



Santa Clara County ARES / RACES

Mutual Aid Communicator Program Overview

Feb 2010

What is a Mutual Aid Communicator?

- Amateur radio operator (any license class)
- Willing to be deployed outside their own city
- Meets basic/minimum requirements
 - Administrative
 - Training
 - Equipment
 - Experience
 - Performance

Typical MAC Assignments

- Field Communicator
 - Field checkpoints, CERT team communicator, damage surveys, crowd observation and information assistance, shelters, ...
- Net Control Operator
 - County EOC, city EOC, tactical nets, staging area nets, ...
- Packet Operator
 - County EOC, city EOC, shelter, staging area, ...
- Shadow Communicator
 - Public event staff, city or county staff, hospital staff, ...
- HF Operator (TBD)
 - Pass traffic out of the county, remote locations, ...

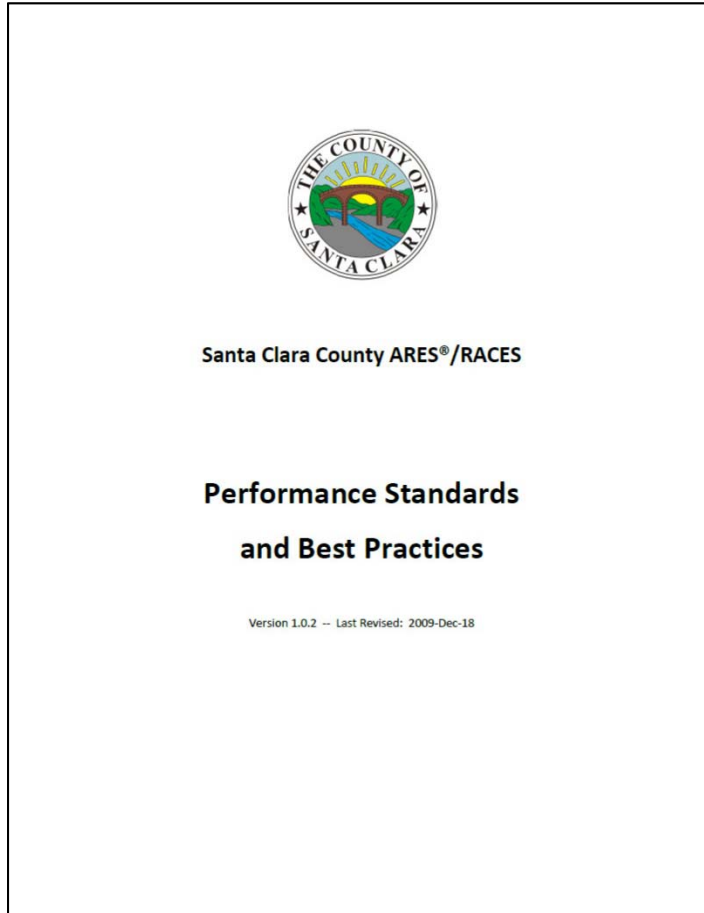
MAC Program Entrance Requirements



- Candidate must meet minimum requirements
- City EC recommends candidate when ready
- County RACES Chief Radio Officer can accept or decline the recommendation
- Once accepted, the individual becomes a MAC

Process is defined in the MAC Program Handbook
<http://www.scc-ares-races.org/mac>

SCCo Performance Standards



- What are they?
 - An itemized, objective set of performance standards for emergency communicators
 - Distilled from county training courses and best practices
- How are they used?
 - Recommended for all EmComm
 - Required minimum standard for MACs
 - Objective standard for MAC evals

