Arkansas ARES/RACES
Standard Operating Procedures

The purpose of this SOP is to establish standard operating procedures within the State of Arkansas Amateur Radio Emergency Service/Radio Amateur Civil Emergency Service (ARES/RACES) program, and between the State and local government, in order to provide efficient and reliable emergency communications. Secondarily, this SOP is to be used as a guide for local governments in establishing procedures for local ARES/RACES programs.

1. Introduction –Arkansas ARES/RACES exists to provide communications for state and local government agencies in time of an emergency and for periodic drills to hone skills in support of the Arkansas ARES/RACES mission. Usually this service will be provided as formal written traffic following American Radio Relay League/National Traffic System (ARRL/NTS) format but is not limited to this format. At times, informal tactical communications may be required, or specialized served agency traffic may be necessary for the urgent protection of life and property, where time is of the essence.

2. Coverage – Coverage area of the Arkansas ARES/RACES is the State of Arkansas. While the primary concern is the State of Arkansas, out of state stations may, at times, be able to provide helpful information. If such information is required and can be easily obtained from out of the state stations, then they should certainly be utilized. Utilization of out of state stations may be helpful in acquiring informal information, but with respect to formal traffic, proper NTS routing should normally be followed. In the case of Priority and Emergency traffic, traffic may be routed to out of state stations if the Net Control Station (NCS) determines that this will be more expeditious than normal NTS routing.

3. Nets – The Arkansas ARES/RACES nets are listed at the end of this document.

4. Activation and duration – Arkansas ARES/RACES is designed to be self-activating upon a valid request from a State or local government official. The Section Emergency Coordinator, in cooperation with the District Emergency Coordinators, is responsible for identifying the resources necessary to support a statewide activation of the Arkansas ARES/RACES. The SEC or other delegated section official will work with the Section Traffic Manager (STM) to identify critical operational locations to support the specific needs of a particular disaster situation and the resources needed to support net operations and other statewide communications on behalf of state agencies.

Whenever a local ARES/RACES group activates for a disaster, the Emergency Coordinator is responsible for advising the District Emergency Coordinator of the activation and of the scale and scope of the disaster. The DEC should assess the situation to determine if adequate resources exist within the district to meet the needs of the local activation, and assess the potential for statewide impact.

The District Emergency Coordinator is responsible for advising the Section Emergency Coordinator, as well as other DEC's that could possibly have impact in their jurisdictions of the nature, size and scope of a disaster, as soon as possible after local activation.

The Section Emergency Coordinator will be responsible for assigning ARES Mutual Assistance Teams (ARESMAT) to help staff jurisdictions without sufficient resources to meet the needs of served agencies-particularly those with which the ARRL has formal memoranda of understanding for support-inside or outside of an affected area as appropriate.

 The SM and the SEC shall be notified of any request at the earliest opportunity. Calling trees, email lists, radio, or any other means available may be used in the notification process. The Nets shall not be terminated without the approval of either the Section Manager (SM) or SEC. During the duration of the activation, and subject to the oversight of the SM and SEC, the STM shall direct, supervise, and maintain all nets. There may be activation without using Arkansas ARES/RACES HF. Historically; nets have been called on VHF / UHF repeaters in conjunction with VHF digital operations. These repeaters are used when a specific area or region can be serviced without the need of HF operations.

5. ARES Wide-Area Tactical Repeaters – The use of VHF and UHF tactical repeaters for wide area coverage has been proven in the Arkansas Section during tornadoes, floods, and other activations. A "designated tactical repeater" is one that has broad coverage, and the trustees agree to certain terms of use in activation. The terms of use are common sense applications (e.g., no bells and whistles, no auto patch [except for EMCOMM by designated officials] abbreviated courtesy tone, no announcements save for FCC ID at 15+ wpm, and others).

6. Assignment of Net Managers – While the STM has the responsibility for assignments, the following have been identified as probable:

 The NM of the Razorback Net shall be responsible for the Arkansas ARES/RACES A.

The NM of the Arkansas Mockingbird Net shall be responsible for the ARKANSAS ARES/RACES B.

