

Exercise Report Form

Section 1: General Information

County/District/Agency Name: Oconee County Radio Amateur Civil Emergency Service, Clarke Co. Amateur Radio Emergency Service, Jackson Co., Amateur Radio Emergency Service, Northeast GA Radio Club, and the Athens Radio Club

Date/Time Exercise/Drill Conducted: August 30, 2008 10:30 am to 4:30 pm

Location of Exercise/Drill: Sanford Stadium, University of Georgia, Athens, Georgia, Communications for the Red Cross First Aid Response Teams at the University of Georgia vs. Georgia Southern Football Game

Person (POC) supervising or controlling the Exercise/Drill:

Kay McMann, Clarke County ARES

Name

Title

Section 2: Exercise Information

Type of Exercise:

- Orientation
- Tabletop
- Functional
- Full-scale
- Drill:

Brief Description of Scenario:

This was a public service event, but has been counted as an exercise due to the amount of experience gained which would apply in a true emergency event. For 28 years amateur radio operators have provided communications for the American Red Cross First Aid Response Teams at the University of Georgia (UGA) Home Football Games. Sanford Stadium presently accommodates approximately 100,000 people on game days. The Red Cross First Aid Teams are a valuable resource in such situations due to the large numbers of injuries sustained by fans during the games. Communicators are needed to help coordinate the response of First Aid Teams to the areas where injuries have occurred. A Net Control Station (NCS) receives reports from various sources and then assigns Red Cross Teams to the area via communicators (Amateur Radio Operators) or requests the aid of EMS. Due to the crowded conditions, the number of injuries, the noise and size of the crowd, structure and design of the stadium, the UGA Football Games provide an excellent opportunity for amateur radio operators to practice communication skills in a difficult, complex and challenging situation. Due to the high level of communication activity and the length of the games, operators must be prepared physically and mentally. Communicators must have well-maintained equipment and good communication skills. Although the Red Cross First Aid Team communications is the primary agency served at the games, other communications are often handled through Amateur Radio Operators. Many requests are received for Law Enforcement, EMS and Event Staff.

In this particular event, sixteen amateur radio operators from various amateur radio services, were assigned to 1) Red Cross First Aid Teams, 2) the net control station

(NCS), and 3) one amateur radio operator operated closely with Red Cross via visiting all Red Cross Posts and First Aid Rooms. These events express the interest of amateur radio operators to provide communications in the area of public service. In this exercise amateurs demonstrated a positive, willing attitude. This event allowed communicators the chance to discover any problems with their personal communication equipment and their ability to communicate while practicing basic communication skills. Some communicators did have problems with their equipment, but we made changes to meet the basic communications needs of the event.

Exercise Objectives:

The primary objective was to aid the Red Cross Teams in their response to injuries in Sanford Stadium. Operators were expected to: 1) assist in detecting injuries and report them to the NCS, 2) pass traffic from the NCS to the assigned First Aid Teams and 3) report First Aid Team responses to incidents and the nature of the injuries. This exercise also provides an excellent opportunity for amateur radio operators from different emergency response groups to work and practice communication skills jointly.

Agencies/Organizations represented:

Oconee County RACES

Clarke County ARES

Jackson County County ARES

Northeast Georgia Radio Club

Athens Radio Club

Section 3: Outcomes

Briefly describe lessons learned:

The NCS activated the communications station at 11:00 AM. Although the game did not start until 12:30 PM, requests for first aid began as soon as communicators arrived at their stations, even before the Red Cross First Aid Teams arrived at the Posts and before the formal net was activated. At 12 noon a radio signal check was conducted. The check also included a check to see if Red Cross First Aid Teams were on site and if the Post had a wheelchair.

Well over 150 messages were handled during this game, making it one of the busiest games in recent history. Due to the high heat and humidity, there were an extremely high number of heat related incidences throughout the entire afternoon. Many of the Red Cross posts and First Aid rooms were almost overwhelmed several times during the game, thus making the communication process extremely important. There were numerous requests for additional water, ice, and supplies from the posts to the First Aid Rooms. Wheelchairs were in constant demand and often had to be rerouted from one side of the stadium to another.

