

RADIO AMATEUR CIVIL EMERGENCY SERVICE COMMUNICATIONS

Members' Procedural Manual



County of Riverside Emergency Management Department
January 2017

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Several of the appendices (separate documents) have been obtained from electronic sources; therefore, due to the evolving nature of some of these documents and, consequently, various procedures within this manual, it is important that you ascertain the most current versions offered at the time needed. The website addresses have been included with those appendices for your convenience.

I. Manual Changes

Modifications and/or updates to the Radio Amateur Civil Emergency Service (RACES) manual will be brought before the RACES Executive Committee (REC) for review and approval. The REC consists of the Chief RACES Officer, Operations Section Chief West, Operations Section Chief East, Administrative Section Chief, Planning Section Chief, and the Logistics Section Chief. Any change to the manual requires a majority vote. There must be at least three members of the REC, as well as an assistant, present in order for a vote to take place. Approved modifications will be presented to the County of Riverside Emergency Management Department (EMD) for final approval. EMD retains final approval authority for all changes to the manual.

II. Overview

a. Primary Mission

The primary mission of RACES is to provide communication services during an emergency and/or disaster that include the use of portable stations, either as a back up to established communications, or as a fill-in, where communications do not normally exist.

b. RACES Activations

RACES may be activated at the request of any governmental agency within the boundaries of Riverside County in the event of an emergency or disaster, with coordination through EMD. An example of a governmental agency may include any City, County agency or Special District (e.g. Water District, School District, or Community Service District).

c. Agencies Supported

RACES works with and provides, as requested, communication services for non-governmental organizations (NGO's), such as the American Red Cross, Riverside County Volunteer Organizations Active in Disaster (RivCoVOAD) and other local groups. RACES is available to be of service in various capacities in time of emergency or disaster. RACES will provide support to these organizations at the request of EMD.

d. Interaction with Other Communications Groups

RACES may interact with other communications groups such as ARES (American Radio Relay League Amateur Radio Emergency Services), ACS (Auxiliary Communications Service), and others, provided they are registered as Volunteer Disaster Service Workers. RACES is the official emergency communications arm of EMD.

III. Authorities

RACES is the lead organization that provides amateur communication support and response within state and federal regulation.

The authority for RACES is outlined in the United States Code of Federal Regulations, Title 47, Chapter I, Subchapter D, Part 97, Subpart E §97.407. As implemented on the national level, RACES is the responsibility of the Federal Emergency Management Agency (FEMA) which is part of the Department of Homeland Security. In the State of California, RACES is the responsibility of the California Office of Emergency Services (CalOES). In Riverside County, RACES is the responsibility of EMD.

IV. Member Eligibility Requirements

- a. Possess and maintain current licensure by the FCC in the Amateur Radio Service.
- b. Must complete fingerprinting for a California Department of Justice (DOJ) and FBI criminal offender record information search, resulting in a clean background.
- b. Registration and approval by EMD as a Volunteer Disaster Worker.
- c. Must be 18 years or over.

V. Member in Good Standing Requirements

- a. Maintain membership in good standing with Riverside County as a Volunteer Disaster Service Worker.
- b. Maintain current licensure in good standing as an amateur radio operator with the FCC.
- c. Maintain at least one 2 meter radio of 5 watts or more output in working order at all times.
- d. Possess a photo identification card issued by EMD.
- e. Complete all required basic training described in this manual.
- f. Maintain a uniform in compliance with the requirements outlined in this manual.
- g. Attend at least three (3) regular RACES meetings and training sessions per year.
- h. Participate in as many drills, practice events or community support events as practical per year.
- i. Personally answer eight (8) or more regular District Roll Calls per year.

VI. RACES Organizational Chart

- a. Command Staff- RACES member that works within the Emergency Operations Center (EOC).
- b. Operations West- Deputy Section Chief that oversees personnel and operations from the eastern boundary of Moreno Valley to the western portion of Riverside County.
- c. Operations East- Deputy Section Chief that oversees personnel and operations beginning at the Beaumont/ Banning Pass area including the City of Calimesa out to Blythe.
- d. Administration- an Executive team that makes recommendations to EMD management.
- e. Based on the newest organization chart from the EOC Strategic Team, the RACES Group Leader will report to the Communication Leader in Logistics, which is headed by RCIT.

VII. RACES Activation

- a. See TABLE Attachment (page 14)
- b. All RACES activation requests from any governmental or non-governmental agency shall be made through EMD (refer to Overview on page 2). EMD will attempt to notify RACES through the Riverside County Emergency Notification System, telephone, radio, or any other means available. A catastrophic disaster where communications are severely affected may warrant self-deployment until communication is restored through the primary Emergency Operations Center (PEOC) and alternate Emergency Operations Center (AEOC).

