



UC Santa Cruz

Emergency Response Plan

College Nine and College Ten

Revised April 2014

CHES Emergency Response Operations
Appendix A – General Response Safety Guidelines

- A. Local Response Leader/Disaster Coordinator**
- B. Operations Chief**
- C. Planning Chief**
- D. Administration Chief**
- E. Logistics Chief**
- F. Other Teams**
 - **Fire Suppression Team**
 - **Search and Rescue Teams**
 - **Medical Operations**
 - **Transportation Teams**
 - **Security Teams**
 - **Communication**
 - **Assembly Area Operations**

- Appendix B – Responder Checklists**
- Appendix C – 800 MHz Radio Instructions**
- Appendix D – Supply List**
- Appendix E – Emergency Contact Information**
- Appendix F – College/Unit Specific Keys**
- Appendix G – College/Unit Specific Roster**
- Appendix H – College/Unit Specific Utility Locations/Maps**

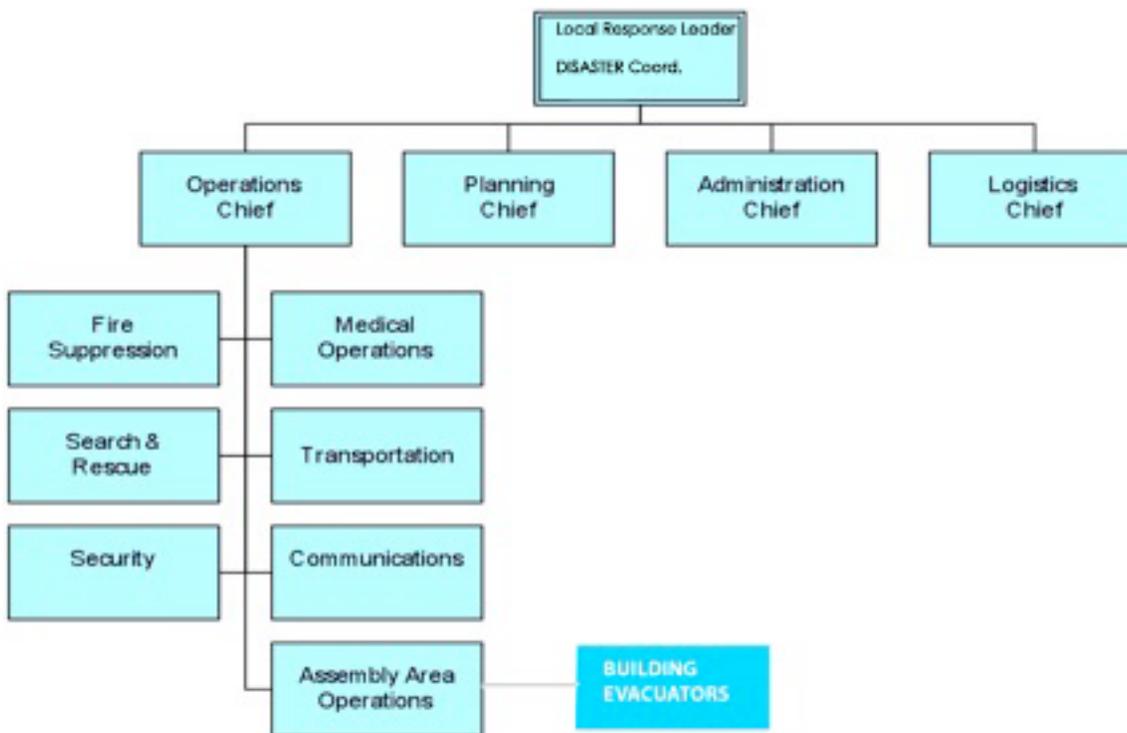
CHES Emergency Response Operations

Introduction

In the event of an emergency or disaster, it will be necessary for staff to coordinate response efforts within the community. To aid in that response, these checklists have been developed.

Incident Command Structure (ICS)

When responding to an emergency or disaster, normal lines of authority may have to be set aside to coordinate efforts. The campus has adopted the Incident Command Structure (ICS). ***For most College purposes, Building Evacuators can report directly to the Response Leader (College Disaster Coordinator).***



As seen in the diagram, the Response Leader is in charge of the local response. This person must have the ability to lead and will report to the Student Services Disaster Operations Center (SADOC) or to UCPD or UCFD personnel upon arrival. Reporting to the Response Leader are four area chiefs, each in charge of a different set of responsibilities. Each of these areas of responsibility will be explained and have its own checklist. **The ICS is not a committee structure but a command structure. Orders must be followed without debate.**

Appendix A

General Safety Guidelines

The safety of all persons responding to an event is the highest priority and your personal safety is paramount. Keep these guidelines in mind before responding to any emergency:

