
BOOK 73 CERTIFICATION

As Chief of the Los Angeles Fire Department, I acknowledge and certify that this Book 73 complies with generally accepted emergency communications procedures and procedures established by the City of Los Angeles.

SIGNATURE AND DATE _____

Table of Contents

BOOK 73 CERTIFICATION.....	
EXECUTIVE SUMMARY.....	v
THE LOS ANGELES FIRE DEPARTMENT AUXILIARY COMMUNICATIONS SERVICE.....	v
ACS EXECUTED SERVICE PLAN.....	v
AUTHORITY.....	vi
MANAGEMENT.....	vi
SERVICES.....	vi
AVAILABILITY.....	vii
INTEGRATION.....	vii
Chapter 1 GENERAL.....	1-1
STATEMENT OF INTENT.....	1-1
OPERATIONAL GOAL.....	1-1
STANDARD ORDERS.....	1-1
AT WILL.....	1-2
SAFETY.....	1-2
STAFF AND POSITIONS.....	1-3
ACS COMMAND AND GENERAL STAFFS.....	1-3
COMMUNICATIONS UNIT LEADERS.....	1-4
Chapter 2 : MEMBERSHIP.....	2-1
MEMBERSHIP REQUIREMENTS.....	2-1
VOLUNTEER DOCUMENTATION.....	2-2
TRAINING.....	2-3
CODE OF CONDUCT.....	2-4
DISCIPLINARY PROCEDURES.....	2-5
UNIFORM STANDARDS AND REQUIREMENTS.....	2-6
REQUIRED ITEMS.....	2-6
PERSONAL PROTECTIVE EQUIPMENT (ALSO REQUIRED).....	2-7
OPTIONAL ITEMS.....	2-8

APPROPRIATE USE OF UNIFORMS.....	2-9
EQUIPMENT LISTS.....	2-10
REQUIREMENTS FOR ALL ACS RADIO OPERATORS (ACS.RADOS).....	2-10
ADDITIONAL REQUIREMENTS FOR ACS PRIMARY RADIO OPERATORS.....	2-11
Chapter 3 STANDARD OPERATING PROCEDURES.....	3-1
ACTIVATION PROCEDURES.....	3-1
LAFD HANDHELD 800MHZ RADIOS.....	3-2
PHOTOGRAPHY, VIDEO, AND RECORDING.....	3-3
ACS ACTIVATION IN SUPPORT OF .CERT.....	3-3
SITUATIONAL AWARENESS.....	3-5
DEMOBILIZATION.....	3-5
ICS COMPLIANCE.....	3-6
Chapter 4 : RADIO OPERATING PROCEDURES.....	4-1
THE LAFD AGSERT COMMUNICATION PLAN.....	4-1
THE LAFD ACS COMMUNICATIONS PLAN.....	4-1
ACS REPEATER PROCEDURES.....	4-4
FREQUENCIES, CALL SIGNS, AND PROCEDURES.....	4-5
NET FORMATS.....	4-6
PHONETIC ALPHABET.....	4-8
PLAIN ENGLISH.....	4-8
PROWORDS.....	4-9
EMERGENCY TRAFFIC.....	4-9
ADHERENCE TO FCC REGULATIONS.....	4-10
Chapter 5 : EOC RADIO OPERATORS OVERVIEW.....	5-1
GENERAL.....	5-1
REQUIREMENTS.....	5-1
ACS DUTY OFFICER.....	5-1
STANDARD OPERATING PROCEDURES.....	5-2
ACTIVATION PROCEDURES.....	5-2

EOC/FDOC OPERATIONAL PROCEDURES.....	5-3
Chapter 6 : ACS EOC AND FDOC RADIO EQUIPMENT.....	6-1
SET UP AND ACTIVATION:.....	6-1
EOC RADIO BREAKOUT ROOM EQUIPMENT.LIST:.....	6-1
FDOC RADIO ROOM EQUIPMENT .LIST:.....	6-1
Chapter 7 APPENDIX.....	7-1
MOTOROLA CHANNEL NUMBERING CHART.....	7-1
LOS ANGELES CITY FIRE STATION DIRECTORY (9/12/2016).....	7-4
LAFD VOICE RADIO FREQUENCIES.....	7-8
ICS FORM USE.....	7-9
ICS ORGANIZATION.....	7-11
ACS FORMS.....	7-15
LAFD RADIO OPERATING PROCEDURES.....	7-36
LAFD RADIO USE.....	7-36
ACS LAFD CACHE RADIOS.....	7-37
Use of Tactical Channels.....	7-39
SELECTED LAFD CODE WORDS.....	7-39
HUMAN FACTORS.....	7-39
) \ o ' ° V) '.)...V...u.o.....	7-40
THE LAFD RADIO SYSTEM.....	7-42
BASESTATION TRANSMIT/RECEIVE SITES.....	7-42
MOUNT LUKENS BACKUP SITE.....	7-45
LAFD FREQUENCIES.....	7-45
h \ k u ° " O - ' k °) @u °o M@...o...= ° V)...@.....	7-48
LAFD DIRECT AND REPEATED RADIO SYSTEMS.....	7-49
INCIDENT COMMAND SUPPORT.....	7-51
LAFD AUXILIARY COMMUNICATIONS SERVICE AMATEUR RADIO EQUIPMENT.....	7-58
City of Los Angeles EOC & LAFD.DOC.....	7-58
Remote Control Software.....	7-59

DOC seating configuration.....	7-60
EOC seating configuration.....	7-60
EOC & DOC Antenna Systems.....	7-61
7 o # u.....	7-62
North Valley Station Penrose @ Glenoaks Sun Valley.....	7-65
800 MHz. XTS3000 Radio Cache.....	7-69
Fire Station 5 and Battalion 4 Operation.Center.....	7-70
Fire Station 10 96500 Mulholland Drive.....	7-72

EXECUTIVE SUMMARY



THE LOS ANGELES FIRE DEPARTMENT AUXILIARY COMMUNICATIONS SERVICE

In the late 1980s, the City of Los Angeles began designing an emergency communications plan to use the Amateur Radio Service and licensed amateur operators when appropriate. In 1988, the city signed a Memorandum of Understanding with the American Radio Relay League's Amateur Radio Emergency Service (ARES) Northwest Los Angeles branch to provide amateur communications during periods of emergency declared by the city.

In 1992, the LAFD developed an emergency radio communications service plan based on the California State Office of Emergency Services' Emergency Radio Communications plan.

In 1996, the LAFD organized an Auxiliary Communications Service (ACS) program, and it became the official amateur radio volunteer organization for the city. Amateur radio stations at the Emergency Operations Center were updated, and additional stations were installed at the LAFD Department Operations Center (DOC) and at the LAFD Disaster Preparedness Section, then at the Fire Station. This plan included an Amateur Radio communications component for the Community Emergency Response Teams (CERT), an Amateur Radio net on Monday nights to demonstrate equipment readiness, distribute pertinent and timely information, and as a means to communicate during emergencies. Weekly nets for ACS and CERT amateur radio operators continue to this day.

In 2000, the City of Los Angeles signed an updated service agreement with ARES, which is based on recommendations from the California State Office of Emergency Services' Emergency Radio Communications plan, in order to expand and supplement the service. This service agreement provides ACS tactical, logistical, administrative, and communications support to the city's communications system. Participants in the ACS program are experienced communicators who work as unpaid staff providing a critical communication enhancement to any local emergency management agency during any type of emergency.

ACS EXECUTED SERVICE PLAN

The ACS has an executed service plan with the city, which states in part:

The Auxiliary Communications Service (ACS) serves to provide the City of Los Angeles with a variety of volunteer skills, including administrative, technical, operational, for emergency tactical, administrative and logistical communications between the city and its departments, between the city and county governments and with the state OES.

The ACS includes the RACES (Radio Amateur Civil Emergency Services) and other communications services provided by volunteers in government. It coordinates mutual aid RACES, or equivalent government amateur radio operators, and FCC licensees, in support of civil defense and disaster response/recovery.

It supports an active involvement of these specialists in the emergency management agency so that in times of need they are cognizant of the agency's procedures, personnel and capable of integrating

As part of its ongoing activity, it conducts their tests in order to test, and in keep in peak readiness the emergency operations communications equipment.

In 2009, the ACS developed and completed the LAFD ACSERT Comm Plan specifically for use by the ACS Ta amateur radio operators and began teaching this plan to CERT groups and teaching cooperative classes and emergency communications classes to the community on a local CERT Corps Plan available at <http://www.cert.com/cerfa-news/complan/>

The LAFD ACS continues to provide emergency communications services to the City of Los Angeles as necessary for public events such as the Hollywood Christmas Parade, the March for Babies, the Los Angeles Marathon. The ACS also provides communication services to CERT teams when requested, participates in CERT training and drills when appropriate, and teaches two-way radio communication and emergency communication skills to CERT and community members.

AUTHORITY

Under state law, Cal OES has the authority to control and manage communications between governmental units during disasters and other emergencies. To satisfy Cal OES requirements, the LAFD ACS is a mutual aid system. When local resources are overwhelmed, the city, through Cal OES, can receive and give mutual aid emergency auxiliary communications equipment and staffing.

All ACS members are sworn State of California Disaster Service Workers of the City of Los Angeles Office of the Mayor Volunteer Corps Los Angeles Fire Department Volunteers.

MANAGEMENT

The LAFD ACS is managed by the Emergency Management Department (LA EMD). The LAFD ACS is recognized by Cal OES as a state disaster service group.

Community Liaison Officers (COMLs) are assigned to their respective bureaus by their geographic residence or work location. Following an event, COMLs will report to an Incident Area Commander and, if requested to do so, will set up a liaison function adjacent to the Incident Command Post. COMLs will provide and maintain a communications link with field ACS personnel as necessary. The COML will be responsible for coordinating all ACS volunteer activities in the direction of the Incident/Area Commander.

SERVICES

The LAFD ACS program is designed to provide an organized response to support an Incident Area

Should the normal LAFD radio system be degraded or fail to operate properly, ACS amateur radio operators can relay important information directly from the LAFD Department Operations Center (LAFD DOC) and the Emergency Operations Center (EOC) directly to the Area Commanders and elsewhere as appropriate. A system has been established whereby amateur radio operators will respond to area/division command posts as

well as to the Mobile Radio Command Trailer (maintained at Fire Station 88) and their communications station maintained at North Valley Station (Fire Station 7). ACS has limited radio equipment installed at Fire Station 109, Mulholland Drive west of 405; Fire Station 5, north of the Los Angeles International Airport; and at the Port of Los Angeles Testing Laboratory, Berth 161, in Wilmington.

In addition to RACES communications, the ACS can provide communications for CERT, Urban Search and Rescue and other governmental units and teams, and will provide other communications as directed by the LAFD.

USES OF ACS MEMBERS

1. ACS Radio Operators can be deployed to an incident to provide a backup communications link between Fire personnel and Incident Command.
2. ACS Radio Operators can be deployed to a battalion or local fire stations to establish a communications link between the fire station and the Incident Command.
3. ACS Radio Operators can assist with distribution of LAFD radios at incidents.
4. ACS Radio Operators can be deployed to observation locations and provide situation reports or report emergencies to Incident Command.
5. ACS Radio Operators should be deployed to operate the Amateur Radio Command vehicles.
6. ACS Radio Operators can be deployed on Red Flag Days to provide community fire patrol.
7. ACS Radio Operators can provide community outreach.
8. ACS Radio Operators can be used as additional staffing at events like the Holy Family, the Los Angeles Marathon, or other city events.
9. Specially trained ACS Radio Operators can use radio facilities installed at the City Emergency Operations Center and the LAFD Department Operating Center to relay dispatch traffic to the LAFD bureaus and to provide LAFD and city personnel with infrastructure status and situational intelligence reports from the field.
10. Many ACS members have graduated from the LAFD Defensive Vehicle Operations Course and are certified to drive LAFD Light Vehicles.

AVAILABILITY

All requests for ACS services should be routed through LAFD or EMD personnel. Once requested, the ACS will confirm all requests with the appropriate LAFD Captain or Chief Officer. The City Radio Officer, ACS Program Manager, or ACS Operations Officer can authorize full activation of the ACS.

INTEGRATION

It is incumbent upon fire department members to understand the roles and capabilities of these volunteers. The best way to develop a working relationship and formulate an integrated response is for Bureau and Battalion Commanders to meet with their respective ACS Communication Unit a routine basis. CSMLs should be invited to participate in disaster and emergency planning meetings, battalion drills, etc. With your cooperation and support, this program will exemplify the team spirit necessary to safely and effectively manage a significant incident.

CHAPTER 1 GENERAL

STATEMENT OF INTENT

This Book 73 provides guidance to members of the Los Angeles Fire Department and members of the Auxiliary Communications Service to respond effectively to any planned or unplanned event that creates a need for auxiliary communications within the City of Los Angeles.

This Book 73 does not replace or supersede LAFD regulations or any other official publication of the LAFD or the City of Los Angeles and it is subject to change and periodic updates. All ACS Radio Operators are required to understand the information contained in the most current version of this document.

OPERATIONAL GOAL

The operational goal of the LAFD ACS is to provide clear, concise, and accurate communications in support of the City of Los Angeles during emergency and emergency incidents.

STANDARD ORDERS

1. Radio Operators shall not deploy but shall monitor ACS Channel 1 for information and instructions and deploy only when and as directed. If ACS 1 is not available, monitor ACS Channel 3 for further information.
2. Radio Operators shall work through their established chain of command.
3. Radio Operators shall utilize the most recent published ACS Communications Plan, which will be provided to ACS Radio Operators and have their radio programmed accordingly.
4. Radio Operators shall always consider safety first.
5. Radio Operators shall be alert and act calmly.
6. Radio Operators shall be prepared for response.
7. Radio Operators shall keep themselves informed of current ACS activities and become involved accordingly.
8. Radio Operators shall provide clear and accurate communications.
9. Radio Operators shall keep their communications equipment properly maintained and ready for use.
10. Radio Operators shall keep their vehicles maintained and operational at all times and shall keep a minimum of a half tank of fuel on board at all times.
11. k
12. For uniform events, Radio Operators will wear their full ACS uniform as specified in this document (p. 2-6), including black or blue socks and black shoes or boots. The wearing of partial ACS uniform pieces is not acceptable.
13. Radio Operators may respond in full ACS uniform as general volunteers in support of the LAFD Community Emergency Response Teams (CERT) when requested to do so by CERT Command and if approved by ACS Command.