<http://www.scc-ares-races.org/operations.html>

Performance Standards Summary

- **Professionalism**
 - Assignment, team member, served agency, independence, training
- **Communications Technique**
 - Verbal comms, radio technique, written comms, call signs,
- **Safety**
 - Personal safety, fatigue, stress, cold, heat, lightning, floods, land/mudslides, earthquakes, fire
- **Methods and Procedures**
 - County nets, resource net, message passing, maintaining contact, logging and record keeping, served agency protocols, relieve briefings
- **Equipment**
 - Go kit, maintaining control over radio, HT equipment, mobile equipment, packet equipment, HF equipment
- **Documentation**
 - Personal documentation, operations documentation; forms

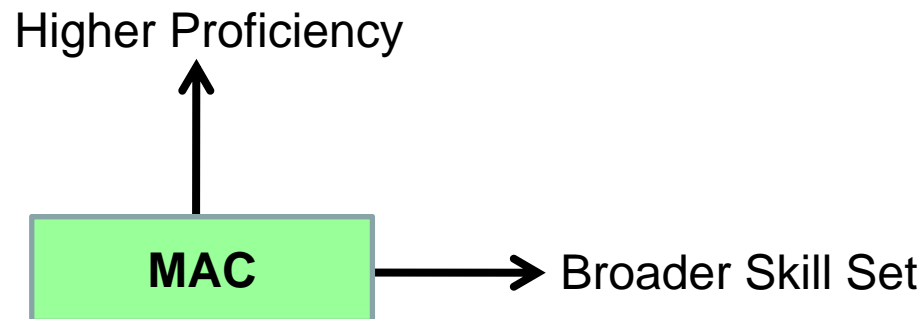
Example from Performance Standards

- From Communications Technique section:
 - “Verbal communications is effective, clear and concise
 - Maintains a clear speaking voice
 - Controls tone of voice, even under stress
 - Has a good command of the English language
 - Uses plain English, no 10-codes, Q-codes, etc.
 - Properly uses/pronounces letters and numbers
 - Properly uses phonetics and can recite all ITU standard phonetic letters
 - Properly speaks numbers, including multi-digit numbers and decimal points
 - ...
 - “Radio technique is effective
 - Makes only necessary transmissions
 - Leaves pause at beginning of transmission to allow repeater to key up
 - Leaves sufficient gaps between transmissions for others to break in
 - ...

Objectively defines what we are already doing (or should be doing!)

Becoming a MAC is Just the Beginning

- Opportunities to learn
 - Different cities + different served agencies + MAC drills = higher proficiency + broader skill set



- Existing pool of MACs has widely varying skill sets
 - This occurs naturally, based on individual interest
 - That's part of what makes it fun

How to Use Widely Varying Skill Sets?

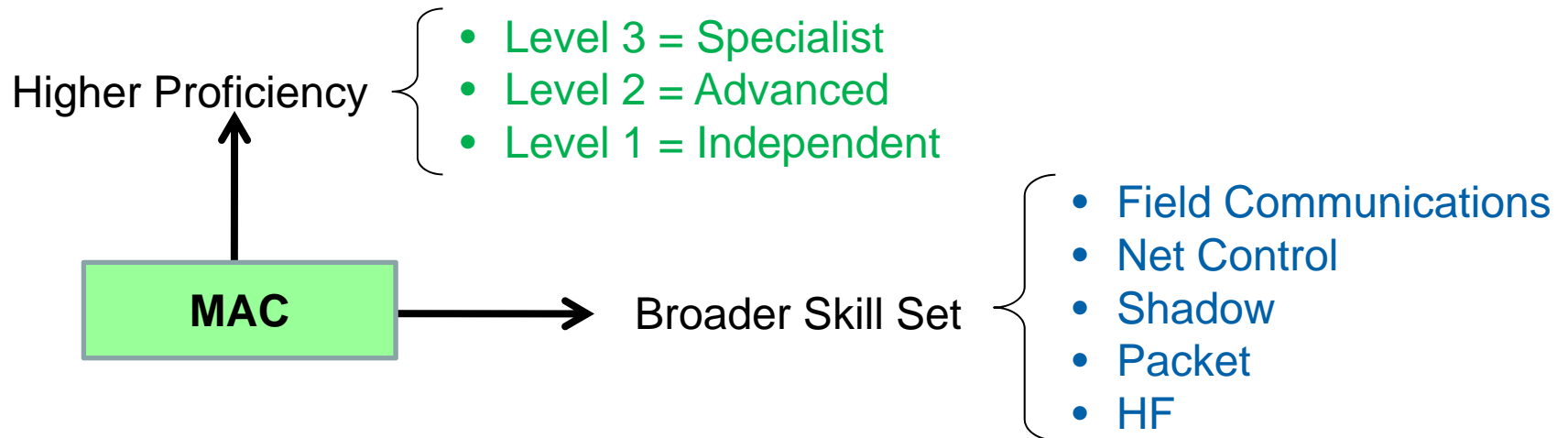
Current Assignment Process:



