Arbor Lodge/Kenton NET
Operations & Communications Plan

Fire Management Area (FMA):	26
Fire Station – Arbor Lodge:	Fire Station #8 (N. Maryland/ N. Buffalo) GPS: Lat: 45.574959, Long: -122.68059
Fire Station – Kenton:	Fire Station #26 (N. Lombard/ N. Hereford) GPS: Lat: 45.582208, Long: -122.72263900000002
Staging Area – Primary	Arbor Lodge Park (N. Bryant and N. Delaware) GPS: Lat 45.573547363, Long -122.692466736
Staging Area - Secondary	Kenton City Park (N. Kilpatrick and N. Brandon) GPS: Lat: 45.5833631, Long: -122.6909187
BEECN Cache Location:	Arbor Lodge Park, Brick structure
UHF Channel (BEECN):	Channel 2
FRS/GMRS Channel:	FRS Channel 6 GMRS Channel 14
Team Meeting Location	Kenton Fire House (8105 N. Brandon Ave)

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SECTION 1: Introduction

Purpose of This Document

The purpose of this document is to instruct Neighborhood Emergency Team (NET) members on the procedures of deployment specific to the Arbor Lodge/Kenton neighborhoods. These guidelines are in addition to any guides published by the Portland Bureau of Emergency Management (PBEM) including the NET Guidelines.

> All Arbor Lodge/Kenton NET members should keep
> a copy of this document in their NET backpack!

Intent of This Document

The intent of this plan is to provide detailed data of the area, the personnel, and the inventory available which then can be used in coordination with basic NET field training to provide the baseline knowledge for handling any emergency. In the spirit of NET training, not all contingencies or disasters are specifically addressed. When using this operations plan, NET members are reminded to first secure themselves and their household, and then do the most good for the greatest number of people in the least amount of time.

About the Arbor Lodge/Kenton NET

Regular team communication, not occurring in a deployment or disaster scenario, is primarily handled by email or postings to the team's workgroup site, arborlodgekentonnet.wiggio.com. The group email address is arborlodgekentonnet@wiggiomail.com.

Additionally, the team holds regularly scheduled in-person meetings within the neighborhood. These meetings are for the sharing of information as well as training, discussion, and planning. The meetings are held on the third Monday of each month in the Kenton Firehouse (8105 N. Brandon Ave) at 7:00 pm.

Related Documents

This document is not meant to be a comprehensive description of the NET program or NET guidelines. Please see the official online PBEM documents for current, detailed information and protocols:

- PBEM Neighborhood Emergency Team (NET) Guidelines (800.70)
  http://www.portlandoregon.gov/pbem/article/475612
- Draft NET ICS Forms
  http://www.portlandoregon.gov/pbem/article/453433

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SECTION 2: Deployment Process

General Guidelines

The Arbor Lodge/Kenton NET team will follow the NET Communication Protocols as outlined in the PBEM [Neighborhood Emergency Team (NET) Guidelines](#) (800.70).

How Deployment Occurs

Section 800 of the NET Team Guidelines covers several deployment scenarios that we may encounter:

- 800.20 PBEM initiated deployment
- 800.25 Self deployment
- 803.30 Standing orders to deploy

PBEM-Initiated Deployment

The NET Team Guidelines make it clear that only PBEM (800.20), or other designee (800.30), can officially activate a NET. PBEM will use any means necessary to notify NET member of activation, also update a recorded message on the NET Emergency Activation hotline at 503-823-1410. This will be our primary means of being notified of activation.

Self Deployment

However, if a widespread disaster takes place and impacts major communication tools, it is likely that the Arbor Lodge/Kenton NET team will self deploy (803.25). Self-deployment is only authorized if ALL of the following conditions are met:

(1) A large citywide emergency is taking place,

(2) Communication systems (such as landlines and cell phones) are inoperative, and

(3) Members have not received instructions from PBEM and cannot reach the NET Emergency Activation recording: 503-XXX-XXXX

SECTION 3: Communications Protocols

Immediately following a major disaster, it's safe to assume that major communications infrastructure will be limited, compromised or destroyed. If not completely out of service, it is likely to be overwhelmed and/or limited in its ability to allow users to reach beyond the immediate area.

