Westshore Regional CERT:
Emergency Communications Guidelines

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PURPOSE STATEMENT

In a worst-case scenario, normal, traditional means of communications may fail. In such a situation it is likely emergency service needs will outweigh resources and CERT assistance will be needed in the community. These guidelines are intended to enable and increase effective communications among Westshore Regional CERT members, our local responders, government representatives, and other response agencies for the public safety.

OBJECTIVES

- Understand the importance of proper size-up, situational awareness, and documentation in all emergency situations.
- Have the ability to choose the best method available and employ effective communications skills in sharing emergency status facts to agencies with the resources and experience to solve the problems.
- Understand and incorporate NIMS and ICS principles into all areas of CERT response.
- Become familiar with and learn how to use these guidelines.
- Have the ability to effectively use FRS, GMRS, and MURS radios, the BayComm CB network, and available ham radio operators to the best advantage when other means of communications are unavailable.
- Improve tactical radio use including general communications skills and radio handling and etiquette through knowledge and practice.

HOW TO USE

The basic reporting and radio communication tips included in these guidelines are applicable in all CERT communications in all circumstances.

It is recommended CERT members complete IS-100.b, Introduction to the Incident Command System, and IS.700.a, Introduction to the National Incident Management System courses in order to apply consistent, standardized, nationwide emergency management elements and communications protocols.

If normal communications methods are available and appropriate, such as cell phones and 911 systems, they should be utilized. If these systems are not operational, portable radio communications and other creative methods may be required. These guidelines will assist and direct in that situation. Regardless of the method, it is the message that counts.

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DISCLAIMER

These guidelines are intended as basic, introductory material and contain information believed to be accurate, representing current best practices for volunteer emergency communications. The guidelines were researched and written by the WSC and are not an official publication of the Westshore Council of Governments or any of its professional response units. Westshore Regional CERT members are advised to follow the chain of command as per the Incident Command System, even if they conflict with these guidelines, unless it is unsafe or illegal to do so.

EFFECTIVE SIZE-UP

As per FEMA CERT Basic Training 2011, Unit 2, Fire Safety:

1. **Gather facts**. What has happened? How many people appear to be involved? What is the current situation?
2. **Assess and communicate the damage**. Try to determine what has happened, what is happening now, and how bad things can really get.
3. **Consider probabilities**. What is likely to happen? What could happen through cascading events?
4. **Assess your own situation**. Are you in immediate danger? Have you been trained to handle the situation? Do you have the equipment that you need?
5. **Establish priorities**. Are lives at risk? Can you help? Remember, life safety is the first priority!
6. **Make decisions**. Base your decisions on the answers to Steps 1 through 5 and in accordance with the priorities that you established.
7. **Develop a plan of action**. Develop a plan that will help you accomplish your priorities. Simple plans may be verbal, but more complex plans should always be written.
8. **Take action**. Execute your plan, documenting deviations and status changes so that you can report the situation accurately to first responders.
9. **Evaluate progress**. At intervals, evaluate your progress in accomplishing the objectives in the plan of action to determine what is working and what changes you may have to make to stabilize the situation.

Until you understand the facts of the situation, you will be unable to communicate with accuracy. Until the Incident Commander (IC) understands the situation, resources cannot be provided. Remember: stop, breath, focus, observe, organize your thoughts, and provide a concise message.

Once you have initially sized-up the situation, communicated to your supervisor or dispatch, as directed, and a period of time has passed during which you followed orders, consider; what has changed since the initial (or last) transmission? What was the resolution? Be sure to document and communicate these facts, as well. Continue to keep your IC informed as the circumstances evolve.

Document! The efficient flow and documentation of incident information makes it possible for resources to be deployed appropriately and effectively, maintains vital data on the incident and response, provides valuable records for lessons learned, preserves important legal information, and provides facts necessary for state and/or federal reimbursement in declared emergencies.

RADIO COMMUNICATIONS – STANDARD OPERATING PROCEDURES

Amateur radio frequencies are available to the public; they are not exclusive to any emergency service. In a disaster situation, expect the airwaves to be crowded. FCC rules apply to all users. Expect to accommodate other operators and if necessary, to switch to other available frequencies. Always use good radio etiquette and the lowest power setting possible. Even if you cannot hear another conversation, you may be interfering with someone else's emergency traffic.