- Do not place yourself or any other responder in dangerous situation.
- If asked to do something that you feel is unsafe, explain your concerns to the person giving direction. If your concerns are not addressed, ask for another assignment.
- Do not run – walk to where you need to go to reduce injuries.
- Wear appropriate protective gear at all times.
- Stay away from any area with a hazardous materials sign posted.
- Do not enter heavily damaged buildings for any reason. Only professional responders may enter heavily damaged buildings.
- Limit time spent in moderately damaged buildings or in any area with poor visibility.
- Any fire larger than an office wastepaper basket is too large to extinguish yourself. Raise the building's damage assessment to "heavily damaged."
- Do not lift heavy or debris-laden items alone. Team up to lift heavy items and lever very heavy items if necessary (do not pry things up – levers reduce the chance of rescuer injury). (Per EH&S guidelines)

Plan of Action:

- Do not take any actions without both direction from the Command Post and an action plan approved by your team leader.
- Determine your action plan and contingencies with fellow responders BEFORE entering the response area. This includes documenting the *members of your team, destination, departure time and action plan*.
- Always document your return time and the status of your team upon leaving the response area before taking another assignment.
- Enter a response area ONLY IF you have a buddy who can ensure an exit route is clear and safe should you need to retreat and also to ensure your safety while working. A group leader should remain outside the building to monitor the safety of and maintain communications with the Command Post.
- Limit your actions in the field to what was agreed upon in your action plan. If other issues are identified in the field that are outside of your action plan, inform your group leader and continue with your established plan. Your leader will communicate any approved changes to your plan.
- Debrief the event as a group and the response before leaving shift.

Self-Care:

- Take breaks, stretch often and pace yourself. If you need to rest, inform your group leader.
- Keep an eye on responder colleagues and check-in regularly to stay aware of stress and energy levels.
- Ensure that you are eating properly and full meals where possible.
- Stay calm and try to de-escalate any tension that may arise. Tempers may flare in stressful situations, but do your best to work through it. Please be forgiving and do not take anything said in the moment personally.
- After the event, take advantage of available mental health care options.

Local Response Leader/Disaster Coordinator

The Local Response Leader/Disaster Coordinator will be responsible for the entire local response effort and needs to be able to lead. The Response Leader will not be directly involved in the response efforts and will remain at a command post to be set up with a full view of the response area and the assembly area for the community. The command post must remain in communications with (in this order) either: the SADO, the campus Emergency Operations Center (EOC) or with senior management (AVC or higher) as applicable for the duration of the event based upon the scope of the emergency or disaster. The Response Leader appoints the different Chiefs who will supervise the local response activities.

The Local Response Leader/Disaster Coordinator must be the only authority making local decisions and should be the most disaster or emergency response trained person on hand, regardless of that person's regular campus level of authority. All Local Response Leader/Disaster Coordinators must adhere to any directions or instructions given to them by on-scene professional fire or police responders, the SADO, or by the campus EOC (in that order) and should maintain that chain of command even in the face of directions or instructions called in by persons of authority not on the above list and not on site. All other directions should be considered as advisory information only.

The Response Leader role must be consistent throughout the response effort and should the Response Leader need to sleep or take a break, the position must be passed to someone else. The role should also be surrendered should a more experienced person arrive that can provide better-informed leadership. In any case, before transferring authority to a new Response Leader, it is imperative that the outgoing Response Leader fully briefs the incoming Response Leader.

Local Response Leader/Disaster Coordinator Responsibilities

The Local Response Leader/Disaster Coordinator, once identified, must take charge immediately and establish the rest of the ICS structure based upon immediate needs. Critical roles that must be assigned immediately are the Operations Chief and a Planning Chief. The Operations Chief should be ideally CERT trained and familiar with the local buildings and their layout. The Planning Chief needs to be familiar with the local community and staff and be able to accurately document every aspect of the response.

As more volunteers become available, the other two positions can be staffed. In the interim, the Planning Chief and the Response Leader can jointly handle Administration and the Operations Chief can handle Logistics.

Operations Chief Responsibilities

The goal of the Operations section is to account for all community members and their guests, to provide medical care to the injured, and to minimize further damage to structures and property. All this is to be done while ensuring the continued safety of all responders.

The Operations Chief is responsible for managing all field operations and care for persons unable to evacuate on their own to the assembly area. The Operations Chief does not do field work and remains at the command post to confer as needed with the Response Leader, Planning Chief, Logistics Chief and Administration Chief.

The Operations Chief must prepare for and oversee: fire suppression teams for fires smaller than a wastebasket; search and rescue teams; medical operations teams; communications between these teams; and security and care for the evacuees at the assembly area. There must always be an Operations Chief at the command post. If the current chief must leave for any period of time, a successor must be briefed completely first and then assumes full authority for all operations.