Communications Matrix

Our communications priority matrix is as follows, in order of succession. If the top-most listed communications tool is not available or unreliable at reaching the team, go down the list until contact has been made.

    (1) Data (Wiggio, Email, and SMS Text)
    (2) Phone
    (3) Radio
    (4) On Foot

Data Messaging

In the event of NET team activation, the team leadership will first attempt to notify team members via data messaging. This could include a combination of several methods:

- Posting an update on the team Wiggio site
- Sending an email to all team members
- Sending a text message to all team members

In some disaster situations, text message might work even if cellular voice does not. This is due to the ability for data to be sent over the control channel versus traffic channels. Texting can be done by phone, or if a computer with email internet access is available, using the following links:

- AT&T – mobilenumber@txt.att.net
- Sprint – mobilenumber @messaging.sprintpcs.com
- T-Mobile – mobilenumber @tmomail.net
- Verizon – mobilenumber @vtext.com

Phone Tree

If data messaging is not sufficient, the team leadership will initiate a call-down to all active Arbor Lodge/Kenton NET members, using the contact information supplied to the team and/or PBEM.
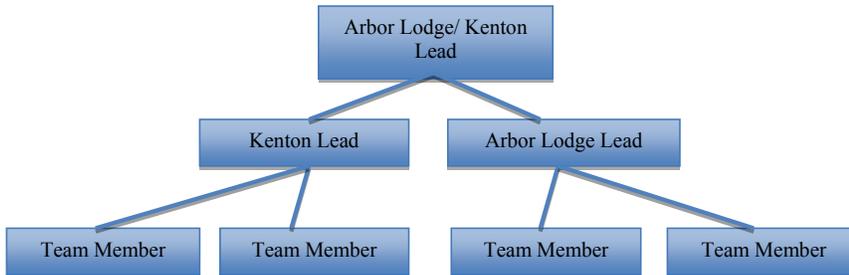
Proposed Arbor Lodge/Kenton NET Phone Tree Plan

If a team member cannot be reached, leave a message if possible, and move on to the next assigned individual.

FRS/GMRS Radio

In the case of self deployment or PBEM deployment, all team members should tune in their radio to **FRS channel 6 / GMRS Channel 14** and monitor the channel. Periodically try to make contact, saying "This is Arbor Lodge/Kenton NET member [YOUR NAME] checking in from [YOUR LOCATION]. Over." Keep in mind you may be the first person to check in, so be patient.

The Arbor Lodge/ Kenton NET team recommends that all team members carry a higher-powered GMRS radio rather than an FRS-only radio. GMRS radios have both the FRS and GMRS bands, and operate at a higher power wattage (up to 50 watts, but most commonly around 2 watts). An FCC license is required to use the GMRS bands; team members are responsible for purchasing this license.

Depending on many variables such as terrain, weather, battery life, atmosphere and other cross traffic it is possible that you may be able to reach other surrounding neighborhoods. You may also be able to reach one of the fire stations in our fire management area (FMA).

FRS/GMRS Channels

Channel numbers commonly used on FRS/GMRS dual service radios. Most radios of this type are not capable of repeater operation and do not include the repeater input frequencies.

Channel No.	Frequency	FRS	FRS Max Output	GMRS	GMRS Max Ouput	Usage/Notes
01	462.5625	FRS 1	500 mW	GMRS 9	5 W	Unofficial national calling channel
02	462.5875	FRS 2	500 mW	GMRS 10	5 W	
03	462.6125	FRS 3	500 mW	GMRS 11	5 W	
04	462.6375	FRS 4	500 mW	GMRS 12	5 W	
05	462.6625	FRS 5	500 mW	GMRS 13	5 W	
06	462.6875	FRS 6	500 mW	GMRS 14	5 W	
07	462.7125	FRS 7	500 mW	GMRS 15	5 W	
08	467.5625	FRS 8	500 mW			
09	467.5875	FRS 9	500 mW			
10	467.6125	FRS 10	500 mW			
11	467.6375	FRS 11	500 mW			
12	467.6625	FRS 12	500 mW			
13	467.6875	FRS 13	500 mW			
14	467.7125	FRS 14	500 mW			

List of FRS and GMRS channels, from:
http://wiki.radioreference.com/index.php?title=FRS/GMRS_combined_channel_chart&oldid=138644

Amateur (Ham) Radio

Ham radio is the most reliable communications tool in a disaster situation. In a disaster scenario, a ham radio is likely to be one of the few tools that can transmit outside the neighborhood to other areas of the city, state, country and world with the use of repeaters.