AT WILL

ACS Radio Operators are hired on an at-will basis. ACS Radio Operators may be discharged for good cause, bad cause, or no cause at all, and ACS Radio Operators are equally free to resign or otherwise cease work at any time.

SAFETY

It is ACS policy to promote **SAFETY FIRST**. In the event of an emergency, your personal safety, as well as the safety of your family and those near you, is your primary responsibility. ACS Radio Operators should never place themselves in situations where their personal safety is compromised.

@

You will never be required to do anything that is unsafe. If you are asked to do something you feel is unsafe, you may respectfully decline to do so. Report any unsafe requests, operations, or conditions to your supervisor.

STAFF AND POSITIONS

ACS COMMAND AND GENERAL STAFFS

The ACS Command Staff includes the City Radio Officer, ACS Program Manager, ACS Operations Officer, ACS Planning Officer, and ACS Logistics Officer.

The ACS General Staff includes the ACS Training Officer and liaisons to the Los Angeles Emergency Management Department (EMD), City Information Technology Agency (CITA), LAPD CERT, LAFD Foundation and emergency communication groups (EmComm).

The ACS Command and General Staffs have the authority to supervise, regulate and manage the ACS Program and to create and enforce all necessary and desirable rules and regulations. Such powers are subject to the provisions of the Los Angeles City Charter and the City of Los Angeles ordinances that are not in conflict with the grant of power made to each department of the city government mentioned herein. The ACS Command Staff has the authority to make changes to the LAFD Book 78 as long as they are not in conflict with the LAFD Rules and Regulations to LAFD Book 78 and are subject to approval by the City Radio Officer and ACS Program Manager.

COMMAND STAFF

CITY RADIO OFFICER The City Radio Officer will be an officer of the LAFD and is the A Communications Service (ACS) and Radio Amateur Emergency Service (RAEES) Coordinator responsible for organizing and supervising all Amateur Radio operations providing emergency communications services for the City of Los Angeles. The City Radio Officer is authorized to call up reserve and volunteer operators and authorized to assign them to duties as needed. The City Radio Officer will liaison with the Los Angeles County Radio Officer, the State Office of Emergency Services (OES) Regional Radio Officer, and the OES State Radio Officer. The City Radio Officer will make certain that all city, county and state ACS standards are met and regulations followed.

ACS PROGRAM MANAGER The ACS Program Manager supervises the ACS Operations Officer and the ACS Staff. The ACS Program Manager may delegate appropriate responsibilities to the ACS Operations Officer or to other ACS members.

ACS OPERATIONS OFFICER The ACS Operations Officer will manage the day activation and deployment of Radio Operators for drill and emergency activities, activation systems and ACS Net Control functions. The ACS Operations Officer can delegate appropriate responsibilities to the Bureau Communication Unit Leaders (Bureau COMLs).

ACS PLANNING OFFICER The ACS Planning Officer is responsible for preparing the annual calendar of events and scheduling drills and training sessions.

ACS LOGISTICS OFFICER The ACS Logistics Officer is responsible for the maintenance and operational capability of all ACS physical resources.

GENERAL STAFF

ACS TRAINING OFFICER The ACS Training Officer identifies and develops training materials and methods as needed based on the ACS mission.

ACSEMD LIAISON The ACSEMD (Emergency Management Department) Liaison has direct access to the Emergency Operations Center (EOC) and, as such, is responsible for arranging Radio Operator access to the Amateur Radio Operating Center (AROC) for incidents, exercises, training, and related activities. The ACS Liaison also coordinates with EMD personnel on AROC upgrades and maintenance.

ACSITA LIAISON The ACSITA (Information Technology Agency) Liaison coordinates the ACS repeater systems located at city facilities.

ACSLAPD LIAISON The ACSLAPD Liaison will keep the ACS and the LAPD informed of current operations as appropriate as well as passing information of interest between both organizations. The ACS Liaison will also assist in ACS deployment per LAPD requests.

ACSCERT LIAISON The ACSCERT Liaison will keep the ACS and CERT organizations informed of current schedules, the ACSCERT Communication Plan, operational requirements, and activities of interest to members of both ACS and CERT groups. The ACSCERT Liaison will maintain the ACSCERT Comm Plan and related materials.

ACSFFOUNDATIONS LIAISON The ACS Foundations Liaison will be responsible for investigating and maintaining relationships with the LAFD Foundation and other foundations, agencies, and groups that may be useful to the ACS as a source of funding or other benefits.

ACSEMCOMM GROUPS LIAISON The ACSEmComm Groups Liaison will be responsible for interaction between ACS and other Amateur Radio emergency communications groups such as ACSRES, LAFD County ACS, GEARS, BEARS, CCARES, KPARN and other local emergency communications organizations within and surrounding the City of Los Angeles. The ACSEmComm Liaison will maintain a confidential list of frequencies used by these organizations and determine interoperational frequencies for these organizations as possible. The EmComm Liaison will keep the ACS Command Staff apprised of activities and activations of interest involving these organizations and shall prepare for and assist should a mutual aid situation arise.

ACSRECORDS ADMINISTRATOR The ACS Records Administrator is responsible for the ACS membership rosters, member records, member applications, certificates, and other material and documents relating to membership and membership activities. The Records Administrator performs document maintenance, control, and distribution functions. The Records Administrator supervises the Assistant Records Administrator.

COMMUNICATIONS UNLEADERS

ACS BUREAU COMMUNICATIONS UNIT LEADERS (BEAU COMS)

Bureau COMs are subordinate in rank to ACS Staff members and are responsible for effective implementation of the policy, rules, regulations, practices, and procedures of the ACS Program within their commands. Bureau COMs shall:

1. Be responsible for the morale, efficiency, and distribution of personnel within their commands.

2. Conduct training activities of all Battalion Communication Unit Leaders in their bureaus at least once a year and at other times when appropriate.
3. Make inspections and investigations as may be necessary to keep informed of conditions in their bureaus
4. Respond to ACS activations as needed.
5. Maintain contact with their respective LAFD Bureau Chiefs on a quarterly basis.

ACS BATTALION COMMUNICATION UNIT LEADER (BCOMLS)

BCOMLS are subordinate in rank to Bureau Communication Unit Leaders and shall:

- ◀ Supervise Radio Operators assigned to ACS Battalions in accordance with general rules of conduct pertaining to their rank and shall enforce within their Battalion the specific rules applicable by reason of their assignment.
- ◀ Respond to ACS activations when deployed, assume control of ACS Resources in their battalions and utilize resources and personnel in the most advantageous manner to achieve the preservation of life and property.
- ◀ Conduct training activities of all their immediate subordinates at least once a year and at other times when necessary.
- ◀ Have contact with each Radio Operator over whom they have supervision at frequent intervals, make such contacts as are necessary to determine that proper care and attention is given to all ACS property, and immediately notify their Bureau Communication Unit Leader when equipment requires repair or replacement.
- ◀ Perform drills, conduct investigations, collect evidence of neglect or inefficiency, and take necessary action to correct any deficiencies within their battalions as required.
- ◀ Maintain contact with their respective LAFD Battalion Chiefs on a quarterly basis.

ACS RADIO OPERATORS

ACS PRIMARY RADIO OPERATOR

A Primary Radio Operator is a properly trained and equipped ACS Radio Operator assigned to the lead position of a two-person deployment team. This person will have all of the items on the Primary Radio Operators Equipment List (p2-10), including a minimum 35 watt, dual band (2 meter/440) mobile radio programmed with the current ACS and CERT Comm Plans (4-10).

ACS SECONDARY RADIO OPERATOR

A Secondary Radio Operator is a properly trained and equipped ACS Radio Operator the second Radio Operator of a two-person deployment team. This person will have all of the items listed on the ACS Radio Operators Equipment List (p10).

CHAPTER 2 MEMBERSHIP

MEMBERSHIP REQUIREMENTS

To become an ACS Radio Operator, applicants must possess a current FCC Amateur Radio License, complete and submit the required applications, present requested documentation, and pass an initial review and interviews. All members are subject to a background investigation. Radio Operators, once approved, will be issued an ACS battalion and serial number (collectively referred to as their member number) and successfully passing a six-month probationary period and completing the required classes approved by their Battalion Communications Unit Leader and authorized by their Bureau Communications Leader to receive their official ACS identification card from the City of Los Angeles.

As a condition of membership, all ACS Radio Operators are required to keep their FCC Amateur Radio Licenses current and in good standing. ACS Radio Operators are encouraged to upgrade their licenses to the highest level possible.

The ACS Active Roster is the list of Radio Operators who are current in their requirements and training, are properly equipped, and available for deployment. The Active Roster is maintained by the ACS Records Administrator.

All Radio Operators are required to participate in the Monday Night Net. Missing three consecutive Monday Night Nets may cause a Radio Operator to be dropped from the Active Roster and be considered inactive. Once checked in after missing three consecutive Monday Night Nets, inactive Radio Operators will be returned to the Active Roster. Radio Operators missing four or more consecutive Monday Night Nets should contact their BCOML to update their contact information and then check into the Monday Night Net. Radio Operators who know they will be unavailable to check in to the net for good reason (work, out of town, school, other commitments, etc.) should contact their BCOML prior to missing three or more nets. Radio Operators who maintain regular contact with their BCOMLs will be excused from the weekly net participation requirement when they are unable to participate.

Radio Operators using EchoLink to check into the Net until ACS Net Control asks for EchoLink contacts.

One of the purposes of the Net is to exercise our radio equipment and test our radio communication abilities. When a Radio Operator makes a communication on behalf of another person through a third party communication, ACS Net Control will only accept third party Net checks when:

- < The Radio Operator is in direct radio contact (not telephone contact) with the third party Radio Operator in a radio relay situation, or
- < The third party Radio Operator is physically present at the relay radio station during the Net.

VOLUNTEER DOCUMENTATION

It is vitally important we keep the City of Los Angeles informed of participation in the ACS program. Radio Operators are required to report their hours, even if none, on a monthly basis. Radio Operators who do not report their volunteer hours for the previous month by the tenth of the following month may be removed from the Active Roster. ACS hours are reported to the ACS Records Administrator or Assistant Records Administrator.

A minimum of three hours (three Nets, for example) per month are required to maintain active ACS status. Those who cannot meet this requirement should contact their BCOML for other arrangements. Hours spent in approved training, maintaining ACS equipment, attending ACS battalion meetings, attending ACS special events, etc. are all acceptable volunteer hours. Radio Operators who do not report volunteer hours will be removed from the Active Roster.

Please refer to the following standards in reporting your ACS time.

- ◁ **NET** One hour minimum or actual, whichever is longer than one hour for each ACS directed Net that you check into. The Monday evening Net is an adjunct to the directed Net and does not count for separate time credit.
- ◁ **TRAINING** Hours spent attending, instructing, preparing materials for, or administering approved training events or courses, including those not sponsored or taught by ACS. Please send a copy of any completion certificates, if issued, to the ACS Records Administrator. Hours spent studying for a self license upgrade, FEMA courses, and ARRL public communication courses may be included with approval of the Battalion or Bureau Communications Officer. Ask the Training Officer about any events for which approval has not been previously granted.
- ◁ **DRILLS** Hours spent participating in ACS organized drills or providing approved communications support or ACS outreach at sponsored or city supported events.
- ◁ **ACTIVATION** Hours spent participating in any formal ACS activation.
- ◁ **MEETINGS** Hours spent attending approved ACS meetings and representing ACS at public meetings.
- ◁ **EQUIPMENT** Hours spent sourcing, procuring, installing, and maintaining ACS equipment at department facilities. This does not include maintenance of your personal radio or station.
- ◁ **STAFF** Hours spent performing the duties of BCOML and above.

GENERAL (APPLIES TO ALL TIME CATEGORIES)

For all ACS activities, report all time in hour increments, rounding up to the nearest hour, with a one minute minimum. For example, if you participated in a thirty minute class, your ACS reported time is two hours. If you performed a forty five minute ACS task, your reported time for that task is one hour. Include your actual travel time to and from qualifying events in addition to time spent at the event, with a minimum travel time of one hour per trip. All credit for hours logged is subject to approval by the Radio Operator's BCOML, Bureau COML, and Command Staff. Please sign in on any provided rosters and submit any required reports for specific events to credit for activities other than Nets.

Note The intent of collecting hours expended by Radio Operators is to document work provided to the City of Los Angeles by ACS volunteers and training received by ACS Radio Operators. Please report only your ACS hours to the ACS Records Administrator. Hours volunteered for CERT or other groups should be reported to the appropriate person in each such group.

DONATIONS

All donations to the ACS will be commensurate with the City of Los Angeles.

Any material donated to the ACS members will be documented on the appropriate form and submitted to the ACS Records Administrator. Examples of donated items are radio equipment donated to ACS stations, equipment and supplies for maintenance, computer equipment and office supplies donated to the stations, and food and supplies donated for ACS events.

The documented hours and donation forms allow us to show the city council the value of the services and materials we donate to the City of Los Angeles each month.

TRAINING

Emergency communications and Amateur Radio are continuously evolving. It is important for ACS Radio Operators to maintain and improve their capabilities.

- < **QUARTERLY TRAINING** Training events are held quarterly and are organized by all bureaus on a rotating basis. If possible, all Radio Operators are expected to attend all trainings. A minimum of one quarterly training per calendar year is required for each Radio Operator to maintain active membership.
- < **ADDITIONAL TRAINING** Workshops and other learning opportunities may be conducted from time to time. Additional requirements may be developed by the Training Officer and approved by the Command Staff. Radio Operators are encouraged to study and upgrade their licenses and to participate in radio communication activities and training conducted by other organizations.
- < **TRAINING COURSES** As a requirement for active membership status, all ACS Radio Operators should complete and pass the following training courses within twelve months of joining ACS:
 - o FEMA Incident Command System (ICS) Independent Study Programs (available at <https://training.fema.gov/is/>)
 - < [IS-100.c: Introduction to the Incident Command System](#)
 - < [IS-200.b: ICS for Single Resource Unit/Action Incidents](#)
 - < [IS-700.b: National Incident Management System, An Introduction](#)
 - < [IS-800c: National Response Framework, An Introduction](#)
 - o ACS101 voice message handling class or approved equivalent
 - o * k k 0 -001 Basic Emergency Communications <http://www.arrl.org/online/coursecatalog>

For any trainings or courses that issue certificates for proof and documentation, such as the FEMA and ARRL courses as above, a copy of the certificate must be sent to the ACS Records Administrator.

