MESSAGE HANDLING

USING THE ICS FORM 213
OBJECTIVES

- **WHY** RACES uses the ICS Form 213
- **WHAT** is an ICS message?
  (How it differs from an NTS radiogram)
- **CONCERNS** for operational traffic
- **HOW** to send a message by **VOICE**
- **HOW** to send messages by **PACKET**.
Practice Using the ICS Form and Procedures

- **Emergency Stations and Team Leaders** must be proficient to set the example.
- **All RACES members** learn to use ICS form.
- **Practice on nets** and in exercises.
- **Because you cannot wait** until a served agency official hands you a message during a real emergency to learn how!
OPERATIONS NET – “OPNET” FUNCTIONS

Carrying traffic requested by served agencies only.

- **Tactical communications**: real-time info for immediate command and control purposes.
- **Record communications**: formal written messages sent by voice, data or CW, which is part of the official incident record.
LOGISTICS Net – “LOGNET”

- **LOGNET is a Directed Net.**
- **Purpose is to reduce congestion on OPNET.**
- **Inform general RACES members of:**
  - Situation & safety briefs, periodic updates
  - Assess equipment and personnel available
  - Schedule duty assignments
  - Relay non-sensitive traffic to net liaisons
- **Uses a local coverage repeater: 146.625- (107.2)**
- (Sometimes called a “resource net” by NGOs)
WHY RACES DOES NOT USE THE NTS RADIOGRAM:

- NTS Radiogram form is NOT USED by Arlington County, or by state and federal agencies.
- Office of Emergency Management uses ICS procedures and formats.
- Originate all outgoing RACES messages on the ICS Form.
- Some incoming messages (Salvation Army & Red Cross) use NTS.
- Do NOT reformat incoming messages; handle all incoming traffic as received.
Why RACES Uses the ICS Form 213:

- **Operational messages** are routed directly, by the MOST EXPEDIENT method.
- **Served agency messages** are sent directly between OEM and deployed resources.
- **ICS Form 213 is widely used** by FEMA, SHARES, DHS, CAP, Coast Guard.
- **Its use is straight-forward**, a common sense sending protocol, similar to an email message.
Why RACES Members Learn and Practice Message Handling:

- **Accurate, Brief, Clear** messages, in plain language, provide efficient emergency communications

- **Arlington RACES needs SSB and packet capability too:**
  - Contacts with VA EOC and EMAC (mutual aid) jurisdictions
  - Traffic going beyond the National Capitol Region (NCR)
  - SSB ops are independent of repeaters
  - VA Digital Emergency Network (VDEN) operates 24 / 7
SIGNAL REPORTING IN PLAIN LANGUAGE

- Loud & Clear (log as LC)
- Good Readable (log as GR)
- Fair Readable (log as FR)
- Weak Readable (log as WR)
- Weak Unreadable (log as WU)
When is a Formal Written Message NOT Used?

- Formal messages are *not needed* for most “Real-Time” Tactical Communications:
  - Direct conversations between third parties
  - Life-safety matters *when timing is critical*
  - Most routine task assignments
  - Most routine task completions
  - Most routine resource coordination
- *Record routine exchanges* as line-items in your ICS Form 309 Comm Log
A Formal Written Message Is Needed For “Record” Communications - ALWAYS

*Because incident reports are public documents,*

**USE A FORMAL MESSAGE FOR:**

- Station activation & closure
- Damage assessments
- Shelter and EOC status
- Situation updates
- Declarations
- Resource Requests
- ICS facility relocations
“Record” communications -- SITREPS (situation reports), resource requests, etc. must be signed by the agency originator, to identify responsibility & authenticity.

Agency controller establishes priority. If used, precedence follows the Message Number before the Group Count, on “admin line” 4.

ICS Precedence:
URGENT, IMMEDIATE, R (ROUTINE)
WHAT IS AN ICS MESSAGE?

- **Record Communications** on behalf of served agency officials must be written in ICS Form 213 format or on the originating agency’s approved form.