All Arbor Lodge/Kenton NET team members are encouraged to become licensed to operate a ham radio, but the team must have at least one designated amateur radio operator (ARO). See *Appendix B, Team Roster,* for a list of licensed AROs on our team and their call signs.

Ham Radio Protocols During Deployment

In the event of a deployment, the official team AROs will be responsible for operating the radio according to the NET Guidelines and team protocols, using the frequencies found in the chart following this section.

1. Once the team is assembled at the NET Staging Area, the ARO will check in with Multnomah County Amateur Radio Emergency Service (ARES) Resource Net Controller on the Multnomah County Secondary Repeater MC-2. Checking in with MC-2, the ARO gives his or her FCC call sign and waits for acknowledgement from the net control operator. Once recognized, the ARO then provides the following information:

   - Name
   - Location (nearest major cross streets)
   - Available equipment, including communications and transportation resources
   - NET affiliation
   - Any other information deemed necessary by the ARO or requested by net control

   The ARO then declares that she or he already has an assignment (which is to support the NET) and is switching to the PBEM tactical net.

2. If no contact is possible on the Multnomah County ARES Resource Net via the Multnomah County Secondary Repeater (MC-2), AROs should attempt to make contact with a Multnomah County ARES Net Controller via the following channels in this order:

   a) Multnomah Secondary Simplex (MC-5)
   b) Multnomah Primary Simplex (MC-4)

3. After checking in with the Resource Net Controller (or attempting to check in) the ARO switches over to the **tactical net reserved for PBEM at MC 6, followed by MC 7 if there is no answer at MC 6.** The ARO will check in with the PBEM Tactical Net Controller, sited at the ECC, and repeat the same information given for the Multnomah County Resource Net check in.

4. Regular radio traffic and monitoring commences. The NET Tactical Net Controller will contact each team periodically for status reports and issue deployment authorization messages or assignments as necessary. AROs should use the NET Tactical Net also to request resources and information.

Ham Radio Frequency List

The table below shows the main frequencies used by Portland NET. There is a packet radio channel and a separate designator for programming in talkaround (simplex on repeater output in case the repeater goes down) channels for the repeaters. MC 2, MC 8, and MC 9 are the ones of primary interest for NET operations, but they should all be programmed in as repeaters go down and interference causes people to move around.

Channel Name	Transmit Frequency	Tx PL	Receive Frequency	Description
MC 1	146.24		146.84	Primary Repeater
MC 2	147.28	+ 167.9	147.28	Secondary Repeater(Resource Net)
MC 3	146.34		146.94	Tertiary Repeater
MC 4	146.48		146.48	Primary Simplex
MC 5	146.46		146.46	Secondary Simplex
MC 6	147.04	+ 100	147.04	Delta Repeater
MC 7	147.56		147.56	Gresham Simplex
MC 8	147.58		147.58	NET Tac 1
MC 9	147.54		147.54	NET Tac 2
MC 11	146.84		146.84	Simplex
MC 12	147.28	167.9	147.28	Simplex
MC 13	146.94		146.94	Simplex
MC 14	147.04	100	147.04	Simplex

SECTION 4: Operations During Deployment

Initial Duties After Deployment

After receiving a deployment message or self-deploying, team members should:

1. Check themselves for injuries and ensure personal safety.
2. Check in with household members, ensure their safety, and treat any injuries.
3. Follow team communication protocols.
4. Put on personal protective equipment (PPE) and retrieve NET kit.
5. Proceed to the NET staging area.
6. On the way to the Staging Area, complete the **Damage Assessment Form (Form 1).**

Comment [1]: Need to make sure everyone has copies of the forms they need, and that we have a stash of forms in the BEECN as well.

On Arrival at Staging Area

As NET members arrive at the Staging area:

1. The first person on-site becomes the **Incident Team Leader** (ITL) until a pre-determined or more qualified leader arrives. This person needs to determine if the area will make a suitable command post or whether operations need to move to the back-up location.

