



Sunnyvale Amateur Radio Emergency Service (SARES)

Emergency Plan



Sunnyvale

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SARES Mission

The Sunnyvale Amateur Radio Emergency Service (SARES) is a volunteer group of amateur radio operators who are interested in emergency preparedness. SARES works to develop and train a corps of dedicated amateur operators who can provide communications services for the City of Sunnyvale and other agencies in Santa Clara County in a time of need.

SARES Membership

A SARES member must

1. be an FCC licensed radio amateur and
- 2a. have a current or pending Sunnyvale DSW (Disaster Service Worker) registration for communications or
- 2b. be a government employee and
3. have passed a background check.

Residency in Sunnyvale or membership in the ARRL (Amateur Radio Relay League) are not required but SARES members are encouraged to join SVECS (Silicon Valley Emergency Communications System), SPECS (Southern Peninsula Emergency Communications System) and ARRL.

SARES members are expected to maintain their current contact information including email and cell phone in both the Sunnyvale SERV database and the County ARES/RACES database.

All SARES members are expected to have completed the Introduction to Emergency Communications and Fundamentals of Emergency Communications. See Appendix 10 for course signup.

SARES follows the operating procedures and standards defined by Santa Clara County ARES/RACES. Continued training towards acquiring County credentials is strongly recommended.

Sunnyvale DSW registration and SARES membership will automatically renew each year provided the member has recorded in the Sunnyvale SERV database a minimum of 12 hours of service for SARES in the preceding 12 months.

About this Document

This document is intended to serve as a guide for response to an activation by the city or other SARES served agency. It outlines the activation process, operations during activation and the de-activation process. This document is written for all SARES members and any other hams responding to a Sunnyvale activation.

This document is a general guide for SARES operations during an activation. It does not replace individual training, practice during drills or describe how forms are used or what information should be included on a completed form.

Alerts and Notification

Alert messages notify SARES members of a pending activation. Depending on the available communications, examples of alert messages are:

- a. Nixle - <http://local.nixle.com/city/ca/sunnyvale/>
- b. Alert SCC – set up in Santa Clara County ARES/RACES database profile

- c. Information gathering net like a Mike-Mike spontaneous damage assessment net
- d. Alerts via the repeaters or other frequencies identified in the SARES General Communications Plan (see appendix)
- e. Sunnyvale AM radio station 1680 KHz
- f. Phone call
- g. Text message
- h. Social Media
- i. Knock on the door

All notification methods are based on information for each SARES member provided in both the Santa Clara County ARES/RACES database and the Sunnyvale Serv roster. Members are responsible for maintaining the accuracy of their own information by making changes to the county and city databases (see Appendix 10).

Activation

An activation is a formal directive from the City Office of Emergency Services (OES). All activations are managed through a resource net established in response to an incident at the request of the City of Sunnyvale or other served agency. SARES members will not self-activate.

There are no pre-assignments for SARES. Each activation event will have a unique activation number. This number will be provided at the time resource net control makes assignments.

Only after the personal safety and the safety of family and home have been established shall a member announce they are ready for activation.

For any activation outside of the city of Sunnyvale, a SARES mutual aid volunteer will require a release (verbal okay) by the SARES EC, or the EC's designate, before accepting a mutual aid assignment.

Disaster Service Worker Coverage

The Disaster Service Worker (DSW) program provides worker compensation insurance for those activated through the resource net in response to an activation directed by OES. The rules for City of Sunnyvale are

- o Coverage is initiated when the SARES member receives an assignment and activation number from resource net control.
- o Operators without DSW registration cannot be activated (see SARES Membership).

City DSW coverage for spontaneous volunteers may be obtained by DSW registration at the time of activation.

SARES members volunteering for DSW covered events in other jurisdictions shall confirm with the event lead what the rules are for that event.

Communications Plans

A general communications plan for SARES operations (see Appendix) will serve as a beginning communications plan for an activation. This plan may be modified during the course of an activation. The resource net control shall manage changes to the communications plan and provide information to the net about any changes during the periodic Health and Welfare check.

