

Packet Updates in Santa Clara County

**What's new with County Packet
SccInstall21**

8 February 2011
Jim Oberhofer KN6PE

Focusing on the Mission

Santa Clara County Packet

The SCCo Packet Mission:

Provide Santa Clara County emergency communications responders with a reliable, efficient, and effective digital messaging environment that meets the needs of our Served Agencies.

- Reliable – a system that will stand the test of an infrastructure-impacting event
- Efficient – optimize the packet environment within the constraints of the technologies used
- Effective – enhance our Served Agencies' ability to focus on the job of disaster stabilization and recovery

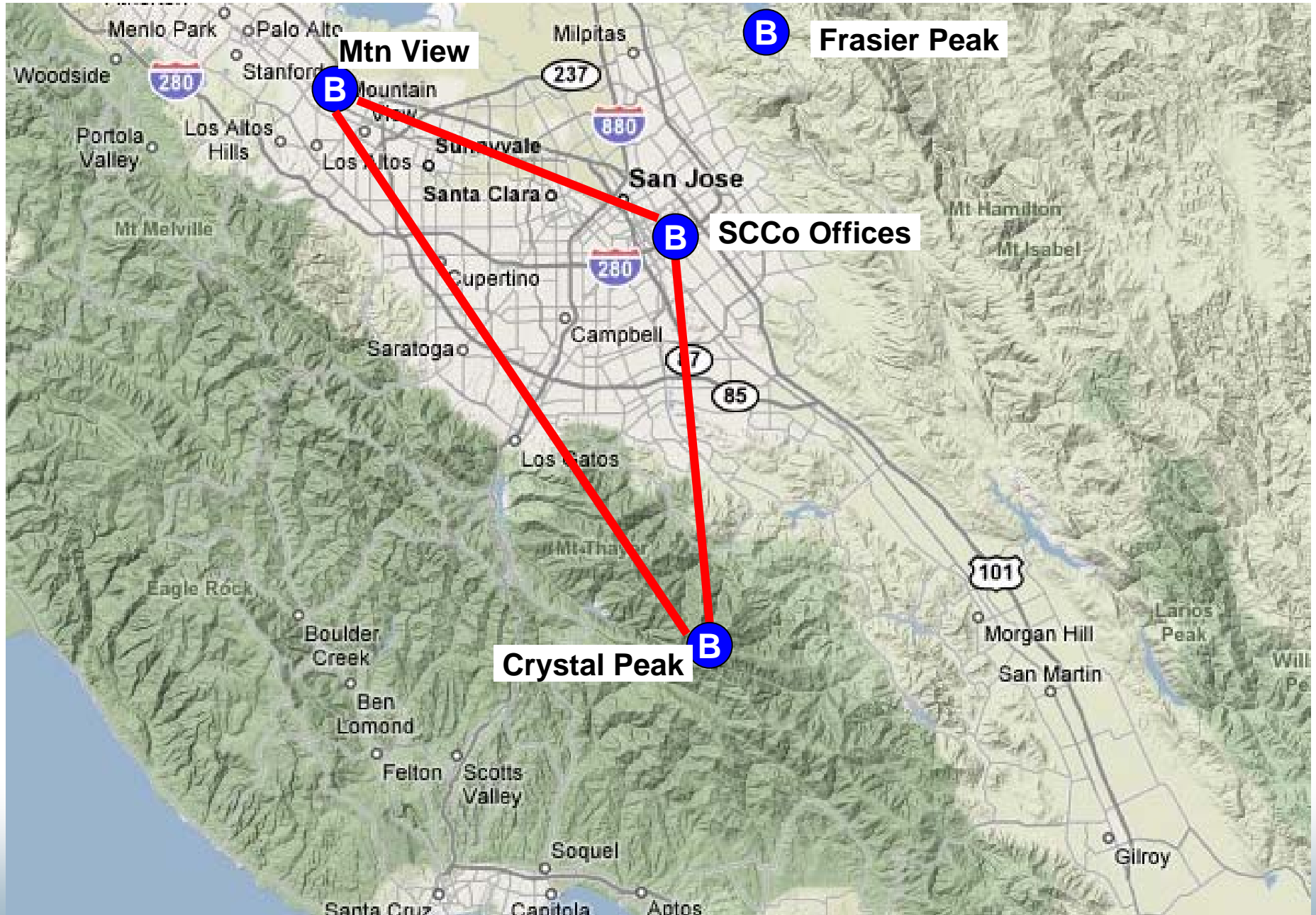
What's New

Santa Clara County Packet

1. New BBS configurations
2. PacFORMS changes
3. Outpost changes
4. Other new features of interest

All changes directly support the mission!