The NM for the OZK CW Net shall be responsible for ARKANSAS ARES/RACES C.

 The State Races Officer shall be responsible for all digital operations at ADEM.

7. NM responsibilities – Once it is determined that the Arkansas ARES/RACES will be called to session, each NM shall arrange NCS schedules. NCS duty should not last longer than 2 hours at a time whenever possible, ideally, not longer than 1 hour. Also, after receiving net statistics from each NCS, the NM should report them to the SEC with a copy to the STM. NMs may also help arrange for liaisons to be on board when needed.

8. NCS qualifications – Arkansas ARES/RACES Net Control Stations should be drawn from the regular NTS NCS ranks whenever possible. They must be capable of maintaining net discipline and handling nets with high traffic loads. They must also be well acquainted with the Arkansas NTS net control SOP. Since the use of 80 and 40-meter frequencies will be necessary, Arkansas ARES/RACES NCS must have good 80 and 40-meter capabilities.

9. Liaison qualifications – Arkansas ARES/RACES liaison stations should be capable of both phone and CW operation. They must be well acquainted with the Arkansas NTS liaison SOP. They should be accomplished at liaison operation. It should be noted that in the event of wide area emergency, liaison stations might be needed to go to 20 meters. Liaison stations should have good 80, 40 and 20-meter capabilities.

10. Net discipline – The Arkansas ARES/RACES are directed nets and shall always be operated as such. Therefore, the NCS must maintain strict control of his or her net. This is of primary importance in time of emergency. Informal chatter and comments should be allowed only when allowed by NCS and there is NO other traffic pending or expected.

11. Procedures - Most emergencies require a "fly by the seat of your pants" approach. However, there are some general procedures that should always be followed. Common sense and standard procedure used in normal NTS nets are of the utmost importance.

      11.1 Net call up – Identify the net and NCS. A brief explanation of why the net is in session should be given. Long call-ups should be avoided. Explain that the net is directed and only formal traffic and net business will be handled unless otherwise requested. Identify key receive stations (i.e., Conway, Little Rock, and those in affected areas) and liaison stations. If liaison stations have not been designated, do so at this time (this is an NCS responsibility) don't wait until you need liaison functions to call for them. That will only cause confusion.

      11.2 Traffic – Call for emergency or priority traffic first. All traffic should be handled in that order. Pay particular attention to traffic going into and out of the Arkansas EOC. This traffic; if equal priority, should be handled first. Accept routine traffic only after clearing all higher precedence traffic possible.

      11.3 Routing – In times of high traffic loads it will not be possible to pass all traffic at one time. As soon as traffic can be handled, begin calling for outlets and get things moving. Then go back and continue listing. The use of side frequencies is very important during high traffic loads. Use them wisely. NCS should by no means send more than 2 transmit stations off to the same frequency at the same time. Traffic may be handled on net frequency only when it is light. As much traffic as possible should be sent via digital pathways, especially if the traffic involves long lists or resource requests.

      11.4 Use of relays and alternate net frequencies – There will undoubtedly be times when band conditions will make operations on 80 meters difficult. When this

happens, NCS has 3 alternatives: The use of relays, sending stations to alternate frequencies or move the entire net to the alternate frequency. The first choice is the use of relays. Second, move the stations passing traffic to the alternate frequency. And last, move the entire net. Moving the net should only be done as a last resort, since it will usually cause confusion and some stations are bound to get lost in the shuffle. If the net is moved, a directing station should be monitoring the former frequency to direct those who have not received the word of the move.

11.5 Check-ins – First priority is always the served "customers", the county/city EOC's or the stations that they assign to be their representative. General check-ins are used <u>ONLY</u> when there is a need for specific information of a location, or bulk information such as weather, local conditions, etc. In this case the NCS should request all stations, when checking in, to provide the necessary information. Please remember, the purpose of these nets is to provide emergency communications, not to fill up rosters.

11.6 Closure – The Arkansas ARES/RACES nets shall remain in operation until instructions for closure are received from or approved by either the SEC or SM. This will usually be done by means of QNC traffic. (A message to all participating stations)

11.7 Reporting – All net controls are responsible for reporting net statistics to the proper NM. The NMs should in turn compile all statistics and report them to the SEC with a copy to the STM.