2. As the next team members arrive, damage assessment forms are turned into the **ITL**.

3. The **ITL** will assign the first few team members to high-priority roles, including:

   a. **Amateur Radio Operator (ARO)** (communicates with emergency personnel and NET coordinator. Must be ham radio licensed.)

   b. **Scribe or Planning Lead** (coordinates resources and documentation; tracks resources who have reported for duty, and departure and return of volunteers)

   c. **Operations Lead** (coordinates all tactical operations – search and rescue, medical, etc.)

   d. **Logistics Lead** (coordinates communications and food and medical support for team members, manages supplies and facilities)
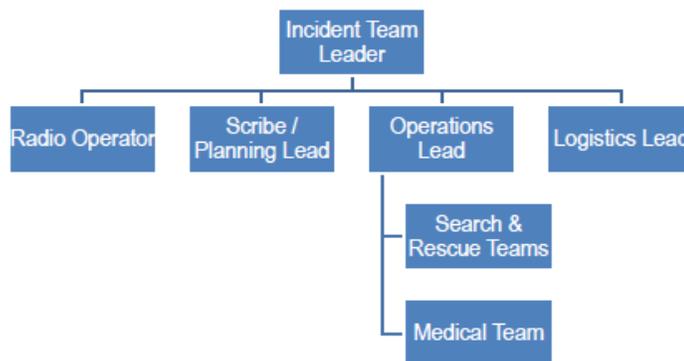
4. As intelligence is collected and assessed, the **ITL** will work with the **Section Leads** to prioritize actions and deploy and reassign volunteers as needed. Assignments are tracked by the **Operations Lead** on the **Assignment Tracking Log (Form 3),** and detailed instructions are written on the **Assignment Briefing Form (Form 4).**

5. As resources are deployed, the **Scribe** will complete the **Personnel Resources Check in Form (2b)** to track which volunteers are assigned where, and when they return. (**Team members** will always deploy to assignments in teams of 2 or more.)

6. Team Members who are deployed to the field will use the **Assignment Briefing Form (Form 4)** to log their actions. Once an assignment is completed, they will return to the NET Staging area to debrief and receive further instructions.

7. The **Operations Lead** will assign team members to a medical unit. **Medical team members** will establish an area for treatment, and a separate area for a morgue. They will use the **Victim Treatment Area Record (Form 5)** to track victims who enter the treatment area, their condition, and their status.

8. The **Logistics Lead** is responsible for checking out and checking in NET-managed equipment; all check outs will be recorded on the **Equipment Inventory Log (Form 7).**

NOTE: See Appendix A, *Forms Used During Deployment*, for a detailed description of the forms used in this process.

NET Self-Care

Add tips/expectations of maintaining NET physical and mental health – self care and watching out for others.

We need to agree as a team to listen to each other and understand when we need to take time out.

Managing "SUVs"

Spontaneous, unassigned volunteers (SUVs) are likely to show up at the staging area or BEECN site. We need to be prepared to pull them into our resource pool, identify their skills, and assign them to appropriate tasks, such as:

- Walk the neighborhood and do damage assessments.
- Knock on doors and check in with people.
- Collect blankets, first aid, or other supplies.
- Go directly to the homes of folks in the neighborhood that we've identified as medical professionals or other experts so we can get them to the scene of a particular problem. For example, if we have a downed building or debris pile with people trapped inside, an engineer may come in handy.
- Clear debris.
- Put crime scene tape around dangerous areas, in particular in areas where wires are down.
- Carry the injured.

Add tips/expectations on how we will identify, train, deploy and track spontaneous untrained volunteers.

Comment [2]: Lee: I'd like to see us have a plan for how we step NETs down to light duty at the end of shift so we don't just send people home to a case of PTSD. Maybe some of the activities I mention for SUVs would also be good for NETs at hour 10 or 11 of their shift?

Comment [3]: Need to add first-aid train-the-trainer materials to BEECN to help train SUVs.

Comment [4]: Good item to include in BEECN!

Comment [5]: Lee: I think if we get their photos, names, addresses, skill sets, and give them a number, we can put them to work on things that the rest of us aren't going to have time for. We might also benefit by unpacking those donated FMRS radios in the BEECN cache area and charging them (can we do that there?) so that SUVs can use those. We could either designate a person to manage SUVs and work with our operations lead, or make this part of the job description for the operations lead.