New BBS Configuration



City / Agency BBS Assignments

New BBS configuration

Node Name	SCCo Offices	Crystal Peak	Mountain View	Frasier Peak
BBS	W6XSC-1	W6XSC-2	W6XSC-3	W6XSC-4
2m Freq	144.910 ⁽¹⁾	145.730	144.310	145.690
220 Freq	223.620	-- none --	223.540	223.560
Assigned Cities	1. Campbell 2. County Comm 3. Cupertino 4. Loma Prieta 5. Los Gatos 6. Milpitas 7. Monta Sereno 8. San Jose 9. San Jose Water 10. County OES 11. SCVWD 12. Saratoga 13. Sunnyvale	1. County DEOC, all hospitals 2. Morgan Hill 3. Gilroy 4. Monterey County 5. San Benito County 6. Santa Cruz County	1. Los Altos 2. Los Altos Hills 3. Mountain View 4. NASA AMES. 5. Palo Alto 6. Stanford	On hold due to weather

⁽¹⁾ Plan to move to 144.990 as soon as practical; no date

PacFORMS changes

- 1. Pull-down menu options for ICS To and From position names in ICS 213 message form**
- 2. Automatically inserted Sent Date and Time when form is submitted**

1. ICS 213 Form To/From options

PacFORMS changes

1. There are 2 buttons to optionally select the ICS position

EOC MESSAGE FORM		2.) When Receiving Msg.: Senders's msg. #	
PacFORMS adaption of SCCo ICS Form 213 (Ver. 2.3.2) - PacRELEASE 3.4 By Phil Henderson, KF6ZSQ (This form works with Outpost/OpDirect for Automatic ASCII text save) For Instructions using this form Click Here.		<input type="text"/> <input type="checkbox"/> Unlock msg. nos. 2 & 3	<input type="text"/> RED Are
1a.) Date: (MM/DD/YY) <input type="text" value="02/06/2011"/>	4.) Situation Severity (Select One) <input type="radio"/> EMERGENCY (e.g., Life Threat) <input type="radio"/> URGENT (e.g., Property Threat) <input type="radio"/> OTHER (All Others)	5.) Msg. Handling Order (Select One) <input type="radio"/> IMMEDIATE (As Soon as Possible) <input type="radio"/> PRIORITY (Less Than One Hour) <input type="radio"/> ROUTINE (More Than One Hour)	6.) M 1 1 <input type="radio"/>
1b.) Time: (24 hr. time) <input type="text" value="0938"/> 0001 to 2400 2:00 PM = (2+12)=1400 Hrs.			
7.) ICS Position: (required) <input type="button" value="Display Dropdown List"/>	<input type="text"/>	<input type="button" value="Display Dropdown List"/>	8.) ICS Position: (required) <input type="text"/>
To: 9a.) Location: (required) <input type="text"/>	<input type="text"/>	From: 9b.) Location: (required) <input type="text"/>	<input type="text"/>
Name: (optional) <input type="text"/>	<input type="text"/>	Name: (optional) <input type="text"/>	<input type="text"/>
Telephone #: (optional) <input type="text"/>	<input type="text"/>	Telephone #: (optional) <input type="text"/>	<input type="text"/>
10.) SUBJECT: <input type="text"/>			