EOC/FDOC Radio Operators: refer to Chapter 5 for additional training requirements.

Additional trainings such as Emergency Operations Center courses and the LAFD Defensive Vehicle Operations Class may be required for certain deployments.

CODE OF CONDUCT

ACS Radio Operators will present themselves in an organized and professional manner. Listen more than you speak. Be familiar with how the LAFD conducts operations and communications. Think on your feet but do not make policy decisions.

Punctuality is required of all Radio Operators. Failure to report for place of assignment at the time specified will be considered cause for disciplinary action. Unexcused absence of more than sixty minutes will be considered absence without leave. Tardiness shall be reported immediately.

Radio Operator accountability is an LAFD mandate and is required of all Radio Operators. If you are assigned to fulfill a position, you are expected to remain in that position until officially relieved. If you need to leave the position without being relieved or excused, for your safety and the safety of others, it is imperative you inform your supervisor and ACS Net Control before leaving. Your supervisor and ACS Net Control must know your location and assignment at all times until you are dismissed.

Volunteers for the LAFD will not engage in any political or LAFD business discussions while volunteering for the LAFD or City of Los Angeles. Volunteers will specifically not discuss LAFD business while in uniform when they are in fire stations or city property.

Inappropriate conduct or behavior is never acceptable and may be cause for discipline. This includes but is not limited to the following:

- < Sexual harassment
- < Hostile work environment
- < Insubordination
- < Inappropriate or abusive language, whether in person or via radio
- < Self-harm or harm to others
- < Misuse of credentials
- < False statements
- < Criminal conduct of any kind
- < Participation in any ACS activity while under the influence of alcohol, marijuana, or illegal drugs
- < Inappropriate attire

DISCIPLINARY PROCESSES

All ACS Radio Operators are appointed and volunteer at will. The City of Los Angeles and the LAFD and the ACS Program Manager are free to discharge volunteers for good cause, bad cause, or no cause at all. ACS Radio Operators are equally free to resign or otherwise cease work at any time.

ACS Radio Operators who do not meet the minimum membership requirements may be removed from the Roster. Quarterly, BCOMLs will inform the ACS Records Administrator of Radio Operators in their battalions who have not met the minimum membership requirements. Those Radio Operators dropped from the Active Roster. Radio Operators dropped from the Active Roster will be placed on the Inactive Roster for twelve months, during which time they can return to the Active Roster by meeting the minimum requirements.

Radio Operators who are inactive for twelve months or longer will no longer be ACS members and will need to reapply as new members if they wish to return to ACS membership. Radio Operators removed from the Inactive Roster, or who have resigned or otherwise ceased ACS work, must immediately surrender and LAFD city-provided equipment, including their ACS identification card and ACS uniforms or patches, and are prohibited thereafter from wearing the ACS uniform or in any other way representing themselves as ACS volunteers.

Radio Operators unable to meet the minimum requirements may contact their BCOML and, with BCOML and Bureau COML approval, make other arrangements to satisfy the minimum requirements.

Command Staff members may summarily relieve a Radio Operator under their command when, in their judgment an offense committed is sufficiently serious to warrant immediate action. An oral report of such action shall be made through channels immediately and a written report shall be submitted to City Radio Officer and ACS Program Manager within twenty-four hours. Serious offenses shall be submitted to the LAFD Professional Standards Division for review.

When relieved from duty under charges, the Radio Operator so relieved shall promptly surrender all ACS and LAFD property to his or her supervisor, who will retain such property pending disposition. Loss of privileges, relief from duty, or suspension may be assessed against any Radio Operator guilty of infractions of the ACS Code of Conduct (p.2-4), practices, or procedures commensurate with the seriousness of the offense.

UNIFORM STANDARDS AND REQUIREMENTS

All uniform apparel will be clean, wrinkle free, and free from defects.

REQUIRED ITEMS

ID CARD Once issued an ACS identification card, every Radio Operator will display this credential at all times while on duty. The card will also be worn when visiting an LAFD or City of Los Angeles facility while on ACS business. The recommended method is to clip the ID card to a lanyard hung around the neck.

UNIFORM SHIRT All Radio Operators shall wear a Dickies long or short sleeve light blue uniform shirt or approved equivalent. The LAFD blue background patch shall be affixed to the left sleeve one-half inch below the seam and the ACS unit patch shall be affixed to the right sleeve one-half inch below the seam.

The name patch shall be placed on the right chest of the shirt, following LAFD specifications (one-half inch Helvetica font unless the name is long enough to require a slightly smaller font). (See Figures 1, 2, and 3.)



Figure1: LAFD patch with blue background. Figure2: Last name above right pocket. Figure3: ACS unit patch, right shoulder left shoulder.

Note Neckties, collar insignia, pins, decorations, and all other uniform embellishments shall not be worn at any time. EMT pins may be worn one-quarter inch above the left pocket.

UNDERSHIRT Darkblue. An LAFD dark blue shirt is preferred.

TROUSERS Dickies Work Pant #874DN (dark navy) Twill is the uniform standard. Dickies Cargo Work Pant #WP592DN (dark navy) Twill or 5.11 Tactical #4251 (dark navy) Twill may be substituted if you prefer additional pockets. Trousers made by additional makers may be acceptable if they look substantially the same as those listed above.

FOOTWEAR Black work Oxford is the minimum standard. Heavy black boots are recommended for safety. Under no circumstances will flip-flop footwear be worn. Black or dark blue socks are preferred.

PERSONAL PROTECTIVE EQUIPMENT (ALSO REQUIRED)

All Radio Operators shall possess and use the following Personal Protective Equipment (PPE) for all city sponsored drills and activations, including those with CERT. PPE may be required and used elsewhere as appropriate. PPE not required when attending ACS meetings or functions or when the ACS has not been activated unless it is appropriate for the situation.

HARD HAT A dark navy blue hard hat is required. Other colors are not acceptable as they are already in use by the LAFD identification system. Only ACS approved decals may be used on the hard hat; these are available from [redacted] # \ U O # [redacted]. Rockers and ACS decals should be affixed on both sides of the hard hat, and an LAFD logo decal should be affixed to the front. A label with your last name and call sign should be placed on the rear of the hard hat.



Figure 4: ERB Industries Omega-point suspension with ratchet, or equivalent acceptable.

LEATHER GLOVES Gloves like this Wells Lamont 1130 Work Glove, or equivalent, are acceptable.



EYE PROTECTION Eye protection similar to the following is acceptable. Prescription glasses with polycarbonate safety lenses are also acceptable. Eye protection to place over your prescription lenses is recommended.



Figure 5: 3M TEK Protection Goggles



Figure 6: MSA Safety Work Goggles

NIOSH APPROVED N95 PARTICLE MASK



Figure 7: 3M 8210 or equivalent

SAFETY VEST

Figure 8: ANSI Lime Green Safety Vest similar to this Uline version or equivalent.



OPTIONAL ITEMS

HAT LAFD headgear (baseball cap) is available from various outlets and some fire stations. The hat should be navy blue with white LAFD lettering. The LAFD wider brim floppy style hat in navy blue with white LAFD lettering is also acceptable.

JACKET Dickies #115DN (dark navy) Eisenhower style jacket is standard. The LAFD blue background patch should be on the left shoulder and the ACS patch on the right shoulder, one-half inch below the seams. The Radio Patch in white on the right chest per LAFD specifications (half Helvetica or slightly smaller if necessary).

TACTICAL SHORTS Navy blue tactical shorts, if worn with black socks and boots or black shoes, may be worn in warm weather. Under no circumstances will regular shorts or cutoffs be worn.



Figure 9: Tactical shorts

APPROPRIATE USE OF UNIFORMS

Unless otherwise instructed, ACS uniforms and ID cards are to be worn at ACS activations, events, trainings, gatherings, and meetings and should be worn when volunteering as a ACS general volunteer for CERT. Uniforms should be worn any time a Radio Operator is officially representing the ACS in public, such as at community meetings or at LAFD events, especially when the events are held at fire stations or City of Los Angeles facilities. Uniforms will not be worn unless performing ACS duties or officially representing the organization. Questions about when to wear uniforms should be directed to your BCOML.

EQUIPMENT LISTS

The following equipment is required when responding to emergency incidents. You may be deployed for up to seventy-two hours. Equipment needs are divided into two tiers: required for Radio Operators and additional requirements for Primary Radio Operators. EOC/FDOC Radio Operators must follow Primary Radio Operator guidelines.

REQUIREMENTS FOR ACS RADIO OPERATORS (ACS RADOS)

- < Handheld radio (dualband preferred)
- < Magnetic mount antenna
- < Spare batteries
- < External power source (deep cycle battery or generator)
- < A current *Thomas Guide* for Los Angeles County. GPS and other mapping devices may be used but a hard copy *Thomas Guide* is required, as directions may be given using page and grid coordinates.
- < Addresses of all LAFD fire stations (available at lafd.org and in the Appendix, 7-14)
- < Flashlight with spare batteries
- < Clipboard, paper, and pens
- < ACS Forms
- < ICS205 (ACS Incident Communications Plan)
- < ICS213 (ACS General Message Form)
- < ICS214 (ACS Activity Log)
- < ICS309 (ACS Communications Log)
- < LAFD F27A (ACS Dispatch Worksheet)
- < ACS Infrastructure Status Report
- < Printed ACS and CERT Comm Plans
- < Three quarts of water (minimum)
- < Food (three day supply)
- < Snacks (nonperishable)
- < Personal supplies (eye drops, sunscreen, toothbrush, toothpaste, deodorant, insect repellent, toilet paper, facial tissue, towel, lip balm, personal wipes, spare LAFD underwear, etc.)
- < First aid kit and personal medications
- < Pocket knife
- < Plastic sheeting, tarp, or drop cloth with rope, duct tape, etc. for temporary shelter
- < Current list of Los Angeles repeaters
- < Personal Protective Equipment as listed above
- < Space blanket
- < Waterproof matches
- < Garbage bags
- < Binoculars (optional)
- < Chemical light sticks (twelve)
- < Sleeping bag
- < List of area emergency medical facilities on p-277. Updates are available at <http://lafdac.org/download.htm>

ADDITIONAL REQUIREMENTS FOR ACB PRIMARY RADIO OPERATORS

- ◁ 35watt minimum dualband, dualreceive mobile radio (144440 MHz).

Note A 50watt dualband dualreceive UHF/VHF mobile radio is preferred to enable the Radio Operator to operate on one frequency while maintaining the ability on another frequency simultaneously. A dualband radio may also give a Radio Operator a crossband repeat capability.

- ◁ External antenna: High dualband antenna with a wind resistant vertical stand, minimum ten feet.

ACTIVATION PROCEDURE

The ACS is a command and control organization and does not activate itself.

ACS Radio Operators are activated when officially requested by the ACS Command Staff to perform functions under Command Staff direction for the City of Los Angeles. Typically, this would be when Amateur Radio communication services are needed by the city or when ACS Radio Operators are requested to perform other functions for the City of Los Angeles. Activations could occur if ordinary LAFD communications fail or require supplementation or if CERT teams are activated and require communications or other assistance.

The following activities are necessary for activation:

- < Being prepared to activate.
- < Maintaining a state of readiness.
- < Conducting an Availability Net.
- < Conducting a Situational Awareness Net.
- < Assembling at North Valley Station in preparation for a possible activation.
- < Operating a net from communications trailer at Fire Station 88.

Radio Operators are encouraged to monitor the ACS Channel 1 whenever possible. In the event of a natural disaster or other emergency, a Bureau COML or BCOML will monitor ACS 1 and start a Net to include a general call. Simultaneously, the City Radio Office ACS Program Manager or Operations Officer will evaluate the situation and determine if a full activation is required.

Any LAFD or Emergency Management Department personnel or CERT Coordinator can request ACS services. All requests will be confirmed by the appropriate LAFD Captain or Chief Officer. A full activation of the ACS can be authorized only by the City Radio Office ACS Program Manager or ACS Operations Officer. Bureau COMLs and BCOMLs are authorized to bring Radio Operators to standby status.

Full activations will occur when ACS Command Staff determines that Radio Operators are needed in the field. Standby activations will occur when ACS leadership determines there is a need for Radio Operators to monitor appropriate frequency while the situation and operational requirements are evaluated. Partial activations may occur when a limited number of Radio Operators is needed.

When the ACS is activated, or you are alerted to a situation or experience an earthquake or other emergency from the field, do the following:

1. Tune your amateur radio to ACS Channel 1. Use ACS Channel 3 if ACS 1 is unusable or Channel 5 if neither Channel 3 is functioning.
2. Listen for an ACS Net Control operator and follow the instructions. Identify yourself by your member number. If you are the first person on the Net, you shall assume ACS Net Control duties until you are relieved by an ACS Radio Operator with higher authority or more experience.
3. Be prepared to state a concise situational report for (e.g. power outages, windows broken, major damage, no visible damage, flooding, mudslides, etc.) and your availability to respond. See the

Appendix (p7-23) for the recommended Infrastructure Status Reporting format (ELDEPLOY UNDER ANY CIRCUMSTANCES 3-5).

4. Wait for specific instructions from ACS Net Control.
5. In most situations, you may not be given a specific assignment for several hours. Use this time to take care of your family and property, check your communications equipment, and update the supplies needed for a multiday deployment.
6. When activated, you may be asked to perform one or more of the following activities:
 - a) Mobilize in support of CERT at a CERT Command Post or a CERT team in the field.
 - b) Relay radio traffic, which you may be able to do from your home, or you may need to operate from a high location, such as Mulholland Drive.
 - c) Report to a fire station to provide communications, security, or perform other services.
 - d) Report to an LAFD Incident Command Post Staging Area in the field.
 - e) Be assigned as a communicator to a Battalion Chief or other LAFD Command Staff officer. Primary Radio Operator equipment is required.
 - f) Other services deemed necessary and appropriate by the LAFD or the City of Los Angeles.