Regardless of source, emergency radio traffic always has priority. To indicate to other operators that you need to make an emergency transmission, ask for a "break" and state "This is (your call sign) and I have emergency traffic." Respect other operators that request the same.

Handheld Radios at the Local, Tactical Level

- **Limited Power**: Handheld radios, depending on the type, have a very limited transmittal area.

- **Consider Location**: Handheld radios work best from higher ground away from interfering materials such as concrete and steel structures so that the radios can "see" each other. For wider distances, it may be necessary for a middle operator to relay a message from one operator to another. If two or more operators begin to lose communication with one another, it is the responsibility of the operators to move back into a position where communication is restored. However, if orders differ from this, being out of range was expected and planned for, and there is no risk, best judgment shall be used.

- **No Privacy**: Radio waves used by handheld radios are shared. Be aware that others not involved in your communications can hear what you say. Therefore, never transmit personal information including full names, phone number, or any other personal identifiers. You may describe a victim/survivor by age, gender, and condition, but not by name.

- **Use Specific/Descriptive Call Signs**: In a chaotic, emergency situation with busy radio traffic, it is important to identify yourself and who you are calling in a non-ambiguous, descriptive manner in order to prevent confusion, misunderstanding, and wasted effort.

- **Lost Contact**: If contact is lost with the team's supervisor and/or command, the operator should attempt alternate means of reaching command, including radio frequencies, cell phone, text message, or other more creative means or relays.

Trouble-Shooting

- **Your messages are being cut-off**: Be sure to wait a second between pressing the transmit button and beginning to speak.
- **Radio is failing or range is diminishing**: Check the batteries and be sure to always carry spares.
- **Changing locations**: Another reason for diminishing range is transmitting in a low-elevation area or near heavy and/or high walls or buildings.

Radio Etiquette

- Before You Speak:
  o What is your message? Is it clear and concise?
  o How will you identify yourself and who you are calling?
  o Listen; is the channel clear? Has the conversation concluded?

- When you speak:
  o Press down the transmit button and wait a second for the channel to open.
  o Speak clearly, calmly, and slowly. Never use profanity. Avoid unnecessary or "casual" conversation.
  o Hold the radio two to three inches from your mouth and talk across the radio, not directly into the speaker. Shouting makes your transmissions more difficult to understand.
  o Understand that while the transmit switch is activated you will not be able to hear anyone calling you. Only one person can transmit at a time. You must release the transmit button to allow others to use the frequency and to listen to radio traffic.
  o For urgent communications, when the frequency is being used, you may ask for a "break" and request permission to use the channel.
- Wait for a response to your call. Unless the situation is dire, wait at least 30 seconds before transmitting again.
- If instructions are given to all teams, a response is not necessary. If a particular team is hailed and instructions are given, that team should respond and provide location if out of sight.
- Be aware of your radio's location between uses. Do not set it down. As stated, if the transmit switch is pressed, even accidentally, the "keyed" radio will prevent others from using that frequency. You might also transmit conversations or activities without wishing to. In noisy conditions a headset (or ear buds) may be used or the radio can be kept close to an ear.

Recommended Voice Communication Elements

1. First, listen. Make sure the frequency is clear and be aware of the radio activity around you.
2. Think about your message and how you plan to state it. Make it clear and succinct.
3. Make the call. State the call sign or title of who you are hailing and give your call sign or identifier. Example: "Central Dispatch, this is Westshore CERT Team 3."
4. Communicate. Speak clearly and use plain language (no codes). Repeat critical information.
5. When within line of sight, the "time clock" method may be used to supplement radio communications. Example: "CERT 4, this is CERT 6. I see an object at your 2:00, about 50 feet from you. Can you identify?" This alerts CERT 6 to look just in front of them and to their right, to be able to spot the object in question.
6. Always, briefly, acknowledge transmissions. This confirms receipt of the message and also alerts other operators that the channel is now clear for use.
7. Use standard phonetics for station identification and spelling names or words that are unusual or not easily understood. If you do not recall the standard phonetic alphabet, use something similar.

