

Tyler County ARES Training

The Primary Served Agency

May 7, 2015

The largest problem that Amateur Radio has is operators that go into an event and try to take over. A "know-it-all" attitude may discourage the served agency from ever using Amateur Radio services again.

Most, if not all, Public Service agencies use some form of the Incident Command System as the model for operations during an emergency. You will help your served agency and your ARES/RACES group if you understand how the ICS works.

When you are working any event, understand that you are there to help the served agency with a communications shortfall. This, in and of itself, is embarrassing to some agencies.

During an event do your best to maintain a courteous, professional image. You may be working with several agencies such as police, fire, first aid squads, National Guard, etc. Extend every possible courtesy to members of these groups. Make sure they know who you are, and what your communications capabilities are. Remember we are primarily there to communicate.

I. Who talks to the Media (press) – the primary served agency Public Information Officer (PIO)

During an emergency do not make any statement(s) to the media/public about the emergency! The Public Information Officer (PIO) for the agency being served will make all statements. You can discuss non-detailed information about Amateur Radio if you have time and they ask. Do not include mode, frequency or traffic-volume information.

Should you encounter some very persistent media people, the following statement may help: (Please check with your served agency before you use this statement.)

"ARES is Amateur Radio Emergency Services. These are volunteer Amateur Radio communicators who are aiding local law enforcement, fire, EMS and other agencies with auxiliary or supplemental communications due to the current overload or difficulties due to high volume of traffic or other unusual conditions. We currently have (XX #) operators in places like the EOC, communications centers, Red Cross shelters and other places where additional communications are required."