Bureau COMLs will respond as directed by the Command Staff at the time of activation. BCOMLs will respond from their respective battalion headquarters unless otherwise directed. The BCOMLs will have a prepared list of priority locations within their battalion boundaries and will dispatch Radio Operators to them as required upon activation.

ACS Radio Operators will not divulge information to the public, especially members of the news media, regarding any activation or incident. Refer all inquiries, including media inquiries, to the ACS Radio Operator Information Officer, if necessary, a member of the ACS Command Staff.

LAFD HANDHELD 800MHZ RADIOS

With the approval of Bureau COMLs or BCOMLs, Radio Operators may be issued LAFD handheld 800 MHz radios for use during activations. These radios are used to monitor LAFD activities and to communicate directly with LAFD in an emergency or when otherwise directed.

The Bureau COMLs or BCOMLs issuing LAFD radios will provide the Metro Floor Captain's contact information. The preferred method to contact the Floor Captain is by

- < Email: lafd.floorcaptain@lacity.org
- < Or fax: 213-260062
- < Or if necessary, by telephone: 5768911 MFC (Metro Fire Control) Direct

The Floor Captain may be extremely busy so telephone identify yourself and your ACS position and ask if they have the time to take your radio list. If not, call back when they may have the time to do so. When radios are returned, a Bureau COML or BCOML will notify the Metro Floor Captain that the radios are no longer in active use.

If issued an LAFD radio, insure that the radio is turned off before inserting the battery. If the radio is turned on when the battery is inserted, you may activate the Emergency Trigger. **DO NOT PRESS THE ORA BUTTON, WHICH WILL ACTIVATE THE EMERGENCY TRIGGER.**

If the Emergency Trigger is activated, the radio will switch to Channel 6, which is a direct link to Metro Fire Command. If the trigger is activated by mistake, immediately use the activated radio to contact Metro, give them the serial number of the radio, and tell them it was an accidental activation. If it is a real emergency, give Metro the details of the incident.

See LAFD Radio Operating Procedures in the appendix (p. 7-36) for further information.

PHOTOGRAPHY, VIDEO, AND RECORDING

Per LAFD regulations, Radio Operators shall not take photographs, videos, or recordings of incidents and activations unless specifically approved in writing by the ACS Command Staff. It is particularly important to never photograph, video, or record scenes where there is injury or damage.

Incidental photographs of a general nature and photographs and videos of training activities are allowed unless specifically prohibited.

ACS ACTIVATION IN SUPPORT OF CERT

When CERT is activated, the ACS should be notified by the CERT Administrator. The ACS and Radio Operators will be notified to prepare for possible activation in support of CERT. If you become aware of CERT activation, please advise the ACS Liaison, your BCOML, or Bureau COML so the ACS Command can be notified.

IF CERT REQUESTS ASSISTANCE:

ACS may support CERT operations at the request of the CERT Administrator, or appropriate LAFD authority. Radio Operators may be asked to provide communications or act as general volunteers.

- < Radio Operators will not respond as general volunteers without approval of ACS, the ACS CERT Liaison, the Bureau COML, or the BCOML. If the response is approved, ACS leadership will monitor the appropriate ACS frequency. Radio Operators responding for CERT will report their status as appropriate for accountability, including the termination of their CERT act.
- < Radio Operators will report to the CERT Staging Area or designated location in ACS uniform with ACS credentials and with their portable radio equipment and supplies. Radio Operators will bring their CERT credentials and gear with them.
- < For communications support, Radio Operators will be directed by the senior Radio Operator on site, the CERT Administrator, or a member of the CERT Incident Command Staff.
- < For general volunteer support, Radio Operators will be directed by the CERT Administrator, designee, or CERT Incident Commander.
- < Radio Operators reporting as general volunteers to CERT incidents will not be paired with a CERT-trained responder.
- < Radio Operators reporting as general volunteers will be deployed with other CERT members or ACS Radio Operators in teams of two or more.
- < Radio Operators will take their Personal Protection Equipment when deploying with CERT.
- < Radio Operators must inform the ACS of their location, activities, and when demobilized by CERT. ACS accountability is mandatory.

Nothing in this section prevents Radio Operators who are also CERT members from responding to CERT incidents as CERT members. It is suggested that they bring their ACS radio equipment with them,

If ACS is activated other than in support of CERT, as a matter of professional courtesy, the ACS will notify the Administrator, who can be reached during normal business hours at 361.3013.

SITUATIONAL AWARENESS

The ACS does not deploy, but ACS Bureau and Battalion Commanders may act as eyes and ears for the City of Los Angeles and the LAFD for events in their immediate neighborhoods. In circumstances where the ACS has not yet been activated, Radio Operators as individuals in the course of their normal activities, investigate incidents in their local areas, gather information, and report to the ACS Command Staff. If a major incident could benefit from additional communications support, it is acceptable for Battalion or Bureau Commanders to go to that incident in ACS uniform and with ACS identification check in with the Incident Command Communications Unit Leader or Staging Area Manager to see if they need ACS support. If ACS support is requested, contact the ACS Staff and await further instructions. It is not appropriate to go directly to the Incident Commander. Do not interfere with LAFD personnel.

DEMOBILIZATION

ACS Radio Operators will prepare an ACS Activity Log for the purposes of activity report and submit it through the chain of command within seven hours of the end of activity unless otherwise directed. Only one ACS ICS form complete, need be generated for each location where ACS Radio Operators are active in more than one location. The person making the report should include the major activities of all Radio Operators at that location. Operations require ICS 214 for each operation, a copy of which will also be submitted through the chain of command. The ACS ICS 214 report is a learning tool for the Radio Operators and should include both positive and negative observations.

Your ICS 214 Activity Log (see Appendix, p-18, or <http://lafdac.org/download.htm>) should contain the following information:

- < Assignment(s)
- < Dispatch time
- < On-scene (arrival) time
- < Description of duties
- < Length of service
- < Observation of unusual activities or incidents
- < Discuss things that went right and why
- < Discuss things that went wrong and why
- < Recommendations for improvement

ICS COMPLIANCE

The LAFD operates using the Incident Command System (ICS). For any given situation, the Incident Commander has complete and total authority over the situation and all personnel assigned to the incident, including ACS Radio Operators.

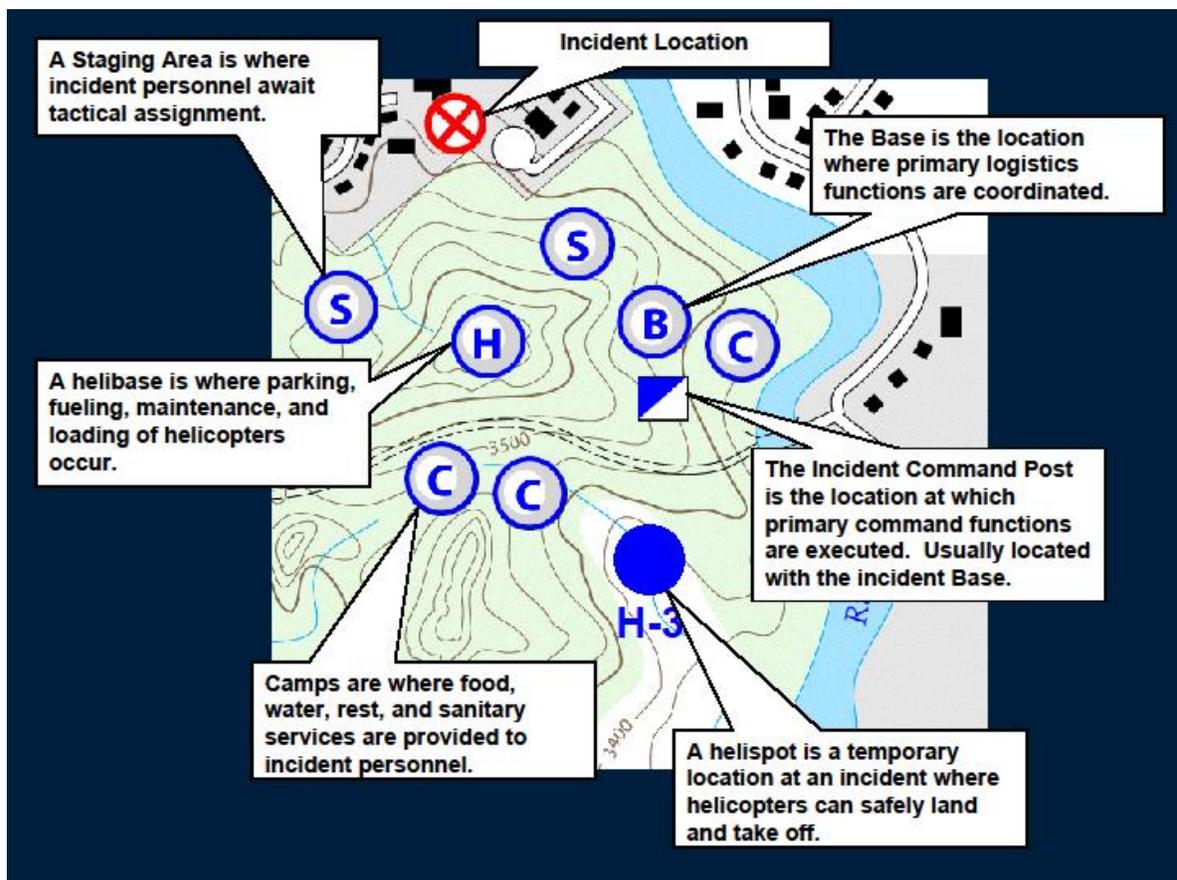
As a Radio Operator deployed to an incident, you may or may not come into direct contact with the Incident Commander. Situations may arise where you are directed to pass message traffic to the Incident Commander either directly or through the chain of command. You are responsible for passing the traffic in an accurate, professional, and impartial manner. The ACS 101 Class is specifically designed to teach you how to pass message traffic properly.

Once in the field, you may be given additional assignments by the Incident Commander that may conflict with the orders you were given from ACS Net Control or the ACS chain of command. In such cases, you will follow the orders of the Incident Commander and inform the ACS Net Control Operator of the change in orders.

Nothing in this document prevents an ACS Radio Operator from following orders of an LAFD Chief Officer as long as compliance with FCC rules is maintained. If so ordered, immediately inform ACS Net Control and, if you are capable of doing so, follow the orders.

Nothing in this document requires ACS Radio Operators to perform tasks beyond their training if they are unsafe.

INCIDENT GEOGRAPHY



STAGING AREA

A Staging Area is a location used to manage Radio Operators and resources. When the ACS is activated in an emergency, the ACS Incident Commander may establish a Staging Area. In an ACS incident, a Bureau Communication Unit Leader or Battalion Communication Unit Leader, if available, will be assigned as the ACS Staging Manager. The Staging Manager will assign Radio Operators as required by Incident Command staff.

ACS Staging Areas will be located in the general vicinity of the emergency but away from immediate danger. Typical locations will be city parks or large open areas such as supermarkets, parking lots, or freeways on and off ramps. Staging Areas may be assigned their own Staging Area channel. Radio Operators assigned to a Staging Area should check in with the Staging Manager on the Staging Area channel, when approaching the area. Radio Operators may be redirected to a specific assignment by the Staging Manager while traveling to the Staging Area. The Staging Area channel will be announced on the Net and repeated frequently as needed.

STAGING MANAGER

The ACS Staging Manager will dispatch personnel and resources at the request of the Incident Command Staff. The Staging Manager will maintain a log of all personnel assignments, including vehicle type and license number, available radio equipment, and time of assignment to a specific supervisor. The Staging Manager will keep a written log of all personnel assignments. The supervisor requesting the resources will maintain a similar log. The use of logs is mandatory for the safety of Radio Operators.

The Staging Area will have the Staging Manager and at least three deputy positions including resource management, and radio operations. The Staging Manager will be responsible for implementing these functions as follows:

- ◁ Assign personnel to process Radio Operator check
- ◁ Assign personnel to function as the Staging Radio Operator and assistant/scribe.
- ◁ Assign personnel to coordinate assignments.
- ◁ Assign personnel to inspect Radio Operator vehicles (proper channel plan), and gear for compliance to equipment checklists prior to assignment.

Upon arrival at Staging Area, Radio Operators will present themselves to the check At that time, they will fill out an information sheet (see Appendix 7-20) summarizing their available assets as vehicle, radio gear, specialty equipment, etc.

All Bureau COMLs and BCOMLs should be prepared to manage an ACS Staging Area and have all of the necessary forms with them as part of their equipment. Additional equipment includes portable tables and chairs. A sunshade, such as a pop shelter is recommended for weather protection.

POSTS

An Incident Command Post is the location where the Incident Commander and staff are located. The ACS Net Control operator may or may not be located at the Incident Command Post. The location of ACS Net Control is incident driven.

PRIMARY ACS COMMAND POST

ACS maintains a primary permanent command post in the ACS communications trailer at the Fire Station 88 in Sherman Oaks.

Capabilities:

- ◁ Multiband capability
- ◁ Multiagency interface capability (interoperability)
- ◁ Multiple towers dedicated use all frequencies
- ◁ 800MHz handheld (HT) radios with batteries stored at this location.
- ◁ Simplex capability with EOC and North Valley Station on several bands

ALTERNATE ACS COMMAND POST

ACS maintains a secondary permanent command post at North Valley Station (Old Fire Station 77) in Sun Valley.

Capabilities:

- < UHF/VHF radio, HF and LAFD-800 radios
- < Multiband capability
- < Multiple towers dedicated use all frequencies
- < 800MHz handheld (HT) radios with batteries stored at this location.
- < Simplex capability with EOC/FDOC and the primary command post on several bands

ALTERNATE STATIONS

ACS has limited radio equipment installed at Fire Station 109 on Mulholland Drive, Fire Station 5 north of Los Angeles International Airport at the Port of Los Angeles Testing Laboratory, Berth 161, in Wilmington.

EOC/FDOC RADIOS Both the City of Los Angeles Emergency Operations Center (EOC) and Los Angeles Fire Department Operations Center (FDOC) contain radios. Refer to Chapter 5: EOC Radio Operator Overview (p. 5-1) for further information.

MOBILE ACS COMMAND POSTS Mobile ACS command posts may be established using LAFD vehicles or ACS Radio Operator vehicles, depending on the situation and operating requirements.