International Telecommunication Union (ITU) Phonetic Alphabet:

A – Alpha (AL-fa)
B – Bravo (BRAH-voh)
C – Charlie (CHAR-lee)
D – Delta (DELL-tah)
E – Echo (ECK-oh)
F – Foxtrot (FOKS-trot)
G – Golf (GOLF)
H – Hotel (HOH-tell)
I – India (IN-dee-ah)
J – Juliet (JEW-lee-ett)
K – Kilo (KEY-loh)
L – Lima (LEE-mah)
M – Mike (MIKE)
N – November (no-VEM-ber)
O – Oscar (OSS-cahr)
P – Papa (pah-PAH)
Q – Quebec (key-BECK)
R – Romeo (ROW-me-oh)
S – Sierra (see-AIR-rah)
T – Tango (TANG-go)

U – Uniform (YOU-nee-form)
V – Victor (VIK-tahr)
W – Whiskey (WISS-key)
X – X-ray (ECKS-ray)
Y – Yankee (YANG-key)
Z – Zulu (ZOO-loo)

0 – Zero (ZAY-roh)
1 – One (WUN)
2 – Two (TOO)
3 – Three (TREE)
4 – Four (FOWER)
5 – Five (FIFE)
6 – Six (SIX)
7 – Seven (SEVEN)
8 – Eight (AIT)
9 – Nine (NINER)
Decimal Point – Decimal (DAY-SEE-MAL)

Instead of saying, for example, "six thousand forty-two," say, "SIX, ZAY-roh, FOWER, TOO."

PURPOSE STATEMENT

These guidelines may be used by the Logistics Section Communications Unit to manage and facilitate effective, efficient, safe radio use and communications during activation.

Westshore Regional CERT Communications shall abide by FEMA Incident Command System protocols including Logistics General Section, Support Branch, Communications Unit conventions.

Logistics Section

The Logistics Section is responsible for all service support requirements needed to facilitate effective and efficient incident management, including ordering resources from off-incident locations. This Section also provides facilities, security (of the Incident Command facilities), transportation, supplies, equipment maintenance and fuel, food services, communications and information technology support, and emergency responder medical services, including inoculations, as required.

The Logistics Section is led by a Section Chief, who may also have one or more deputies. Having a deputy is encouraged when all designated units are established at an incident site. When the incident is very large or requires a number of facilities with large numbers of equipment, the Logistics Section can be divided into two Branches. This helps with span of control by providing more effective supervision and coordination among the individual units. Conversely, in smaller incidents or when fewer resources are needed, a Branch configuration may be used to combine the task assignments of individual units.

As shown in the chart on the right, the Logistics Section has six primary units that fulfill the functional requirements:

- **Supply Unit:** Orders, receives, stores, and processes all incident-related resources, personnel, and supplies.

- **Ground Support Unit:** Provides all ground transportation during an incident. In conjunction with providing transportation, the unit is also responsible for maintaining and supplying vehicles, keeping usage records, and developing incident traffic plans.

- **Facilities Unit:** Sets up, maintains, and demobilizes all facilities used in support of incident operations. The unit also provides facility maintenance and security services required to support incident operations.

- **Food Unit:** Determines food and water requirements, plans menus, orders food, provides cooking facilities, cooks, serves, maintains food service areas, and manages food security and safety concerns.
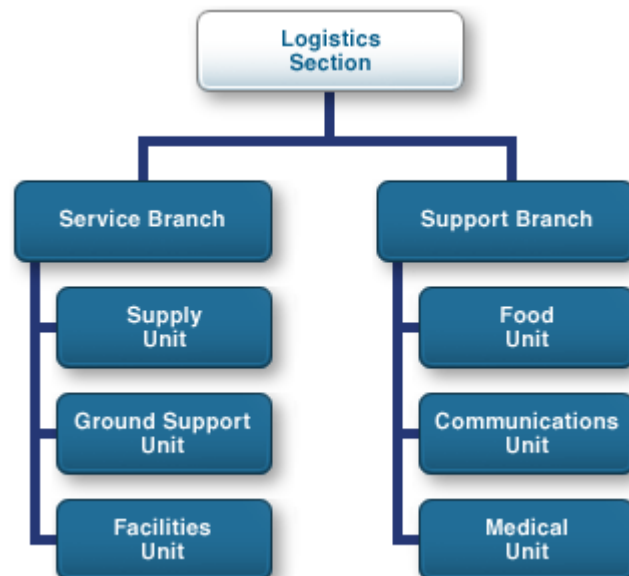
- **Communications Unit:** Major responsibilities include effective communications planning as well as acquiring, setting up, maintaining, and accounting for communications equipment.