Once RACES is activated, the district RACES Emergency Coordinator (EC) will notify those operators in his/her district and coordinate with the appropriate RACES Branch Director and RACES Operations Section Chiefs. The RACES EC may call or announce the activation on the radio.

- c. Other members may be asked to fill a need or standby. All RACES members should be prepared at all times.

Additional information will be passed on as it becomes available. It is important that operators monitor the prearranged district resource nets when a RACES activation is pending. (Please see the frequency lists in Appendix 7 for your district).

- d. Radio Nets

The RACES leadership, EC, or designee may initiate a RACES resource net for purposes of determining the status and availability of the district. RACES members will report the overall status of their District to the appropriate RACES leadership and await further instructions.

- e. RACES Management Watch

During times of anticipated threats to the county (e.g. incoming severe weather, etc.), EMD may request RACES members to be placed on Management Watch or a higher level of preparedness. During this level, EMD may activate certain components of RACES (i.e. PEOC, AEOC, or specific parts of the County, branches, or districts) and it is expected that the activated RACES component conduct frequent radio system checks in order to ensure reliability of the communications equipment and to determine the status and availability of district RACES members within their specified areas.

If it is determined that there are insufficient communicators available and an area is left uncovered, it is expected that the RACES leadership will identify and coordinate coverage with mutual aid communicators that can cover the exposed area.

During any level of activation, all equipment should be tested. If it is determined that any of the communications equipment is found to be inoperable, this information should be forwarded immediately to EMD to determine alternative methods and a plan for repair.

f. RACES Initiated Emergency Activation

A member of the RACES leadership staff, an EC or their designee, may initiate an activation based upon a man-made or natural disaster that results in the significant loss of normal communication requiring EMD to initiate an emergency activation necessary to protect life and property.

During a catastrophic disaster where communications are severely affected, all radio operators will report to their designated locations, and report on local conditions. They will be responsible for coordinating message traffic to their designated PEOC or AEOC. Those radio operators that do not have a specified operating location will report to their EC on conditions that they are observing.

A member of the executive staff shall be located to the designated PEOC or AEOC to:

1. Represent the RACES organization and help determine the best use of the radio operators and insure that they have adequate support.
2. Assist with any Workers Comp issues that may arise, in coordination with the Finance and Administration Section in the EOC.

g. RACES Support to Other Agencies

RACES primarily supports EMD; however, RACES is available to support all governmental agencies, such as county departments and special districts, as well as non-governmental agencies, including, but not limited to hospitals, American Medical Response (AMR), the American Red Cross, search and rescue groups, Salvation Army, and RivCoVOAD.

RACES is not available to support commercial endeavors except in the event of a local declared emergency or disaster. In this case, RACES would only act in a support role.

1. Agency Activation

An agency may request RACES support through EMD, RACES leadership or the local EC. The RACES member receiving the request must notify their EC and/or Command Staff who will work with the EMD Duty Officer to obtain an Incident Number (See Appendix 5 for the Incident Number Request Procedure).

h. Mutual Aid Service

Mutual aid is an agreement among emergency responders to lend assistance across jurisdictional boundaries. This may occur due to an emergency response that exceeds local resources.

VIII. Planned Events

EMD must approve RACES participation in any planned event. (See Appendix 5 for the Incident Number Requests Procedure).

IX. Typical Activities

a. RACES activities include:

1. Training Exercises
2. Search and Rescue
3. Shadow to Agencies such as Animal Services
4. Health and Welfare, Supporting the County Health Department
5. Damage Assessment Reports
6. Red Flag Patrols
7. NWS Spotter Program
8. City/City or City/County Supplemental or Fallback Communications
9. Support of Field PIO
10. Resource Management and Tracking
11. Staffing Evacuation Shelters
12. Public Service Event

b. These activities may be a direct request for service, either as a training exercise, mutual aid resource, or as normal operations within the Riverside County Operational Area.