- But don’t fixate on the FORM!
- Be prepared to copy long messages.
- *Learn to copy messages without relying on a FORM!*
ICS Form 213 Message Form

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>“To” line</td>
</tr>
<tr>
<td>2</td>
<td>“From” line</td>
</tr>
<tr>
<td>3</td>
<td>“Subject / Date / Time” line</td>
</tr>
<tr>
<td>4</td>
<td>“Admin line” We use the VA RACES Form 213 that includes Message Number, Priority, and Group Count.</td>
</tr>
<tr>
<td>5</td>
<td>“Message” field (ten 5-word lines)</td>
</tr>
<tr>
<td>6</td>
<td>“Signature” line</td>
</tr>
<tr>
<td>7</td>
<td>“Reply” field (ten 5-word lines)</td>
</tr>
<tr>
<td>8</td>
<td>“Reply Date/Time/Signature” line</td>
</tr>
</tbody>
</table>
1 - “To” line
Name, Agency and Title of Recipient

VA RACES ICS Form 213 MESSAGE

TO:  

POSITION:
<table>
<thead>
<tr>
<th>TO:</th>
<th>POSITION:</th>
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</thead>
<tbody>
<tr>
<td></td>
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<tr>
<td>FROM:</td>
<td>POSITION:</td>
</tr>
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<td></td>
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</tr>
</tbody>
</table>
### 3 - “Subject / Date/ Time” line

**Incident or Task Name, Date, Local Time**

<table>
<thead>
<tr>
<th>VA RACES  ICS Form 213  MESSAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>TO:</td>
</tr>
<tr>
<td>POSITION:</td>
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<tr>
<td>FROM:</td>
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<tr>
<td>POSITION:</td>
</tr>
<tr>
<td>SUBJECT:</td>
</tr>
<tr>
<td>DATE:</td>
</tr>
<tr>
<td>TIME:</td>
</tr>
</tbody>
</table>

**DATE format is DAY MONTH**

**TIME is 24-hour LOCAL time**

*(unless the served agency specifies UTC)*
### Message Number and Group Count

Precede “Message” Text (ten lines, 50 words)

Plain language, no codes or jargon

<table>
<thead>
<tr>
<th>MESSAGE No:</th>
<th>Group Count:</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>5</td>
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<tr>
<td></td>
<td>10</td>
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<td></td>
<td>15</td>
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<td>20</td>
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<td></td>
<td>40</td>
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<tr>
<td></td>
<td>45</td>
</tr>
<tr>
<td></td>
<td>50</td>
</tr>
</tbody>
</table>
Name and title of the originating official is essential for message authentication.
### 6 - “Reply” Block
(ten lines, 50 words)

<table>
<thead>
<tr>
<th>REPLY:</th>
<th>Group Count:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>5</td>
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<tr>
<td></td>
<td>45</td>
</tr>
<tr>
<td></td>
<td>50</td>
</tr>
</tbody>
</table>
7 –“Reply Date/Time/Signature”

DATE: ___________ TIME: ___________ SIGNATURE/POSITION: ___________

________________________________________________________________________
TRANSMITTING THE MESSAGE HEADERS

- Precedence, if any, goes after the message number.
- After sending the line say “Break for text, OVER.”
- If the receiving station requires a “fill” on anything sent up to this point,
- They use the prowords “SAY AGAIN.”
- Otherwise they simply say “GO…”
HINTS ON SENDING AND RECEIVING THE TEXT

- Pause briefly after each line of five words.
- Say “BREAK” after text and before sending SIGNATURE in case a fill is needed.
- To request a “fill” say:
  “Say Again…
  word before (or all before) …
  word after (or all after) …
  word (or all) between… and…"
Get out your pencil and paper!
Copy along as I send the message headers:

“TO, Initials, CHARLIE PAPA TANGO…Anthony, I SPELL, ALPHA, NOVEMBER, TANGO, HOTEL, OSCAR, NOVEMBER, YANKEE,… Barrero, I SPELL, BRAVO, ALPHA, ROMEO, ROMEO, ECHO, ROMEO, OSCAR.”

“Initials  ECHO OSCAR CHARLIE, Fire Duty Officer.” -
MESSAGE HEADERS

• **TO:** Cpt. Anthony Barrero
• **POSITION:** EOC Fire Duty Officer
• **FROM:** Cpt. Ronald L. Mastin, IC
• **SUBJECT:** I95 HAZMAT
• **DATE:** 2JUN
• **TIME:** 0530 L
• **MESSAGE NUMBER:** 6201
• **URGENT**
• **GROUP COUNT:** 50
Now lets copy the "Message"

Please copy along for practice, then check against this text.

