



*ENCINITAS COMMUNITY EMERGENCY
RESPONSE TEAM (EncCERT)*

Communications Plan

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OBJECTIVES:

This document establishes standard methods and means for the Encinitas Community Emergency Response Team (EncCERT) to communicate with EncCERT members and other parties.

GENERAL:

- It is recommended that all EncCERT members be familiar with this Plan, and include a printed copy of this plan with your CERT equipment.
- Communication as described within this document is limited to CERT related activities. Contact information is not to be used for personal or business reasons.
- Keep communications brief.
- The activities of EncCERT are generally limited to emergencies and activities within the Encinitas area.
- This Communications Plan should be reviewed for adequacy and accuracy on an annual basis.

FAMILY COMMUNICATION:

Your first responsibility is to your family. Ensure that you have developed and communicated your Family Communications Plan.

Designated Meeting Place

Make certain everyone knows where to meet if it isn't possible to get back home. Have a meeting location just outside the neighborhood. Have a second meeting place in town, but some distance from the neighborhood. Have a third meeting place at some distance from your hometown in the event you are separated or evacuated. Be certain each person knows to wait at the meeting place until others arrive. If you must leave the area, leave a message at the designated meeting place.

Designated Emergency Contact

During emergencies, it is frequently easier to reach a number in a distant Area Code than a number nearby. Be sure everyone has the number for the contact. In the event of an emergency, your contact can coordinate the reunion of the family. As always, keep the lines free except for essential calls.

Cell Phones – Voice and WiFi

If the cellular network is still operational, use SMS (text) messages instead of voice calls to reduce the load on the cellular network. Refrain from sending large image files over the cellular network unless absolutely required to. If WiFi is available sending large messages over the Internet should be acceptable, just make sure the person you are sending the large message to also has Internet access via WiFi.

DEFAULT MEETING LOCATION

- In the event of a disaster where you are unable to communicate with the EncCERT organization to understand how and where your support is needed, please meet at the *Encinitas Community & Senior Center*.
- This location may or may not become the Command Post Location.
- Please bring your CERT equipment & Disaster Services Worker (DSW) card with you.

*Encinitas Community & Senior Center
1140 Oakcrest Park Drive
Encinitas, CA 92024
(760) 943-2260*

(See the Encinitas Map at the bottom of this document)



ACTIVATION

EncCERT members are considered “Good Samaritans” until activated by the Encinitas Fire Department. As “Good Samaritans” members are not covered under the County’s Disaster Services Worker Insurance program and are acting on their own.

COMMUNICATIONS EQUIPMENT:

The following communications equipment may be used by EncCERT to communicate within EncCERT and/or to communicate with external parties.

- Phone – Land Line
- Phone – Cellular
- Text Messaging (SMS)
- Email
- FRS Radios. In response to an emergency, the FRS radio will be the principle form of communication between EncCERT Teams and Members. EncCERT members are encouraged to acquire their own FRS radio. Divisions have been assigned 6 FRS radios and 6 FRS radios are included in the Emergency Response Vehicle (ERV)
- Amateur Radio (a.k.a. Ham Radio)

Note: While the “Channels” that FRS radios use are standardized, the CTCSS Tones (PL Tones) they use are not standardized. For this reason, we recommend you obtain an FRS radio from (only) Motorola (TalkAbout, not Sport series), Midland, Garmin, Uniden, or Cobra. This will ensure that all FRS radios interoperate correctly. If you have a radio from another manufacturer or an Amateur Radio, please review the CTCSS CODES page below to determine your radio’s equivalent CTCSS Codes.

EncCERT EMERGENCY RESPONSE CONTACT (EERC)

- EncCERT will identify and train specified personnel to respond to emergencies by contacting other EncCERT members via telephone, text, and/or email.
- EncCERT will identify a minimum of three (3) geographically disparate individuals to act as EERC members. The identification and contact information for EERC individuals will be provided to Encinitas (and other select) Emergency Response organizations. Radio Frequency/Channel information will also be provided.
- EncCERT will provide EERC members with contact information for all active EncCERT members.
- Upon activation by the Encinitas Fire Department, EERC members will first attempt to contact each other to coordinate communications and identify a Command Post location. EERC members will attempt to immediately contact EncCERT members and advise them of resources needed and the Command Post location.

GENERAL ECERT COMMUNICATION

General Communication with EncCERT members

- EncCERT maintains a number of Email addresses that may be used to contact EncCERT leadership. Use the www.encycert.org web site to access these Email addresses.
- EncCERT maintains a contact list of EncCERT members and their communication preferences. This contact list is only available to EncCERT Board members and the EERC.
- General communication with EncCERT members is typically via email. Any Communications to be distributed to all EncCERT members must be approved in advance by a minimum of two (2) EncCERT Board members.
- EncCERT will conduct regular in-person meetings to conduct the business of the organization. These meetings are open to the public. The schedule for these meetings is published on the Activities/Calendar of Events page of the www.encycert.org web site.
- EncCERT will provide information on activities and events via a Newsletter or the www.encycert.org web site.

