



Rover Position Details

Summary	<p>In an assigned area of the event:</p> <ul style="list-style-type: none">• Monitor crowd for security issues and/or people needing help See CERT Patrol Quick Reference* for details• Provide communications for staff operating event attractions
Assigned Area	<ul style="list-style-type: none">• Assigned at start of your shift; may change over time• One or more lettered areas on the Patrol Zone Map*
Location Sharing	<ul style="list-style-type: none">• One person in each rover pair (usually the CERT) should turn on Live Location Sharing in the event's Whatsapp group.• Help with setting this up is available at Staging.• This uses a lot of battery, so be sure your phone is fully charged.
Reporting Issues	<ul style="list-style-type: none">• Life threat: call 9-1-1• Other police/fire/medical issue: go direct to "IC Shadow"• Other event-related issue: go direct to "Crystal Shadow"• Radio not working: call 408-992-5911 (rings in MEOC)
Safety	<ul style="list-style-type: none">• Don't get separated from your buddy.• Do not engage with security issues, unruly people, etc. Keep your distance, monitor, and report.• Watch yourself and your buddy (and the crowd) for heat illness. Stay hydrated and use a hat and sunscreen.
Attraction Staff Communications	<ul style="list-style-type: none">• On each patrol round, check in with the staff at each attraction.• Make sure they know you'll handle communications for them.• If they have anything non-urgent,[†] they should flag you down.• You may also be asked to deliver messages to them.

* Copies will be available at Staging.

[†] For urgent issues, they will probably call the MEOC phone number, which is on their badge.

- Medical Issues
- First priority is to report the issue (see above).
 - CERTs may provide medical aid within their scope of training.
- Lost Child /
Lost Parent
- Stay with the child or parent.
 - Report by radio, go direct to “IC Shadow.”
Be clear: child missing a parent, or parent missing a child?
 - See [CERT Patrol Quick Reference](#)* for details.
- Evacuations
- If a mass evacuation is called, stay on the edge of the crowd; don’t get caught up in the middle of it.
 - Direct the crowd to the proper evacuation route.
- Radio Issues
- If the repeater is unusable because someone has a stuck mic:
- Move to the backup repeater.
 - Net Control will take a roll call there; if you don’t answer, you’re the one with the stuck mic.
- If there is interference on the repeater:
- Switch to the backup repeater.
- If you can’t raise anyone on either repeater:
- Check your battery.
 - Call 408-992-5911 (MEOC) and report the issue.