An activation specific communications plan may be created and be used in place of the general communications plan.

Nets

Net operations will vary with the size of the activation. The first net to come into operation is a Spontaneous Information Gathering net (level 1 Resource net). This can be the Mike-Mike reporting net which is a self-initiated net. Other information gathering nets could report flooding, power outage or other neighborhood or larger emergency.

- a. Spontaneous Information Gathering net (level 1 Resource net): initial informal net activated to quickly assess extent of event
- b. Resource Net level 3: assigns operators to location, tracks health and welfare of operators, tracks all, and assigns tactical calls.
- c. Message Net: manages all voice message traffic between the EOC and all assigned locations
- d. Command Net: management of all nets and activation activities, used for packet station voice communications
- e. EOC Net: non-ham radio net linking all county agencies

Information gathering nets are informal and anyone can conduct this net. Until a level 3 resource net is operating all stations shall monitor the information gathering net frequency. It may take a period of time after the information gathering net to confirm SARES has been activated and the resource net begins.

A level 3 resource net will begin when an activation is confirmed. A resource net does not need to begin operations in the EOC radio room. Once the radio room is open and operational, the resource net can be transferred to the radio room operator.

When possible the heavy traffic nets like the resource and message nets will be staffed with a radio operator and a scribe. The scribe position could be filled by a non-ham working under the supervision of the shift supervisor or the net control operator.

Spontaneous Information Gathering Nets

These are informal nets activated in response to an event which may have neighborhood, citywide or regional impact. Although the most familiar spontaneous net is the Mike-Mike reporting net, a power outage, flooding, fire or other event can be evaluated using a spontaneous net. The main objective is to quickly gather information about scope and severity of the event.

Anyone can lead a Spontaneous Information Gathering Net. The first station on the air shall collect the information and perform the duties of net control for the net. This net control function is passed to the EC or an AEC when they arrive on the net. Or the original operator can continue the net control role which allows the EC or AEC to begin the process of determining whether the event will require an activation. The net control function can also be transferred to another SARES member who is not the EC or an AEC.

Mike-Mike Reporting in Response to An Earthquake

SARES uses the county defined Mike-Mike (Modified Mercalli) Earthquake Reporting Scale. Operators shall make reports referencing the Sunnyvale Fire District where they are located at the time the report is made. Unlike most cities in Santa Clara County, SARES reports are made to a self-initiated city net at the time of a quake. The summary of the report shall be given to the EC, an AEC or the EC's designate for reporting to the Sunnyvale OES for assessment.

If a report cannot be made to this information net, it should be made to the county via the AA6BT repeater.

Mike-Mike reporting is a quick survey. The main objective is to quickly collect preliminary information on the level of severity of the quake. It is not a damage reporting, resource request or dispatching net.

During an earthquake event aftershocks or additional quakes may require an additional Mike-Mike report. This is a new report and shall include only reports for the new event. Earlier reports shall not be repeated.

Assignments

There are no pre-assigned operating locations for SARES members. Resource net control shall have responsibility for dispatching all operators. Operating location, tactical call sign and assignment mission shall be given by the resource net control operator.

Resource net control shall provide the activation number for the event or incident. An activation number is required for DSW coverage.

All participants shall be logged on an event ICS-211A form by the resource net control operator or the net scribe. Resource net control shall add an operator to the ICS-211A form when the operator is dispatched to their assignment. This will be the check-in time. Resource net control shall enter the check-out time when the operator reports arrival at the final destination after an assignment has been completed.

Assignments may include but not be limited to:

- a. ARKS
- b. CERT teams
- c. Fire Stations
- d. Medical Locations
- e. Senior Center
- f. Shelters
- g. Mobile Emergency Operation Center (MEOC)
- h. Staging Areas
- i. Community Point of Distribution (CPOD)
- j. Pollution control center.
- k. Corporate yard
- l. Flood watches

Operations

It is the responsibility of the SARES member to have the equipment required for operation at their assigned location. SARES members shall be familiar with

- the recommended go-kit equipment list published on the Santa Clara County ARES/RACES web site (See Appendix 10: Additional Resources and References).
- the frequencies and purpose of the nets listed below.