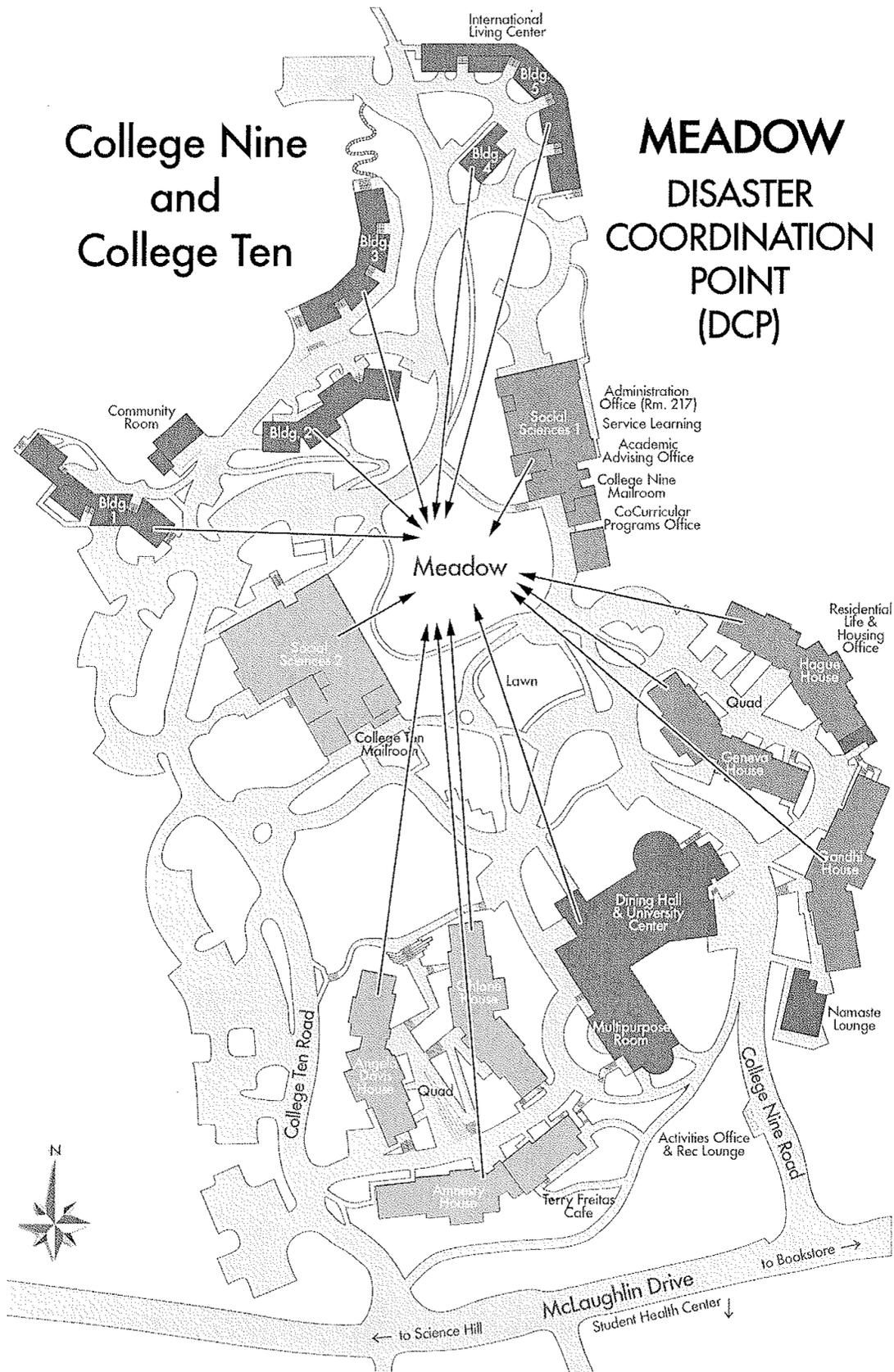
BUILDING EVACUATORS: As assigned by need by the Operations Chief. Will include any available members of the Emergency Team, Other College Staff, and Resident Assistants.