1. ICS 213 Form To/From options


PacFORMS changes

2. After pressing the button, choose from the list, or...

EOC MESSAGE FORM PacFORMS adaption of SCCo ICS Form 213 (Ver. 2.3.2) - PacRELEASE 3.4 By Phil Henderson, KF6ZSQ (This form works with Outpost/OpDirect for Automatic ASCII text save) For Instructions using this form Click Here.		2.) When Receiving Msg.: Senders's msg. # <input type="text"/> <input type="checkbox"/> Unlock msg. nos. 2 & 3	RED Ar
1a.) Date: (MM/DD/YY) <input type="text" value="02/06/2011"/>	4.) Situation Severity (Select One) <input type="radio"/> EMERGENCY (e.g., Life Threat) <input type="radio"/> URGENT (e.g., Property Threat) <input type="radio"/> OTHER (All Others)	5.) Msg. Handling Order (Select One) <input type="radio"/> IMMEDIATE (As Soon as Possible) <input type="radio"/> PRIORITY (Less Than One Hour) <input type="radio"/> ROUTINE (More Than One Hour)	6.)
1b.) Time: (24 hr. time) <input type="text" value="0938"/> 0001 to 2400 2:00 PM = (2+12)=1400 Hrs.	7.) ICS Position: (required) <input type="button" value="Display Manual Entry"/>	8.) ICS Position: (required) <input type="button" value="Display Dropdown List"/>	
To:	9a.) Location: (required) Name: (optional) Telephone #: (optional)	From:	9b.) Location: (required) Name: (optional) Telephone #: (optional)
10.) SUBJECT:	<input type="text"/>		

Choose One

- Choose One
- Incident Commander
- Operations
- Planning
- Logistics
- Finance/Admin.
- Public Info. Officer
- Liaison Officer
- Safety Officer



1. ICS 213 Form To/From options

PacFORMS changes

3. Manually type in a position name

EOC MESSAGE FORM PacFORMS adaption of SCCo ICS Form 213 (Ver. 2.3.2) - PacRELEASE 3.4 By Phil Henderson, KF6ZSQ (This form works with Outpost/OpDirect for Automatic ASCII text save) For Instructions using this form Click Here.		2.) When Receiving Msg.: Senders's msg. # <input type="text"/> <input type="checkbox"/> Unlock msg. nos. 2 & 3	RED Area
1a.) Date: (MM/DD/YY) <input type="text" value="02/06/2011"/>	4.) Situation Severity (Select One) <input type="radio"/> EMERGENCY (e.g., Life Threat) <input type="radio"/> URGENT (e.g., Property Threat) <input type="radio"/> OTHER (All Others)	5.) Msg. Handling Order (Select One) <input type="radio"/> IMMEDIATE (As Soon as Possible) <input type="radio"/> PRIORITY (Less Than One Hour) <input type="radio"/> ROUTINE (More Than One Hour)	6.)
1b.) Time: (24 hr. time) <input type="text" value="0938"/> 0001 to 2400 2:00 PM = (2+12)=1400 Hrs.	7.) ICS Position: (required) <input type="text" value="Animal Shelter Team Lead"/> ←	8.) ICS Position: (required) <input type="text"/>	
To: 9a.) Location: (required) <input type="text"/>	Name: (optional) <input type="text"/>	From: 9b.) Location: (required) <input type="text"/>	
Telephone #: (optional) <input type="text"/>		Name: (optional) <input type="text"/>	
		Telephone #: (optional) <input type="text"/>	
10.) SUBJECT: <input type="text"/>			

2. Automatically insert Date/Time...

PacFORMS changes

1. Date and Time field are now grayed out, and cannot be entered by the submitter
2. On pressing Submit Message form, the date and time field are filled in

14.) Operator use Only

How Received or Sent (Check One this line and one below)

Telephone Dispatch Center

EOC Radio FAX Courier

Amateur Radio Other **Packet**

Operator Call Sign:

Operator Name:

Date: Time: Date/Time updated at Submit

Outgoing (Sent):
Message Originator: Send the top copy (white) to Radio, yellow to PLANNING, retain the pink copy for originators file.
Radio: After sending, complete Action Taken info. in gray area, keep white for file in Radio.

Incoming (Received):
Radio: After receiving, complete Action Taken info. in gray area, route top copy (white) to the addressee, pink copy to PLANNING; retain yellow for file in Radio.
Addressee; Take appropriate action.

SCCo ICS FORM 213 (Ve

Below you will see two SUBMIT buttons. The one on the left, when Submitted, will open a new window with the ASCII text so you can manually capture, copy, paste and save the text. Follow instructions in red in that window.

