deem necessary.



# Appendix D to Mendocino County Auxiliary Communications Service (MACS) Guidelines Radio Frequencies

## Local Area Net Schedule (Mendocino County)

Last Updated January 2017

COMMUNITY	Local	Day	Time	Area RPT	RPT Tone	Area NET	REMARKS
Albion / Little River / Mendocino	146.820 R	M	Noon	146.820 -	103.5	North Coast	Alternate 147.570 simplex
Brooktrails	146.580 S	W	7:15 PM	145.130 -	103.5	Central	Suspended
Covelo	146.475 S	W	7:00 PM	147.210 +	103.5	Central	
Gualala (digi M 5:30 PM 147.945R)	147.825 R	Tu	7:00 PM	147.825 -	103.5	South Coast	Link to Pt. Arena Net
Laytonville	146.535 S	W	7:00 PM	145.130 -	103.5	Central	
North Coast Simplex	146.550 S	W	7:00 PM	146.820 -	103.5	North Coast	Ft. Bragg- Orr Springs
Piercy	146.790 R	M	7:00 PM	146.790 -	103.5	SHARC	S. Humboldt Net
Point Arena (digi M 5:30 PM 147.945R)	146.610 R	Tu	7:00 PM	146.610 -	88.5	South Coast	Link to Gualala Net
Potter Valley	146.415 S	W	7:15 PM	145.130 -	103.5	Central	
Redwood Valley / Ukiah	146.490 S	W	7:00 PM	145.130 -	103.5	Central	443.500 + crossband repeater
Willits	146.445 S	W	7:00 PM	145.130 -	103.5	Central	

# Appendix D to Mendocino County Auxiliary Communications Service (MACS) Guidelines Radio Frequencies

## Countywide/Regional Nets

Name	Day	Time	Frequency	Tone	REMARKS
McARCS Countywide Net	W	7:30 PM	145.430 -	103.5	Linked Net - North County
McARCS Countywide Net	W	7:30 PM	147.390 +	103.5	Linked Net - Central County
McARCS Countywide Net	W	7:30 PM	145.470 -	103.5	Linked Net - South County
McARCS Countywide Net	W	7:30 PM	147.270 +	114.8	Linked Net - South Coast
McARCS Countywide Net	W	7:30 PM	147.675 -	179.9	Linked Net - Lake County (repeater lost to fire)
Technical Net	T	7:00 PM	Linked countywide repeaters	See above	Technical questions and answers
Digi Net	T	8:00 PM	Linked countywide repeaters	See above	Practice Net using fldigi and flmsg
Walking Repeater 2m	W	After Countywide net (~8 PM)	145.555	103.5	Countywide/regional simplex net hosted by Len, WA6KLK
YL Net	Th	7:00 PM	Linked countywide repeaters	See above	Ladies-only net hosted by Joyce, KJ6ZVS
Swap Net	Th	7:30 PM	Linked countywide repeaters	See above	Informal on-the-air swap meet for ham gear or computer equipment
Humboldt HF Net	M	7:45 PM	3.955 LSB		
Mendocino/Sonoma HF Emergency Net	Tu	7:30 PM	3.925 or 7.245 LSB		Net may be shifted +/- a couple kHz for noise/traffic
Oregon/California (ORCA) Digi Net	Tu	7:30 PM	3.955 LSB voice		HF digital net, usually MFSK32
			3.595 USB fldigi		

### Notes:

- S or R denotes simplex or repeater frequency
- Some areas may require elevation and/or gain antenna for common repeater access
- Each community uses non-interfering simplex frequency for local net per table

# **MENDOCINO COUNTY AUXILLARY COMMUNICATIONS SERVICE (ACS)**

## **Glossary**

**ACS** - The Auxiliary Communications Service (ACS) is a program created by government's disaster or emergency management office to supplement its emergency communications with unpaid staff. Skilled and dedicated people, licensed and unlicensed, can be recruited to serve in one or more of four categories: administrative, management, technical, and operations.

**Amateur Radio Operator** - A person licensed by the Federal Communications Commission (FCC) under the provisions of Part 97 to operate a radio on the frequency bands assigned to the amateur radio service.

**ARES** - The Amateur Radio Emergency Service® (ARES) consists of licensed amateurs who have voluntarily registered their qualifications and equipment, with their local ARES leadership, for communications duty in the public service when disaster strikes.

**CERT** – Community Emergency Response Team – Citizen volunteers who have received training on disaster services and who belong to a team that acts at the direction of the Office of Emergency Services.