Unless explicitly stated otherwise, all operations should follow County procedures as outlined in "Performance Standards and Best Practices".

Voice Nets:

- a. City Resource Net
- b. City Command Net
- c. City Message Net

- d. County Resource Net
- e. County Message Net
- f. County Command Net
- g. County EOC to EOC radio network

Packet Operations use the County BBS System. Operations may be within the city or between the city and county.

Packet operators shall configure the latest public Outpost application on their computer so that all local Sunnyvale bulletins are automatically downloaded. (See Appendix 8: Outpost Settings for SNY Bulletin Collection)

When beginning packet operations, the packet operator shall send a Sunnyvale local bulletin announcing their station is on the air. A similar bulletin shall be issued when closing their packet operations.

During packet operations packet stations shall, when possible, monitor the SARES and/or County voice command net and use this net for voice communications with other packet operators.

Radio Room Operations

All SARES operations during any event will follow the direction of the Sunnyvale Office of Emergency Services (OES) or the Incident Commander (IC). All SARES message traffic shall flow from the EOC radio room to either the Departmental Operations Center (DOC), the Emergency Operation Center (EOC) or the Dispatch center as appropriate.

Voice messages shall be delivered their recipient either electronically or by a runner. The runner does not have to be a licensed ham radio operator and could be any volunteer or a SARES member. A copy of the message shall be kept in the radio room. The radio room supervisor shall maintain a log of all messages leaving the radio room and the log shall note where the message was sent. How it was sent. The day and time it was sent. And who signed for the message at the receiving location.

Packet messages can be routed to any network printer. Outpost will retain copies of the messages and a log of the message traffic. If a network printer is not available, and the message must be transferred by a runner, the same method used for voice messages shall be used.

Mobile Emergency Operations Center (MEOC) Operations

The MEOC could be designated as the only communications center for a specific event, or as an auxiliary communications center. SARES staffing will be based on the agency needs. SARES operations may be inside or outside of the MEOC at the direction of the Office of Emergency Services or the Incident Commander. Voice and packet may be used during the activation. The processes and protocols outlined for the EOC radio room shall apply to MEOC staffing.

Staffing

Staffing needs will be defined by the type and size of the activation. The EC, or the EC's designate, shall be responsible for the staffing plan.

- SARES members shall be assigned based on the requirements and the duration of the event.
- Spontaneous ham volunteers (hams who are not members of SARES) shall be assigned after all available SARES members have been assigned.
- Spontaneous ham volunteers may be assigned to scribe or runner jobs in order to familiarize them with the processes and protocols used by ARES groups in Santa Clara County.
- CERT and non-ham volunteers shall be assigned to supporting roles such as net control scribe or runner.

- Non-SARES volunteers need to have DSW registration.

Travel

All travel to and from an assignment shall be supervised by the resource net control operator. Travel to and from an assigned location shall be directed by resource net control and all operators shall follow the instructions given by resource net control.

T-Cards

The resource net control shall manage T-cards. T-cards are a resource tracking tool for personnel and equipment.

T-Cards shall be used to track go-cases and other SARES equipment issued in support of an event assignment.

Health and Welfare

Health and Welfare checks are a key method for supervising field communicators, required by DSW rules. Regardless of the type of Net, the net control operator will conduct regular Health and Welfare check, typically every 30 minutes. On a busy net only, the Health and Welfare frequency may be reduced and Health and Welfare checks may be skipped for operators otherwise heard on the net. Operators participating in multiple nets will be subject to Health and Welfare checks on only one net.

Multi-hour and Longer Activations

An activation may cover long periods of time. This may require staffing assignments of multiple hours over many days. The EC, or the EC's designate, shall supervise staffing assignments and consider allocation of available personnel for multiple shifts. This may include prioritizing, with direction from the served agency, which assignments are most critical.

