

Here's some information about CERN.

A. CERN provides the organization so that licensed hams can choose days and hours that they are scheduled to monitor the Colorado Connection frequencies for any call for help. A call for help may simply be answering a ham's request for a radio check, a call for a tow truck, request for local information, et cetera. Or it might include an emergency call from a skier, hiker, biker, climber, off-road enthusiast, tourist or local who needs immediate medical assistance and whose cell phone has no signal. The CERN volunteer answers the radio call, writes down the caller's information on a standardized report form, and then relays that information to the 9-1-1 operator in the County where the caller is located. The 9-1-1 operator then activates the appropriate emergency responders such as police, fire, medical, or Search and Rescue. We are working toward having monitors listening 24-7 as a second-layer of safety for individuals in areas with intermittent or non-existent cell phone coverage.

B. Because CERN is not the primary choice for people to call 9-1-1; the chances are that you will not receive an emergency call on your watch. Most people in populated areas of Colorado will be able to use their cell phones to call 9-1-1 themselves. But for many areas in our State cell phone coverage is intermittent or non-existent. When someone calls for emergency help from those areas, CERN volunteer monitors are a lifeline that dramatically increases a person's chances of being rescued and/or receiving emergency aid in time. Even emergency responders have utilized CERN when their cell phones and/or radio frequencies were unable to communicate due to loss of signal.

C. To answer any call for help we have three basic types of volunteer monitors: Scheduled Random, and Random/Substitutes. A weekly schedule is emailed to all CERN monitors. Scheduled monitors announce they are on watch and begin monitoring at the top of every hour of their scheduled watch (currently about ten hours of every day are generally scheduled/covered). Random monitors select a day and time from the CERN schedule list that no one has been scheduled to monitor. After listening from the top of the hour until 5 minutes after – the Random monitor makes his announcement and then is on watch for the remainder of that hour. Random/Substitute monitors fill in when Scheduled monitors are unable to fulfill their watch and also monitor at random when time permits. We try to have as many Scheduled monitors as possible because that gives a consist base of watches that we know are reliably filled every day. However Random and Substitute monitors are equally important for filling in the gaps.

D. If this is something you are interested in, contact CERN at cern@colcon.org to discuss the day(s) and time(s) you will be available to monitor for CERN. Or, ask for a current CERN Volunteer Monitor Schedule so you can see which watches are currently open that you can choose from, and let us know your choices.

E. There are six PDF files that you will need once you have your watch(es) scheduled. They are: (1) Policies and Procedures (our monitor training document); (2) Volunteer Monitor Announcement (a suggested script to use every hour on the hour of your watch to let people know you are monitoring for CERN); (3) Our Standardized Emergency Report Forms (used to gather critical information that you will relay to the appropriate 9-1-1 operator by telephone); (4) Cities Listed With Their Counties (used to contact the 9-1-1 operator in the county where the emergency call has originated). This is very important since the ColCon repeaters cover the entire State and a caller may be anywhere in Colorado. (The 9-1-1 system is County-based, thus CERN volunteer monitors must report an emergency to the correct County 9-1-1 operator); (5) CERN 9-1-1 Call Center Direct Line (to be used only when your local 9-1-1 operator is unable to transfer your call to the correct operator in the County where an emergency is occurring. See Section #3 of CERN's Policies and Procedures document before calling direct); and (6) CERN's current Weekly Schedule showing blocks of time ("watches") that are currently scheduled by the day and hour, along with the call sign and name of the monitor. Blank blocks of time are currently open to be monitored by Random Monitors, or Scheduled/Substitute monitors as they have opportunity.

There are times when watches are scheduled and the monitor may later want to trade to another time or day, or temporary openings may occur as volunteers go on vacations or have changes in their work/school schedules which require them to change their monitoring times. So schedules are somewhat elastic and can change from week to week

So if you are ready to become a Scheduled Volunteer Monitor for CERN, please contact us and list the day(s) and time(s) you would prefer to monitor. We will schedule you for those watches (unless they are already filled – in which case we will offer you some alternates that might work for you). Or, if you want to be listed as one of CERN's Random Volunteer Monitors, please re-read paragraph C. above, and let us know your preferences.

Thanks so much for your interest in CERN! We're all looking forward to including you as a volunteer monitor on the CERN team soon.

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