11.8 Interference – Stations interfering with Emergency Operations should be identified and their call sign provided to the SM or SEC. The SM and SEC have direct contact numbers for the FCC and where a friendly request to the disrupting station falls on deaf ears, and the interfering station is causing disruption of declared emergency traffic, immediate FCC intervention will be requested. Remember, most stations will gladly give emergency stations sufficient room to operate without interference, if you make them aware of the situation in a friendly manner!

11.9 Declaration of Communications Emergency – The SM and SEC shall make all requests for declaration of a communications emergency through the Arkansas Department of Emergency Management.

12. Digital Operations – There are two digital modes employed by Arkansas ARES/RACES: Packet on VHF, and WinLink. Messages may be sent to the Arkansas EOC by using the mailbox at ADEM on packet, or via WinLink. Messages to other entities (i.e. County EOC's, hospitals, etc.) will be made on VHF packet, WinLink, or direct keyboard contact. The Digital Coordinator will maintain a list of mailboxes. All messages should conform to the Reporting Standards used by ADEM.

Message Reporting Standards - In the subject field on your email form please use the format:

Damage

Damage (Description)

<mark>Single message per incident log</mark>. Updates captured in message text.

The message with this subject would contain information about types of damages, total count of damaged homes, businesses, facilities and monetary totals.

Examples:

Damage Tornado

Damage Explosion

Declaration

Declaration (Organization)

<mark>Single message per incident log</mark>. Updates captured in message text and in subject line.

The message with this subject would contain information related to the declaration of a state of emergency within the Organization. The declaration status will be verbal or written. It becomes written when a sign declaration is received by ADEM.

Comm. Officer will attach the written document to the message if it is received electronically.

Examples:

Declaration Jefferson County

Declaration City of Malvern

Declaration State

EOC Status

EOC Status

<mark>Single message per incident log</mark>. Updates captured in message text and in subject line.

This subject standard will provide status of your emergency operation center. The status field would be one of the following: Activated, Operational, Standing Down.

> **Examples:**
> **EOC Activated**
> **EOC Standing Down**
>
> **EOC Operational**

Evacuation

Evacuation (Description)

The message with this subject would contain information related to evacuation of people in an area. Where, when and how many.

> **Examples:**
>
> **Evac Flooding**
>
> **Evac Winter Storm**

Event Directory

Event Directory

The message with this subject would contain Event Manager assignments per shift. Single message per incident log.

FYI

FYI (Description of information)

The message with this subject would contain information that doesn't fit into the other categories of subjects.

> **Examples:**
>
> **FYI Local coordinator will be at command center**
>
> **FYI Hazmat Update**

Human Impact

Human Impact (Description)

<mark>Single message per incident.</mark> Updates captured in message text.

The message with this subject would contain the information about injury and deaths. In the text are of message you would put the number of dead and injured.

Example:

Human Impact

Incident Report

Incident Report (Organization)

The message with this subject would contain information contained in an attached situation report or other incident report submitted by the local jurisdiction. <mark>Single message per incident log</mark>.

> **Examples:**
>
> **Incident Report Baxter County**
>
> **Incident Report Lonoke County**

Incoming Fax Receipt

Incoming Fax Receipt (Description)

The message with this subject should contain attachments for fax receipts.

Impact

Impact (Description)

The message with this subject would contain the initial information to be reported. In the body of the message you would put the what, when, where and why information about the event along with who (point of contact and point of contact phone number or means of communication needed to establish contact). Additional impacts to an already created log would be posted as a new message.

Examples:
Impact Tornado Touchdown

Impact Hazmat Spill

News Release

News Release

This standard allow for the distribution and tracking of news releases. <mark>Single message per incident log</mark>. Attach separate new release as separate attachments.

Example:

News Release # 0002 CSEPP Joint Information Center

News Release # 0034 Flooding

Notification

Notification

The message with this subject would contain information regarding notification from the SEOC, to include email attachments, written records of phone notifications ect.