Responding to Community Needs

Since our staging area is at the BEECN site, we should probably discuss what our responsibility will be related to community members seeking food, water, shelter, medication, toilets, etc. Maybe also discuss how to handle aggressive or unstable behavior??

Tips:

- You and your family come first. Do not attempt to help others until you have ensured that your household is safe.
- When in doubt about what to do, always remember "Do the most good for the greatest number of people in the least amount of time.
- Document, document, document! If the forms aren't working for you, use something else. Just write it down.

SECTION 5: Ending Deployment

Team members will continue working in shifts (up to 12 hours max) and documenting everything they do until they receive a stand down order from PBEM or other emergency response personnel.

Comment [7]: Need more info here, including handing off forms to city responders, reporting time and expenses, etc.

Appendix A: Forms Used During Deployment

Why Document?

It is extremely important to document and communicate information about the disaster situation and resource status. Efficient flow of information makes it possible for resources to be deployed effectively, and for emergency services to be applied appropriately.

Documenting serves several purposes:

- The NET ITL will know what is happening throughout the incident.
- The NET ITL will have written information to pass on to the professional responders.
- The team will be able to show how many volunteer hours were provided to the City.
- Liability exposure will be documented.
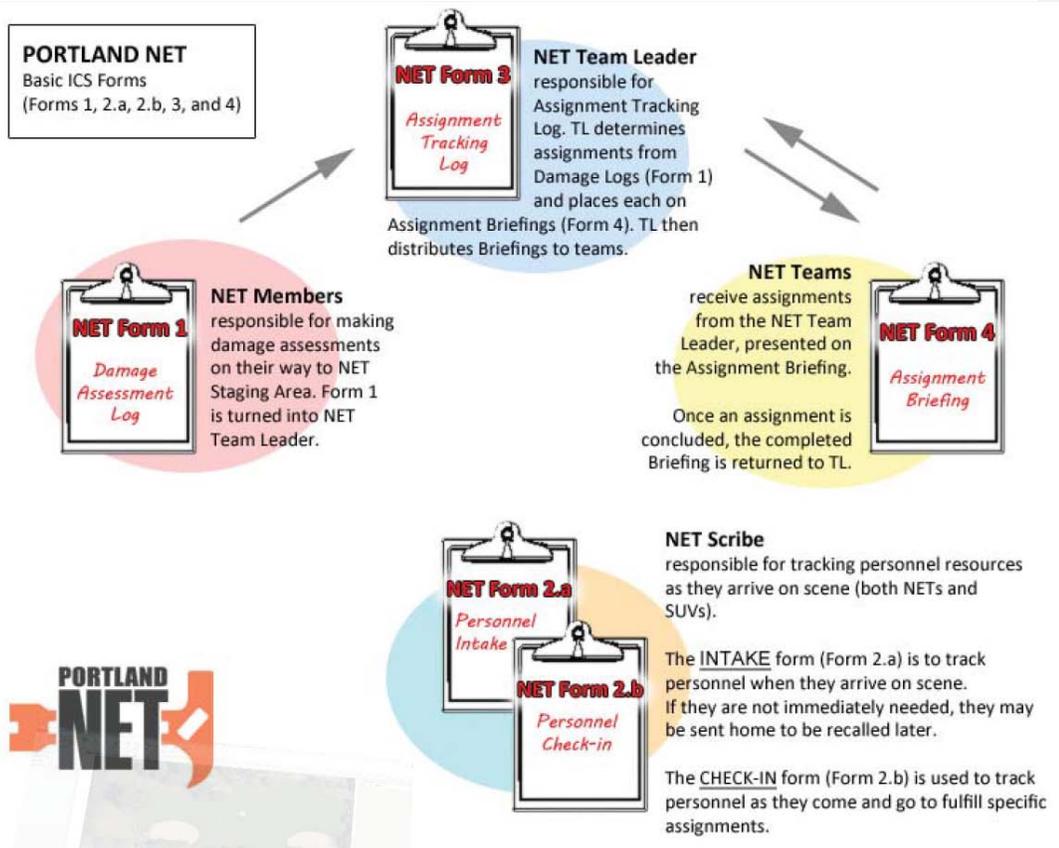- Communication will be improved between the functional areas and between shifts.