**DSW** – Disaster Service Worker - A person who has completed specialized training, ICS courses and a background check and is designated a disaster service worker by the county sheriff or their governmental agency.

**EOC** - The Emergency Operations Center - The physical location at which the coordination of information and resources to support domestic incident management activities normally takes place. An EOC may be a temporary facility or may be located in a more central or permanently established facility, perhaps at a higher level of organization within a jurisdiction.

**EOP** – Emergency Operations Plan - The Emergency Operations Plan (EOP) serves as the primary guide for coordinating and responding to all emergencies and disasters within the county. It complies with local ordinances, state law, and state and federal emergency planning guidance including the Standardized Emergency Management System (SEMS), National Incident Management System (NIMS) and the Incident Command System (ICS).

**FCC** – Federal Communications Commission - The Federal Communications Commission regulates interstate and international communications by radio, television, wire, satellite, and cable in all 50 states, the District of Columbia and U.S. territories. An independent U.S. government agency overseen by Congress, the Commission is the federal agency responsible for implementing and enforcing America's communications law and regulations.

**ICP** – Incident Command Post - The field location at which the primary tactical-level, on-scene incident command functions are performed. The ICP may be co-located with the incident base or other incident facilities.

## MENDOCINO COUNTY AUXILLARY COMMUNICATIONS SERVICE (ACS)

### Glossary continued

**ICS** – Incident Command System - A standardized on-scene emergency management construct specifically designed to provide for the adoption of an integrated organizational structure that reflects the complexity and demands of single or multiple incidents, without being hindered by jurisdictional boundaries.

**ICS Form 205** – Incident Radio Communications Plan - The Incident Radio Communications Plan (ICS 205) provides information on all radio frequency or trunked radio system nets assignments for each operational period. The plan is a summary of information obtained about available radio frequencies or nets and the assignments of those resources by the Communications Unit Leader for use by incident responders.

**ICS Form 213** – General Message Form - The General Message (ICS 213) is used by the incident dispatchers to record incoming messages that cannot be orally transmitted to the intended recipients. The ICS 213 is also used by the Incident Command Post and other incident personnel to transmit messages (e.g., resource order, incident name change, other ICS coordination issues, etc.) to the Incident Communications Center for transmission via radio or telephone to the addressee. This form is used to send any message or notification to incident personnel that requires hard-copy delivery.

**ICS Form 214** – Activity Log - The Activity Log (ICS 214) records details of notable activities at any ICS level, including single resources, equipment, Task Forces, etc. These logs provide basic incident activity documentation, and a reference for any after-action report. An ICS 214 can be initiated and maintained by personnel in various ICS positions as it is needed or appropriate. Personnel should document how relevant incident activities are occurring and progressing, or any notable events or communications.

**ICS Form 309** – Communications Log - The Communications Log records the details of message traffic and is used by either an individual or a Net Control Operator (NCO). These logs provide the basic reference from which to extract communications traffic history. The Communications Log is initiated and maintained by the Net Control Operator (NCO) or the individual operator (e.g. a field communicator). Completed logs are submitted to the supervisor who forwards them to the Documentation Unit.

**Incident** - An occurrence or event, natural or human-caused, that requires an emergency response to protect life or property.

**Incident Radio Communications Plan** - A plan prepared by the County Communications Coordinator in accordance with the Emergency Operations Plan (EOP). The plan will assign specific amateur radio frequencies to specific functions and be completed on the ICS Form 205.

**MCSO** – Mendocino County Sheriff's Office

**Message Center** - The Message Center is part of the Emergency Operations Center and is collocated or placed adjacent to it. It receives, records, and routes information about resources reporting to the incident, resource status, and administrative and tactical traffic.

## MENDOCINO COUNTY AUXILLARY COMMUNICATIONS SERVICE (ACS)

### Glossary continued

**Message Form** – See Radiogram and ICS Form 213

**Message Log** – See ICS Form 309

**NCS** – Net Control Station – The station on a net that performs the functions of the controller and regulates the transmission of messages on the frequency.

**RACES** - stands for "Radio Amateur Civil Emergency Service," a protocol created by the Federal Emergency Management Agency (FEMA) and the Federal Communications Commission ([FCC Part 97, Section 407](#)). Many government agencies across the country train their Auxiliary Communications Service (ACS) volunteers using the RACES protocol. The volunteers serve their respective jurisdictions pursuant to guidelines and mandates established by local emergency management officials.

**Radiogram** - The standard ARRL message format used to send written amateur radio messages throughout the National Traffic System (ARRL NTS) and independent nets. The format is standardized in order to provide a uniform means of originating, handling, and tracking messages.