The Building Evacuators are responsible for:

1. Carrying out orders to evacuate, responding to fire alarm by evacuating residents, or using their judgment in the event of a disaster to evacuate building (major earthquake).
2. Carrying out evacuation by pounding on doors, or by standing outside and yelling "You must evacuate this building now!" Instruct people to pick up coats, flashlights, blankets, medication, shoes, etc. as they are leaving their apartments, classroom, office (if possible). Do not go back into the building.
3. Directing people to the assigned evacuation location for the area.
4. Keeping people from running, sightseeing, etc.
5. Noting severe building damages, people trapped inside, and injuries.
6. Moving injured people to evacuation area if possible (check for head or neck injuries). Notifying emergency personnel of critical injuries by calling 911 or pulling a fire alarm. Performing emergency First Aid and/or CPR if trained.
7. Following people to assigned evacuation location and staying with them unless otherwise instructed by emergency personnel (Campus Police, Fire Dept.) or the Emergency Team.
8. Gathering information from people, calming people, treating injuries, doing informal head counts, keeping people at evacuation location.
9. Meeting with (or sending "runner" to meet with) Operations Chief to give information, get further instructions.
10. If an Operations Chief is not present by the first 10 minutes, delegate a Building Evacuator to conduct a secondary "sweep" of the area and to meet with the Emergency Team at the **Disaster Coordination Point (C9C10 Meadow)**
11. (Residences) Take a formal head count utilizing ROSTER info.
12. Assist Operations Chief and other members of Emergency Team as needed.
13. Remain available to Emergency Team when re-entry of buildings is permitted.

College Nine
and
College Ten

MEADOW
DISASTER
COORDINATION
POINT
(DCP)



Planning Chief Responsibilities

The Planning Chief is responsible for organizing all information coming in from the field to provide the Response Leader with current status and situation reports and to assist in prioritizing response activities. The Planning Chief does not leave the command post and does not give orders. The Response Leader conveys all reports to people outside of the command post only. The Planning Chief only provides information to the Response Leader.

Administration Chief Responsibilities

The Administration Chief is responsible for recordkeeping and tracking of all personnel hours and financial expenditures (if any). Work in conjunction with the Planning Chief to maintain accurate records of all response activities.

Logistics Chief Responsibilities

The Logistics Chief is responsible for finding, gathering, inventorying, dispensing and tracking all supplies and non-personnel resources used in response activities.

Other Teams

Fire Suppression Teams

As part of operations, fire suppression teams work using the buddy system; one fire suppressor person and one safety person (see below) to extinguish all small fires (only). Small fires are those not larger than an office wastepaper can. All members of fire suppression teams must carry fire extinguishers and know how to operate them.

Any fires larger than a wastepaper can have the strong potential to flare up and pose too large a danger to responders – if such a fire is found, responders are to leave the building immediately and call out to any people left in the building to leave immediately. Mark the building as heavily damaged.

The safety person should carry a back-up extinguisher should the initial extinguisher fail and ensure that an exit path remains clear, safe and ready should the situation become unsafe. If the situation does become unsafe, it is the duty of the safety person to pull the fire suppressor person to safety via the exit path.

Use fire extinguishers only once for safety.

Search and Rescue Teams

All members of search and rescue teams should be CERT-trained for safety and have proper personal protection equipment before going into the field. Search and rescue teams should use their CERT training and protocols while in the field. Search and rescue teams should perform and report on initial damage assessments for each building before any other responder activities take place. If no CERT-trained persons are available on site, please notify either the SADO, the EOC or Dispatch (in that order).

Medical Operations

A CERT-trained person should oversee medical operations and only CERT-trained people or those medically certified as first responders or EMTs should conduct triage or provide treatments. Medical operations should be run in accordance with CERT training. If no CERT-

trained, EMTs or first responders are available on site, provide care only to the level of training received and if that is insufficient, please notify either the SADO, the EOC or Dispatch (in that order).

Transportation Teams

Transportation teams should operate in threes – two to transport and one safety person. The roles should rotate to allow team members to rest. If not CERT trained, training should be given before teams are sent into the field. Safety for team members is the highest priority and teams should join together for difficult transports.

Security Teams

Security teams are to provide safety to the assembly area. Non-residents should not be permitted into the assembly area and community members should be encouraged to remain in the assembly area for their safety. Non-resident community members should be directed to off-campus American Red Cross public shelters as appropriate. Those in immediate need should be provided reasonable care first. Security teams should escort community groups if needed to designate food service areas.

Communications

A lead should be designated to ensure that all field teams can remain in contact with the Operations Chief. Radios, runners with notes, or cell phones are common methods of communication. A list should be kept current of how to contact each team and be available to the Operations Chief at all times. If needed, the lead should organize and manage a group of communication runners.

Assembly Area Operations

A lead should be designated to ensure that the needs of persons in the assembly area are met and that the community is kept informed of news regarding response and recovery operations.

Appendix B

Response Checklists

The following checklists are to assist the Response Leader and the Section Chiefs with ensuring that a proper response is maintained. Please remember that it is critical to assess the situation and all information available and formulate a plan BEFORE sending people into the field to respond to the event. Rescuer safety is the number one priority.

