Communicating with Your NPC
BPC Emergency Radio Instructions

1. Establish Net: Check in with NPC

- Turn on your FRS radio, make sure it is on the proper channel (and tone/ subchannel), turn up the volume, and listen for at least 30 seconds.
- If the channel is clear, call your Neighborhood Preparedness Coordinator (NPC):

    Example: "Adobe Meadow NPC (this is) Block 12."

- If the NPC is there (or another station is serving as "net control"), you will hear an acknowledgement:

    "Block 12, this is Adobe Meadow NPC. [You are checked in.]"

- If you need to be away from the radio, be sure to contact the NPC and "check out."

Note: If the NPC is not present, a BPC may take check ins and serve as "net control" (temporary NPC). After some time, if there is still no NPC, a BPC may need to walk to the closest Fire Station to make contact.

2. BPC Assesses Neighborhood Damage

- Walk around block with Disaster Assessment form and indicate damage for each specific house on the form.
- Damage Assessment Form will be used to report to NPC.

3. Incident Reporting

- BPC Starts conversation

    "Adobe Meadow NPC, this is Block 12."

- NPC asks BPC to continue

    "Block 12 from Adobe Meadow NPC, go ahead."

- BPC describes incident, giving location FIRST

    "123 Main Street: There are wires down, sparking."

    Note: For complicated addresses or if transmission poor, use phonetic alphabet.

- The NPC repeats (reads back) the information to confirm:

    "Confirming: 123 Main Street. Wire down."

    If you are doing scenarios as part of a drill be sure to intersperse your radio traffic with "*This is a simulated emergency drill for training.*"

    IF THIS IS DEEMED BY BPC TO BE URGENT THEY WILL ASK FOR ADDITIONAL HELP. SEE BELOW.

- NPC asks for more incidents

    NPC: "This is Adobe Meadow NPC: Are there other BPCs with urgent traffic/messages?"

*** If you have a message, wait for a response from NPC before you say anything. ***

*** Remember: In the case of a real emergency, communication needs to be brief. ***

*** Communicate: Address first, type of emergency, assistance needed. ***

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4. NPC can communicate other information

- o *"All BPCs from NPC, standby to copy a General Announcement. BREAK"*
- o *"An emergency shelter has been opened at El Camino and East Meadow, end of message"*
- o NOTE: BPC does not need to respond

5. For a Urgent Incident (See below for Definition of Urgent Message)

- o BPC would call NPC - start with house address

  "*Adobe Meadow NPC, from Block 12: 123 Main Street - Urgent message. BREAK"*
- o NPC will respond

  "Block 12 from NPC, go ahead"

6. If BPC tries to communicate and NPC is busy
 (this may occur since not all BPCs will hear each other – so, one may be talking to the NPC)

- o If a BPC tries calling the NPC and "steps on" another BPC's transmission, the NPC can say:

  "Station calling: please stand by."
- o When NPC is available

  "Station calling: Go ahead to NPC"

7. If BPC needs to leave and there is no back-up

- o BPC would contact NPC

  "Midtown NPC from Block One, signing off."
- o NPC would acknowledge

  "Block One from Midtown NPC, acknowledge Block One signing off."

8. End Incident or Drill

- o NPC will tell BPC when you can sign off.

  "*BPCs from NPC, Closing the Net. Please sign off."*
- o BPCs say (one at a time, preferably in numerical order):

  "NPC, this is Block _____ signing off."
- o NPC will acknowledge each block as checked out:

  "Block _____. Checked out. Thank you."

A **Critical Incident** is any event that:

1) exceeds your local resources (on your block or in your neighborhood),
2) poses an immediate threat to life,
3) and/or has the potential to spread to a wide area (fire, hazardous material).

That is, a Critical Incident is something that requires going "up the chain" to request additional resources.

There are many pieces of information that 1) never need to go up the chain or 2) do not need to go via radio (use "runners" or other messengers instead). Save the radio for more urgent items, especially when things are busy.