The information can be written down on the standard forms described below, OR it can be written down on a piece of paper. The important thing is to **WRITE IT DOWN!**

Standard Forms

There are nine standard forms used by NET teams. PBEM recommends printing copies to place in your NET kit. The forms can be found at: http://www.portlandoregon.gov/pbem/article/453433.

- The **Damage Assessment Form (#1)** is completed by NET members as they travel through the area to the NET Staging area. The form is then given to the NET ITL. The form provides a summary of overall hazards in selected areas. The information is used for prioritizing and formulating activities.

- The NET ITL assembles teams and makes assignments based on the damage assessment information. The NET ITL associates each assignment with a tracking number recorded with other assignment details on the **Assignment Tracking Log (#3).** This form is the most important tool for recording the activities of the functional teams and overall situation status.

- A scribe at the NET Staging area signs in each volunteer using the **Personnel Resources Intake Form (#2.a)** as they arrive, noting relevant skills and equipment. This information is passed on to the NET ITL and the volunteer is put on standby until given an assignment.

- Once a volunteer is given an assignment, that volunteer is tracked through use of the **Personnel Resources Check-In Form (#2.b).**

- The **Assignment Briefing (#4)** is shared by the NET ITL and a functional team. The NET ITL uses the front side of the form to communicate instructions about an incident such as address, incident type, and team objectives (this information is extrapolated from information provided from the Damage Assessment Forms turned in to the NET Staging area). The scribe of the functional team uses the back side (blank side) of the form to log team actions. The form is returned to the NET Staging area when the team checks in.

- The **Victim Treatment Area Record (#5)** is used to document each person brought into a treatment area and her or his condition.

- The **Communications Log (#6)** is used to log incoming and outgoing transmissions; it is typically kept by the radio operator (ARO).

- The **Equipment Inventory (#7)** is kept in the area or vehicle in which equipment is stored.

- The **General Message form (#8)** is used for sending messages between any command levels and groups. The messages must be clear and concise.

PORTLAND NET
Basic ICS Forms
(Forms 1, 2.a, 2.b, 3, and 4)

NET Form 3
Assignment Tracking Log

NET Team Leader
responsible for Assignment Tracking Log. TL determines assignments from Damage Logs (Form 1) and places each on Assignment Briefings (Form 4). TL then distributes Briefings to teams.

NET Form 1
Damage Assessment Log

NET Members
responsible for making damage assessments on their way to NET Staging Area. Form 1 is turned into NET Team Leader.

NET Teams
receive assignments from the NET Team Leader, presented on the Assignment Briefing.

Once an assignment is concluded, the completed Briefing is returned to TL.

NET Form 4
Assignment Briefing

NET Form 2.a
Personnel Intake

NET Form 2.b
Personnel Check-in

NET Scribe
responsible for tracking personnel resources as they arrive on scene (both NETs and SUVs).

The INTAKE form (Form 2.a) is to track personnel when they arrive on scene. If they are not immediately needed, they may be sent home to be recalled later.

The CHECK-IN form (Form 2.b) is used to track personnel as they come and go to fulfill specific assignments.

PORTLAND NET

Appendix C: Staging Areas and Equipment

Staging Areas

The Arbor Lodge/Kenton NET team will operate under a combined primary staging area in Arbor Lodge Park (N Bryant and N Delaware Ave). ███████████████████████████