General Communication - Emergency Agencies

- EncCERT maintains a Contact list of appropriate contacts at Emergency Agencies, including the Encinitas Fire Department, and the Sheriff's Department.
- EncCERT Communication with these agencies is generally limited to the President of EncCERT, or designee.

General Communication - Public or other CERTs

- EncCERT Communication with the public or other CERT organizations is generally limited to the President of EncCERT, or designee.

EMERGENCY ECERT COMMUNICATION

Emergency Communication – Activation

- Encinitas Fire Department will contact one or more members of the EERC to notify EncCERT of activation.

Emergency Communication – Other

- EncCERT members may become aware of a possible emergency via Phone, Television, observation, etc.
- In the event of an emergency, it is expected that EncCERT members will contact the EERC to request assistance or provide direction.

Emergency Communication - EncCERT members

- Upon receipt of notification from Emergency Agencies or EncCERT members, the EERC will evaluate the request and contact EncCERT members as appropriate.
- EncCERT members will be asked to meet at a designated location and/or provide needed services.
- After contact with the EERC, and as directed by the EERC or IC, EncCERT members will generally communicate with each other using FRS and/or Amateur radios. See the Radio Communications section below.

RADIO COMMUNICATIONS

AM Radio

The primary Emergency Alert System (EAS) broadcast station in San Diego is KOGO, 600 kHz on the AM broadcast band. KLSD (1360 kHz) is a designated alternate EAS station. Other radio and TV stations may also rebroadcast emergency alerts.

Weather Alerts

NOAA weather “All Hazards” station W1 (162.400 MHz) broadcasts alert information about San Diego, while W2 (162.425 MHz) covers San Diego Marine alerts. These stations broadcast comprehensive weather and emergency information.

FRS Radio

When operating under the direction of the EncCERT Command Post, EncCERT members will typically communicate with the EncCERT Command Post and with each other using handheld FRS radios.

FRS Radios may be (self) provided by EncCERT members, or may be issued to EncCERT members at the Default Meeting Location or Command Post Location. Refer to the Radio Frequency Plan below for specifics.



Command Post Radio

EncCERT will provide and operate an FRS and a 2M/70CM (Amateur Radio) Base Station radio at the Command Post Location. These radios will monitor and scan the Frequencies/Channels identified below.

The Incident Commander (IC) will ensure that messages received are written down as they are received. Each message should be ranked by precedence (a.k.a. priority), based on the relative urgency of each. The IC will determine whether some issues may be handled locally or will require outside help. EncCERT radio operators working at the Command Post Location will transmit or act on messages in the precedence/priority order that has been determined by the IC.

- **EMERGENCY.** This precedence is reserved for messages of extreme urgency relating to situations gravely affecting security or safety. Emergency messages are to be handled as fast as humanly possible, ahead of all other messages. Handling time is not expected to exceed 10 minutes.
- **PRIORITY.** This precedence is reserved for traffic requiring expeditious action by the addressee or for conducting operations in progress when Routine precedence will not suffice, but not of sufficient gravity to class as an emergency. Handling time is not expected to exceed 2 hours.
- **ROUTINE.** This precedence is used for all types of message traffic justifying transmission by rapid means, but not of sufficient urgency to require higher precedence. They should be handled as soon as traffic flow allows. Handling time is not expected to exceed 8 hours.