X. Operations

a. Net Operation Protocol

A net provides a means for orderly communication within a group of stations. Each net operation will be under the supervision and control of an experienced RACES member. RACES nets are directed nets and traffic will be limited to the mission requirements. In disasters of extended magnitude, RACES will be activated so that a Resource Net is established in each district. No individual station operator will participate in a net, a band, or any type of operation outside the class of his/her license unless under the direct supervision of a licensed operator in the class of operation being conducted.

b. Net Frequencies

Net frequencies may be obtained from your local EC.

c. Typical Operation Assignments

1. A variety of communication assignments may include but are not limited to:

- a) Fixed station operation
- b) Mobile or portable field operations
- c) Relay (in the event of no repeater coverage)
- d) Ride-along mobile operations or function as a shadow

XI. Uniform Regulations

The RACES uniform must be worn at planned events, special events, and meetings sanctioned by RACES. Casual use of the uniform is not authorized. In lieu of wearing the RACES uniform, a RACES ID Card will suffice for casual meetings where RACES presence is appropriate. If an incident number is requested and you are representing RACES, you must wear your RACES uniform. No other clothing is allowed.

a. RACES members are required to meet uniform regulations for all events, planned or active, for which a Riverside County incident or event number has been obtained. The only exception would be a Disaster Corps coordinated deployment outside of Riverside County.

b. All uniform apparel will be clean and wrinkle free.

c. Uniform Shirt - either of the following is acceptable:

1. A designated uniform shirt, long or short sleeve, will be worn during all RACES activities. The County of Riverside EMD RACES patch is to be sewn on the left shoulder and the RACES patch will be sewn on the right shoulder. EMD will supply the required patches.
2. A designated Polo shirt with the County of Riverside EMD/RACES logo embroidered over the left chest and the first name initial, last name, and call sign embroidered over the right chest.

No other patches or emblems, except for the Amateur Radio Emergency Service (ARRL Diamond) patch, sewn above the left pocket on the designated shirt, may be worn. A RACES polo shirt of other colors may be worn in lieu of the uniform shirt during club activities only, but not during active incidents.

Emergency Coordinator exception: Mutual Aid (e.g. Moreno Valley ARES/RACES).

d. RACES ID Card

The RACES ID Card is to be attached by a suitable clip to the right breast shirt pocket.

e. Pants/Trousers

Pants/trousers must be full length (no shorts or cutoffs) and of a solid, dark blue or black color. For field operations, a utility fabric may be used, such as "jeans." A plain leather belt (black) and buckle must be worn.

f. Protective Outer Garment – Weather

Outer garments (jackets) may be of a solid white, dark blue or black color. The County of Riverside EMD RACES patch must be sewn on the left shoulder and the RACES patch must be sewn on the right shoulder. County of Riverside EMD will supply the required patches.

No other patches or emblems except for the Amateur Radio Emergency Service (ARRL Diamond) patch sewn above the left pocket may be worn.

g. Shoes

Shoes or boots appropriate for your assignment should be worn. Athletic style shoes in black are acceptable. Sandals or open toed shoes are prohibited. For field activities, it is advisable to wear a sturdy boot.

h. Headgear

A RACES ball cap or boney cap*, in black or dark navy blue, or an amateur radio call sign cap displaying your call sign in gold embroidery only may be worn for planned, sanctioned RACES non-incident events. *SunHat brand.

XII. Suggested Equipment

The following is a list of recommended equipment RACES operators may need during an assignment:

a. Personal Gear

1. First aid kit
2. Knife/tools
3. Glasses and hat
4. Sleeping bag
5. Waterless cleaner
6. Prescribed medications
7. Extra prescription glasses
8. Appropriate clothes (change of clothes)
9. Flashlight with batteries
10. Sturdy shoes and extra socks
11. Food and water (3 day supply)

12. Hand-operated can opener
 13. Waterproof matches
 14. Toilet tissue
 15. Tissue
 16. Sunblock
- b. Radio Gear
1. Power adapters
 2. Spare batteries (alkaline pack)
 3. Molex, power pole, etc.
 4. Spare fuses
 5. Antennas (mag-mount, roll-up J)
 6. Coax jumpers/feed line
 7. Broadcast radio
 8. Earphones
- c. Administrative Supplies
1. Clip board and notepad
 2. Repeater directory
 3. ICS-214 Forms
 4. Pens/pencils
 5. This manual

XIII. Guidelines

- a. Procedures
1. Before responding to any emergency, make sure that you and your family are safe and cared for. Check in to your District's primary repeater or simplex frequency. If the repeater is down, use the output frequency of the repeater. If you are the first on the air, you will function in the role of net control. Make sure that you gather the names, locations, and call signs of all stations that check in.
 2. In some cases you will be asked to standby on the frequency if operators are not needed immediately. Be sure to continue to monitor the frequency until the net is shut down, or you are sure that there will be no further need for operators.
- b. Demeanor
1. RACES personnel shall maintain the highest standards of performance and behavior when called to serve. Members must present themselves in an organized, professional manner.