The backup staging area is Kenton Park (N Kilpatrick and N. Brandon Ave).
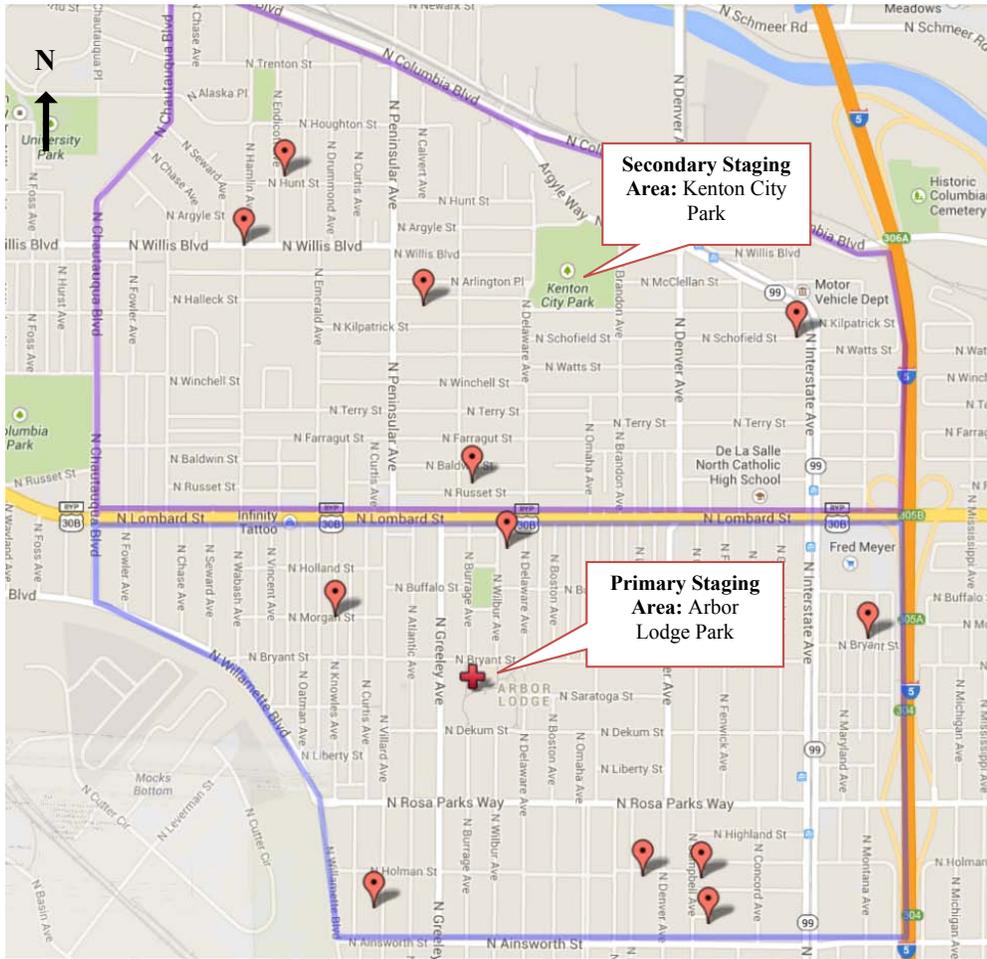
Staging areas for Arbor Lodge/Kenton NET. The 📍 *symbol show team member locations.*

BEECN Site and Equipment Cache

A Basic Earthquake Emergency Communications Node (BEECN) is a place for citizens to go after a major earthquake to ask for emergency assistance or to report severe damage or injury.

Within 24-48 hours after an earthquake, city employees or NET members will proceed to one of BEECN sites spread throughout the city. NETs use the handheld UHF radio located in the casket (the large, silver storage unit) to talk with an amateur radio operator at the nearest fire station, who will relay those messages to the city's Emergency Coordination Center (ECC). Message traffic is intended to be two-way. This means that the ECC can send response and resource information to neighborhoods through BEECNs, while neighborhoods can talk with local government to report damage or injuries and request help.

For more about the BEECN program, see the Portland Basic Earthquake Communications Node (BEECN) Guidelines.

Equipment Cache

Example of the BEECN "Casket"

A complete list of inventory items is attached to the end of this document as well as stored in the casket. Quick overview: medical supplies, radios, tent, tarp, cribbing tools, and SKED.

Personal Equipment

In addition to the equipment in the BEECN cache, each NET member is responsible for carrying their own backpack kit, as outlined in 600.15 of the NET Guidelines. Each kit should contain, at a minimum:

- NET identification badge
- NET vest
- Personal protective equipment, including helmet, safety goggles, N95 mask, kneepads, and work gloves
- First aid kit
- Flashlight
- 4-in-1 utility shutoff tool
- Prybar
- Utility knife or multitool
- Duct tape and/or triage tape
- Nylon cord, rope, or webbing
- Note pad and writing utensil
- Whistle
- AM/FM radio
- FRS/GMRS radio
- Water
- High-calorie snacks

Appendix D: Equipment Cache Inventory

Insert current equipment inventory.

Appendix E: Map of High-Risk Areas

Insert maps that show primary areas of concerns – public buildings (schools, churches, etc.) high density buildings, hazmat sites, etc. (some of these are on the Google map but we would need to add labels to the map.)