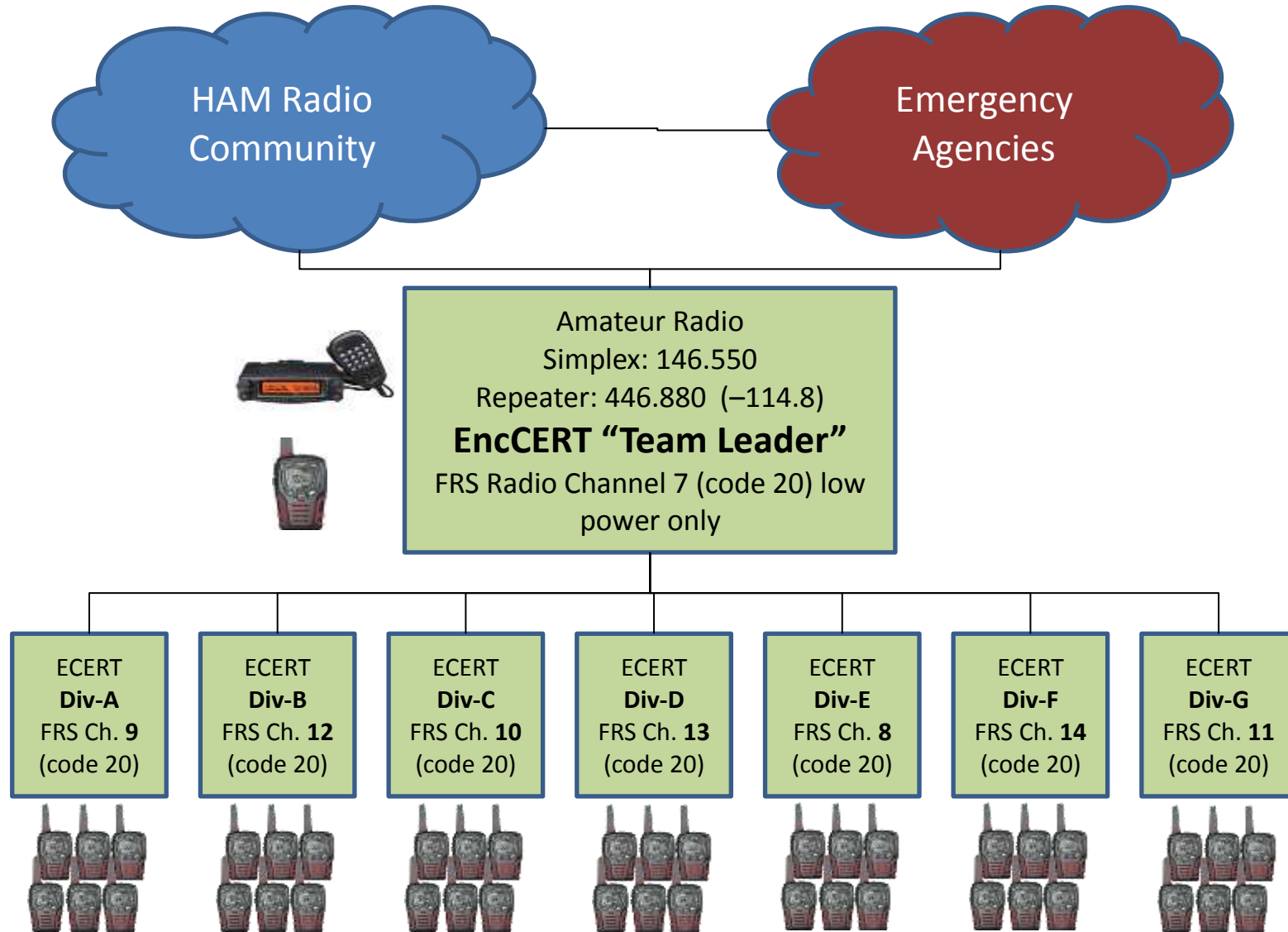
AMATEUR Radio

EncCERT members are encouraged to obtain their FCC Amateur Radio License and appropriate mobile radio equipment in the 2M (144 MHz) and 70CM (440 MHz) bands.

Communication with entities external to EncCERT may be desirable or necessary. Some Organization and Frequency information is provided in the Radio Frequency Plan, below.

EncCERT members with Amateur Radios and Licenses may be asked to provide various communication services.

COMMUNICATIONS DIAGRAM



RADIO FREQUENCY PLAN

Refer to the Encinitas Map on the last page of this document for Division boundaries