The SUBMIT button to the right will automatically transfer the ASCII text extracted from the form to the Outpost database via via OpDirect. OpDirect must be running to make this work or nothing is saved.

Outpost Changes

3. **Reduction in packet traffic**
4. **Eliminate unnecessary packet commands**
5. **PacFORMS native form reloading**
6. **Setting Outpost message priority based on PacFORMS priority**
7. **Force one-time bulletin retrieve**

3. Reduction in packet traffic

Outpost Changes

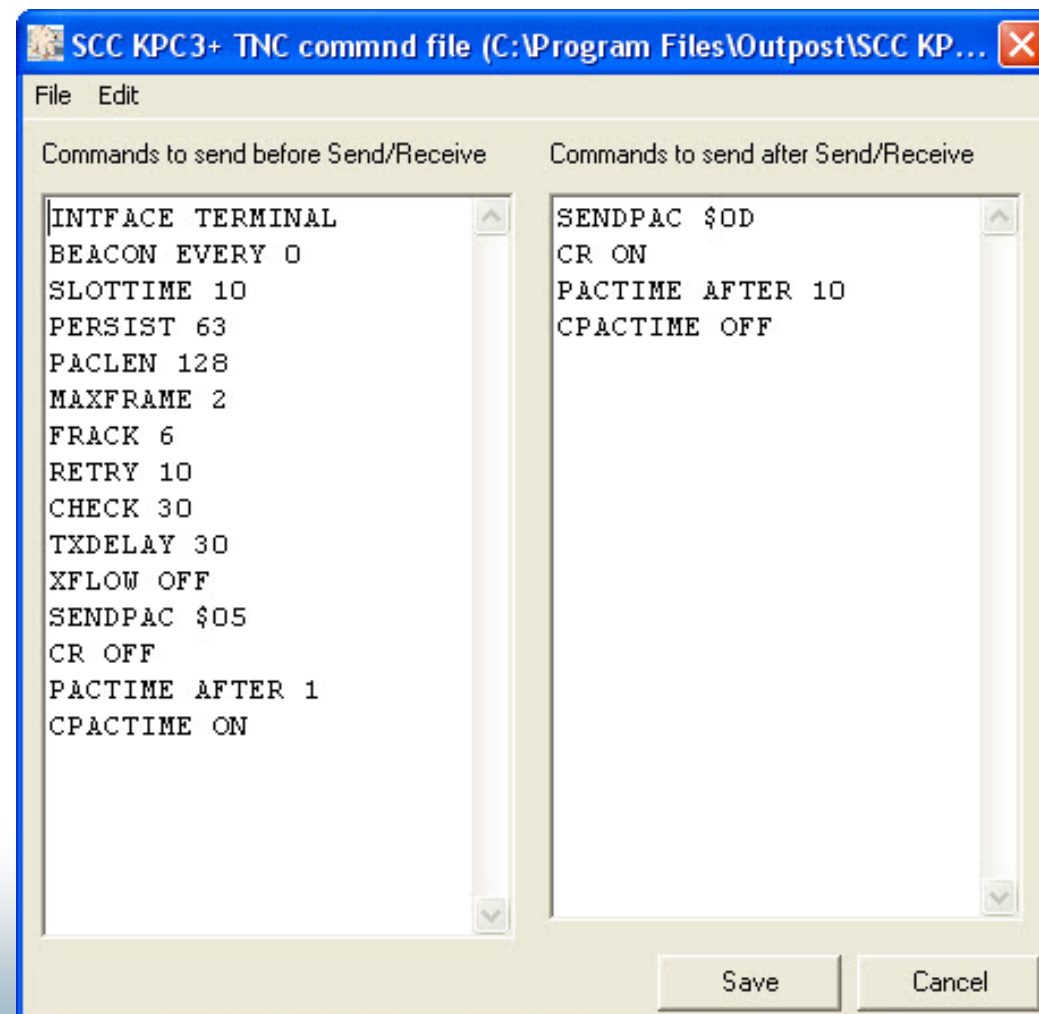
- Standard TNC Settings for Outpost Users: defines the complete set of parameters to optimize performance with Outpost. These can be saved in a command file so that the proper values are always set each time Outpost is used.