- Requesting resources
 - What types of resources are available to request?
 - How does served agency request specific type of resource?
 - When a resource arrives, what capabilities does he/she have?
- Assigning resources
 - How many MACs do we have that can do X?
 - How does net control know which MAC has which capabilities?
- We currently use individual knowledge to fill the gap
 - Problem: Who can know everyone's skill level? (hint: no one!)

MAC Qualification Program Structure

- Guiding principal: “what we already do, where and when we already do it”
- Take what we already do and divide it into meaningful and useful “buckets” of capabilities
- Structure:



MAC Qualifications at a Glance

Broad Skill Set

	Skill Areas				
	Field Comms	Net Control	Shadow	Packet	HF (future)
Expertise					
3- Specialist	Field Comm 3	Net Control 3	Shadow 3	Packet 3	HF 3
2- Advanced	Field Comm 2	Net Control 2	Shadow 2	Packet 2	HF 2
1- Independent	Field Comm 1	Net Control 1	Shadow 1	Packet 1	HF 1
Basic	Mutual Aid Communicator				

Currently, Level 1 and Level 2 qualifications are defined

View and Track your MAC Status Online

- View color coded qualification status summary
- Drill down to individual details in each qualification
- Print qualification credentials
- ECs: simplified report; rosters now include qualifications

Santa Clara County ARES[®]/RACES
 Welcome, Michael (N6MEF) (This isn't you? Then [log in...](#))

My MAC Qualification Status

Click on a qualification level in the table below for more information

	F3	H3	N3	P3	S3
E2	F2	H2	N2	P2	S2
E1	F1	H1	N1	P1	S1

Mutual Aid Communicator (MAC)

MAC Evaluator	Field Communicator	HF Operator	Net Control Operator	Packet Operator	Shadow Communicator

[Print Qualification Wallet Card](#) (opens new window)

Color Key:
 Green: Completed
 Blue: Partially Completed
 Yellow: Portions about to expire
 Gray: Not Started

N6MEF
 Michael Fox

E1 SEP 2011	F2 SEP 2011	N2 SEP 2011	P2 SEP 2011	S2 SEP 2011
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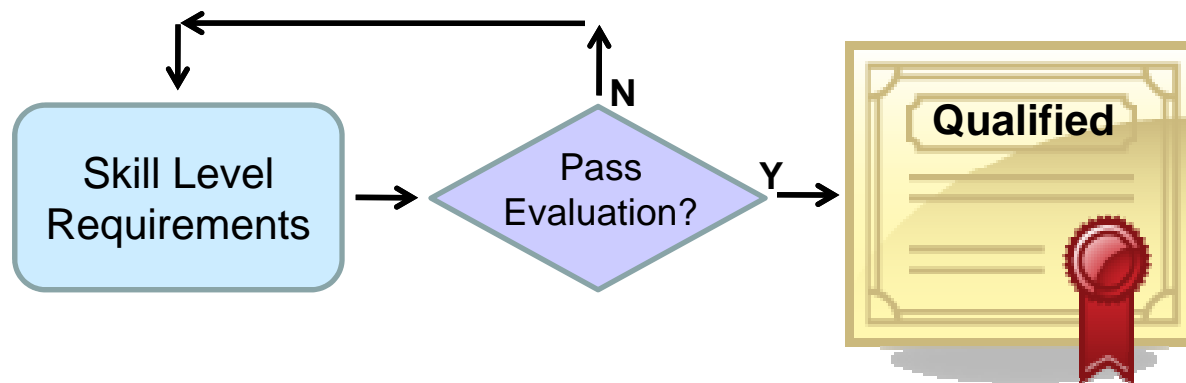
MUTUAL AID COMMUNICATOR