- **Medical Unit:** Responsible for the effective and efficient provision of medical services to incident personnel.

(Source: http://emilms.fema.gov/IS700aNEW/NIMS0105180text3.htm)

RESPONSIBILITIES OF COMMUNICATION UNIT LEADER AND STAFF

Resource Management

- All communications equipment shall be inventoried, tracked, and accounted for at the beginning and end of the activation or training period. It is the responsibility of the Communications Unit personnel to be accountable for the whereabouts of all radios and radio operators at all times.

- All communications equipment shall be returned to the proper location(s) in the same condition. Any and all malfunctions, losses and/or damage will be reported in writing.

- Radio assignment and usage shall be documented and shall include CERT or organization, name of user, user initials, activation or training team name and/or function, radio number, time assigned, time returned, and any pertinent notes on function or condition.

Communications Management

- Radios shall be assigned only as needed so as not to unnecessarily add to communications confusion. Varying levels of communication may be desirable. In this case, the various inter-communicating groups may be assigned separate frequencies. Further, a representative of one or more of the inter-communicating groups may need know the frequency(ies) of other groups to communicate across or up the chain of command as required. If the incident expands, the communications plan may need to be modified.

- Operating Split Frequencies: As an optional or complementary strategy, if more than one frequency on a given radio band or multiple bands are utilized during an event, there shall be designated personnel to oversee each frequency at the Communications Unit. This staff should be within close proximity of each other so that they can relay information gathered from one frequency to Command or to members operating on alternate frequencies, as necessary.

- As radios are dispensed, it is the responsibility of each trained operator to know how to properly activate the radios. This would include:

  o Checking for full battery strength, and if anything less, providing a new set of batteries.

  o Receiving verbal confirmation from the user of what channel will be utilized.

  o Turning the volume up sufficiently for all members of the team to hear instructions.

- o   Ideally, provide each operator with a 5x8 card on which to write down the identifying information relating to the other radio operators (i.e. name, CERT number, location).

- o   Checking that the radio is transmitting on that frequency. Typically, depressing the PTT (push to talk) button will allow all operators standing together to hear the "click" of the transmission.

Communications Briefing and Instruction: Communications Unit personnel shall brief and instruct all users as ordered and appropriate. All individuals assigned a radio shall be fully briefed on resource accountability, reporting, and return of all radio equipment.

Communications Tracking: Communications Unit personnel shall monitor and track the whereabouts and activities of all groups through their radio communications. These logs may be vital in locating teams that have lost communication, determining incident parameters and resource needs, for post-incident reporting, and for after action reports and lessons learned.

Communications Facilitation: Communications Unit personnel shall act as communications relays when necessary between radio operators in the field and General Sections and Command Staff as appropriate.

Documentation: All elements of the duties of the Communications Unit shall be documented, including but not limited to, assignment of radios, assigned frequencies, communications and activity tracking, equipment status, unit personnel time and assignment records, and ICS demobilization records.

RESPONSIBILITIES OF RADIO USERS

- ▪   Assigned radio equipment shall be treated and operated responsibly.

- ▪   If not automatically briefed by Communications Unit personnel, those assigned a radio shall request a briefing on radio use, the incident or training frequency plan including emergency frequencies if applicable, return of equipment, battery replacement, and malfunction procedures.

- ▪   Radio users shall be familiar with and follow the Westshore Regional CERT Emergency Communications Guidelines and Incident Command System practices with regard to communication, chain of command, and accountability.

- ▪   Radios and equipment shall be returned to the Communications Unit at the conclusion of the activation or training, at the end of the individual's shift, or task reassignment, as appropriate.

- ▪   All malfunctions, damage, and losses will be reported to the Communications Unit as soon as possible.