Implementing these parameters reduces packet traffic by as much as 80%!

- In Outpost, there is nothing you need to do; this configuration is delivered with the ScclInstall21.

In Outpost:

**Setup > TNC > (select your TNC) >
TNC Commands > Create/Update File**



4. Eliminate unnecessary BBS commands

Outpost Changes

- Outpost polls the BBS for your messages (LM), then messages addressed to 30DAYS, then PERM.
- When selecting the JNOS 30DAYS or PERM areas, the BBS tells us if there is any messages we have not read

```
W6XSC-1> A 30DAYS  
4 messages - 0 new  
W6XSC-1> L  
None found  
W6XSC-1>
```

:

- Now, if there are no new messages (“ 0 new”), no List command is sent.

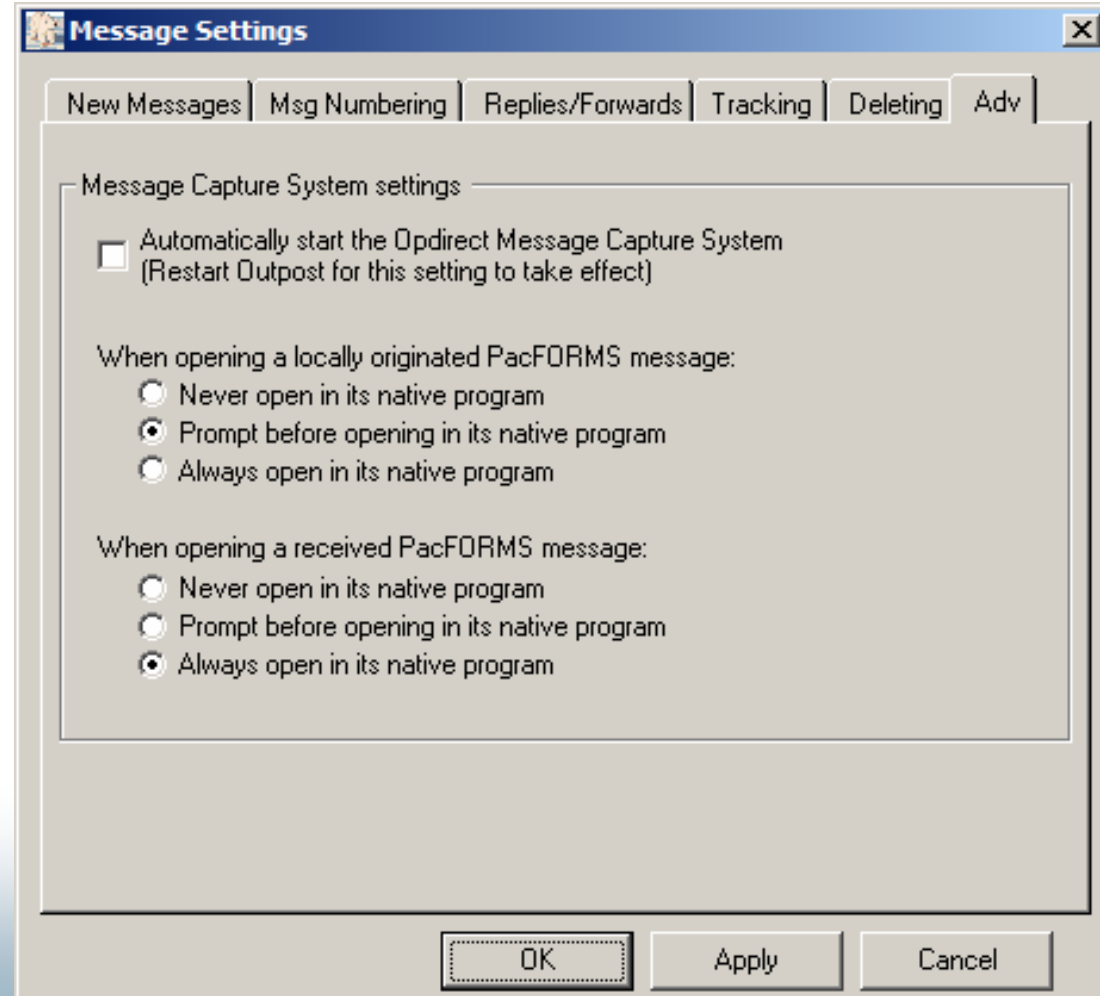
```
W6XSC-1> A 30DAYS  
4 messages - 0 new  
W6XSC-1> A PERM  
2 messages - 1 new  
W6XSC-1> L  
St. # TO FROM DATE SIZE SUBJECT  
> N 1 PERM N6MEF Jan 16 1141 BBS Assignments  
W6XSC-1> R 1
```