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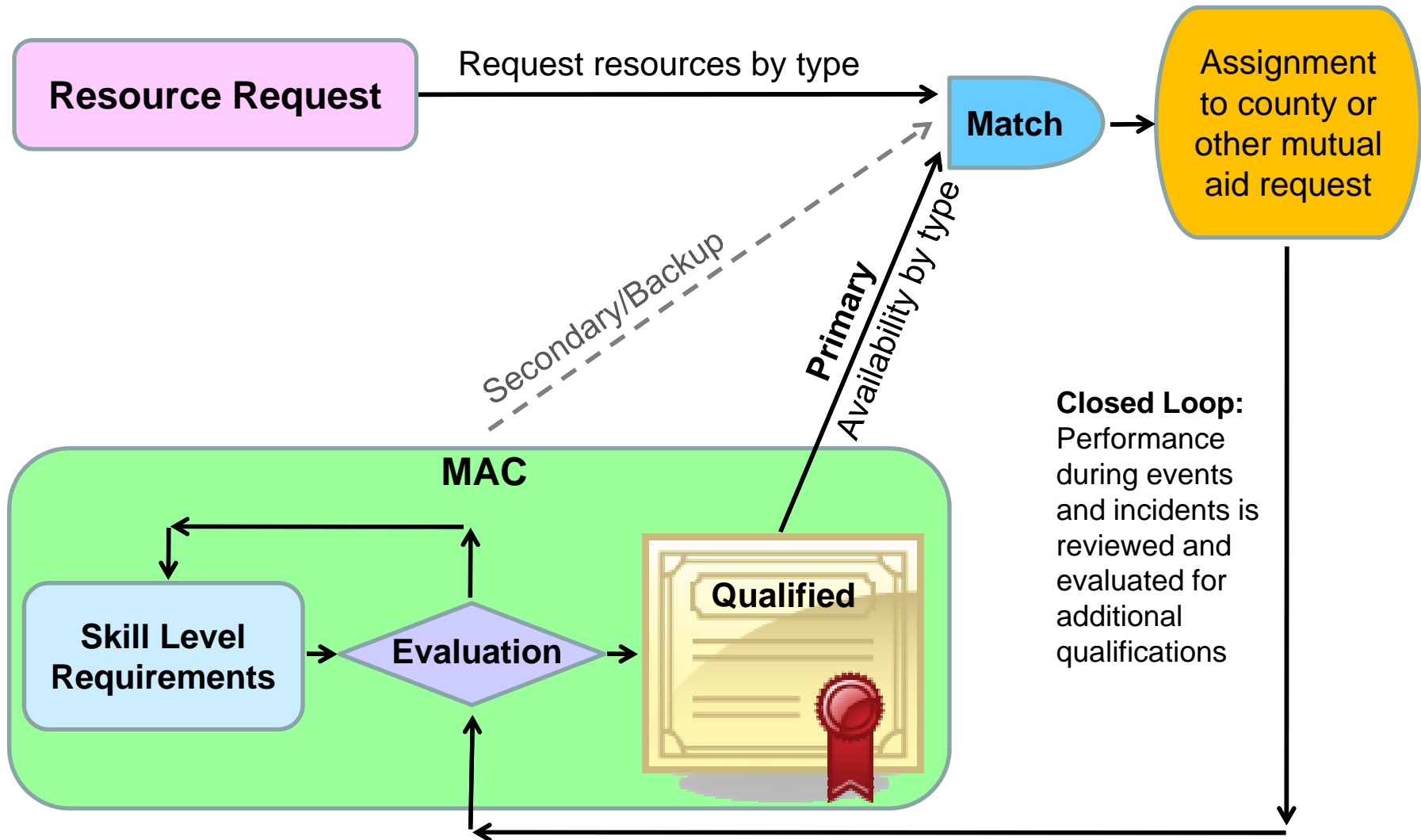
<http://www.scc-ares-races.org/activities/events.php>