CHAPTER 4 RADIO OPERATING PROCEDURES

A communication plan is the assignment of specific radio frequencies for a particular agency, purpose, or geographical area. Copies of the ACS and CERT Communication Plans are available on the LAFD ACS Groups.io page <https://lafdacsgroups.io>. The CERT Communication Plan is also available at <http://www.certla.com/cert/news/commplan/>.

THE LAFD AGSERT COMMUNICATION PLAN

The LAFD AGSERT Plan has two elements:

1. The LAFD ACS Communication Plan
2. The LAFD CERT Communication Plan

Together, they form the ACS Communication Plan. All ACS Radio Operators are required to be familiar with both the ACS Comm Plan and the CERT Communication Plan. Recent versions of the ACS and CERT Communication Plans available and programmed into their radios.

THE LAFD ACS COMMUNICATIONS PLAN

The LAFD ACS Communication Plan lists the frequencies currently in use by the ACS. Each Radio Operator should have a copy of this plan and have all frequencies programmed into their radios. Each frequency is assigned a channel number and these channel numbers should be programmed into radios along with each channel frequency. The frequencies are thereafter to be referred to by these channel names. The numeric values for ACS frequencies should NEVER be given out over the air or elsewhere. Channel numbers will always be used.

The ACS Comm Plan changes from time to time, and Radio Operators are responsible for maintaining the current Comm Plan in their radios. Comm Plan changes will be announced on the weekly Net and posted on the ACS Groups.io page.

The ACS Comm Plan is confidential for the use of the ACS only. Do not give a copy of this plan to any other person or agency without Command Staff approval.

ACS COMMUNICATION CHANNELS

CHANNELS 1 AND 2 are the ACS repeater channels. **CHANNELS 2 AND 4** are the repeater output frequencies and may be used as simplex channels when it is not necessary to use the repeaters. Channels 2 and 4 should not be used as routine simplex channels. Channel 22 is the Baldwin Hills Amateur Radio Club 22 repeater in the Hollywood Hills and can be linked to the ACS Channel 1 repeater. This link, when active, is used as a 220MHz input to ACS 1 for those south of the Hollywood Hills.

ACS CHANNEL 5 is the primary simplex frequency and used for unit-to-unit events. Channel 5 is also the ACS Battalions 6 and 14 simplex frequency.

CHANNELS 6-9 are the ACS Bureau Frequencies to be used for battalion and bureau communications only. Traffic from a BCOML to the bureau level would use these frequencies.

CHANNELS 105 are simplex frequencies for general use and for specific battalions. Message traffic between command posts and evacuation centers, for example, will be passed on these channels.

CHANNELS 121 AND 228 can be used for local simplex operations including Channel 18 for cross-repeater operation.

CHANNEL 218 is the Baldwin Hills Amateur Radio repeater, which can be linked to ACS frequencies when needed to provide a 220Hz input and better coverage in Hollywood and areas south of the Hill.

CHANNELS 27 AND 28 are for single sideband (SSB), which may be advantageous during communication emergencies. Single sideband requires a multimode radio, and Radio Operators are encouraged to consider a multimode radio as part of their gear.

Always use the lowest power setting necessary for reliable communications.

ACS Communication Plan frequencies, with the exception of the Channel 1 main repeater frequency, are not distributed to anyone outside the ACS organization without approval. The Channel 1 repeater frequency and tone information is publicly available and may be distributed to those wishing to listen to the Monday Night Net and check in as a visitor.

Communication Plans are a convenience. Frequencies, bands, and modes may be most suitable for certain communications, and Radio Operators suitably equipped and licensed may need to utilize them if the need arises. All Radio Operators are expected to manually program their radios in the field when necessary.

LAFD CERT COMMUNICATION PLAN

The LAFD CERT Communication Plan and user notes can be found at <http://www.certla.com/cert-news/commplan> or <http://www.lafdacs.org>.

This plan is for use by LAFD CERT members and for ACS Radio Operators when supporting CERT operations.

ACS REPEATER PROCEDURES

Keep all radio traffic as concise as possible and use the lowest power level necessary. During an emergency, there will be a high volume of radio traffic waiting to be passed. Do not transmit trivial information. Be professional.

The ACS currently operates a primary and a secondary repeater.

PRIMARY REPEATER RULES: ACS 1

The primary ACS repeater, WA6PPS, is listed as Channel 1 in the ACS Communication Plan. During Net check ACS activations, and other Nets, an ACS Net Control operator will be in control of the repeater at all times and be identified as N6ACS. This is a repeater owned and maintained by the Radio Amateur Association of Van Nuys that is located on Verdugo Peak.

Please yield the frequency to any request for emergency or priority traffic or any Radio Operator conducting official communications, including, but not limited to, community fire patrols, Nets, or N6ACS radio club communications.

ACS Channel 1 shares a repeater frequency pair with the DARN System repeater in San Diego and with another repeater in Upland. The DARN repeater in particular can cause disruptions, especially south of Mulholland Drive. For this reason, it is preferable to use CTCSS decode on ACS 1 and ACS 2 (the ACS 1 repeater output), but only these two channels. All other ACS channels, per the ACS Comm Plan, should be set to decode, but not encode. It is best practice not to use CTCSS decode for emergency communications unless necessary, except on ACS 1 and 2.

Local community fire patrols, LAFD fire patrols, and Arson Watch groups have permission to use this repeater. Please do not interfere with their operations. They will grant you access for short contacts upon station identification and request when appropriate.

Any person using this repeater will abide by all FCC rules without exception. Do NOT attempt to make contact with jammers or any other station causing interference, intentional or otherwise. If ACS 1 is not usable for any reason, change to the secondary repeater, ACS 3. If neither ACS 1 nor ACS 3 is useable, change to ACS 5, which is a simplex frequency.

SECONDARY REPEATER RULES: ACS 3

The secondary ACS repeater, N6ACS, is currently listed as Channel 3 in the ACS communication plan. This N6ACS repeater is privately owned by the N6ACS radio club. It is maintained by the N6ACS program.

It is located near the intersection of Mulholland Drive and Coldwater Canyon and may have better propagation into some of the harder to reach canyons and the North Valley area, as well as areas directly south of the San Monica Mountains.

This repeater is also the primary repeater for the CERT Communications Plan and the Hillside Emergency Communications Group. This repeater is assigned to CERT Amateur Operators for initial CERT contacts when necessary and before they move to a simplex frequency. CERT Radio Operators and other approved groups have permission to use this repeater on a non-emergency basis. Please yield the frequency to any operator with

emergency traffic or conducting official communications, including drills, community fire contacts, or N6ACS radio club communications.

Any person using this repeater will abide by all FCC rules without exception. **DO NOT** attempt to make contact with jammers or any other station causing interference, intentional or otherwise.

FREQUENCIES, CALL SIGNS, AND PROCEDURES

SIMPLEX FREQUENCIES

All Amateur Radio frequencies are open to monitoring by the general public. The frequencies published in the communications plans were selected for their low volume of traffic, but they can be used by any licensed amateur operator. Many, if not all, of these frequencies appear in the communications plans of other groups, such as ARES. The ACS does not have exclusive rights to these frequencies. In an emergency, these frequencies may become busy. Please respect the rights of others and find another frequency or politely share bandwidth by using proper radio protocol.

If you lose contact using simplex channels, contact ACS Net Control and request the use of the repeater to reestablish contact. The ACS Net Control operator will authorize the use of the repeater if possible. Primary operators with dual-band radios will be able to monitor the repeater while operating on a simplex channel.

Always use the lowest power necessary for reliable communications.

TACTICAL CALL SIGNS

Your tactical call sign should be unique (e.g. ACS La Tuna Command, Sun Valley Shelter, West Mulholland Relay, Colfax Staging, etc.). Situational tactical call signs typically do not change when a new operator takes over the position; the tactical call sign goes with the assignment, not with any specific operator. In the absence of such assigned tactical call signs, such as during the weekly ACS Nets, operators will continue to use their individual member number, to check in to the Net.

Per FCC regulations, at ten minute intervals of a continuous transmission and at the end of the transmission, identify your station by its call sign (4-10) for additional station identification requirements.

USE OF CHANNEL NUMBERS

To prevent interference from jammers, never give out ACS channel frequencies over the air. Always use ACS channel numbers. Jammers usually want attention. Do not reward them by referring to them in any way. Just ignore them.

QUICK KEYING

When using a repeater, wait at least one second after keying the microphone for the repeater to come on line before speaking. This allows the repeater time to receive your signal and retransmit it completely. When using EchoLink or other linked systems, allow additional time between transmissions.

PERSONAL INFORMATION

Personal information such as names, phone numbers, or email addresses should never be transmitted unless the sender has specifically received permission to do so. For example, it is permissible for you to give your name or phone number or email address out on the air, **NOT** it is information out over the air without their explicit permission.

TRANSMITTED INFORMATION

The Amateur Radio airwaves are open to anyone with a radio. Transmissions are never encrypted and others are listening, including members of the media. Information you transmit can be easily misunderstood or misused by those with an ulterior motive familiar with the situation, which can cause confusion, dissemination of misinformation, or even panic. Do not transmit information of a sensitive nature unless that information is essential and specifically authorized by an Incident Commander or the **HEAD** of ACS Command Staff for transmission. If sensitive information is given to you for transmission, consider suggesting other ways the message may be formed so the transmission does not cause undue concern to members of the public. Consider other forms of communication, including fax machines or runners if necessary.

†

NET FORMATS

A Net provides a means for orderly communication within a group of stations.

DIRECTED NET A Net Control station organizes and controls all activity. One station wishing to call or send a message to another in the Net must first receive permission from the Net Control operator. This Net format is regularly used by the ACS.

OPEN NET Stations may contact each other directly without the use of a Net Control Operator. Open Nets are typically used during ACS operations but may be used informally such as the roundtable after the Monday Night Net.

EMERGENCY NET Formed to expedite the transfer of emergency traffic and information. Emergency Nets can be of the following types:

- < *Traffic Net* Handles formal written messages in a specified format.
- < *Tactical Net* Used for real time coordination of activities related to the emergency.
- < *Resource Net* Typically is a directed Net used to acquire volunteers and resources.
- < *Situational Awareness Net* Usually an open Net used to collect and share information on a developing situation.

NET CHECKIN PROCEDURE

Follow the call instructions from the ACS Net Control operator for the first check in. Once the Net is operational, transmit your call sign and a short emergency message, state your name and position.

If you are not certain that a Net is in operation, transmit your call sign and wait.

ALWAYS wait for your call sign to be acknowledged before sending traffic.

If it is necessary for you to leave a Net, either temporarily or permanently, notify ACS Net Control you are doing so. Upon returning to the Net, let ACS Net Control know that you are back on station. This is for Radio Operator accountability and lets ACS Net Control know that you do not need any assistance.

PHONETIC ALPHABET

The International Civil Aviation Organization/NATO phonetic alphabet is one of the most widely recognized phonetic alphabets and is the standard for all ACS operations.

A	Alpha	J	Juliet	S	Sierra
B	Bravo	K	Kilo	T	Tango
C	Charlie	L	Lima	U	Uniform
D	Delta	M	Mike	V	Victor
E	Echo	N	November	W	Whiskey
F	Foxtrot	O	Oscar	X	X-ray
G	Golf	P	Papa (Papá)	Y	Yankee
H	Hotel	Q	Quebec	Z	Zulu
I	India	R	Romeo		

Note that Papá is pronounced with the emphasis on the second syllable.

PLAIN ENGLISH

LAFD and ACS policy is to use plain English as the standard for all spoken messages. Do not use codes such as codes or 10 codes, or slang, including Citizens Band Radio slang, for emergency communications. Plain English is always acceptable, is the easiest to understand for most listeners, and decreases the chance of confusion or misinterpretation. Words (see below) are acceptable plain English words.

An exception to this is the use of the Q code OST. OST is generally accepted to be a special alert to all Amateur Radio Operators.

PROWORDS

Prowords, called ~~psigns~~ when sent in Morse code, are procedural terms with specific meanings. They are used to save time and ensure that everyone understands precisely what is being ~~said~~ ~~Some used~~ in general communications, others while sending and receiving ~~messages~~ ~~signals~~.

BREAK Intentional short pause in a conversation, or a request for one.

STAND BY Temporary interruption of a contact ~~you~~ wait until I resume my transmission. Wait at least sixty seconds if possible.

OVER I have finished a transmission ~~to you~~ expect a reply from you.

GO AHEAD Indicates a receiving station may respond.

OUT I have finished a transmission to you ~~and~~ expect a reply from ~~you~~ \

ROGER Indicates that a transmission has been received correctly and understood.

CLEAR End of contact and/or leaving the frequency.

EMERGENCY TRAFFIC

Emergency traffic always has priority. Once emergency traffic is declared, all other users immediately yield the frequency to those handling the emergency message. If you have emergency traffic, notify the network by saying:

" ~~your~~ ~~battalion~~ ~~and~~ ~~serial~~ ~~number~~ ~~and~~ ~~FO~~ ~~calls~~ ~~sign~~) and I have emergency

Once the frequency is clear, proceed ~~you~~ with emergency traffic.

All other members will yield the frequency to you and your emergency. When your emergency traffic has concluded, notify the Net by saying:

u ~~your~~ ~~battalion~~ ~~and~~ ~~serial~~ ~~number~~ ~~and~~ ~~FO~~ ~~calls~~

The Net then returns to normal operation.

If more than one emergency traffic situation has been declared, the ACS Net Control Operator decides which messages to receive and in what order. Follow ACS Net Control directions.