:

5. PacFORMS Native Form loading

Outpost Changes

- PacFORMS messages can get into Outpost from 2 ways:
 - **Locally**... you just created the PacFORMS message
 - **By RF** ... you just received a PacFORMS message from another station
- You can now control when the PacFORMS message gets reloaded into its native form.



In Outpost:

Tools > Message Settings > Adv

6. PacFORMS sets message priority

Outpost Changes

- Setting a PacFORMS message priority to EMERGENCY or URGENT will automatically set the Outpost packet message priority to URGENT.

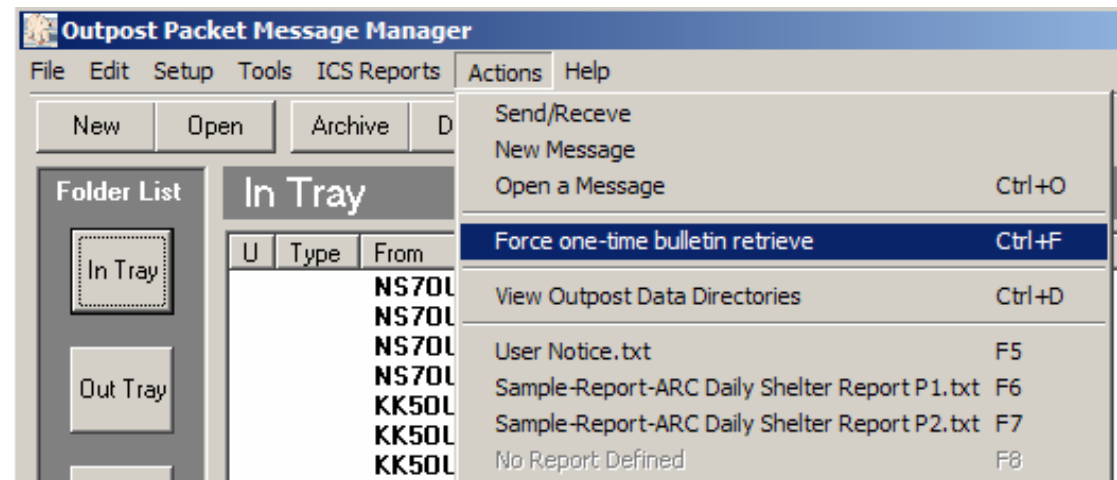
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1a.) Date: (MM/DD/YY) <input type="text" value="02/06/2011"/>	4.) Situation Severity (Select One) <input type="radio"/> EMERGENCY (e.g., Life Threat) <input checked="" type="radio"/> URGENT (e.g., Property Threat) <input type="radio"/> OTHER (All Others)	5.) Msg. Handling Order (Select One) <input checked="" type="radio"/> IMMEDIATE (As Soon as Possible) <input type="radio"/> PRIORITY (Less Than One Hour) <input type="radio"/> ROUTINE (More Than One Hour)
1b.) Time: (24 hr. time) <input type="text" value="1632"/> 0001 to 2400 2:00 PM = (2+12)=1400 Hrs.		
7.) ICS Position: (required)	<input type="text"/>	8.) ICS Position: (required)