PURPOSE STATEMENT

These guidelines may be used by the Logistics Section Communications Unit to manage frequencies in order to facilitate effective, efficient, safe radio use and communications during activation. The guidelines also serve to educate all Westshore Regional CERT members on general radio use, types of radios, legal considerations, and frequency choice.

Westshore Regional CERT Communications shall abide by FEMA Incident Command System protocols including Logistics General Section, Support Branch, Communications Unit conventions.

RADIO AND FREQUENCY CONSIDERATIONS - GENERAL

Factors such as battery life of the radio and interference likely on the frequency should be taken into consideration when determining how long an operator would continue to use a given radio. Various atmospheric conditions can create interference causing static or the ability to hear stations coming in from other states or even other countries. When this occurs, it may not be possible to reach others locally. The best time of day to avoid this interference is in the evening, at dusk or after. Obviously, in emergency conditions the luxury of choosing communications periods will not be possible.

Depending on the situation and your orders (activation or non-activation periods), after making contact with command or another member, a schedule can be setup as to when you will be able to find each other on the frequency again. Multiple users can then identify with this schedule to communicate with each other over many days.

RADIOS AND FREQUENCIES

There are four (4) primary radio types and bands available to the Westshore Regional CERT.

Family Radio Service (FRS) / General Mobile Radio Service (GMRS)
- While FRS and GMRS radios differ in their licensing requirements and power output, most currently available small radios are hybrids of the two frequency groups.

- **FRS** radio frequencies, limited to 500 milliwatts, are free to use. FRS channels 1 to 7 may communicate with GMRS stations on those channels. While there are FRS base station radios with whip antennas, generally FRS radios must only use factory-attached antennas. The range of FRS radios is very limited. Under normal conditions, range can only be expected from 0.3 to one mile.

- **GMRS** is a land-mobile handheld FM UHF radio service in North America designed for two-way communication over short distances. The FCC requires a no-exam, five-year license for use of GMRS frequencies, which also covers immediate family members but does not currently cover employees.

FRS and GMRS radios share frequency bands near 462 and 467 MHz. Reliable range is referred to as "line of sight" and can be estimated through the "radio horizon" based on antenna height. Under the best conditions, the range is less than two miles. A GMRS repeater with an antenna placed on high terrain can extend the range to a wider area, up to a 20-mile radius.

- While FRS and GMRS radios are different in their power output and licensing requirements, they are grouped together here because of the shared frequencies that would be used to contact others with like radios during an emergency.

- **The FRS/GMRS radios are stored at North Olmsted City Hall** in the Planning & Development office used by Coordinator Granfors. Available are 13 Motorola Talkabout T7100 radios, 12 Motorola Talkabout T5000 radios, and 8 Uniden (small, no model number) radios.

- **The call frequency for hailing purposes is Channel 8**. This would be found on a 14 channel or 22 channel versions of these radios. If the radio being used only has 7 channels, then use Channel 1, which is the same frequency as Channel 8 (467.5625 MHz) on the 14 and 22 channel radios.

  - It is important for all members to utilize the same frequency when trying to find and communicate with each other by radio.

  - Members should identify themselves as Westshore CERT members, and put out a hailing call to other CERT members, or to anyone that might respond.

  - Keep in mind that these FRS and GMRS frequencies are not regulated, so it is likely that you will find casual users, including children, having conversations with one another. As a CERT member, it is your responsibility to establish order on the frequency by identifying yourself as an official first responder (if that is indeed the case at that time) and asking that the channel be kept clear for emergency or vital needs.

Citizen Band (11 Meter) Radios (CB)

- **Westshore Regional CERT members shall utilize CB Channel 31 (27.315 MHz) for emergency transmissions.** The team does not currently own a CB radio.

- BayComm is the local organization that monitors Channel 31 and is tied in to police, fire, and other emergency communicators in the Westshore area. Whether a CERT member has a walkie-talkie, mobile, or base unit, they should identify themselves as a Westshore CERT member and call for CERT or BayComm unit members to respond.

- Being that the range of these radios is up to 10 miles (2-3 miles if using a handheld), this is a very useful frequency for trying to reach CERT members in adjacent cities.

- Westshore CERT members should pass along vital information, ask questions as necessary, and then stand-by on the frequency to allow for other traffic.

