

## NERT Twitter Messaging: In An Emergency Reminder tips

*How to craft a message:*

### **mt LCAN – messages from staging areas to battalion station**

- M: message number
- T: time you're sending it (military or am/pm or a/p for short)
- L: location
- C: condition
- A: action
- N: needs (place "N" in tweet)

### **Response from battalion station to staging area**

- @person, Message number, received time
  - Ask for more information if you need it. Start with @person, include Message number, time you're sending it
- Example: @sfmert M1R0800

*Example of mtLCAN tweet: (underscores are just emphasizing there is a space)*

@SFFDB1\_M1\_915a\_1345ocean&Granada\_church\_steeple\_collapse\_st\_imp\_1ppl\_trap\_nert\_resq/tr\_1r6y\_tx\_area\_in\_lot\_ocean&plymouth\_n:trsp\_#nertdrill

shortened words:

Resq: rescue    Tr: triage    Tx: treatment    Trsp: transport

Tips:

- Stick to 140 characters so small messages or texts will have a better chance of getting through internet/cell service/SMS service
- Shorten commonly used words to tell more
- When in doubt spell it out or ask for more information

## SFFD/CCSF ACRONYMS & ABBREVIATIONS

AC	Assistant Chief (Division Chief)
ACC	Animal Care and Control Department
ARC	American Red Cross
BC	Battalion Chief
Batt	Battalion
Box	Full box alarm
Code 1	At your convenience
Code 2	Respond immediately – with flow of traffic
Code 3	Emergency Response – Red lights & Siren
Cpt	Captain
DEC	Department of Communication (911)
DEM	Department of Emergency Management
Dept	Department
Div	Division
DOC	Department Operations Center
DOT	Division of Training (SFFD)
DPH	Department of Public Health
DPW	Department of Public Works
EMS	Emergency Medical Services
ERD	Emergency Response District (SFFD does not use this term any longer but you still may hear it)
FD	Fire Department
FDOC	Fire Department Operations Center
FF	Firefighter
FIB	Fire in the Building
H2O	Water
HazMat	Hazardous Materials
HQ	Headquarters
IC	Incident Commander
LCAN	Location, Conditions, Actions, Needs
Lt	Lieutenant
METS	Mayors Emergency Telephone System
Muni	Municipal Railway
NERT	Neighborhood Emergency Response Team
PGE	Pacific Gas & Electric
PD	Police Department
PIO	Public Information Officer
Ppl	People
RAD	Radio/Dispatch Department of Communication (911)
SalArmy	Salvation Army
SFFD	San Francisco Fire Department
SFPD	San Francisco Police Department
SFPUC	San Francisco Public Utilities Commission (Water and Sewage)
SIB	Smoke in the building
Sta	Station

### Additional ACRONYMS & ABBREVIATIONS for NERT ASSESSMENT REPORTS ON TWITTER

Bldg	Building
Blk	Block

St	Street
ETA	Estimated time of arrival
TFL	Task Force leader – represents the role of IC for NERT operations
Amb	Ambulance
Trans	Transport
T/D	Time/Date
Req	Request
Rpl	Reply
Resq	Rescue
TR	Triage
Tx	Treatment
Trspt	Transport
T	time
N	need

#### Twitter Acronyms/terms/Symbols

(CONT)	Message continues
#	Hash Tag
@	lead symbol for twitter handle (i.e. @SFFDNERT)



Create your Tweets - 140 Characters (including spaces)

M	1		7	1	5	a		L	:	1	3	4	5	O	c	e	a	n	&
G	r	a	n	a	d	a		C	:	c	h	u	r	c	h		s	t	e
e	p	l	e		c	o	l	l	a	p	s	e		s	t		i	m	p
1	p	p	l		t	r	a	p		C	E	R	T		r	e	s	q	
/	t	r		1	r	6	y	.	t	r		a	r	e	a		i	n	
l	o	t		O	c	e	a	n	&	P	l	y	m	o	u	t	h		N
:	t	r	s	p	t					#	C	E	R	T	d	r	i	l	l

Create your Tweets - 140 Characters (including spaces)

										#	C	E	R	T	d	r	i	l	l

Create your Tweets - 140 Characters (including spaces)

										#	C	E	R	T	d	r	i	l	l