7. Force one-time bulletin retrieve

Outpost Changes

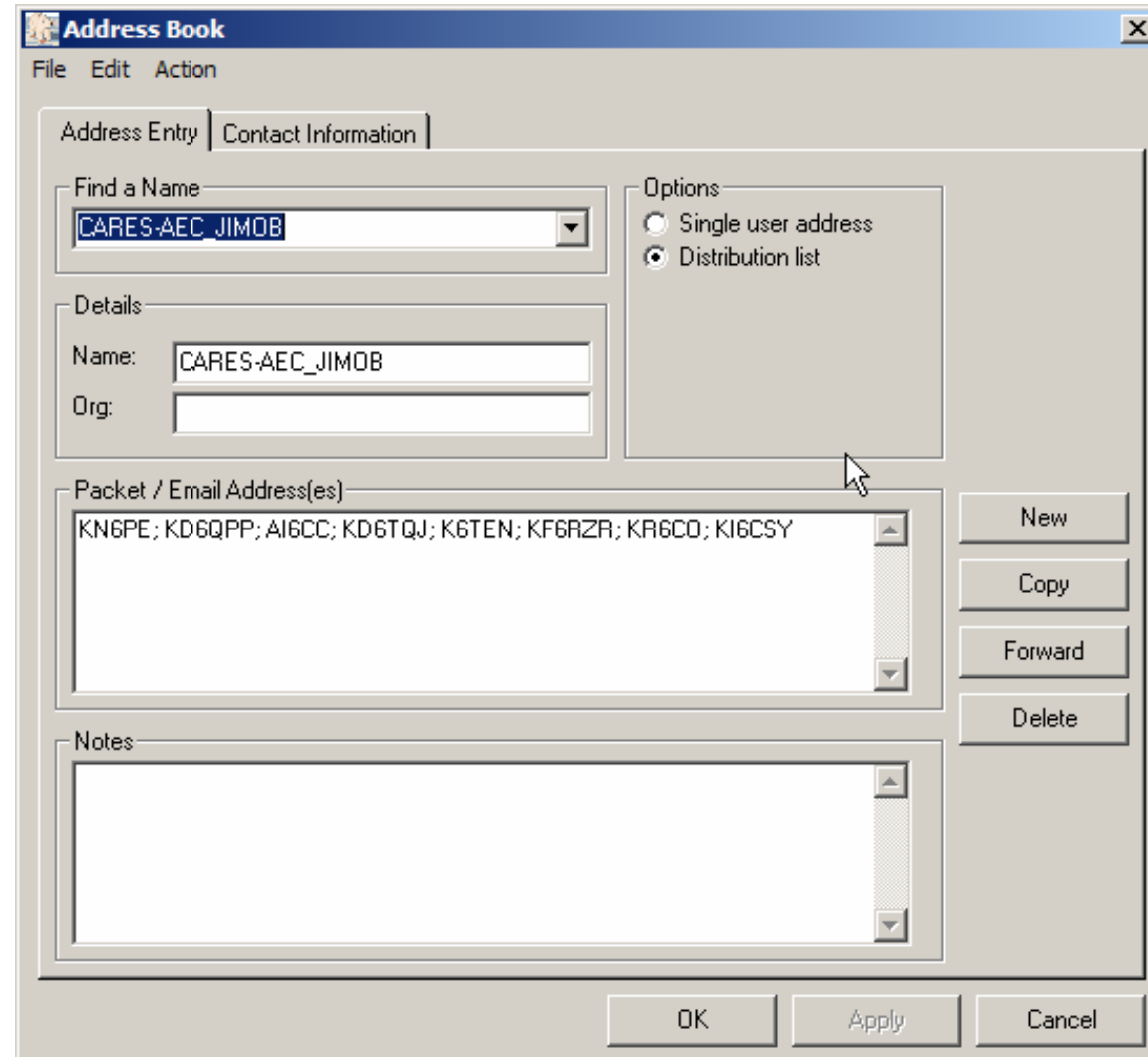
- Force Outpost to retrieve all bulletins even if they were previously downloaded. This option is reset after it occurs.

CAUTION: DO NOT DO THIS during a drill or activation!!