FRS Radio Information: Channel/ Privacy Code	Amateur Radio Information: Frequency/ CTCSS Tone	Equipment	Unit ID (Tactical Call)	Purpose
FRS Channel: 7 Privacy Code: 20 (low power)	Frequency: 462.7125 CTCSS Tone: 131.8	FRS Radio	EncCERT Command (low power only)	FRS Radio EncCERT Command EncCERT Command Post Location primary communication with EncCERT Teams or Members. EncCERT members initial contact with EncCERT Command Post.
FRS Channel: 8 Privacy Code: 20	Frequency: 467.5625 CTCSS Tone: 131.8	FRS Radio	EncCERT Div-E	Communication within Encinitas Division E . Working teams can be split off using the same Channel, but different Privacy Code.
FRS Channel: 9 Privacy Code: 20	Frequency: 467.5875 CTCSS Tone: 131.8	FRS Radio	EncCERT Div-A	Communication within Encinitas Division A . Working teams can be split off using the same Channel, but different Privacy Code.
FRS Channel: 10 Privacy Code: 20	Frequency: 467.6125 CTCSS Tone: 131.8	FRS Radio	EncCERT Div-C	Communication within Encinitas Division C . Working teams can be split off using the same Channel, but different Privacy Code.
FRS Channel: 11 Privacy Code: 20	Frequency: 467.6375 CTCSS Tone: 131.8	FRS Radio	EncCERT Div-G	Communication within Encinitas Division G . Working teams can be split off using the same Channel, but different Privacy Code.
FRS Channel: 12 Privacy Code: 20	Frequency: 467.6625 CTCSS Tone: 131.8	FRS Radio	EncCERT Div-B	Communication within Encinitas Division B . Working teams can be split off using the same Channel, but different Privacy Code.
FRS Channel: 13 Privacy Code: 20	Frequency: 467.6875 CTCSS Tone: 131.8	FRS Radio	EncCERT Div-D	Communication within Encinitas Division D . Working teams can be split off using the same Channel, but different Privacy Code.
FRS Channel: 14 Privacy Code: 20	Frequency: 467.7125 CTCSS Tone: 131.8	FRS Radio	EncCERT Div-F	Communication within Encinitas Division F . Working teams can be split off using the same Channel, but different Privacy Code.
	146.550 (Simplex) CTCSS Tone: <none>	2m (144 MHz) Amateur Radio	EncCERT Command	ECERT Command EncCERT Command Post Location communication with Amateur Radio Operators, Emergency Agencies and others external to EncCERT.
	446.880 (Duplex -5kHz) CTCSS Tone: 114.8	70cm(440 Mhz)	Coastal Repeater	Used to contact CERT organizations along the San Diego coastline and inland to Escondido. The repeater is located in Del Mar and has a 72 hour battery backup system.

CTCSS TONES & PRIVACY CODES

Privacy Code	CTCSS Tone
1	67.0
2	71.9
3	74.4
4	77.0
5	79.7
6	82.5
7	85.4
8	88.5
9	91.5
10	94.8
11	97.4
12	100.0
13	103.5
14	107.2
15	110.9
16	114.8
17	118.8
18	123.0
19	127.3
20	131.8
21	136.5
22	141.3
23	146.2
24	151.4
25	156.7
26	162.2
27	167.9
28	173.8
29	179.9
30	186.2
31	192.8
32	203.5
33	210.7
34	218.1
34	225.7
36	233.6
37	241.8
38	250.3

Privacy Code Numbers are the codes generally used by FRS Radios that are equivalent to the CTCSS Tones. Some FRS Radio Manufacturers may use different Privacy Codes numbers for the same CTCSS Tones.

CTCSS Tones are also called “PL”, “Private Line”, “ChannelGuard”, “CG”, “QuietTalk”, “QT”, “ToneGuard”, “CallGuard”, etc. These are the tones generally used by Amateur Radios.

GOOD RADIO PRACTICES

- Even in an emergency situation, EncCERT has no authority or right to monopolize or keep others off of any radio channel. You may only “ask” that others move to another Channel/Privacy Code.
- Keep radio communications and traffic to a minimum.
- Always operate in a responsible manner. Remember that others are listening. Never interfere with the operations of another Station.
- Never transmit rumors. Your community will rely on you to supply complete and *accurate* information.
- Pause between transmissions so that others can break in with urgent matters. Never monopolize the channel, share it among *all* users.
- Press the microphone button and pause *before* you start speaking, so your words are not cut off.
- Speak across the microphone in normal voice. Speak clearly and distinctly.
- Maintain your equipment in good operating condition. Have spare batteries at hand.
- Relay transmissions from stations with weak signals to others, if necessary.
- Verify that the party you are communicating to is listening before you send your message, here is an example dialog:
 - Listen before transmitting, make sure the frequency is not in use
 - Press the transmit button and wait for 1 second before transmitting
 - Call out to the station you are trying to contact, then state your station name:
 - Div-A S&R #2: “THIS IS A DRILL. Division A Leader, this is Search and Rescue Unit #2”
 - Div-A Leader: “THIS IS A DRILL. Search and Rescue Unit #2 go ahead with your traffic”
 - Div-A S&R #2: “THIS IS A DRILL. We have located 1 trapped person. Need 2 prybars and enough cribbing for 2 supports, 2 feet high.”
 - Div-A Leader: “THIS IS A DRILL. Copy you have located 1 trapped person and need 2 prybars and enough cribbing for 2 supports, 2 feet high. Is this correct?”
 - Div-A S&R #2: “Affirmative”
 - Div-A Leader: “Do you have any further traffic for Division A Leader?”
 - Div-A S&R #2: “No further traffic, Search and Rescue #2 CLEAR.”
 - Div-A Leader: “Division A Leader CLEAR.”

ENCINITAS CERT DIVISION MAP