All staffing assignments shall include a shift overlap period during which the relief operator is briefed by the operator who is leaving the assignment. The shift overlap period shall be at least 30 minutes. During this period the new operator is briefed on the current status of operations.

Shift Change and Net Control Handoff

During all shift changes the operator being relieved shall brief the operator coming on duty. This briefing shall include all active assignments, identification of the Incident Commander (IC), nets in operation and their operating frequencies, and contact information for the IC, EC or his designate.

Handoff of net control duties shall be conducted during a health and welfare check. The health and welfare check provides the operator coming on duty information about active tactical positions and ensures all operators are accounted for before there is a change in NCO. At the end of this health and welfare check the retiring NCO is relieved.

Documentation

All messages and logs are legal documents. They must be legible and shall be turned in at the end of an operating shift. This includes ICS based forms and any notes or informal messages. At the end of a shift

all documentation shall be given to the supervisor on duty, the EC or his designate. Documentation from all SARES members and volunteers supporting SARES shall be collected by the EC.

Relief

At any time during an activation if it is necessary to be absent from an assigned location, or an operator will be away from their radio, either the supervisor at the assigned location or net control shall be notified. Upon returning to the operating assignment the supervisor or net control operator shall be notified.

De-activation

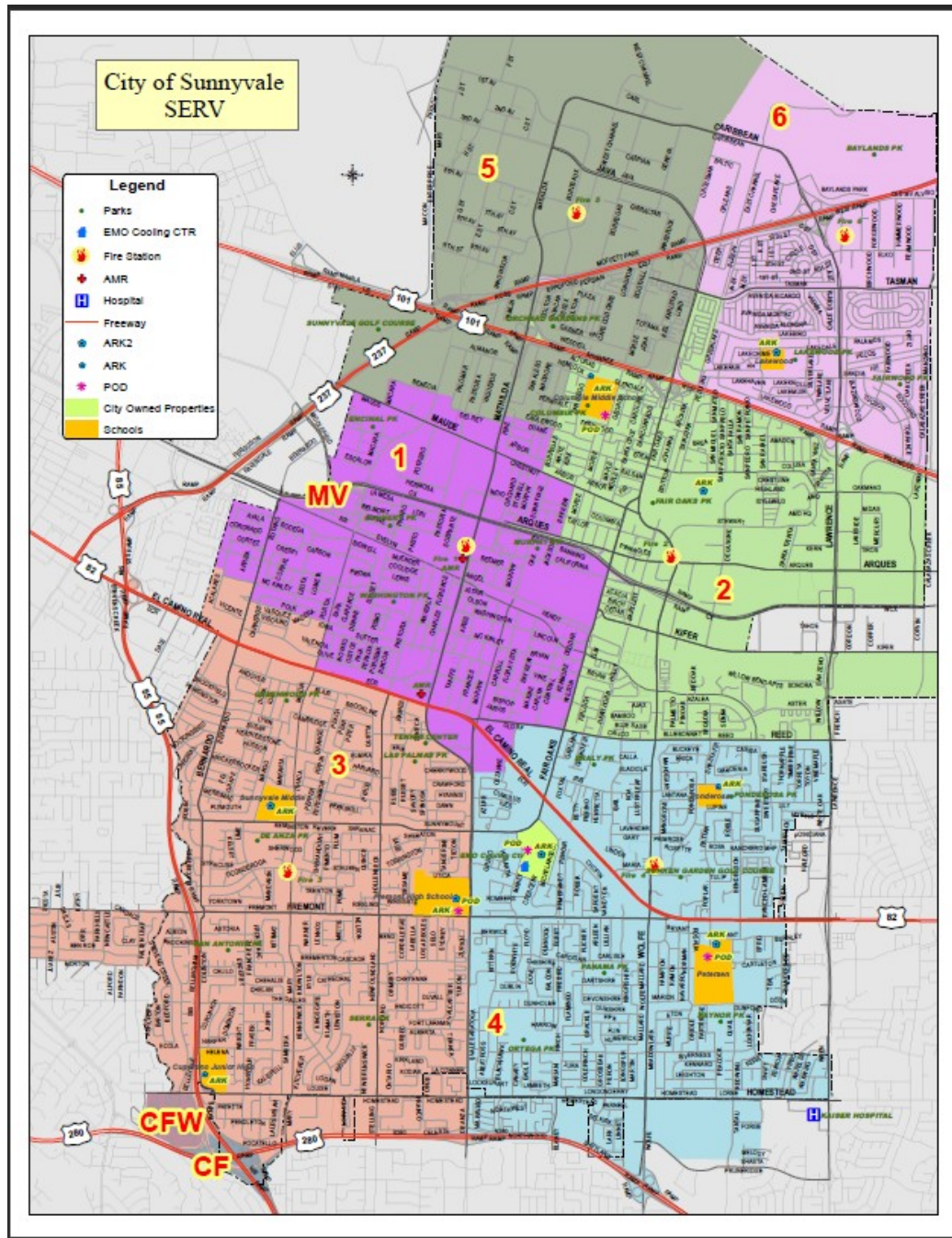
The de-activation process is the reverse of the activation process. The resource net cannot be closed until all activated operators have reported arrival at their final destination.