ADHERENCE TO FCC REGULATIONS

ACS Radio Operators shall comply at all times with Part 97 of FCC governing transmissions on the Amateur Radio bands. These regulations include, but are not limited to the following:

- < **IDENTIFICATION USING AMATEUR RADIO CALL SIGNS** Tactical call signs, member numbers, and other ACS identifiers are a normal part of ACS operations. **THEY ARE NOT A SUBSTITUTE FOR FCC MANDATED STATION IDENTIFICATION** All Radio Operators transmitting on the Amateur Radio bands must give their FCC call sign at the beginning of every communication (which may be a single transmission or a series of transmissions) and every ten minutes during communications [97.119(a)]. Conversely, Amateur Radio call signs must not be used when ACS Radio Operators are not at a radio, FRS/GMRS radios, or other Amateur radio services; tactical call signs may be used instead. GMRS users must have an FCC GMRS license to transmit on GMRS frequencies when using GMRS power and must identify using their FCC GMRS call signs. GMRS licenses are issued for four years, are valid for an entire family, and do not require any examination.
- < **NO COMPENSATION** No Radio Operator may accept compensation in exchange for making transmissions on the Amateur Radio bands except as described below in the case of LAFD or city employees [97.113(a)(2)]
- < **DEPARTMENT BUSINESS** Radio Operators may not use Amateur Radio bands to conduct routine City of Los Angeles or LAFD communications on a regular basis that could reasonably be provided by other services [97.113(a)(5)]. Radio Operators who are paid LAFD or city employees may not transmit messages for the benefit of the LAFD or the city using Amateur Radio bands except as follows:
 - o When participating in an emergency preparedness disaster readiness test or drill, limited to the duration and scope of such test or drill, and operational testing performed as part of such test or drill [97.113(a)(3)(i)]
 - o During an actual disaster response as an incident of their regular duty [97.113(a)(3)(ii)]
- < **NO RETRANSMISSION** ACS Radio Operators may not retransmit signals originating from a City of Los Angeles radio, LAFD radio, or other non-Amateur radio service [97.113(c)]. However, ACS Radio Operators may relay the content of such messages over their radio, as appropriate.
- < **THIRD-PARTY COMMUNICATIONS** Transmitting messages on the Amateur Radio bands on behalf of third parties is permitted within the United States. This includes allowing a radio operator to speak directly into a transceiver microphone as long as the Amateur licensee is present and operating [97.7(a)]

CHAPTER 5 EOC RADIO OPERATORS OVERVIEW

GENERAL

An Emergency Operations Center (EOC) is a place where state and other agencies meet to form a unified command to manage an emergency or potential emergency situation. A Department Operations Center (DOC) is the place where a department command staff, and managers meet to manage an emergency or potential emergency situation. The current City of Los Angeles EOC and LAFD DOC are located in the Emergency Management Department (EMD) at 500 East Temple Street in Los Angeles, next to Fire Station 4.

The Los Angeles EOC contains the Amateur Radio Operator (AROC) Room 159, which consists of two Department Operating Center (FDOC) 255.

ACS Operations Center Radio Operators are specially designed, and trained ACS personnel who will respond to the EOC or FDOC, when activated, to staff and operate amateur radios at those locations. From the EOC and FDOC, ACS can pass message traffic to the communications trailer at Fire Station 88, Valley Station, and Fire Station 5, and to ACS Radio Operators. ACS may also be in contact with CERT and other emergency response organizations and pass traffic to and from them to provide situational awareness information to the EOC and FDOC.

The Operations Center Radio Operator position requires additional training and certifications, which are described below. Operations Center Radio Operators conform to all ACS and LAFD rules and regulations.

REQUIREMENTS

To be an ACS Operations Center Radio Operator, a Radio Operator must be in good standing and complete all ACS training in addition to Operations Center training. To be an Operations Center Radio Operator, you must complete the Operations Center training (one day), have the equipment level of a Primary Radio Operator, have the necessary ACS forms and supplies, and hold an FCC Class B or above. A Radio Operator with Operations Center training who does not have an FCC Class B or above may assist at the EOC or FDOC under the direction of a properly Licensed Operations Center Radio Operator as the Control Operator.

Additionally, the following courses must also be completed: FEMA Independent Study, IS000, IS100, IS100, IS700, and IS800, and the Los Angeles Fire Department U101/201. Certification of completion must be submitted to the ACS Administrator. Anyone who has completed the above trainings and meets the requirements is eligible to be an ACS Duty Officer as described below.

ACS DUTY OFFICER

The ACS Duty Officer, when activated by the City Radio Officer ACS Program Manager or their designee, will respond to either the FDOC or EOC depending on the nature of the emergency. The City Radio Officer ACS Program Manager will clarify which location will be staffed. The first Radio Operator directed to the EOC or FDOC by the City Radio Officer ACS Program Manager will be the ACS Duty Officer until relieved by a Radio Operator with more experience or higher authority.

Depending on the nature of the incident, the Duty Officer will make the determination if additional Center Radio Operators are needed. In the event of a larger or catastrophic incident, the Duty Officer, with the approval of the City Radio Office ACS Program Manager or ACS Operations Officer, will begin activations of the bureau and battalion levels as needed.

STANDARD OPERATING PROCEDURES

ACTIVATION PROCEDURE

The ACS Duty Officer will be activated by the City Radio Office ACS Program Manager or their designee. The Duty Officer will make the determination if additional Center Radio Operators are needed at the LAFD DOC EOC. If additional Operations Center Radio Operators are activated by the Duty Officer, they must communicate to the Duty Officer whether they are able or unable to respond.

All Radio Operators who enter the EOC or LAFD DOC must be dressed in the official ACS uniform and must first report in with security personnel. They must show their ACS identification and a valid government ID (e.g., driver's license, passport, etc.). LAFD ACS membership roster, which is routinely sent to EMD.

PARKING

Parking may be available next to EMD at 500 East Temple Street in the Human Resources Department parking garage, which is shared with the EMD. Upon activation to the EOC, you may park in the designated EMD parking spots on the third level. Produce your ACS identification to the security guard at the garage entrance if asked to do so.

In an after-hours activation, the parking garage may still be accessible.

Street parking is available on the surrounding blocks and may be necessary or preferable if the EMD parking structure is damaged. Some street parking is metered. If necessary, the ACS may set up portable communication systems on the roof of the parking structure.

SECURITY

Once parked and checked in, proceed to the Radio Operator personnel desk, which will be located in the training room adjacent to the lobby of EMD. Security should have a current list of ACS Radio Operators. Fill out the Radio Operator profile and get a temporary EOC ID allowing key card access for the appropriate doors. The EOC badge must be displayed **AT ALL TIMES**. Badges must be visible and located above the waist. After checking in, proceed directly to the appropriate EOC or FDOC amateur radio rooms and begin position checklist procedures.

EOC/FDOC OPERATION PROCEDURES

FOOD

Per ACS requirements, Operations Center Radio Operators will be on duty for three days, but the Emergency Management Department may provide additional support during activations.

SITUATIONAL STATUS AND INTELLIGENCE FOR OPERATIONS CENTER RADIO OPERATORS

Amateur radio will be the last line of defense when other communication systems are damaged or have become inoperable and may be the only direct link to LAFD and CERT posts throughout the city. For these reasons, ACS will provide a critical link in the flow of information. Additionally, although normal communications may initially be operational, in a larger scale incident it is possible that they could become damaged or inoperable. For this reason, Operations Center Radio Operators must maintain situational awareness of the information coming from the battalion and bureau levels. Operations Center Radio Operators will, either electronically or by hand, mark incident locations and any other pertinent information on a map. When primary communications systems are damaged or inoperable, operators will already be prepared to provide the most current information available to them to EOC and FDOC commanders.

If Metro Dispatch fails or is overwhelmed, ACS may be asked to provide dispatch information to the Bureau and Battalion Chiefs directly, or by relay through communications trails at North Valley Station, Fire Station 5, Fire Station 109, and elsewhere. LAFD Form F27A, the dispatch and operations form and worksheets used prior to the current computer-aided dispatch system, will be used. Radio Operators should have copies of this form with them and be familiar with its use. In larger scale incidents and worst case scenarios, the ACS will provide additional functions when necessary. One of these functions may be contacting CERT Incident and Command Posts, relay of reports from the battalion and bureau levels, and compiling all this information for the Situation Analysis Unit Leader within the Planning Section.

EXTERNAL COMMUNICATION AND ADDITIONAL SOURCES

Additionally, Operations Center Radio Operators are unique from other ACS Radio Operators in terms of the resources they can contact. Operations Center Radio Operators will monitor all ACS and CERT communications but additionally will have the capability to communicate with many external entities and at all levels of government, city, county, and state. In a large emergency, intercounty communication is a valuable resource for the region.

COMMUNICATIONS PROCEDURES

Information and ICS messages delivered to and gathered from the various ACS resources and entities will be organized, mapped, and delivered to the ACS Duty Officer, who will distribute them to the appropriate EOC and FDOC Coordinator. Appropriate ICS and ICS 205a forms will also be generated. LAFD Form F27A will be used for LAFD Dispatch messages where required.

CHAPTER 6 ACS EOC AND FDOC RADIO EQUIPMENT

SET UP AND ACTIVATION

All Kenwood 72000x radios in the EOC Amateur Radio Operating Center (AROC) and Fire Department Operations Center (FDOC) operate from computers running Kenwood Remote Command software connected to Kenwood 2000x radios in the server rooms of City Hall and Emergency Management Department.

Upon arrival and check-in, Operations Center Radio Operators will activate and establish that communications are operational and will establish communications with appropriate external ACS positions per the ACS Communications Plan. See Position checklists for specific set up instructions.

EOC RADIO BREAKOUT ROOM EQUIPMENT LIST:

AROC computers are located in a room adjacent to the northwest corner of the EOC.

WORKSTATION 1 One computer for Radio 1, connected to the radio in the server room of City Hall East and the vertical antenna on top of the building.

WORKSTATION 2 One computer for Radio 2, connected to the radio in the server room of the EMD and the vertical antenna on the EMD roof.

FDOC RADIO ROOM EQUIPMENT LIST:

The FDOC radio computers are located to the left just inside the door to the FDOC on the second floor.

WORKSTATION 1 One computer for Radio 1, connected to the radio in the server room of City Hall East and the vertical antennas on top of the building.

WORKSTATION 2 One computer for Radio 2, connected to the radio in the server room of the EMD and the vertical antennas on the EMD roof.

Note The antennas on CHE may give better propagation because of its location and additional height.

OPERATIONS CENTER RADIO OPERATOR POSITION CHECKLIST

Check in with Logistics Deputy Section Coordinator (LAFD) upon arrival at EMD

Check in with the DOS Officer upon arrival at EMD

Obtain briefing from Logistics Deputy Section Coordinator (LAFD) or Planning Section Chief

Identify supervisor in organization

Identify work location, resources available, expectations of incident organization concerning timelines, report format, etc.

Proceed to ACS EOC/DOC radio areas as appropriate

Obtain copy of Incident Action Plan, if available

Obtain copy of Incident Communications Plan (ICS Form 205), if available

Verify functionality of all radio equipment

Establish communications via LAFD ACS Communication Plan

Establish communication with ACS Operations Officer/ACS Program Manager as possible.

Establish communications with ACS Radio Operators at the North Valley Station, and Fire Station 5 as possible.

Establish communication with Bureau Supervisors

Establish communications with CERT and other emergency communications organizations as appropriate

Be prepared to receive, transmit, and relay information

Ensure you have all appropriate forms and documentation

Monitor ACS communications and CERT communications as possible

Write down pertinent traffic to gain situational awareness

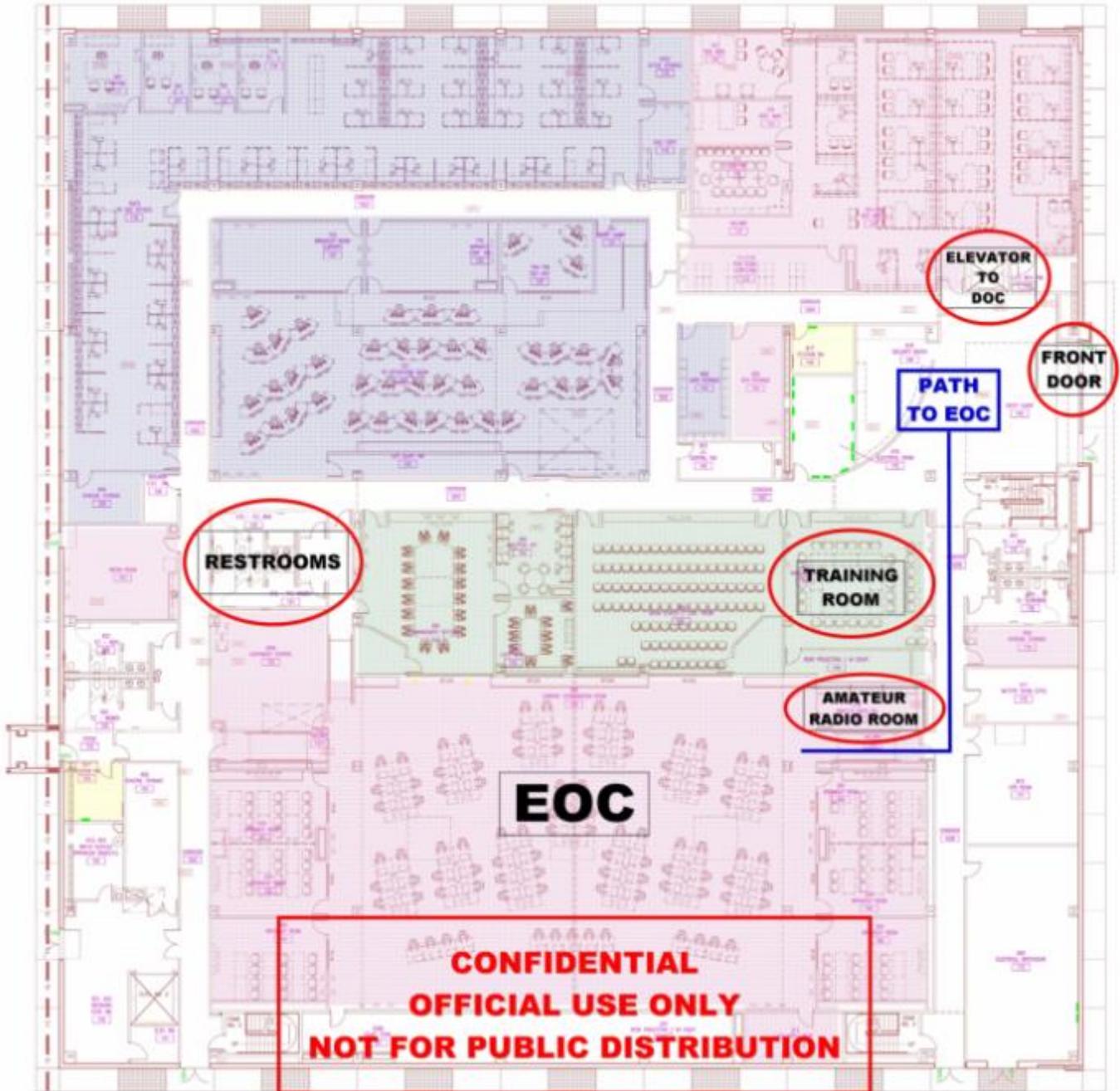
Mark incidents on incident map either electronically or by hand

Document all activity on the Unit Log (ICS Form 214)

Assign duties to secondary Radio Operator as needed

As it becomes closer to the end of the operational period prepare an Incident Briefing (ICS Form 201) for relief personnel

EOC FIRST FLOOR LAYOUT



MOTOROLA CHANNEL NUMBERING CHART

While the FCC determines the frequencies and privacy tones used in the FRS and GMRS radio services, channel tone numbering is left up to the manufacturer. The Communications Plan uses the Motorola numbering standard. To avoid confusion, check your radio against a known Motorola standard radio and record your radio's channel and tone numbers in the chart below.