- a. Dress appropriately (as outlined in Section XI, Uniform Regulations). Clothing should be clean and wrinkle free.
 - b. RACES members will be working with professionals who expect professionalism in return.
 - c. Listen more than you speak and become familiar with how your serving agency operates.
 - d. Check to see if radio traffic is interfering with nearby conversation.
 - e. Always use headphones unless in an area by yourself.
2. RACES members are not policymakers. Be prepared to facilitate communication, whether it is on a cell phone, fax machine, or amateur radio.
- c. Membership Expectations
1. Licensed amateur radio operator at the technician level or above.
 2. Willing to commit time at inconvenient hours and occasions.
 3. Attend and participate in at least three (3) district events and/or meetings per year.
 4. Attend at least eight (8) RACES Monthly Communication Test and District NETS or other sanctioned events and aid in the development of needed skills and knowledge.
 5. Demonstrate the ability to perform with a high standard of customer service, professional conduct, and civil responsibility.
 6. Know how to operate your equipment and keep it in good order. It is recommended that members try to attend all training classes offered.
 7. Check in with your local nets on a regular basis. Participate in drills, public service events, and actual incidents. Present yourself as a positive, capable resource.
 8. Prepare to be a leader.

Members that fail to meet the minimum requirements of training, nets, meetings and event participation will be placed in an inactive status and cannot be used on callouts as radio operators, but may be used for non-radio operations. Such members shall meet with their District EC to work out a plan to return to active status.

- d. Discipline
1. It is the intent of this manual to clearly explain the procedures for RACES members to follow. It is important for all RACES members to know and abide by the policies and procedures stated in

this manual. Failure to follow these policies may result in disciplinary action, up to and including dismissal.

- a. When a non-ranking RACES member receives a complaint, it is important for that individual to forward the allegation onto his/her Emergency Coordinator (EC) or acting supervisor. The EC will then make contact with their respective RACES Division Chief. This may be achieved in writing. The RACES Section Chief, in consultation with the RACES Executive Officer and a designated EMD Representative, will thoroughly examine the facts. If a determination is made that the allegation is factually true, it will be the responsibility of the EMD Program Coordinator, in consultation with the RACES Chief, to determine what disciplinary action is necessary.
- b. Disciplinary options include:
 1. Remedial training
 2. Verbal Counseling
 3. Written Warning
 4. Suspension
 5. Dismissal
- c. Appeals
 1. There is no right of appeal for a RACES member who has received a verbal counseling, written warning or requested to attend remedial training. However, any RACES member who has been notified that they will be suspended or dismissed may file an appeal within 10 (ten) days of written notification of the disciplinary action to the Community Readiness Division Emergency Service Manager and/or Program Coordinator. The appeal must be in writing and state the reason(s) for the appeal. The Community Readiness Division Emergency Service Manager and/or Program Coordinator will conduct an investigation of the circumstances leading up to the disciplinary action. Such investigation may include interviews, written statements, and review of all reports and documents. The discipline may be upheld or modified as deemed appropriate. The decision of the Community Readiness Division Emergency Service Manager and/or Program Coordinator is final.
 2. Improper Conduct
 - a. If it is determined that a member is involved in improper conduct or behavior, discipline may be appropriate. Categories of "other improper conduct or behavior" may include, but not be limited to:
 - i. Criminal conduct

1. Inappropriate use of ID or misstatement of official position
 2. False statements
 3. Stealing
- ii. Other Inappropriate Conduct
1. Insubordination
 2. Inappropriate or abusive language on the radio or in person
 3. Self-dispatching to incidents without proper notification or request
 4. Any other violation of policies or procedures set forth by this procedural manual
 5. Abandonment of an assigned position without permission of the Incident Commander, EOC Manager, or Supervisor
 6. Consuming alcohol while in uniform
- b. Members are asked to refrain from business and employment opportunities that could nurture or cause a conflict of interest with their affiliation to the County of Riverside RACES team.