After Action Report

The EC or event lead shall submit a report for all emergency and simulated emergency operations as soon as possible after the event, based on the logs and recollections of the participants.

Appendix 1: City of Sunnyvale Fire District Map

See Resources on [K6SNY.org](https://www.k6sny.org) for current revision.



Appendix 2: Mike-Mike Scale & Model Script

See Resources on K6SNY.org for current revision.

Net Conducted by:

Date:

Time:

Fire District	MM 5 or Lower	Mike-Mike Tally (use tick/tally marks)			Report Totals (numerical)		
		MM 6	MM 7	MM 8	MM 6	MM 7	MM 8
1							
2							
3							
4							
5							
6							

Suggested Script:

"This is (your name & call-sign), we have just experienced an earthquake. I am operating a damage information collection net, this is a directed net. I cannot dispatch any emergency service, if you have an emergency please call 9-1-1.

We will be collecting information by using the Sunnyvale Fire Districts and the Mike-Mike scale. We will collect reports for Mike-Mike 6 and above first. After MM 6 and higher reports are collected for each district I will ask for any MM 5 or lower reports for each district. We will take reports from five (5) call-signs at a time only as follows; Give your call-sign & wait for acknowledgement - you will be called, then provide the information in the following order:

call-sign - District number - Mike-Mike number - call-sign.

First 5 call-signs, please."

Acknowledge 5 call-signs at a time, then call each call-sign to obtain report. The table above is prepared to assist in an expeditious Mike-Mike gathering tool. Remember after the MM 6 and above reports are collected ask if there are any reports in any district that are MM5 or lower.

Here is the pertinent Mike-Mike scale information:

Modified Mercalli (Mike-Mike) Scale

MM1 – Not felt at all

MM2 – Felt by persons at rest, on upper floors

MM3 – Felt indoors; objects swing; like light truck passing

MM4 – Windows, dishes rattle; standing cars rock; walls creak

MM5 – Felt outdoors; liquids disturbed/spilled; pictures move; doors swing; small items displaced

MM6 – Windows, dishes, glassware broken; books off shelf; pictures off walls; furniture moved/toppled

MM7 – Difficult to stand; noticed by drivers of cars; waves on ponds; furniture broken; chimneys, plaster fall

MM8 – Steering of cars affected; damage to masonry; towers & elevated tanks fall; branches broken; frame houses move

Refer to City of Sunnyvale Seis V Map

Revised: April 2019

Appendix 3: SARES General Communications Plan

See Resources on K6SNY.org for current revision.