<table>
<thead>
<tr>
<th>TRACTOR</th>
<th>TRAILER</th>
<th>CARRYING</th>
<th>40K</th>
<th>POUNDS</th>
</tr>
</thead>
<tbody>
<tr>
<td>EXPLOSIVE</td>
<td>B</td>
<td>OVERTURNE D</td>
<td>LEFT</td>
<td>SHOULDER</td>
</tr>
<tr>
<td>RAMP</td>
<td>I95</td>
<td>EXIT</td>
<td>170N</td>
<td>PERIOD</td>
</tr>
<tr>
<td>VSP</td>
<td>AND</td>
<td>CHEMTREC</td>
<td>NOTIFIED</td>
<td>PERIOD</td>
</tr>
<tr>
<td>EVACUATING</td>
<td>SHIRLEY</td>
<td>INDUSTRIAL</td>
<td>PARK</td>
<td>EAST</td>
</tr>
<tr>
<td>OF</td>
<td>I95</td>
<td>AND</td>
<td>RESIDENTS</td>
<td>IN</td>
</tr>
<tr>
<td>LYNNBROOK</td>
<td>EAST</td>
<td>OF</td>
<td>FLANDERS</td>
<td>AND</td>
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<tr>
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<td>ESTATES</td>
<td>WEST</td>
<td>OF</td>
<td>FRONTIER</td>
</tr>
<tr>
<td>AND</td>
<td>NORTH</td>
<td>OF</td>
<td>PALOMINO</td>
<td>PERIOD</td>
</tr>
<tr>
<td>NEED</td>
<td>SHELTER</td>
<td>OPENED</td>
<td>LEE</td>
<td>HS</td>
</tr>
</tbody>
</table>
The SIGNATURE

- Identifies the ORIGINATOR of the message.
- In ROUTINE traffic the Originator is often the STATION OF ORIGIN
- Operational (served agency) traffic usually has a third-party signature, such as:

<table>
<thead>
<tr>
<th>SIGNATURE:</th>
<th>POSITION:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Captain Bill Bennett</td>
<td>Incident Commander</td>
</tr>
<tr>
<td>Arlington County Fire Dept.</td>
<td></td>
</tr>
</tbody>
</table>
When to use the Proword “I Spell”

- **DO NOT** automatically spell familiar words or acronyms like “EOC” or “RACES” unless operating conditions are poor enough that it is needed.

- **Necessary for proper names** (there is no “common spelling” on emergency nets)
  “Jones, I spell JULIET OSCAR NOVEMBER ECHO SIERRA”

- **To clarify homonyms**, words which sound alike, but have different meanings, such as:
  “To, I spell TANGO OSCAR)”
Use “I Spell” when WORDS are used as PUNCTUATION.

“PERIOD” Ends a sentence. *NOT spelled out when sending unless conditions are weak readable and require “fills.”

“DOT, I spell Delta Oscar Tango” for a single period within a text group (email address). Don’t use to end a sentence, use PERIOD!
"DECIMAL, I spell ..." used in *figure groups only*, (such as radio frequencies sent in a message text).

"DASH, I spell DELTA ALPHA SIERRA HOTEL" for a hyphen.

"ATSIGN, I spell ALPHA TANGO SIERRA INDIA GOLF NOVEMBER" for symbol "@".
Message Text Quality Control

- Formal “Record” messages always should be CLEAR and SUCCINCT.
- Written so that their meaning cannot be mis-interpreted or read in more than one way.
- Write out the message in full, using plain text only.
- If a telephone number is given in the message TEXT, it is sent as three groups: Area Code, Exchange and 4-digit number.
WHAT ABOUT National Traffic System
ARL NUMBERED RADIOGRAMS?

- ICS & RACES don’t use ARL numbered radiograms!
  - But you should still know what they are... in case you RECEIVE one.
  - They may be used in response to Red Cross DWI (Disaster Welfare Inquiry).
  - IF sent an ARL numbered radiogram the “number” is SPELLED OUT!

- **NO Health & Welfare traffic on OPNETS – take to LOGNET.**
  - _W is an ARES task with Red Cross._
EXAMPLE OF ARL RADIOGRAM

4566 W K3SRF ARL 6
ARLINGTON VA FEB 22

PHYLLIS MATTHEWS
1508 FIFTEENTH STREET
LYNCHBURG VA 24501
434-555-1212

ARL THREE VIRGINIA HOSPITAL CENTER
ARLINGTON
CHRISTA THOMAS
(ARL THREE)

AM IN [VIRGINIA HOSPITAL CENTER ARLINGTON] HOSPITAL. RECEIVING EXCELLENT CARE AND RECOVERING FINE.

CHRISTA THOMAS
In ARRL-NTS practice, it's considered unnecessary to say the line headers.

NTS operators use “Initial X-Ray” to indicate the end of sentence.

But in ICS we use the headers because the receiving station may be unfamiliar with the ICS message form.