Examples of some of the other requests made by Post and communicators in other locations:

11:26 am Station 15 – West First Aid room had no chairs and needed at least 4; NCS notified Stadium Operations

11:57 am Station 8 – Stadium Operations needed to clean up blood from a toe injury; NCS notified Stadium Operations

12:23 pm Station 1 – 3 children reported lost by mother; NCS notified EMT operations, police, and Stadium Operations, as well as all Red Cross stations; found about 20 minutes later

12:25 pm Station 3 – 7 year old male reported lost; NCS again notified EMT operations, police, and Stadium Operations, as well as all Red Cross stations

12:56 pm Station 15 – 61 year old disabled male in 3-wheel chair was separated from his party; NCS again notified EMT operations, police, and Stadium Operations, as well as all Red Cross stations; was found about 5 minutes later

1:15 pm Station 8 – First Aid room 119 full, all new patients to be directed to room 203

1:25 pm Station 15 – First Aid room has no more ice to distribute to stations; stations directed to get ice from concession stands' coolers

1:30 pm Station 15 – patient needed to know when buses began running after game; NCS checked with campus police – should be about 15 minutes after game

1:35 pm Station 5 – request Security to handle seat dispute

1:38 pm Station 10 – EMT needed at section 134

1:50 pm Station 8 – EMT needed at section 124 – high priority

2:05 pm Station 3 – Campus police requested wheelchair at section 107

2:10 pm Station 3 – Long lines at concession stands are causing many heat-related problems and First Aid workers are out of water; suggestion – have event staff escort patients to head of concession line to get water/ice

2:17 pm Station 8 – security requested for unruly patient

2:31 pm Station 15 – Heat-related problem with Red Cross Band member on the field at the visitor's sideline

2:55 pm Station 12 – Diabetic patient taken to First Aid Room 119

3:50 pm Station 2 – Requested location of Lost and Found; NCS contacted Stadium Operations who recommended that the Athletic Department be contacted on Tuesday

4:10 pm NCS – closed net

The simplex frequency (146.550 MHz) was used throughout the event and demonstrated the ability of communicators to pass traffic on a local scale with low powered transceivers.

Problems that occurred were:

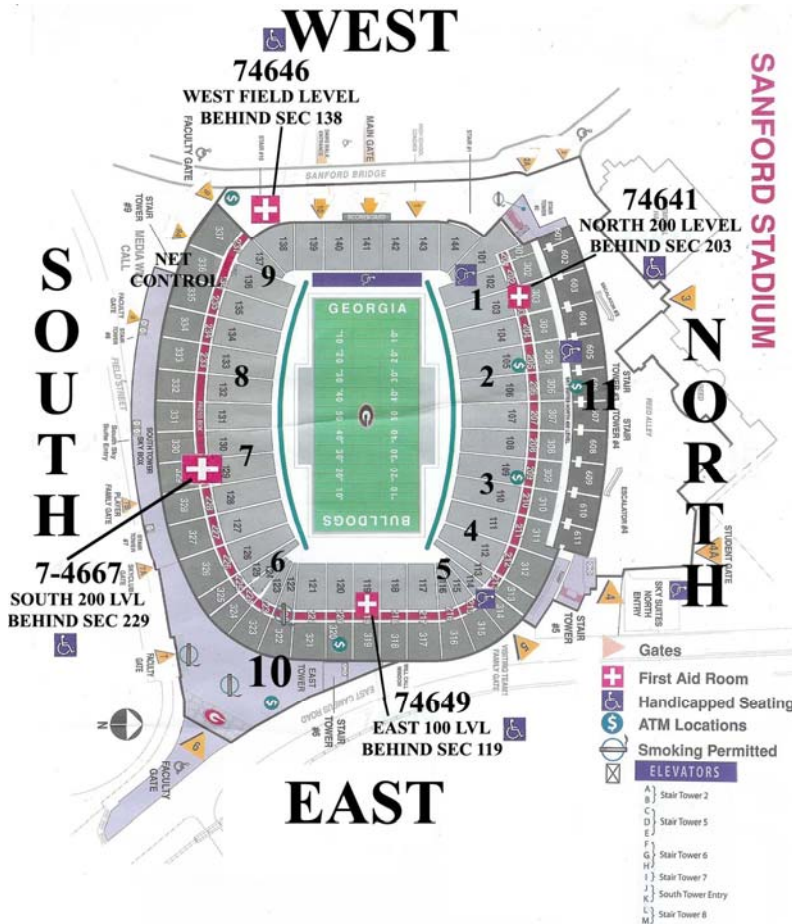
- I. KG4WHA (NCS) had problems with the transmit button on her headset; she switched to a new headset, but other communicators reported that her audio was much weaker; she resolved the issue by not using the headset's microphone.
- II. Due to the need to pass numerous messages to Stadium Operations and Campus Police, Net Control was pulled away from the NCS often.