COMMUNICATIONS PLAN SCCo ARES/RACES/ACS		1. Incident Name/Location SARES General Communications Plan			2. Activation Number		3. Operational Period Date/Time From Date: To Date: From Time: To Time:		
4. Communications Resources									
Ch #	Function	Call Sign and/or Sys / Net / Ch / TG Name	Assignment	Rx Freq N / W	Rx Tone or NAC	Tx Freq N / W or + / - / S	Tx Tone or NAC	Mode A.D.M	Remarks
1	Net Control	K6SNY	Info Gathering Resource Net	145.170 MHz		- 0.6 MHz	94.8 Hz	A	Info Gathering Resource
12	Net Control	K6SNY	Info Gathering Resource Net	444.525 MHz		+ 5.0 MHz	94.8 Hz	A	Info Gathering Resource
2	Alternate		Info Gathering Resource Net	145.170 MHz		S	94.8 Hz	A	Check if no activity/response on channel 1
13	Alternate		Info Gathering Resource Net	444.525 MHz		S	94.8 Hz	A	Check if no activity/response on channel 12.
40	Primary Packet	W1XSC-1		145.750 MHz		S		D	Refer to Santa Clara County Packet System plan.
41	Alt. Packet	W3XSC-1		144.310 MHz		S		D	Refer to Santa Clara County Packet System plan.
22	County Reporting	AA6BT	County Info Gathering & Resource Net	146.115 MHz		+ 0.6 MHz	100 Hz	A	Mike-Mike reporting to county if no SARES report gathering net is activated.
20	County Resource Net	W6ASH	North County Resource Net	145.270 MHz		- 0.6 MHz	100 Hz	A	AA6BT SARES channel 22 is countywide resource net.
24	County Message Net	W6TI	County Primary Message Net	147.360 MHz		+ 0.6 MHz	110.9 Hz	A	See SARES Frequency List for alternate county message net... K6FB channel 19.
27	County Command Net	WB6ZVW	County Primary Command Net	442.500 MHz		+ 5.0 MHz	100 Hz	A	See SARES Frequency List for alternate county message net – K6FB channel 27.
5. Special Instructions This plan is a general plan for any incidents or activations where a plan has not been specifically created for that incident or activation. Utilization of Rx Tone or NAC is not recommended for SARES operations.									
ICS 205 SCCo RACES		6.Prepared by (Communications Unit Leader) Jerry Thalls / EC SARES			7.Prepared Date/Time January 2019			8. Page 1 of 1	

See reverse for instructions. All channels are shown as if programmed in a base station, mobile or portable radio. Repeater stations must be programmed with the Rx and Tx reversed.

ICS 205-SCCo ARES/RACES/ACS (rev. 2018-Jul-09)

Appendix 4: Resource Net Control Script

See Resources on K6SNY.org for current revision.

Resource Net Control Script

Don't forget to announce this is "DRILL TRAFFIC" at beginning of each transmission. Identify with the "resource net control" tactical id and your call every 10 minutes.

Model Script:

This is (*your call sign*), my name is (*your name*).

I am activating the SARES resource net. This is (your name), (your call). I will be serving as resource net control. This is a directed net. Please follow net control's instructions for all net traffic.

Emergency traffic can break in at any time.

I will take a roll call of all SARES members now. Please state your call, the city quadrant you are in and whether you are ready to travel to an assigned location. Wait for my instructions before leaving your current location.

I will take 5 call signs now.

(Repeat until there are no check-ins. Then contact each station on your check-in list for dispatch to their assigned location.)

I will now begin assignments to city locations requiring operators. When you are called please confirm you are ready to travel. Give me the last 3 digits of your odometer and your current location or nearest cross streets. Upon arrival at your assigned location, call this net to confirm you have arrived and provide the last 3 digits of your odometer and wait for my instructions.

Do not leave your car until you have been given your assignment by this net control.

Resource net control will assign you to the correct tactical net. Move to the assigned tactical net and call the tactical net control operator.

