

Huntington Beach RACES - Notification Procedures

When HB RACES is activated by the city of Huntington Beach, or placed in the *Alert* or *Standby* stage of potential activation, all HB RACES personnel must be promptly notified. The HB RACES Chief Radio Officer or delegate will endeavor to complete a notification process using a variety of methods to ensure redundancy. One of these methods is commonly called a Phone Tree Notification.

Phone Tree Notification

Phone Tree Notification uses a current callout roster (<http://www.hbraces.org/password/roster.php?type=callout>) as the source for personnel phone numbers and the preferred order of contact. Refer to a recent printout of this roster. The phone tree notification may be conducted by one or more individuals – coordinate your efforts appropriately. To ensure that a clear and concise message is provided to RACES personnel, read the notification scripts as they have been prepared for both person-to-person phone calls or when leaving a voice message. Use the numeric pager message if you reach a paging system that requests a numeric phone number. Net control will have instructed you on which script should be used and any modifications that need to be made to it for the particular situation.

Notification Scripts

Drill – Test notification

Numeric Pager Message: 145-140-9999

This is [Your Name], [Your Call] from HB RACES. This is a drill. HB RACES is conducting a test of our phone notification procedure. If HB RACES had been activated this message would have provided key details and instructed you to check-in to an HB RACES net on Channel 1. No radio net is currently in progress. This is only a drill.

Alert – e.g. significant weather or storm warnings

Numeric Pager Message: 145-140-3333

This is [Your Name], [Your Call] from HB RACES. HB RACES is on ALERT status. An HB RACES readiness net is active on RACES Channel 1. Net control has requested all RACES personnel monitor the situation and prepare for possible activation. This alert status is in response to the _____ (brief detail).

Standby – activation is imminent, prepare for RACES duty

Numeric Pager Message: 145-140-2222

This is [Your Name], [Your Call] from HB RACES. HB RACES is on STANDBY status. An HB RACES net is active on RACES Channel 1. Net control has requested all RACES personnel to check-in with their location and availability. This standby status is in response to the _____ (brief detail).

Activation

Numeric Pager Message: 145-140-1111

This is [Your Name], [Your Call] from HB RACES. HB RACES has been ACTIVATED at _____ (time) on _____ (date). An HB RACES net is active on RACES Channel 1. Net control has requested all RACES personnel to check-in with their location and availability. This activation is in response to the city's emergency management of the _____ (brief detail).

Notes

- The callout roster is sorted with Officers in their line of succession of authority in managing activations at the top of the list. Certified Net Control Operators follow and then the core of our RACES personnel follow them. At the end of the roster is a section of RACES personnel who have not been participating in activities for both known and unknown reasons. Notify HB RACES personnel in the order of the callout roster working from the top down.
- It is impossible to predict all the obstacles that you may face while conducting the Phone Tree Notification process. When faced with an unusual situation, use common sense and a business like attitude to resolve the situation and continue your assigned duty. Advise Net Control if you are having difficulty as they may have resources that will help you resolve your problem. For example if landline phones are not working, focus on cellular and out-of-area work phones.. Net Control may have access to cellular phones to be used in an activation notification.
- Numeric pager messages are formatted as follows: 145-140-xxxx which indicates the output frequency 145.140 MHz of our primary repeater and the final digits xxxx indicate one of the following: Activation = 1111, Standby=2222, Alert=3333, Test=9999, Deactivated=0000. This numeric message is designed to work with older numeric only paging systems and entered with a touch tone phone to a paging answering system.
- If leaving a numeric call-back number to a pager, answer you incoming calls in a business like manner such as: Hello this is [Your Name], [Your Call] from HB RACES. If the incoming caller is returning your page, read the script text.
- If a RACES communicator advises you of their availability status while you are reading the notification script, advise the caller that you will relay that information to Net Control but that the caller should still check-in to the net directly as soon as they are able.
- Report progress to net control. Include important information you learned about RACES check-ins such as Call1 is available and will be on air in 15 minutes, Call2 is at work and will be on air in 2 hours.
- Respect the privacy of our members contact information and properly destroy any unused rosters at the conclusion of your assignment. Forward any call logs to the Chief Radio Officer for inclusion in the official records of the activation.