Other comments/recommendations:

Due to the extremely hectic nature of this game, Ed Rollor N4ZRA, suggested that all communicators meet for a debriefing session after the game. A number of problems and suggestions were noted. Some of the major issues discussed included:

- Our main objective is to serve the First Aid volunteers; handling lost/missing persons reports required a lot of time today; suggestions were made on how to more quickly pass the problem on to the appropriate personnel
- Lewis Patterson, WD4GTY, suggested that minor first aid issues – bandaids, small scrapes, bee stings, etc., not be reported as they are recorded by the first aid workers
- Discussion on how to handle “priority” calls
- The need for a more detailed game day procedure write-up.
 - Ed, N4ZRA, has since compiled all suggestions discussed with the current gameday procedures document and posted a much more detailed version on the website.

Public service events provide an excellent opportunity for amateur radio operators to interact with served agencies, city and county officials, and the public. As volunteers we must be accepted by public-safety officials as a valid service in the area of communications. It is important that amateur radio operators strive to demonstrate their ability to contribute in times of disaster, based on the efficiency and effectiveness of their performance in public service events. Acceptance, image, efficiency and effectiveness are all important to the ongoing working relationships between amateurs and officials, since amateur radio volunteers are accepted by establishing a track record of competent performance in a range of diverse activities. Radio amateurs must demonstrate that they are organized, disciplined, reliable, and have a sincere interest in public service.



Communicator	Post	Emergency Response Group
KG4WHA – Kay McMann	Net Control Station (NCS)	Clarke Co. ARES
KI4KCA – Steve Pilcher	1	Red Cross
KJ4CZE – Eddie Gilbert	2	Jackson Co. ARES
KE4JLL – Bob Herrin	3	Clarke Co. ARES
KG4EYK – Kate Rollor	4	Clarke Co. ARES
KG4WGZ – Erwin Greene	5	Clarke Co. ARES
KJ4FWE – Bonnie	6	Clarke Co. ARES
KI4JIQ – Bill Hussey	7	
KE4SPQ – Gil Archibald	8	Clarke Co. ARES
KI4SYC – Bert New	9	Oconee Co. RACES
KI4KPA – Steve Hulsey	10	Clarke Co. ARES
WB9TBY – Mike Lamb	11	Oconee Co. RACES
WA4UET – Hiram Jackson N4ZRA – Ed Rollor	12	
WD4GTU – Lewis Patterson	15 - West First Aid Room	Red Cross
KI4KCB - Mike Rivers KJ4EMO – Melissa Adair	Rover	Red Cross

Red Cross UGA Football Stadium First Aid Station Report

DATE: August 30, 2008

GAME: UGA vs GA Southern

TIME IN: 10:30 AM

TIME OUT: 4:30 PM

NUMBER FIRST AIDERS:

NUMBER RADIO OPERATORS: 16

NUMBER PEOPLE ASSISTED: 151

Total Volunteers: 44

SUMMARY OF ASSISTANCE PROVIDED

Problem	#	People Assisted
Blisters (bandaids)	39	
Heat Problems	45	Some may have involved alcohol
Cuts and Abrasions	20	
Sick (not alcohol related)	9	
Alcohol problems	8	
Sprains and strains	3	
Bee Sting	4	
Headache	2	
Burn	1	
Nosebleed	1	
Wheelchair assists	9	
Lost and found	2	
Request for Feminine Products	3	
Requests for Sunscreen	5	

NOTES: Heat was the main issue again this week. Busiest area was around section 110. Most of requests for assistance came from North side. 600 level was the second busiest area. Having the people outside on the walkway really helps. They still need a small table to work on. High price of water at concession stands keeps people from getting enough hydration. Need more water fountains. The one at gate six is so filthy that no one will use it.

We tried putting wheelchairs at first aid outposts. We had ten, so four were left in first aid rooms, and the other six were put out at stands. It would be great if we had enough for each of the eleven stands to have one. Had to move some of the chairs just before half time because of calls on North Side.

Lock on West End First Aid Room door is messed up. Looks like a pin has dropped down keeping key from being inserted. Lock on North Side First Aid Room (room 202) was also messed up.



PUBLIC SERVICE ACTIVITY REPORT

About This Form

Amateur Radio donates thousands of person hours of supplementary public service communications in civil emergencies, official drills and events such as parades and marathons each year. Such events show Amateur Radio in its best light, and it is critically important that ARRL bring documentation of this public service work to the attention of the Congress, the FCC and other public officials. Your information below is an important addition to the record. Please complete and return this form to the Public Service Branch at ARRL Headquarters. Thank you.

1. Nature of activity (Check one).

Communications Emergency. Amateurs supplied communications required to replace or supplement normal communications means.

Alert. Amateurs were deployed for emergency communications, but emergency situation did not develop.

Special exercise. Amateurs supplied communications for a parade, race, etc.

Test or drill. Amateurs participated in a training activity.

2. Brief description of activity: Red Cross First Aid Team Communications for the University of Georgia Vs. Georgia Southern Football Game

3. Places or areas involved: Athens, Georgia

4. Number of amateurs participating: 16

5. Event start date/time: 8-30-2008 10:30 am 6. Event end date/time: 8-30-2008 4:30 pm

7. Duration of event (hours): 6.0 8. Total person-hours: 96.0

9. Number of repeaters used: 0

10. Estimated person-power cost:	<u>\$960.00</u> (person-hours times \$10/hr)
11. Estimated cost of equipment used:	<u>\$1600.00</u> (hand-helds, repeaters, etc.)
12. Total estimated cost of service:	<u>\$2560.00</u> (add amounts from lines 10 and 11)

13. Nets and/or frequencies used (including repeater call signs): Simplex 146.550 MHz

14. Number of messages handled: 150+

15. Names of agencies receiving communications support: American Red Cross, EMS, UGA Game Event Staff, UGA Police

16. Please list call signs of amateurs who were major participants:

N4UFZ, N4CUA, KI4KCA, KG4WHA, KE4JLL, KG4WGZ, W4REV, WB9TBY, K4DXI, KE4SPQ, KI4KCB, KI4JIQ

17. Other comments:

Communicators reported medical incidents and requested supplies and equipment for Red Cross First Aid workers.

Please attach photos of amateurs in action, newspaper clippings or other data.

Name of Amateur Radio organization providing service:

Clarke Co. ARES, Jackson Co. ARES, Athens Radio Club, Northeast GA Radio Club, and Oconee Co. RACES

Location of organization: City or town: Athens State: GA

Your name: Ed Rollor Call sign: N4ZRA

Address: 69 Thrasher Dr., Watkinsville, GA 30606

ARRL appointment, if any: Clarke Co. ARES EC e-mail address: n4zra1@bellsouth.net

Telephone: 706-542-8684 706-542-8684
(Days) (Evenings)

I attest that the information provided above is complete and true to the best of my knowledge.

Signature

Date