RACES / ICS stations use “PERIOD” to end a sentence for simplicity and clarity with our served agencies.
OPERATOR NOTES:

- Don’t give “op notes” while sending text

- Op notes, if needed, are given AFTER the signature and BEFORE saying “Break” upon completion of the message...

- Give Op notes at the same time you provide any “fills” requested by the receiving station of missed groups. If no fills are needed, give the Op Note before telling the receiving station how many listed messages remain to be sent. “one more…”
Using the Proword “CONFIRM”

CONFIRM? *(recipient uses voice inflection in form of a QUERY)*

“CONFIRM Echo Sierra Papa?”

THE SENDING STATION’S RESPONSE:

“WRONG, I Say Again Word After FIGURES ONE SEVEN ZERO NOVEMBER PERIOD, Initials VICTOR, SIERRA, PAPA, OVER ”

CONFIRM *(recipient’s statement that it is now correct): “CONFIRM, GO”*
Authentication

- Originating station must work from a form bearing an **ORIGINAL** signature of the releasing authority to verify responsibility for message contents and enabling authentication.

- Messages to RACES staff at VAEOC may be signed by a RACES operator, such as to report “on station” or to “request to terminate.”
To Acknowledge Receiving Traffic

- If you do not require any fills acknowledge receipt to the relaying station, simply say:

  “<your call> ROGER Number <Message Number>, OVER”

For example:

  “Lee Center, Roger Number 6711, over.”
WHEN YOU ARE DONE WITH THIS MESSAGE:

- If the traffic just sent is the only message or last message you have to send, then say:
  “END, no more, Over”
- If you have one or more messages to send, you say:
  “Break, More to Follow, Over”
DELIVERING THE MESSAGE:

- Read the TEXT and SIGNATURE of the message to the recipient.

- If leaving the traffic on an answering machine or with a third party (not the final recipient) give your callback telephone or other method of contacting you.
RACES personnel must **NOT** discuss disaster information when media is nearby.

Names are not used in messages except to identify the agency contacts.

Refer media requests to the agency’s Public Information Officer.
Packet operational considerations:  
*Refer to VDEN SOP*

- **Use** “ST” command (send traffic) as opposed to “SP” which means to send private.
  
  “ST FXEOC@WC4VAC”

- **Subject line** should identify drill or incident:
  
  “SITREP HAZMAT INCIDENT I-95 EXIT 170N”

- Packet messages are still in ICS format.
- With itemized forms send ITEM NUMBER followed by CHANGED information, do not repeat any unchanged data previously sent.
ICS Form 213 Packet Message

ST FXEOC@WC4VAC
[TO] CPT ANTHONY BARRERO, EOC FIRE DUTY OFFICER
[FRM]: CPT. RONALD L. MASTIN, IC
URGENT I95 HAZMAT 2JUN0530EST

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<td>OPENED</td>
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</tr>
</tbody>
</table>

[BT]
[SIG] BY AUTHORITY MASTIN / KE4SKY
Operational considerations - 1

- Connect to any VDEN BBS, network auto-forwards

- Do not connect directly into the VAEOC

- Traffic sent to VAEOC should be addressed to a specific office or agency when possible
Operational considerations - 2

- Stations send a check-in message once operational and
- a termination message upon closing their station:
  - Tactical call sign, Operator call sign
  - Time activated (or closed)
  - ID of served agency being supported, name and title of communications official in charge
  - Route (home BBS) by which messages may be responded to.
  - Available communications and relay capabilities:
    - HF, VHF, UHF, packet, Internet e-mail, fax, etc.
Operational Considerations
Working with served agencies

INCOMING MESSAGE

EOC / RACES MESSAGE FLOW

LOGGER/RECORIDER
Time stamps / enters in log, keeps bottom pink copy, pass others to EOC Message Controller

MESSAGE CONTROLLER
Assigns priority, Assigns to agency

RECIPIENT
Reviews message, keeps top copy (white original) canary copy sent to coordinating agency. Draft reply, coordinate as needed. indicate method of dispatch, sign reply.

OUTGOING MESSAGE

RADIO OPERATOR
Transcribes onto message form* *Press hard you are making 4 copies

RADIO OPERATOR
Transmits reply, returns to logger.

LOGGER
Passes message to Operator and records time transmitted

LOGGER
Passes message to Operator and records time transmitted

MESSAGE CONTROLLER
Close Received Log
Keep Goldenrod Copy
Initial reply, record time out to RACES Logger

VERIFY WITH COORDINATING AGENCY

* Indicates a special instruction for transcription.
Arlington County RACES is extremely grateful to the following Individuals and organizations who have provided materials used in the production of this training:

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