Response Leader

Local Response Leader/Disaster Coordinator Immediate Actions Checklist

- Ensure that all community members endangered by the disaster or emergency take appropriate protective actions (evacuation, etc.).
- Ensure that a roll call is taken of all persons taking protective action and their names listed. This document must be kept current as more people arrive. Do not let community member leave the area if at all possible to ensure their safety until an “all-clear” is given by the SADOc.
- Establish a command post in an area adjacent to (but not directly downhill or downwind to) the area affected by the disaster or emergency. The command post should be far enough away that you can see the entire area at a glance to monitor the status of the area.
- Appoint an Operations Chief and assign them to arrange and deploy fire control teams for lightly and moderately damaged buildings only followed by search and rescue teams to conduct an exterior assessment of each building in the community and to report back with that information before taking further action.
- Assign an Administration Chief to record the names of all staff assisting with the response, the time they began and the roles that they have been assigned to. Have the chief further begin documenting the event in general and to manage the roll list from the assembly area.
- Assess the condition of the community based upon the information reported back from both Operations and Administration and form an initial response plan. Keep responder safety as your number one priority and doing the greatest good for the most number of people as the second.
- Put your plan in action.
- Establish communications with (in order) the SADOc, EOC or CHES AVC or VC. Stop when you first achieve communications and report to that group until directed otherwise. Report the general conditions initially and then maintain a communications link, only reporting when requested or if a critical need arises. For large-scale disasters, you will not be the only community reporting in. Utilize runners if needed should your communications equipment not function.
- Assign a Planning Chief to organize information flowing into the command post and to keep you informed as things get reported.
- Assign a Logistics Chief to track materials used in the response.

Local Response Leader/Disaster Coordinator Ongoing Actions Checklist

- Keep [SADOC, EOC or CHES AVC/VC] informed of all local developments and assistance requests.
- Keep revising your action plan to capture local developments and maintain responder safety.
- Ensure that your community gets fed and that sanitation issues get resolved.
- Ensure that all responders are taking breaks and getting sleep. Proper nutrition is essential. Allow for non-response break activities for responders.
- Report on local road conditions and keep this information current should conditions change.
- Ensure that there is an informed Response Leader at the command post at all times.

Local Response Leader/Disaster Coordinator Closing Actions Checklist

- At some point, professional responders (fire and police) will arrive on site to take over some aspects of the response efforts. Professional responders have authority over local efforts and their directions should be adhered to.
- In conjunction with the [SADOC, EOC or CHES AVC/VC], ensure that all community residents are housed and their needs seen to.
- Ensure that all responders have been accounted for and that their times worked have been noted.
- Ensure that all equipment used in the response has been returned or accounted for.
- Ensure that all forms detailing response activity have been completed and returned to Planning.
- Ensure that all equipment is returned to its proper storage as appropriate.
- Gather all responders and discuss the response and the emergency that lead to the response. Allow responders to voice their thoughts and feelings. Have a senior manager present if possible. Inform all responders that the EAP is available for confidential follow-up counseling should anyone need it.
- Gather all paperwork generated from the Administration Chief and the Planning Chief.
- Deliver all paperwork to the SADOC or to a CHES AVC or VC.
- Write a report detailing your disaster response and planning processes and add bullet points at the end concerning what worked and what didn't work. Forward the completed document to a CHES AVC or VC.

Operations Section

Operations Chief Immediate Actions

- Gather information:**
 - What disaster supplies and tools are on hand?
 - How many people are available to help in the response?
 - What are their skills?
 - What is the state and status of each building in the community?
 - Does any aspect of the disaster or emergency pose a threat to the assembly area?
 - Does any aspect of the disaster or emergency pose a threat to the responders?
 - Can those exposure issues be mitigated?
 - Are all the residents from each building evacuated to the assembly area?

 - For those not accounted for, are they known to have been away at the time of the disaster?
 - Do you have access to all buildings in the community?
 - How many known fatalities, injuries and non-injured community members have been accounted for?
- Communicate all this information to the Response Leader immediately once known.
- In conjunction with the Response Leader and Planning Chief, **establish a plan** to gather any information still not known but relevant to the response planning.
- Prioritize fire suppression, building damage assessments and utility leak assessments initially.
- Know that if a building has sustained heavy damage (foundation damage, collapses of walls or roofs, or anything else that compromises the stability of the structure – including fires larger than a wastebasket), that building cannot be entered and is unsafe for response activities other than an exterior voice triage asking people to exit the building on their own if they can hear the responders. Buildings that are still structurally sound and stable (those still intact that do not make noises – creaks, pops, shearing or tearing sounds) can be entered by rescuers, but time should be limited in any building showing larger cracks or extensive damage to furniture or fixtures.
- Form **fire suppression teams** in groups of three – all should have extinguishers. Two enter as buddies to extinguish fires not larger than a wastebasket while the third stays outside of the building on the main walkway or road and monitors the building for the safety of the other two. This person must yell for the others to get out at the first sign that the building has become unstable. Fire suppression should be done at a distance of eight feet from the fire and the extinguisher should be aimed at the base of the flames and swept back and forth while in use. If two extinguishers cannot put out the fire, leave immediately and consider the building heavily damaged. Report it as heavily damaged to the command post.
- Form **building damage assessment teams** in groups of three – all should be wearing protective gear – hard hats, work gloves, safety goggles and dust masks. One of the team stays on the main walkway while the other two go as buddies together around the building to check and note if the walls are not straight; for signs of collapse, fire or utility leaks; for any other signs of damage, and to report any