(Follow this tracking process in reverse to track operators to their home location.)

File: Resource Net Control Scrip_Aug2016

Appendix 5: EOC Radio Room Opening Checklist

See Resources on K6SNY.org for current revision.

SARES EOC Radio Room Opening Checklist

- o Check-in with the OES
 - o Confirm the *Departmental Operation Center (DOC)* is operational
 - o Confirm the *Emergency Operation Center (EOC)* is operational
- o Complete activation form creating activation number and obtain OES signature
- o Post activation number in radio room
- o Operating area/tables clear
- o Start 211
 - o All operators are wearing vests and name badges
- o Start 214
- o Radios monitor channels 1 & 12
- o Log onto computer and open Outpost
 - o Confirm packet station is operational
 - o Confirm the radio room printer is operational
 - o Check the paper level in the radio room printer
- o Confirm radio room telephone is operational
- o Confirm EOC to EOC radio is operational
- o Set up headphones on all voice radios and confirm operation
- o Frequency list available and visible
- o SARES General Communications Plan or event specific communications plan visible
- o City of Sunnyvale SERV Map available
- o Mike-Mike tally sheet and script available
- o Resource net control script available
- o All ICS forms available
- o T-Card rack and blank T-cards in place

Appendix 6: Sunnyvale Tactical Call List

SNYEOC Sunnyvale EOC
SNYDOC Sunnyvale DOC
SNYMCC Sunnyvale Mobile Communications Center

SNYFS1 Sunnyvale Fire Station 1
SNYFS2 Sunnyvale Fire Station 2
SNYFS3 Sunnyvale Fire Station 3
SNYFS4 Sunnyvale Fire Station 4
SNYFS5 Sunnyvale Fire Station 5
SNYFS6 Sunnyvale Fire Station 6

SNYVC1 Sunnyvale Volunteer Center 1
SNYVC2 Sunnyvale Volunteer Center 2
SNYVC3 Sunnyvale Volunteer Center 3
SNYVC4 Sunnyvale Volunteer Center 4

SNYS01 through SNYS10 for Sunnyvale Shelters 01 through 10

SNYA01 Columbia Middle ARK, 739 Morse
SNYA02 King's Academy ARK, 562 Britton
SNYA03 Cupertino Middle ARK, 1650 Bernardo
SNYA04 Fremont High ARK, 1279 Sunnyvale-Saratoga Rd
SNYA05 Sunnyvale Middle ARK, 1080 Mango
SNYA06 Community Center ARK, 1014 Michelangelo
SNYA07 Peterson Middle ARK, 1380 Rosalia Ave.
SNYA08 Ponderosa Elementary ARK, 408 Ponderosa
SNYA09 Lakewood Elementary ARK, 750 Lakechime

SNY001 through SNY010 Tactical call for ad-hoc and short-term assignment

Appendix 7: Sunnyvale ARKs

<i>Fire District</i>	<i>Name</i>	<i>Location</i>	<i>GPS</i>	<i>Tactical Call</i>
2	Columbia Middle	739 Morse	37.395,-122.021	SNYA01
2	King's Academy	562 Britton	37.385,-122.013	SNYA02
3	Cupertino Middle	1650 Bernardo	37.338,-122.058	SNYA03
3	Fremont High	1279 Sunnyvale-Saratoga Rd	37.353,-122.033	SNYA04
3	Sunnyvale Middle	1080 Mango	37.360,-122.052	SNYA05
4	Community Center	1014 Michelangelo	37.357,-122.024	SNYA06
4	Peterson Middle	1380 Rosalia Ave.	37.349,-122.006	SNYA07
4	Ponderosa Elementary	408 Ponderosa	37.362,-122.007	SNYA08
6	Lakewood Elementary	750 Lakechime	37.398,-122.002	SNYA09

