

ZRICS

Category “Z” Radio Incident Command System



ZR Communications Specialist

Standards of Performance
- A V-C-N.org Academy Course -

Why This Course?

- ❑ Provide standardized course and training materials for prospective candidates.
- ❑ Highlight why “specialists” are needed in volunteer emergency communications
- ❑ Increase organizational and operational area (OA) mutual aid capability through shared standards

Why This Course?

- ❑ The NIMS (HSPD-5) is the standard for how government (at all levels) “prepare for, respond to and recover from” an incident of any size, scope or duration
- ❑ NIMS mandates the ICS be used for field deployment operations
- ❑ ICS (multiple versions) uses standardized structures, systems and forms

What You Will Learn

- Definition of “anticipated predictability”
- Why a “classroom-based” learning system must be supplemented by a “performance-based” learning system
- “Qualifications necessary to implement a standardized “have-know-do” strategy

Anticipated Predictability

- Actions expected to be performed in order to meet our expectations.
- We “expect” a specific response in each situation because of our “anticipated predictability” levels.

Anticipated Predictability

- When individuals in the same profession or specialty share the same “have-know-do” (common denominators) based on their knowledge, training and experience, “expectation” levels increase regarding the level of service to be performed or proficiency that individual will possess.

Anticipated Predictability

- ❑ Law Enforcement Officers (LEOs)
- ❑ Health Professionals (Doctors, Nurses)
- ❑ 9-1-1 Operators
- ❑ Fire Service Professionals

Anticipated Predictability

- ❑ Taxi Driver?
- ❑ Plumber?
- ❑ Tow Truck Driver?

Anticipated Predictability

□ **Emergency Communicator?**

Learning System Differences

- Classroom-based:
 - ❖ Standardized tests
 - ❖ Evaluation: Results of answers to questions on standardized test
 - ❖ FEMA/EMI
- Performance-based:
 - ❖ Standardized tasks
 - ❖ Evaluation = Ability of individual to perform standardized tasks
 - ❖ VFTOM or PTB

What Needs To Change?

- “Listen in” to **ANY** volunteer communications radio exercise
 - ❖ Little (if any) emergency-related training.
 - ❖ Little (if any) real “proficiency training”
Little (if any) “activation level” operations
 - ❖ Little (if any) “resource net” operations
 - ❖ Little (if any) resource status (RESTAT) reports
 - ❖ Little (if any) “travel net” operations
- But...that’s not all...

Origins of V-C-N & ZRICS

- ❑ V-C-N: Standards & Training
- ❑ ZRICS: ICS structures, systems & forms for emergency communications.

- ❑ Category “Z” = volunteer resources
- ❑ ZR = Category “Z” Radio resources
- ❑ ZR “Specialists”

ZR Specialist vs. Radio Operator

- ❑ FCC Amateur License
- ❑ Has specific radio
- ❑ Part of ERD
- ❑ Has “OWN” checklist
- ❑ Phonetic alphabet
- ❑ Completed Courses
- ❑ Mobilization Process
- ❑ Uses ICS.ZR
- ❑ FCC Amateur License
- ❑ Has “a” radio
- ❑ What is ERD?
- ❑ Has “NO” checklist
- ❑ Any alphabet
- ❑ What are courses?
- ❑ Just shows up (SUV)
- ❑ Just wants to help

Common Denominators

- ❑ Checklist (position, personal, support)
- ❑ RNCS, TNCS and SNCS
- ❑ Library of standardized forms
- ❑ Standardized “have-know-do”
- ❑ Standardized performance tasks

Have-Know-Do

- What each radio operator volunteer must “have, know and do” **before** and **after** notification by their organization.

Before Notification

- ❑ Individual/Organizational preparedness
- ❑ MAPS: Minimal Acceptable Performance Standards
- ❑ V-C-N.org (Development) Academy
- ❑ Standardized training courses
- ❑ Standardized forms
- ❑ Standardized procedures and protocols
- ❑ Standardized performance tasks

Standardized Forms

- ❑ Emergency Resource Directory (ERD)
- ❑ Activation-Mobilization Checklist
- ❑ Resource Status (RESTAT) Report
- ❑ Travel Net (TN) Logs
- ❑ ICS-211.ZR: Check-In/Out Form
- ❑ ICS-214.ZR: Unit Log Form
- ❑ ICS-213.ZR: General Message Form

Standardized Performance Tasks

- ❑ V-F-T-O-M
- ❑ Emergency Resource Directory
- ❑ Conduct RNCS
- ❑ Create Resource Status Report
- ❑ Conduct TNCS
- ❑ Create TNCS Log
- ❑ Conduct SNCS
- ❑ Complete standardized forms

After Notification

- ❑ Standardized Priorities #1, #2 and #3
- ❑ Standardized Activation Levels
- ❑ Standardized “key word” definitions
- ❑ Standardized response activities
 - ❖ RNCS & RESTAT
 - ❖ TNCS & Travel Net
 - ❖ SNCS (Incident POC)

Eight Activation Levels

- **0** = Normal
- **1** = Notice
- **2** = Alert
- **3** = Stand-By
- **4** = Stage
- **5** = Deploy
- **6** = Disaster
- **R** = Recovery

V-C-N & ZRICS “**Mantra**”

- ❑ **Be safe.**
- ❑ **Get prepared.**
- ❑ **Stay ready.**

ZR Incident Priorities

- **#1**: Safety. This time. Every time.
- **#2**: Monitor. Designated frequency.
- **#3**: Confirm. B-4 changing assignment.

ZR Incident Objectives

1. Provide for the safety of all incident participants and the general public.
 - Be aware of existing and report all new hazards immediately.
 - Maintain awareness and use of LCES at all times.
2. Create and maintain a viable network of emergency communications.
 - Always monitor your designated or assigned frequencies.
 - Acknowledge and relay all messages accurately with minimal delays.
3. Always confirm acknowledgement from the Net Control Station (NCS) before initiating ANY assignment change.

Incident Command System

- ❑ Required by NIMS (HSPD-5)
- ❑ Standardized structures, systems and forms.
- ❑ Performance-based learning system.
- ❑ Standardized task = qualification system.