TABLE Attachment: RACES Activation

EVENT/ SITUATION	ACTIVATION LEVEL	MINIMUM RACES STAFFING	ACTIVATION PERIMETERS
Severe Events <ul style="list-style-type: none"> • Major Earthquake 7.0+ with Damage • Severe Flooding or Wind Event • Regional Utility Outage of Communications Failure • Large-scale Transportation Incident • Major Hazardous Materials • Major Conflagration Urban Area/ Wildland Urban Interface Area • Major Law Enforcement Event(2) • Declared State of Emergency • National Security Emergency 	One	<ul style="list-style-type: none"> • RACES Command Staff (2 <i>minimum</i>) <ul style="list-style-type: none"> ○ RACES Exec. Off. ○ Operations SC ○ Logistics SC ○ Admin. SC • RACES Radio Operators (3 <i>minimum</i>) <ul style="list-style-type: none"> ○ 2 meter ○ 440 ○ 220 ○ HF 	Notification and request for RACES Command Staff and determination of staff needs.
Strong Events <ul style="list-style-type: none"> • Strong Earthquake 6.0 to 6.9 magnitude with damage • Intense Wide-Spread flooding or Wind Warnings • Utility Outage or compromised within a Supervisorial District • Major Transportation Incident • Minor Hazardous Materials • Conflagration in Urban Area • Wildland Urban Interface Fire • Multiple Law Enforcement Event or National Security Emergency • Major Public Health Emergency 	Two	<ul style="list-style-type: none"> • RACES Command Staff (1 <i>minimum</i>) • RACES Operators, (2 <i>minimum</i>) <ul style="list-style-type: none"> ○ 2 Meter or, ○ 220 Meter or, ○ 440 Meter 	Notification and request for RACES Command Staff and determination of staff needs.
Moderate Events <ul style="list-style-type: none"> • Moderate Earthquake 5.0 - 5.9 magnitude • Countywide Utility Outage • Flood or Wind Watch or Minor Flooding occurring • Moderate Transportation Incident • Minor Hazardous Materials • Conflagration in Urban Area or Wildland Urban Interface Fire • Law Enforcement Event or National Security Emergency • Moderate Public Health Emergency 	Three	<ul style="list-style-type: none"> • RACES Command Staff (1 <i>minimum</i>) • RACES Radio Operators (2 <i>minimum</i>) • Support to Field RACES Responders, as necessary <ul style="list-style-type: none"> ○ 2 Meter and/or ○ 220 Meter and/or ○ 440 Meter 	Notification and request for RACES Command Staff and determination of staff needs.
Light Unusual Events <ul style="list-style-type: none"> • Light Earthquakes 4.0-4.9 magnitude • Fire Red Flag Conditions • Emergency Affecting 1 or more surrounding OA's • Community Events/Festivals • Low Public Health Emergency 	Management Watch	<ul style="list-style-type: none"> • Request for RACES Executive Officer, as appropriate • Radio Operator, as appropriate 	County EMD <i>may</i> activate certain components of RACES (e.g. Primary EOC, Alternate EOC or specific parts of the County, branches or districts) and it is expected that the <i>activated</i> RACES component conduct radio system checks, in order to ensure reliability of communications equipment and to determine the status and availability of district RACES members within their specified areas.
<ul style="list-style-type: none"> • Major Catastrophic Event which could include any or all of the following: <ul style="list-style-type: none"> ○ Entire Southern California affected ○ NO Communications available (Landline, Cell. ○ NO Contact with County EMD 		<ul style="list-style-type: none"> • RACES Command Staff <ul style="list-style-type: none"> ○ RACES Exec. Off. ○ Operations SC ○ Logistics SC ○ Admin. SC ○ RACES Radio Operators to support RACES Field Responders. ○ 2 meter ○ 440 ○ 220 ○ High Frequency 	<ul style="list-style-type: none"> • RACES Initiated Emergency Activation refer to page 6 • All EOC radio positions filled • All RACES member activated and deployed to their assigned positions or available for deployment • Priorities should include, but not limited to: <ul style="list-style-type: none"> ○ County EOC ○ Perris ECC- at Fire request only ○ Public Health/Medical DOC ○ City EOC's ○ Hospitals ○ ARC EOC ○ School Districts

APPENDICES

[Appendix 1, RACES Communications System Test](#)

[Appendix 2, Important Numbers](#)

[Appendix 3, Leadership Roster](#)

[Appendix 4, Incident Number Requests](#)

[Appendix 5, County of Riverside RACES Job Descriptions](#)

[Appendix 6, Riverside County Local Operating Frequencies](#)

[Appendix 7, Training](#)

[Appendix 8, ICS-214 Unit Log](#)

[Appendix 9, Riverside County Fire/Cal Fire Stations and Primary Functions](#)

Stations may have State, County, Contract City, or volunteer equipment. All are dispatched by the County Fire 9-1-1 Center and are part of the "Integrated fire protection system", under contract with Cal Fire. Some listed departments are dispatch services only.

[Appendix 10, Acknowledgment of Receipt](#)

[Appendix 11, Glossary & Abbreviations](#)