The twenty-two channels assigned to the FRS and GMRS radio services are all shared, meaning that FRS operators can talk to GMRS operators and vice versa on twenty-two channels. Channels 1-2, however, offer GMRS users the highest power option, so these are preferred for tactical communications.

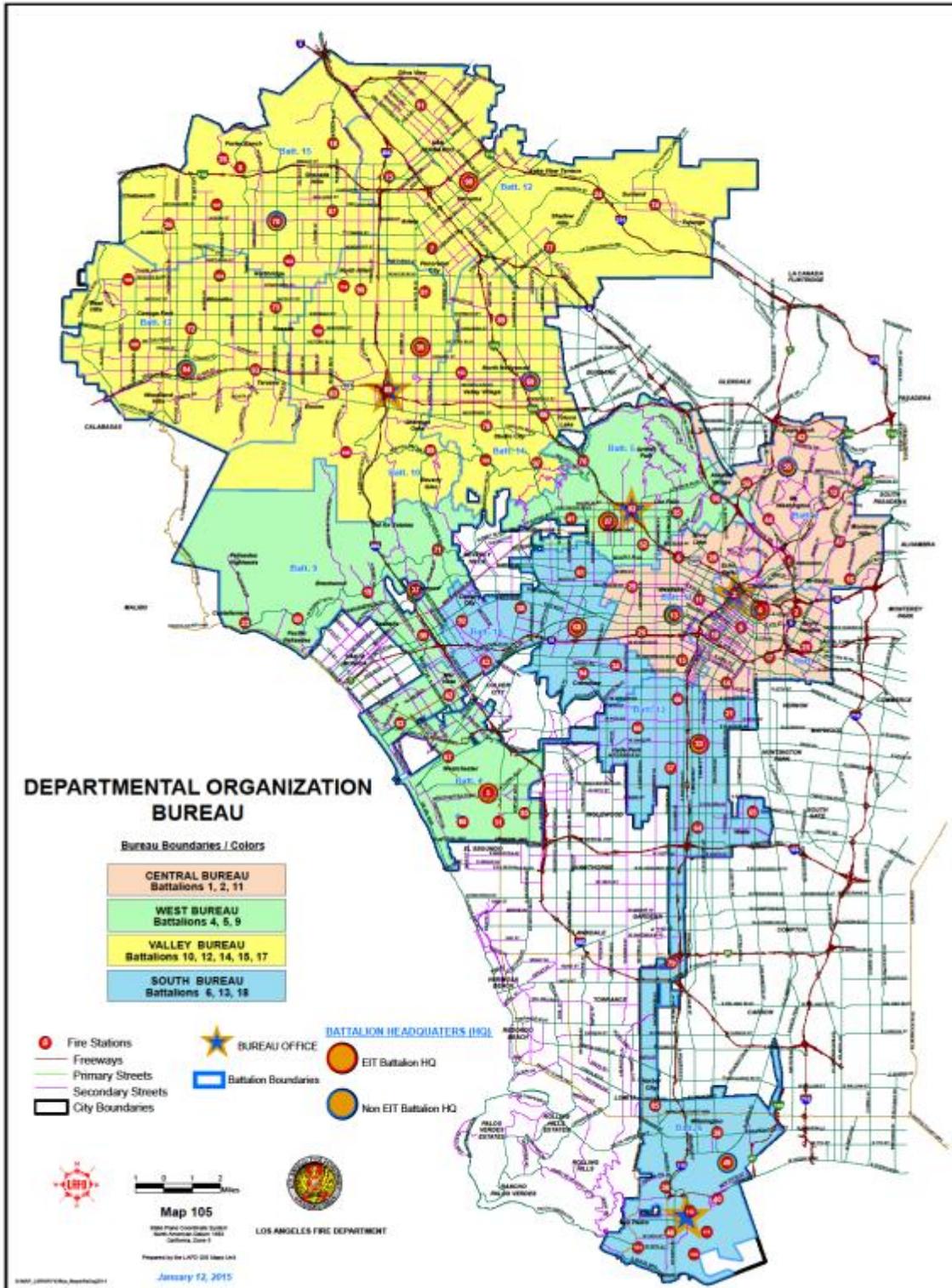
Use this chart and the manual that came with your radio to find the proper channel numbers. Make a cheat sheet and tape it to your FRS or GMRS radio if necessary.

FRS/GMRS FREQUENCY CHANNELS

NEW FRS-GMRS CHANNELS (MOTOROLA STANDARD)										
<p>While the FCC determines the frequencies and privacy tones to be used in the FRS and GMRS Radio Services, channel numbering is left up to each manufacturer. The ACS-CERT Communications Plan uses the Motorola FRS Channel Numbering standard. To avoid confusion, compare your radio with a known Motorola standard radio then record your channel numbers in the chart below. Under the revised FCC Rules (October 2017) all 22-FRS and GMRS channels are shared, meaning that FRS users can communicate with GMRS users on all 22-channels. Channels 15-22, however, offer GMRS users the highest power option, making them preferred for tactical use. Use this chart and the manual that came with your radio to find the proper channel numbers. Make a cheat sheet and tape it to your FRS or GMRS radio if necessary.</p>										
STD.* #	MY RADIO #	FREQUENCY	FRS		GMRS [^]		COMMENTS USAGE**	PRIVACY TONES ^{^^}		
			FRS	FRS MAX POWER	GMRS	GMRS MAX POWER		STD. TONE #	MY TONE #	PL TONE
1		462.56250	X	2-watts	X	5-watts	H, B, M	1		67.0
2		462.58750	X	2-watts	X	5-watts	H, B, M	2		71.9
3		462.61250	X	2-watts	X	5-watts	H, B, M	3		74.4
4		462.63750	X	2-watts	X	5-watts	H, B, M	4		77.0
5		462.66250	X	2-watts	X	5-watts	H, B, M	5		79.7
6		462.68750	X	2-watts	X	5-watts	H, B, M	6		82.5
7		462.71250	X	2-watts	X	5-watts	H, B, M	7		85.4
8		467.56250	X	1/2-watt	X	1/2-watt	H	8		88.5
9		467.58750	X	1/2-watt	X	1/2-watt	H	9		91.5
10		467.61250	X	1/2-watt	X	1/2-watt	H	10		94.8
11		467.63750	X	1/2-watt	X	1/2-watt	H	11		97.4
12		467.66250	X	1/2-watt	X	1/2-watt	H	12		100.0
13		467.68750	X	1/2-watt	X	1/2-watt	H	13		103.5
14		467.71250	X	1/2-watt	X	1/2-watt	H	14		107.2
15		462.55000	X	2-watts	X	50-watts	H, B, M, RO	15		110.9
16		462.57500	X	2-watts	X	50-watts	H, B, M, RO	16		114.8
17		462.60000	X	2-watts	X	50-watts	H, B, M, RO	17		118.8
18		462.62500	X	2-watts	X	50-watts	H, B, M, RO	18		123.0
19		462.65000	X	2-watts	X	50-watts	H, B, M, RO	19		127.3
20		462.67500	X	2-watts	X	50-watts	H, B, M, RO	20		131.8
21		462.70000	X	2-watts	X	50-watts	H, B, M, RO	21		136.5
22		462.72500	X	2-watts	X	50-watts	H, B, M, RO	22		141.3
"550"		467.55000			X	50-watts	RI	23		146.2
"575"		467.57500			X	50-watts	RI	24		151.4
"600"		467.60000			X	50-watts	RI	25		156.7
"625"		467.62500			X	50-watts	RI	26		162.2
"650"		467.65000			X	50-watts	RI	27		167.9
"675"		467.67500			X	50-watts	RI	28		173.8
"700"		467.70000			X	50-watts	RI	29		179.9
"725"		467.72500			X	50-watts	RI	30		186.2
								31		192.8
								32		203.5
								33		210.7
								34		218.1
								35		225.7
								36		233.6
								37		241.8
								38		250.3

* Motorola Standard
 ** Handheld(H) Mobile(M) Base(B)GMRS Repeater Input(RI) Repeater Output (RO)
 ^ GMRS users required to have an FCC GMRS License
 ^^ Privacy tones should not be used in tactical situations unless absolutely necessary.

LAFDBATTALION MAP



LOS ANGELES CITY FIRE STATION DIRECTORY (9/12/2016)

Station	Telephone	Address	Community
1	2134856201	2230 Pasadena Avenue	Lincoln Heights
2	2134856202	1962 East Cesar Chavez Avenue	Boyle Heights
3	2134856203	108 North Fremont Avenue	Civic Center/Bunker Hill
4	2134856204	450 East Temple Street	Little Tokyo / Olvera Street/ Chinatown
5	2134856205	8900 South Emerson Avenue	Westchester / LAX Area
6	2134856206	326 North Virgil Avenue	Angeleno Heights
7	8188924807	14630 Plummer Street	Panorama City
8	8187568668	11351 Tampa Avenue	Porter Ranch
9	2134856209	430 East 7th Street	Central City
10	2134856210	1335 South Olive Street	Convention Center District
11	2134856211	1819 West 7th Street	Westlake / MacArthur Park
12	2134856212	5921 North Figueroa Street	Highland Park / Arroyo Seco
13	2134856213	2401 West Pico Boulevard	Pico/Union / Koreatown
14	2134856214	3401 South Central Avenue	Newton
15	2134856215	915 West Jefferson Boulevard	University Village / USC
16	2134856216	2011 North Eastern Avenue	South El Sereno
17	2134856217	1601 South Santa Fe Avenue	Industrial Eastside
18	8187568618	12050 Balboa Boulevard	Knollwood / Granada Hills
19	3105758519	12229 West Sunset Boulevard	Brentwood
20	2134856220	2144 West Sunset Boulevard	Echo Park
21	2134856221	1192 East 51st Street	South Los Angeles
23	3105758523	17281 Sunset Boulevard	Palisades Highlands
24	8187568624	9411 Wentworth Street	Shadow Hills / Sunland
25	2134856225	2927 Whittier Boulevard	South Boyle Heights
26	2134856226	2009 South Western Avenue	West Adams
27	2134856227	1327 North Cole Avenue	Hollywood
28	8187569728	11641 Corbin Avenue	Porter Ranch
29	2134856229	4029 West Wilshire Boulevard	Hancock Park
33	2134856233	6406 South Main Street	South Central
34	2134856234	3661 7th Avenue	Crenshaw
35	2134856235	1601 North Hillhurst Avenue	Los Feliz

36	3105482836	1005 North Gaffey Street	North San Pedro
37	3105758537	1090 Veteran Avenue	Westwood/UCLA
38	3105487538	124 East "I" Street	Wilmington
39	8187568639	14415 Sylvan Street	Van Nuys
40	3105487540	330 Ferry Street	Terminal Island
41	2134856241	1439 North Gardner Street	Hollywood (Hills & Northwest)
42	2134856242	2021 Colorado Boulevard	Eagle Rock
43	3108402143	3690 Motor Avenue	Palms
44	2134856244	1410 Cypress Avenue	Cypress Park
46	2134856246	4370 South Hoover Street	Coliseum Area
47	2134856247	4575 Huntington Drive South	El Sereno
48	3105487548	1601 South Grand Avenue	San Pedro
49	3105487549	400 Yacht Street, Berth 194	East Harbor Basin
50	2134856250	3036 Fletcher Drive	Glassell Park / Atwater Village
51	2134856251	10435 Sepulveda Boulevard	LAX / Terminal Area
52	2134856252	4957 Melrose Avenue	Hollywood (Southeast)
55	2134856255	4455 East York Boulevard	Eagle Rock
56	2134856256	2759 Rowena Avenue	Silver Lake
57	2134856257	7800 South Vermont Avenue	South Central
58	2134856258	1556 South Robertson Boulevard	Pico / Robertson
59	3105758559	11505 Olympic Boulevard	West Los Angeles
60	8187568660	5320 Tujunga Avenue	North Hollywood
61	2134856261	5821 West 3rd Street	Fairfax
62	3103972662	11970 Venice Avenue	Mar Vista
63	3105758563	1930 Shell Avenue	Venice
64	2134856264	10811 South Main Street	South Los Angeles
65	2134856265	1801 East Century Boulevard	Watts
66	2134856266	1909 West Slauson Boulevard	Southwest LA / Hyde Park
67	3108622844	5451 Playa Vista Drive	Playa Vista
68	2134856268	5023 Washington Boulevard	Mid-City
69	3105758569	15045 Sunset Boulevard	Pacific Palisades
70	8187567670	9861 Reseda Boulevard	Northridge
71	3105758571	107 South Beverly Glen Boulevard	Bel Air / Holmby Hills
72	8187568672	6811 De Soto Avenue	Canoga Park