Other features of interest

- Address Book
 - Create aliases or distribution lists in Outpost
 - Share address book entries with others

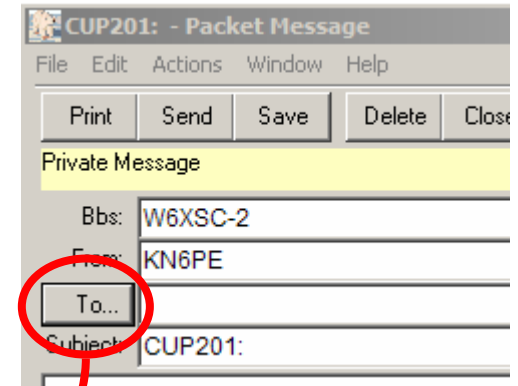
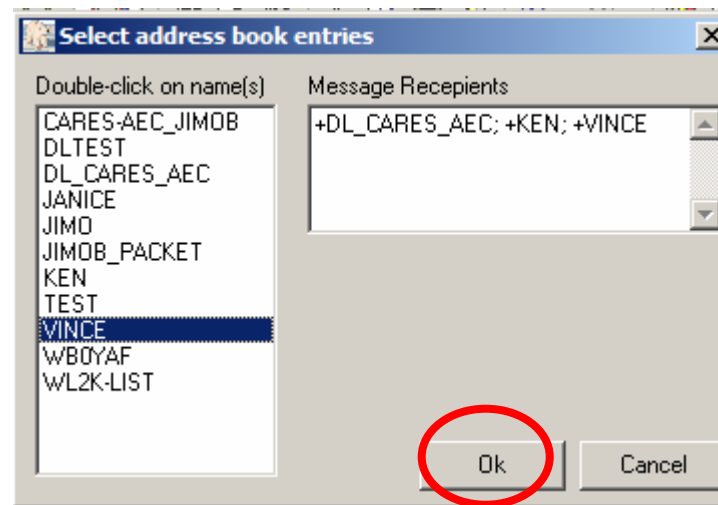


In Outpost:

Setup > Address Book

Other features of interest

- Address Book
 - Open a message
 - Press the “TO” button
 - Double-click on the addresses to be included

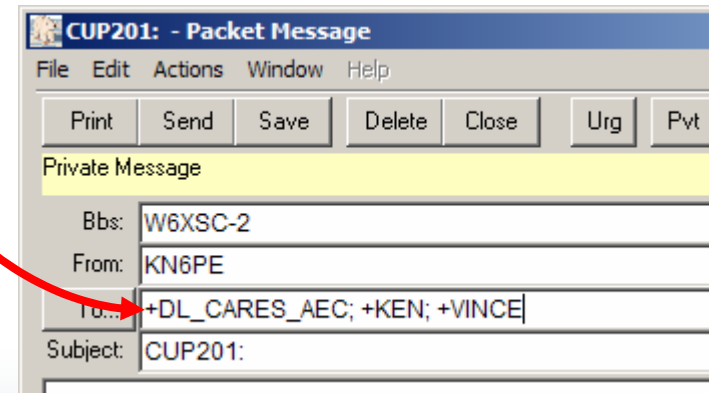


- Press OK

- Addresses are entered into the TO Field

NOTE: Address Book entries are prefaced with a “+” sign

- Double-clicking on an address entry will open the Address Book to that entry.



We are not done!

Short term focus

1. Finalize the Crystal Peak installation
2. Get Frazier Peak operational – redistribute cities to balance the traffic
3. April installer enhancements
4. ampr.org gateway – send packet messages across Internet to systems behind hundreds of other gateways
5. email gateway – with restrictions to comply with Part 97
6. Plan to drill the scenario if a BBS goes down

Longer term ideas

1. higher speeds
2. dynamic routing of recipient addresses

Crystal Peak



What can you do?

1. **Training!** County Packet Operations Level 1, A and B

http://www.scc-ares-races.org/training/courses/Packet_1a/Course_Packet_1a.html

http://www.scc-ares-races.org/training/courses/Packet_1b/Course_Packet_1b.html

...and, the new Level 2 Training, planned for March 2011
(almost full)

2. Check into the weekly Packet Net

<http://www.scc-ares-races.org/packet/weekly-packet-checkin.html>

3. **Practice, practice, practice...** the more we use it, the more it will become second nature!

Thank you

Any Questions?



Crystal Peak



... and the BBS, almost assembled