Multi-Use Radio Service (MURS) Radios

▪ In the United States, MURS radios are unlicensed two-way radios similar to CB. The FCC defines MURS as "a private, two-way, short-distance voice or data communications service for personal or business activities of the general public." FCC Part 95 limits MURS power to two watts. Radio repeaters are not permitted with MURS systems in the U.S. With five channels total, MURS channels 1 through 3 use narrowband frequency modulation (2.5kHz deviation) while channels 4 and 5 use wideband FM (5kHz deviation). The range of MURS radios will range depending on the size and placement of antennas. External antennas can extend the range to more than ten miles, while normal range is around five miles. Antennas are not permitted to be placed more than 60 feet (18.3 meters) above ground elevations or 20 feet (6.10 meters) above the highest point of a structure.

▪ **Anyone with their own 5-channel MURS radio can find other CERT members on Channel 1, which is 151.8200 MHz.**

▪ As with operating other radio bands, Westshore CERT members should continue to listen on this frequency and call for other CERT members every few minutes until contact is made.

▪ During an emergency or disaster event, an Incident Command Post will be established. By first identifying this location using long-range communications, Westshore CERT members could then use their MURS radio to communicate with them as necessary, when in range. Chain of command shall always be followed, including all communications.

▪ **Twenty four (24) Motorola CP110 MURS radios and accessories are maintained at the Fairview Park Fire Department and dispensed as necessary during a CERT activation or community service event. During activation, use of the radios will be approved by a Westshore incident commander or their designee through the Fairview Park fire chief or their designee. Alternatively, requests to use the radios can be made by WSC members directly to the Fairview Park fire chief or their designee. Requests shall be made through or with the prior approval of the WSC coordinator whenever possible.** These radios were provided through the State Homeland Security Grant Program FY2010 via the Cuyahoga County Office of Emergency Management for use by the county's CERTs. Their use is subject to the following policies, which took effect April 1, 2013. The borrower will:

   o Have use of the radios and accessories, subject to availability, upon request, from any Custodian in any Region. (Several caches of MURS radios have been established throughout Cuyahoga County; Fairview Park Fire Department is one of them.)

   o Follow the prescribed policies and procedures for pick-up, use-delivery, and return of radios.

   o Inspect the radios and/or accessories to ensure that they are in good repair and good working order at the time they are borrowed and at the time they are returned.

- o Notify the Custodian of any radios and/or accessories that are lost, malfunctioning, or damaged while in the possession of the Borrower.

- o Assume the expense of repair or replacement of radios and/or accessories that are lost or damaged while in the possession of the Borrower.

- o Ensure that all manufacturers' instructions regarding the radios and/or accessories are followed.

- o Ensure that all users are under Borrower's direction and control; that users understand radio operation; and that users follow Federal Communications Commission (FCC) protocols.

- o Return the radios and/or accessories to the Custodian within twenty-four (24) hours after demobilization.

Ham Radio (Amateur Radio)
- The amateur radio service (officially, amateur service and amateur satellite service) was established by the International Telecommunication Union (ITU) via the International Telecommunication Regulations. National governments regulate technical and operational elements of use, issue licenses, and track operators. To obtain a ham radio license, individuals must complete training and pass a test on relevant electronics concepts and governmental regulations. Operators are given a call sign. The radio frequency spectrum enables ham radio operators to communicate around the world and into space.

- There are several licensed amateur radios operators (5-6) within the Westshore CERT. They operate on the 2 meter frequency for local operations; by utilizing repeaters a handheld unit can have a range of 15-20 miles or more.

- When a ham radio operator is trying to identify other ham radio operators in the Westshore, they should first utilize the calling frequency on simplex, which is 146.52 MHz. From there, they can take the conversation to other repeater frequencies if greater distance is required or to reach other ham radio operators.

- During an emergency, a non-licensed operator is allowed to communicate with a licensed ham operator in order to relay emergency information, as needed.

- BayComm has four ham radio operators who will monitor the 146.52 frequency, to provide interoperability to other CERT members, who may be operating dual frequency.