evidence of people still in the building. These teams are never to enter any buildings. All written records of the building assessments are to be returned to the command post to the Planning Chief.

- Unless explicitly directed to do so, utilities should not be shut down or turned off by anyone other than Facilities or Physical Plant personnel.
- Establish a **medical treatment area** away from the assembly area but near the incident area that is safe, uphill and upwind, expandable and adjacent to a paved road for easy ambulance access when they become available.

Operations Chief Ongoing Actions

- Ensure that all responders sent into the field return safely and are accounted for at all times.
- Ensure that responder teams are fed balanced meals and are getting proper rest breaks and sleep as appropriate.
- Ensure that no responder is performing the same task for any extended periods – all responders should rotate roles during the response to limit their exposure to emotionally traumatic experiences.
- Prioritize medical operations but ensure that all buildings have been damage assessed and that the assessments have been fully documented.
- Maintain contact with the SADOE/EOC/ AVC/VC. Provide hourly reports including injury and evacuee status and numbers plus building status reports.

Operations Chief Closing Actions

- Do not dismiss any responders without permission from the Response Leader.
- Ensure that all trapped people that can be rescued have been rescued and that the EOC is aware of those that cannot be extracted from debris.
- Ensure that all responders have returned from the field.
- Ensure that all responders are gradually moved into roles with lower levels of responsibility and exposure to the stresses and trauma they have been working with.
- Meet with all responders in an area where you can have some privacy to discuss the event and the response efforts to allow people to discuss their reactions. Relay information from the SADOE/ AVC/VC about further counseling available to all responders – mention the EAP as well.

Planning Section

Planning Chief Immediate Actions

- Get multiple copies of all CERT forms and area maps. Be prepared to cluster information into simple totals for the Response Leader to communicate to the SADO or AVC/VC.
- As initial building damage reports arrive, mark the information on a map of the community and mark the time that the information on each building arrives directly on the map next to the building status. Update this information each hour onto a clean copy of the map. Save the old map for record.
- As reports come in from the field note all fires, water leaks, gas leaks, collapsed buildings, tree falls and other major damage to the community for the Response Leader to report.
- Assess any threat these items might pose to response efforts or to the community and prioritize any situations which might endanger lives. Immediately inform the Response Leader of these areas of concern.
- As the roster arrives from the assembly area, get a count of the number of evacuees.
- As reports from the responders arrive, keep a separate tally of the number of injured broken into categories of immediate, delayed, minor and dead.
- Ensure that records are being kept of all response activities and that all records are sent for your review so that you can keep abreast of the response and update the Response Leader.
- Keep all reports for record.

Planning Chief Ongoing Actions

- Maintain current status reporting with the Operations Chief.
- Note the time that each summary update and map update is made. Keep all updates for record. Updates should not leave the command post for any reason – make copies if needed.
- Provide updates to the Response Leader regularly and upon request.
- Ensure that accurate records are maintained.

Planning Chief Closing Actions

- Update all reports and note the time that each update is finalized.
- Help gather all reports and maps and arrange them chronologically.
- Turn in the entire collection of sorted reports to the Response Leader for file.

Administration Section

Administration Chief Immediate Actions

- Gather information regarding each person involved in the response: names, departments, response skills and trainings, start times for response activities.
- Ensure that Logistics and Operations are recording their activities.
- Start an ongoing log noting the times and nature of all response activities.

Administration Chief Ongoing Actions

- Keep record of all breaks times, and stop times of each responder.
- Maintain the log of response activities.
- If any funds are used to purchase any supplies or services in promotion of response activities ensure that all receipts are made part of the response log.

Administration Chief Immediate Actions

- Ensure that all people working on response activities have been accounted for and that all work records have been finalized.
- Complete the log of response activities and assist the Planning Chief in putting all records and field reports in chronological order.
- Gather all other records and turn the entire package over to the Response Leader.