Notification Received

Notification Received (Description)

The message with this subject would contain information about who has been notified, when they were notified, etc.

Examples:

Notification Received Hazmat spill

Notification Received Level 4 event PBA

Reception Centers

Reception Center (Description)

<mark>Single message per center</mark>. Updates captured in message text.

The messages with this subject would contain information about the status of reception centers established. .

Example:

Reception Centers Star City

RFA

RFA (Description)
The message with this subject would contain information about requests for assistance.

<mark>Single message per requested item</mark>. Updates captured in message text.

 Each message should be a separate request for assistance for each resource needed and each should have a number assigned by the Organization to aid in tracking. This makes it easier to track each item requested.

Examples:

RFA Medical Supplies

RFA Security Personnel

RFI

RFI (Description)

The message with this subject would contain information about requests for information.

<mark>Single message per requested item</mark>. Updates captured in message text.

Each message should be a separate request for assistance for each resource needed and each should have a number assigned by the Organization to aid in tracking. This makes it easier to track each item requested.

Example:

Monroe County RFI who is responsible for river traffic?

Resource Staging

Resources Staging (Location or Name)

The message with this subject would contain the location, POC, and Hours of operation for a Incident Support Base (ISB), Federal Staging Area (FSA), State Staging Area (SSA), Disaster Support Area (DSA) or Point of Distribution (POD). <mark>Single message per location</mark>

Resources

Resources (Description)

The message with this subject would contain resources that have been offered for the current disaster. Generally these are captured in the state log.

Shelter

Shelter (Description)

<mark>Single message per shelter</mark>. Updates captured in message text

The message with this subject would contain information related to the establishment of shelters. The types of information needed are the location, point of contact name, POC phone number and number of people sheltered.

Examples:

Shelter First Baptist Church in Monticello

Shelter Alltel Arena

TCP

TCP (Description)

The messages with this subject would contain information about the status of traffic control points(TCP).

Example:

TCP Highway 7 and interstate I 40.

Transportation

Road Closure (Description)

The message with this subject would contain information related to the closing of road, with the where, when why and point of contact details. Single Message per road closed

Example:

Transportation Highway 5 Flooding

The use of these standards will aid us in both tracking the event information and in providing you with timely assistance.

Below are the addresses to send incident reporting emails to:

Via Winlink – KE5VRO@winlink.org

Everything else – adem@adem.arkansas.gov

14. Conclusion – In any net, one of the most important functions is that of the NCS. This is why most of this SOP is aimed at NCS functions. The NCS who maintains control of his or her net insures that it will run efficiently and makes his / her own job much easier. The purpose of this SOP is to aid the efficient operations of Arkansas ARES/RACES. It is not intended to circumvent the SOP for NTS nets. To the contrary, they overlap quite a

bit. It should be perfectly clear that the NTS SOP should always be followed except for the few differences given above, or, when due to extreme urgency for the protection of life and property, when time is of the essence.

Arkansas ARES/RACES Net Listing
(Subject to change)

Net Name	Frequency	Primary Purpose	Net Manager
ARKANSAS ARES/RACES "A"	3987.5 kHz (7260 kHz Alt)	Traffic into and out of the Arkansas EOC and local EOC's	Razorback NM
ARKANSAS ARES/RACES "B"	Assigned as needed	Health and Welfare, Routine Traffic. Overflow from ARKANSAS ARES/RACES/"A"	Mockingbird NM
ARKANSAS ARES/RACES "C"	Assigned as needed	CW net, backup for ARKANSAS ARES/RACES/"A" and ARKANSAS ARES/RACES/"B"	OZK CW NM
ARKANSAS ARES/RACES "D"	3594.0 WL 7068.9 WL 7101.2 WL(P3)	Digital Operations - NON-ARES/RACES OPS, WinLink	State RACES Officer

Packet Operations

Arkansas Packet Network	ARES/RACES Traffic	AR State RACES Officer
145.590 MHz		Central and SE AR 1200 Baud packet
145.010 MHz		SW AR 1200 Baud Packet
147.495 MHz		N AR 1200 Baud packet
50.615		APN Backbone(Non-User)

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