73	8187568673	7419 Reseda Boulevard	Reseda
74	8187568674	7777 Foothill Boulevard	Tujunga / Sunland
75	8187568675	15345 San Fernando Mission	Mission Hills
76	2134856276	3111 North Cahuenga Boulevard	Cahuenga Pass
77	8187568677	9224 Sunland Boulevard	Sun Valley
78	8187568678	4041 Whitsett Avenue	Studio City / Valley Village
79	3105487579	18030 South Vermont Avenue	Harbor Gateway
80	2134856280	7250 World Way	LAX / Crash Rescue
81	8187568681	14355 Armintha Street	Panorama City
82	2134856282	5769 Hollywood Boulevard	Hollywood (Hills & Northeast)
83	8187568683	4960 Balboa Boulevard	Encino
84	8187568684	21050 Burbank Boulevard	Woodland Hills
85	3105487585	1331 West 253rd Street	Harbor City
86	8187568686	4305 Vineland Avenue	Toluca Lake
87	8187568687	10124 Balboa Boulevard	Granada Hills
88	8187568688	5101 North Sepulveda Boulevard	Sherman Oaks
89	8187568689	7063 Laurel Canyon Boulevard	North Hollywood
90	8187568690	7921 Woodley Avenue	Van Nuys Airport Area
91	8187568691	14430 Polk Street	Sylmar
92	3108402192	10556 West Pico Boulevard	Century City
93	8187568693	19059 Ventura Boulevard	Tarzana
94	2134856294	4470 Coliseum Street	Crenshaw District / Baldwin Hills
95	2134856295	10010 International Road	LAX Area / Hotel District
96	8187568696	21800 Marilla Street	Chatsworth
97	8187568697	8021 Mulholland Drive	Laurel Canyon / Mulholland
98	8187568698	13035 Van Nuys Boulevard	Pacoima
99	8187568699	14145 Mulholland Drive	Beverly Glen
100	8187568600	6751 Louise Avenue	West Van Nuys / Lake Balboa
101	3105487501	1414 25th Street	San Pedro South Shores
102	8187568602	13200 Burbank Boulevard	South Van Nuys / Valley Glen
103	8187568603	18143 Parthenia Street	Northridge / CSUN
104	8187568604	8349 Winnetka Avenue	Winnetka
105	8187568605	6345 Fallbrook Avenue	Woodland Hills
106	8187568606	23004 Roscoe Boulevard	West Hills

107	8187568607	20225 Devonshire Street	Chatsworth
108	8187568608	12520 Mulholland Drive	Franklin Canyon
109	8187568609	16500 Mulholland Drive	Encino Hills
110	3105487545	2945 Miner Street, Berth 44	Fort MacArthur Area
111	3105487541	954 South Seaside Avenue, Berth	Fish Harbor
112	3105487542	444 South Harbor Boulevard, Berth 80	Ports O' Call / Cruise Terminal
114	8185487542	16617 Arminta Street	Air Operations / Crash Rescue

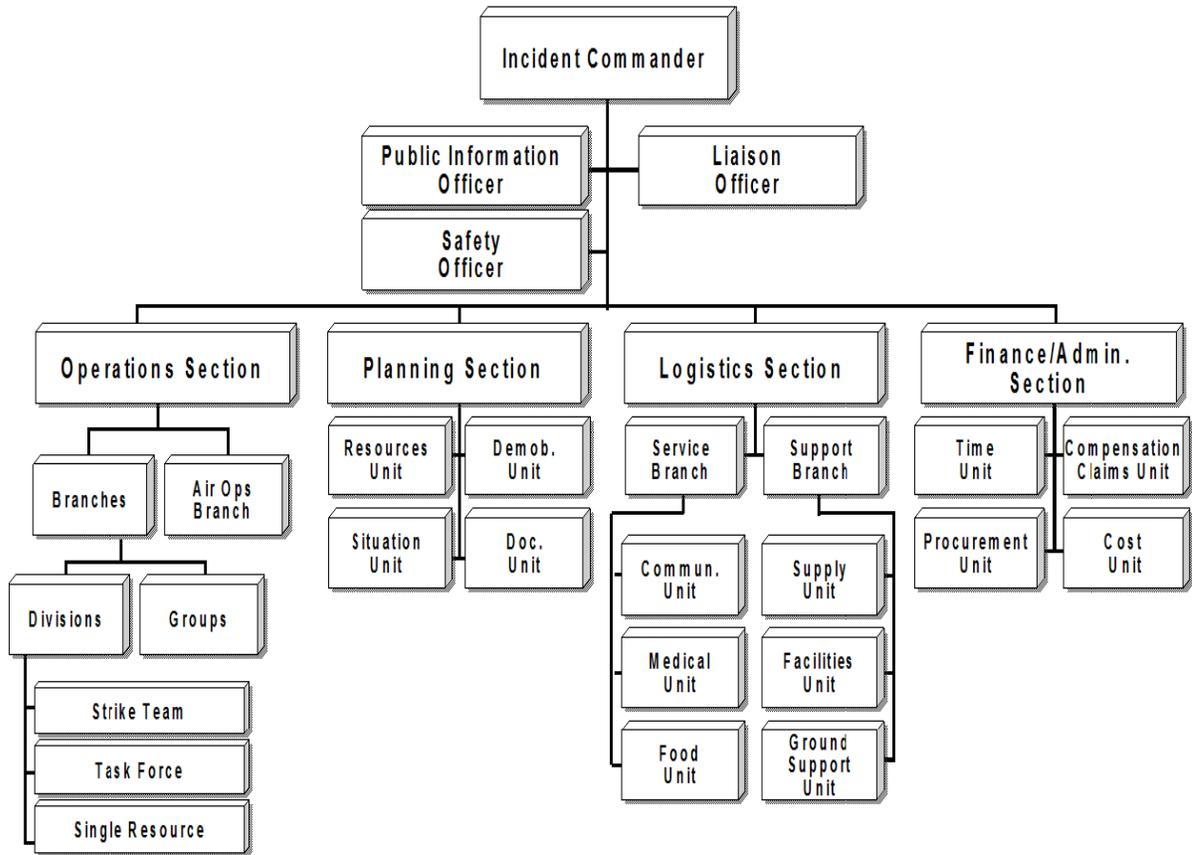
LAFD VOICE RADIO FREQUENCIES

USE	CHANNEL	FREQUENCY	CTCSS
Operations LAFD Central Bureau **	1	860.9375	85.4
Operations LAFD South Bureau **	2	859.9375	88.5
Operations LAFD Valley Bureau **	3	858.9375	91.5
Control EMS (LAFD South of Mulholland)	4	857.9375	94.8
Control Admin + 'Brush Fire' and 'River Rescue' **	5	856.9375	97.4
Emergency Trigger	6	858.2375	131.8
Control Fire (LAFD South of Mulholland)	7	859.4375	192.8
Control Fire & EMS (LAFD North of Mulholland)	8	858.4375	103.5
Control Alternate + 'Structure Only' Fire	9	857.2375	107.2
Operations EMS	10	856.2375	123
Command	11	860.7625	127.3
Tactical	12	860.4375	186.2
Tactical	13	857.4375	141.3
Tactical	14	856.4375	146.2
Tactical	15	859.7625	151.4
Tactical	16	858.7625	162.2
Tactical	17	857.7625	167.9
Tactical	18	856.7625	173.8

ICS FORM USE

Standard Form Title	Description
Incident Action Plan Cover Page ICS 200	Indicates the incident name, plan operational period, date prepared, approvals, and attachments (resources, organizational Communications Plan, Medical Plan, and appropriate information).
Incident Briefing ICS 201	Provides the Incident Command/Unified Command and Staff with basic information regarding the incident situation and the resources allocated to the incident. This form also a permanent record of the initial response to the incident.
Incident Objectives ICS 202	Describes the basic strategy and objectives for each operational period.
Organization Assignment ICS 203	Provides information on the response organization and personnel staffing.
Field Assignment ICS 204	Used to inform personnel of assignments. After Incident Command/Unified Command approve the objectives, staff members receive the assignment information on this form.
Incident Communications Plan ICS 205	Provides, in one location, information on the assignment communications equipment for each operational period. This plan is a summary of information. Information from the Communications Plan on frequency assignments can be found on the appropriate Assignment form (ICS Form 204).
Medical Plan ICS 206	Provides information on incident medical aid stations, transportation services, hospitals, and medical emergency procedures.
Incident Status Summary ICS 209	Summarizes incident information for staff members and other parties and provides information to the Public Information Officer for preparation of media releases.
Check-In/Out List ICS 211	Used to check in personnel and equipment arriving at or departing from the incident. Check-out consists of reporting specific information that is recorded on the form.
General Message ICS 213	Used by: <ul style="list-style-type: none"> § Incident dispatchers to record incoming messages that cannot be orally transmitted to the intended recipients. § EOC and other incident personnel to transmit messages by radio or telephone to the addressee. § Incident personnel to send any message or notification that requires hardcopy delivery to other incident personnel.

Standard Form Title	Description
ACS Unit Logs 214	Provides a record of unit activities. Unit Logs can be used as a basic reference from which to extract information for inclusion in any after-action report.
Operational Planning Worksheet 215	Documents decisions made concerning resource assignments for the next operational period. The Planning Section uses this worksheet to complete assignment lists. The Logistics Section uses it for ordering resources for the incident. This form may be used as a resource document for updating resource information on other ICS forms such as the ICS 209.
Incident Action Plan Safety Analysis 215A	Communicates to the Operations and Planning Section Chiefs safety and health issues identified by the Safety Officer.
Air Operations Summary 220	Provides information on air operations including number, type, location, and specific assignments for helicopters and fixed-wing aircraft.
General Plan 226	Addresses long-term objectives approved by Incident Command/ Unified Command. These objectives are often expressed as milestones (i.e., timeframes for completion of all and/or portions of incident response operations). A General Plan should identify major tasks to be carried out through to the end of emergency response operations, the duration of the tasks, and major equipment and personnel resources needed to accomplish the tasks within the specified duration.



ICS ORGANIZATION

COMMAND STAFF The Command Staff consists of the Public Information Officer, Safety Officer, and Liaison Officer. They report directly to the Incident Commander.

SECTION The General Staff organization level having functional responsibility for primary elements of management (Operations, Planning, Logistics, Finance/Administration). The section level is organizationally between Branch and Incident Commander.

BRANCH That organizational level having functional, geographical, or jurisdictional responsibility of the incident operations. The branch level is organizationally between section and division/group in the Operations Section, and between section and units in the Logistics Section. Branches are identified by the use of roman numerals by function, or by jurisdictional name.

DIVISION That organizational level having responsibility for operations within a defined geographic area. The Division level is organizationally between strike team and the branch.

GROUP Groups are established to divide the incident into functional areas of operation. Groups are located between branches (when activated) and resources in the Operations Section.

UNIT That organization element having functional responsibility for a specific incident operation, planning, logistics, finance/administration activity.

TASK FORCE A group of resources with common communications and a leader that may be preestablished and sent to an incident, or formed at an incident.

STRIKE TEAM Specified combinations of the same kind and type of resources, with common communications and a leader.

SINGLE RESOURCE An individual piece of equipment and its personnel complement, or an established crew or team of individuals with an identified purpose that can be used on an incident.

ICS POSITION TITLES

At each level within the ICS organization, individuals with primary responsibility positions have distinct titles. To provide a common standard for all users, if one agency title is Branch Chief, another Branch Manager, etc., this lack of consistency can cause confusion at the incident.

The use of distinct titles for ICS positions allows for filling ICS positions with the most qualified individuals rather than by seniority. Standardized position titles are useful when requesting qualified personnel. For example, in deploying personnel, it is important to know if the positions needed are Unit Leaders, clerks, etc.

Listed below are the standard ICS Titles

Organizational Level	Title	Support Position
Incident Commander	Incident Commander	Deputy
Command Staff	Officer	Assistant
General Staff (Section)	Chief	Deputy
Branch	Director	Deputy
Division / Group	Supervisor	N / A
Unit	Leader	Manager
Strike Team / Task Force	Leader	Single Resource Boss

INCIDENT COMPLEXITY

Incident Complexity

Incident and/or event complexity determines emergency and incident response personnel responsibilities as well as recommended audience for NIMS curriculum coursework delivery. The *NIMS Training Program* training recommendations reflect the following five levels of complexity:

Type 1	<ul style="list-style-type: none"> This type of incident is the most complex, requiring national resources for safe and effective management and operation. All command and general staff positions are filled. Operations personnel often exceed 500 per operational period and total personnel will usually exceed 1,000. Branches need to be established. A written incident action plan (IAP) is required for each operational period. The agency administrator will have briefings, and ensure that the complexity analysis and delegation of authority are updated. Use of resource advisors at the incident base is recommended. There is a high impact on the local jurisdiction, requiring additional staff for office administrative and support functions.
Type 2	<ul style="list-style-type: none"> This type of incident extends beyond the capabilities for local control and is expected to go into multiple operational periods. A Type 2 incident may require the response of resources out of area, including regional and/or national resources, to effectively manage the operations, command, and general staffing. Most or all of the command and general staff positions are filled. A written IAP is required for each operational period. Many of the functional units are needed and staffed. Operations personnel normally do not exceed 200 per operational period and total incident personnel do not exceed 500 (guidelines only). The agency administrator is responsible for the incident complexity analysis, agency administration briefings, and the written delegation of authority.
Type 3	<ul style="list-style-type: none"> When incident needs exceed capabilities, the appropriate ICS positions should be added to match the complexity of the incident. Some or all of the command and general staff positions may be activated, as well as division/group supervisor and/or unit leader level positions. A Type 3 IMT or incident command organization manages initial action incidents with a significant number of resources, an extended attack incident until containment/control is achieved, or an expanding incident until transition to a Type 1 or 2 IMT. The incident may extend into multiple operational periods. A written IAP may be required for each operational period.
Type 4	<ul style="list-style-type: none"> Command staff and general staff functions are activated only if needed. Several resources are required to mitigate the incident, including a task force or strike team. The incident is usually limited to one operational period in the control phase. The agency administrator may have briefings, and ensure the complexity analysis and delegation of authority is updated. No written IAP is required but a documented operational briefing will be completed for all incoming resources. The role of the agency administrator includes operational plans including objectives and priorities.
Type 5	<ul style="list-style-type: none"> The incident can be handled with one or two single resources with up to six personnel. Command and general staff positions (other than the incident commander) are not activated. No written IAP is required. The incident is contained within the first operational period and often within an hour to a few hours after resources arrive on scene. Examples include a vehicle fire, an injured person, or a police traffic stop.

ACS FORMS

The forms on the following pages are to be used for ACS activations, drills, and events. These forms can be found on the LAFDACS website:

<http://www.lafdacs.org/>

Additional ICS forms can be found at:

<https://training.fema.gov/icsresource/icsforms.aspx>

ICS 205A