Logistics Section

Logistics Chief Immediate Actions

- Locate the disaster supplies for the community. There should be an inventory sheet in with the supplies.
- Get copies of the supply tracking forms from the Logistics Chief.
- Start an inventory log to track all items during the entire response. The log should track the quantity of each type of equipment, any damage to the equipment, check out/in times, and who checks out and returns all equipment.
- Quickly gather all readily and safely available extinguishers, tools or other supplies. Log them on the inventory log with the time that they arrive.
- Work with the Planning and Operations Chiefs to strategically dispense disaster supplies where they will do the most good for the most number of people.
- When issuing each item of equipment, note what and how many are being issued to whom and the time that supplies are issued.

Logistics Chief Ongoing Actions

- As additional supplies become available, log the items and the time on the inventory log.
- As equipment returns from the field, note the quantity, time and person returning the equipment. Inspect all returned equipment for damage and note any damage on the inventory log.
- Inform the Planning Chief if supplies are running low or if the Operations Chief requires supplies that are not on hand.

Logistics Chief Closing Actions

- Check in and inspect all equipment, noting any damage.
- Create a list of all equipment used up in the response.
- Ensure the return of all equipment from where it was obtained.
- Complete the inventory logs and turn it in to the Administration Chief or Response Leader for record.

Appendix C

Instructions for using the Kenwood NX 410 Radios

Placing the batteries in the battery case (do not store with batteries in the case):

- 1) Remove the batteries from the box – there are six (6) AA-size batteries.
- 2) Remove the black nylon case.
- 3) Remove the orange plastic battery case from the nylon case.
- 4) On the side with the silver sticker are instructions for opening the case.
- 5) Follow those instructions.
- 6) Please the batteries in the case – remember the flat end of the battery goes against the spring.
- 7) Close the case.
- 8) Push the 'Lock' tab in the direction of the arrows until the yellow is completely covered to lock.

Preparing the radio:

- 1) Remove the radio from the box.
- 2) Remove the antenna from the box.
- 3) Attach the antenna to the top of the radio by screwing it in.
- 4) With the back of the radio case close to the back of the radio, slide the top of the battery case into the slots on the upper side of the back of the radio with the case close to the radio.
- 5) After the top is firmly in place, snap the bottom of the radio case into the bottom of the radio.

Using the radio:

- 1) Turn the Power/Volume knob (the one with the white stripe) clockwise 180 degrees.
- 2) Wait for the LCD screen to show a channel (it initially shows the radio lineup name)
- 3) You are ready to listen to the radio traffic on your home channel. Adjust volume to a comfortable level. To change to another channel, turn the knob next to the Power/Volume knob and watch the LCD screen for the intended channel.
- 4) To send a transmission, think about what you need to say, make it as brief as possible, wait for a break in radio traffic, wait two more seconds, depress the largest button on the left side of the radio then speak into the front of the radio, releasing the side button as soon as you are done with your message.

When done with the radio:

- 1) Remove the battery case by pulling down the black tab at the bottom of the radio (not the lock tab), then push in on the uncovered orange lever. Lift out the battery case.
- 2) Remove the antenna and return it to the box.
- 3) Place the radio in the box.
- 4) Open the battery case and remove the batteries.
- 5) Place the battery case in the box.

Radio Regulations (from the ITS Website)

The UC Santa Cruz 800MHz radio system uses radio frequencies allocated by the federal government for public safety use and licensed to the University of California System. In the case of governmental organizations such as the University, non-public safety users are permitted to use these frequencies in association with public safety agencies.

The Federal Communications Commission (FCC) is authorized by law to formulate and enforce regulations governing radio frequency use. All radio users are required to follow FCC rules and regulations and failure to comply may result in substantial fines levied against the University and may place the UC Santa Cruz licenses in jeopardy.

The regulations below are of particular importance and are enforced by the FCC:

- Use of indecent, obscene, or profane language is strictly prohibited: "whoever utters an obscene, indecent or profane language by means of radio communications shall be fined not more than \$10,000 and/or imprisoned not more than two years. (Title 18, US Code, Chapter 71, paragraph 1464)
- Federal law states, "each licensee [i.e. UC Santa Cruz] shall restrict all transmissions to the minimum practicable transmission time and employ efficient operating procedure to maximize the utilization of the spectrum." FCC interpretation of this rule forbids the use of "CB" type language as a wasteful and inefficient use of radio time.
- Federal law states that radio users may transmit only the following types of communications:
 1. Any communication related directly to the imminent safety of life and property. Federal law provides such emergency transmission with priority over all other communications.
 2. Communications directly related and necessary to those activities which make the licensee eligible for the license, i.e. University business.
 3. Communications for testing purposes required for proper radio system maintenance.

Please ensure that you follow these regulations at all times when using the UCSC radio system. If you have any questions about permissible communications or wish to discuss possible violations of FCC regulations, please contact Information Technology Services at 9-5550.