Appendix 8: Outpost Settings for SNY Bulletin Collection

Sunnyvale Specific Bulletins

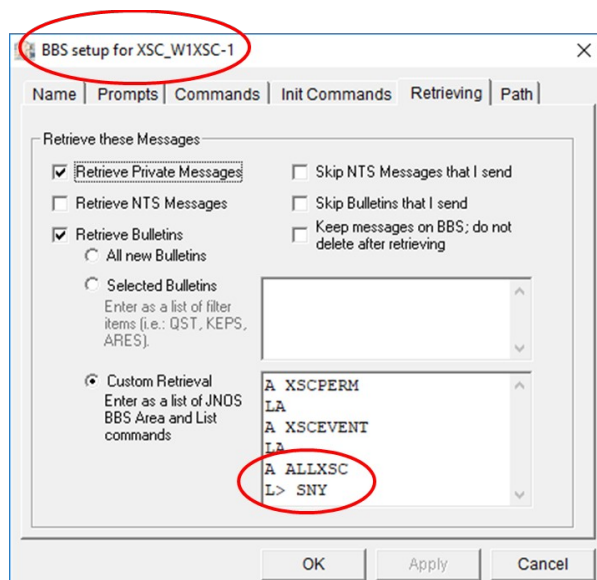
- *Drills, meetings, activations & other events*

Within Outpost

- *Setup > BBS > Retrieving*

Set for all county BBS's

- *Each must be done individually*



Appendix 9: T-Cards


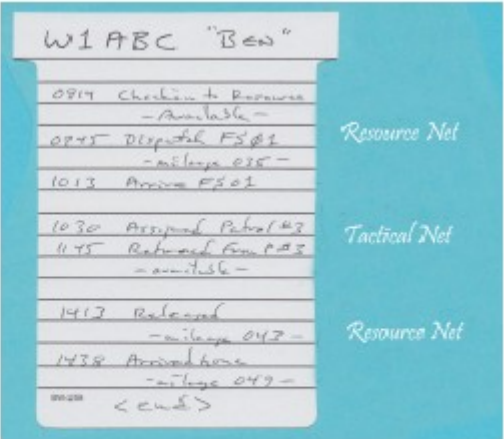
The T-card system consists of a rack that contains localized slots that hold "T-cards" in a manner that displays the header (the top of the "T") in such a way that:

- The header is visible for each T-card in the rack, and
- The location of each T-card is grouped in the rack according to current status -- e.g.,
 - Available
 - En-route
 - On location (and potentially which location)
 - Unavailable
 - Closed
 - etc.

Each T-card contains the following information (in chronological order)

- Header identification (usually callsign and volunteer name)
- List of actions relating to that volunteer (each action timestamped)

Please refer to the following example illustration

Blank T-card:	Example T-card use:
	

Appendix 10: Additional Resources and References

See the following web sites for more information, forms and lists:

Santa Clara County ARES/RACES <https://www.scc-ares-races.org/aresraces.htm>

- Maintain your contact information
- Go-kit content lists
- County and city frequency list
- County and city ARES leadership contact information
- County event signup page for county sponsored classes and events
- Forms (ICS-211, ICS-309, ICS-214, etc.)
- Performance Standards and Best Practices

Sunnyvale SERV <https://sunnyvaleserv.org/home>

- Maintain your contact information
- Record your volunteer hours
- SARES roster
- Events calendar
- Useful information on disaster preparedness

SARES <https://K6SNY.org/>

- Sunnyvale Frequency List
- Mike-Mike net model script and tally chart
- Sunnyvale ARES General Communications Plan (ICS-205)
- City of Sunnyvale fire district map
- Phonetic alphabet
- Sunnyvale CERT Damage Assessment Form
- Sunnyvale SARES form 911 for dispatch service calls
- Information on the SARES Repeater Group

Map Resources

- a. City of Sunnyvale SERV Map – see SARES link above
- b. Paper maps covering Santa Clara County
- c. Google Maps – can be used in “offline” mode after downloading a map covering an area of interest
- d. HERE WeGo – offline map app for use when wireless/cell service is not available
<https://wego.here.com/?map> or Google Play or Apple Store