Earning a Qualification is Straight Forward

- Candidate completes requirements for the skill level
 - Prerequisites
 - Training
 - Participation
- Candidate undergoes a standardized evaluation
 - If passed, qualification is recorded in county database
 - If not, attend more training, participate in more activities, try again



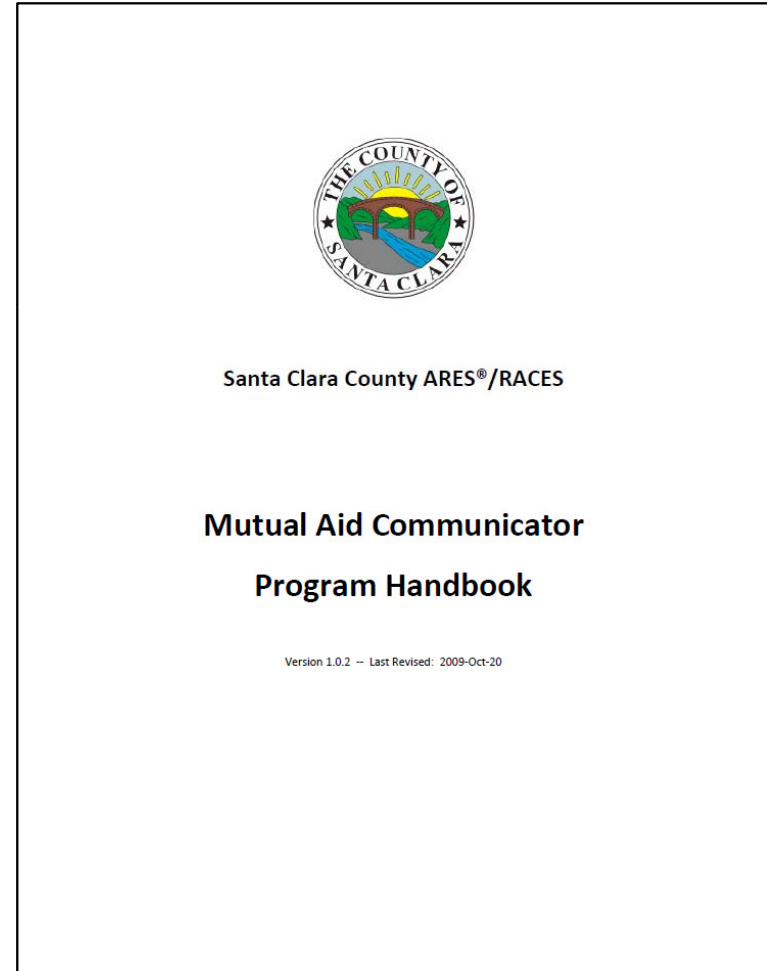
Migrate to New MAC Assignment Process



More Info in the MAC Program Handbook

Table of Contents:

- Entrance Requirements
- Roles and Responsibilities
- Resource Assignment & Typing
- Beyond the Basics
- Evaluations
- Recognition
- Advanced Qualification Definitions
- MAC Response Teams
- ICS and NIMS
- Records Management
- Program Management



<http://www.scc-ares-races.org/mac>

Thanks!

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