PURPOSE STATEMENT

These guidelines may be used by Westshore Regional CERT members during a widespread power outage to exchange vital information on behalf of their families and the community when other forms of communications are not available. The guidelines may also serve the Logistics Section Communications Unit to manage radio frequencies and more creative forms of communication in order to manage and facilitate vital communications effectively among CERT members, professional responders, local government representatives, and other citizens during extended power outages.

Westshore Regional CERT Communications shall abide by FEMA Incident Command System protocols including Logistics General Section, Support Branch, Communications Unit conventions.

BAYCOMM

- Established in 2012, BayComm is a volunteer organization of residents within the Westshore suburbs and beyond who are equipped with long-range CB radios and train to provide communications to other residents, city safety forces, and themselves, during an emergency which takes down standard means of communication.

- Two-thirds of its membership have also completed FEMA CERT training and are members of Westshore CERT (WSC). BayComm is well aware that the radios used by the WSC are limited to about a two mile range and are used during localized events. In the event of an emergency that affects all of the Westshore, it may not be possible for WSC to be activated using conventional means. Therefore, BayComm members within the six Westshore suburbs are prepared to meet up with WSC members at designated locations to provide communications that would put them in contact with other WSC members and hopefully the WSC coordinator and professional responders in neighboring cities.

- Utilizing Channel 31 (27.315 MHz) of the 11 meter (CB) band, BayComm members have adopted a protocol of finding and communicating with each other following an emergency when standard means of communications are down. There are BayComm members in Bay Village, Rocky River, and Westlake who are willing to report to a designated WSC location for the purpose of assisting WSC members in receiving instructions from the WSC Coordinator and/or local responder Incident Commander and establishing a plan of action. BayComm continues to look for members in other Westshore cities including Lakewood, North Olmsted, and Fairview Park to expand on the plan within those cities.

- **Following an emergency or disaster event that involves loss of communication, BayComm members can be contacted at 20:00, 21:00, and 2200 hours (8, 9, and 10pm). CB Channel 31 is the operating frequency for BayComm. Depending on whether the radio being used is a hand-held, mobile, or base, communications capabilities will range from three to over ten miles.**

MEETING LOCATIONS BY UNIT (CITY)

It may not be possible to activate the Westshore Regional CERT by established means of communication in the absence of power. This will also prevent the rapid dissemination of relevant emergency information and instructions to citizens. If this situation were to occur, members of the Westshore Regional CERT, after their families have been stabilized, may physically travel to a designated meeting place (either for their unit or the closest location) in order to learn and communicate important news and instructions and receive activation instructions, if appropriate. The designated meeting locations for WSC members, by unit (city), have been established as follows:

Bay Village Fire Station: 28100 Wolf Road, Bay Village OH 44140; 440.871.1214

Fairview Park Fire Station: 20777 Lorain Rd., Fairview Park OH 44126; 440.333.1213/FPPD 440.333.1215

Lakewood Fire Station No. 1: 14601 Madison Avenue, Lakewood OH 44107; 216.529.6656

North Olmsted Fire Station No. 2: 29592 Lorain Road, North Olmsted OH 44070; 440.777.3544

Rocky River Fire Station: 21012 Hilliard Boulevard, Rocky River OH 44116; 440.331.1212

Westlake Fire Station No. 2: 2110 Columbia Road, Westlake OH 44145; 440.871.3441

INSTRUCTIONS UPON ARRIVAL

- Depending on available personnel and the circumstances at that time, there are several ways news, information and instructions may be disseminated to WSC members and the community.
    - Statement or flyers may be posted on or near the main doors; and/or
    - WSC members or city representatives may be present to distribute information; and/or
    - The building may be open and fire department representatives may be available with which to speak.

- A BayComm representative will seek to provide contact information at each of these locations as soon as possible. This will include the time and frequencies with which to reach other WSC and BayComm members. This will include FRS/GMRS, CB, MURS, and ham radio bands.

- If WSC assistance is requested by the Incident Commander, and if they are able to/choose to, and if their families are secure, WSC members may decide to activate according to the orders of the IC or their designee. If activated, WSC members shall apply all FEMA CERT training with particular attention to adhering to Incident Command System protocols. All times and actions shall be documented.

- This procedure would continue until such time power is restored or procedures are changed by the chief elected official, Incident Command, or their designee.