Radio Information and Procedures

RADIO BASICS

1. Turn the radio on and adjust the volume by pressing the orange button and turning the volume control knob.
2. Set the toggle switch to the correct “zone”, either A, B or C. Turn the rotary selector switch to the correct position (1-16). Check that the display shows the name of the talk group you want to use, e.g. “EVENT 1”.
3. Press the Push-to-Talk button on the side of the radio, wait a moment, and speak.
4. Release the button when you stop talking.
5. Hold the radio with the antenna straight up and speak directly into the front of the radio. This is important.
6. When calling another radio, say its identifier first, then yours, for example: *“College 9 Maintenance, this is the Apartment CRE”*.
7. Don’t use personal names to call another radio. Don’t ever use profanity on the air.
8. If you are out of range of the radio system, you will hear a low steady tone when you press the Push-to-Talk button. Try changing location.

TO REPORT AN EMERGENCY REQUIRING POLICE, FIRE OR EMERGENCY MEDICAL ASSISTANCE:

1. Turn the selector knob all the way clockwise to position 16. The display will show EMERG or similar text. Press the Push-to-Talk button and tell the Communications Center dispatcher you have an emergency by saying: *“Control, this is the College Nine CRE reporting an emergency”*.
2. The dispatcher will answer you and ask for the details of the emergency. Follow the dispatcher’s instructions.
3. Note: Almost all portable radios have the Emergency talk group in switch positions A-16, B-16 and C-16. However, it is important to verify this for the radio you are using before you begin using the radio.
4. Use your assigned identifier.

The following guidelines have been developed to promote effective use of the campus radio system and are recommended to all UCSC radio users.

1. Make only necessary transmissions. You are sharing a limited number of radio channels with all other UCSC radio users INCLUDING PUBLIC SAFETY AGENCIES. You cannot know when emergency communications are in progress on other talk groups and your unnecessary transmission may delay another radio user reporting or responding to an emergency incident.
2. Use radio identifiers, not personal names, when calling another radio. The university's license does not authorize personal conversations.
3. When calling another radio, say its identifier first, then your own radio identifier.
4. To report an emergency, select the emergency talk group on your radio and announce: "Control, this is (*your radio identifier*) reporting an emergency.
5. Make all transmissions as brief as possible. Long transmissions are usually unnecessary and may prevent others from using the radio while you are speaking. If available, use a telephone to deliver your message instead. If you must transmit a lot of information, break it into several shorter transmissions, and be aware that the radio system will automatically end an excessively long transmission (over 60 seconds).
6. Don't use unnecessary words such as "please", "thank you" and "over". These words waste valuable airtime. You can indicate courtesy and appreciation by your tone of voice and manner. Short acknowledgements such as "check", "OK", "copy" and even "10-4" are effective and efficient.
7. Do not use words or inflections that reflect humor, irritation, sarcasm or disgust. All transmissions should be impersonal.
8. Speak directly into the face of the radio using a normal voice. You do not need to speak slowly or particularly fast, but it is important to speak clearly, distinctly, and loudly enough to be understood.
9. Think before you speak. DON'T press the Push-to-Talk button until you know what you want to say in your transmission.
10. After you press the Push-to-Talk button, always pause a moment before speaking. This ensures that the radio system has time to respond to your transmission and prevents the first part of your transmission from being lost.
11. Don't ignore a call on your radio. If you cannot deal with the transmission immediately, ask the caller to standby and re-contact them as soon as you are able. If you have not heard all of a transmission to you, never guess at the missing information. Ask the other person to clarify the message before acknowledging that you understand it.

Appendix D

EMERGENCY SUPPLIES

Emergency Supplies are stored in the mid sized container located behind Apartment Building 2 (on the side closest to the meadow). Additional first aid supplies are located in the CRE apt, in each RA room, and in the maintenance shop. Additional supplies are located in the Residential Life Office in a box marked "First Aid." Keys for the emergency supplies, which are stored in the large container, are in the key box in the Residential Life Office as well as in the CRE first aid supply kits.

Supply Box

Large First Aid Kits (3)
Orange Vests (9)
Clipboards w/ Emergency Info (6)
Hardhats (6)
12 pack D batteries (2)
Roll of Caution Tape (1)
Flashlights (6)
Large Tarps 30x15 (2)
Dry Erase Board with marker (1)
Box 500 matches (1)
5 Gallon Water (2)
Safety Glasses (8)
Box of 10 pens (1)
Pairs of Work Gloves (8)
Bullhorn (1)
Emergency Blankets (10)
Fluorescent Lantern (1)
Box of Latex Gloves (1)
Duct Tape (1)
Dust Masks (6)
Small Radio (1)
Liquid Soap
Paper Towels (3)
Box of Trash Bags (1)