After Action Report
2005 S.E.T. Cupertino OES Wild Fire Event

Cupertino Citizen Corps
CARES/CERT/MRC

1. Overview

Description:	2005 Cupertino OES Simulated Emergency Test
Event Date:	12-November-2005
Report Date:	23-November-2005
CARES Event:	CUP-05-12T
RACES Event:	CUP-05-12T
Control:	City of Cupertino OES
Report Revision:	1.0
Submitted By:	Jim Oberhofer/CARES

Requirements for Reporting

Completing an After Action Report is part of the required SEMS reporting process. The Emergency Services Act, Section 8607 (f) mandates that the Office of Emergency Services (OES) in cooperation with involved state and local agencies complete an After Action Report within 120 days after each declared disaster. Section 2450 (a) of the SEMS Regulations states that, "Any city, city and county, or county declaring a local emergency for which the governor proclaims a state of emergency, and any state agency responding to that emergency shall complete and transmit an after action report to OES within ninety (90) days of the close of the incident period as specified in the California Code of Regulations, section 2900(j)."

Additionally, CARES will use the After Action Report format for documenting training drills and exercises.

1. Introduction and Background

Terms

CARES: Cupertino Amateur Radio Emergency Service, ARES/RACES organization supporting the City of Cupertino.

CERT: Community Emergency Response Team, Cupertino volunteers who have completed FEMA's CERT training.

MRC: Medical Reserve Corps, Cupertino volunteers who have elected to pursue an emergency medical certification.

CCC: Cupertino Citizens Corps, the reference to Cupertino OES volunteers from the CARES, CERT, and MRC organizations.

CCWG: Citizens Corps Working Group, a volunteer committee reporting to the Cupertino Disaster Council and sponsored by the City of Cupertino OES. The CCWG's purpose is to improve the effectiveness of Cupertino's volunteer response during a disaster or activation in support of the City's recovery efforts.

Introduction

This is the third joint exercise of Cupertino Citizen Corps (CCC) members. This event is based on a wild fire event threatening the City of Cupertino that required CCC members to participate with the response.

This exercise also qualifies as the CARES annual Simulated Emergency Test as defined by the American Radio Relay League (ARRL).

The purpose of this exercise was to test the ability for CARES and Cupertino CERT members to operate together in the field, test new resource management procedures, perform end-to-end communications, and perform general message handling.

On 12-November, the City initiated a Training Activation under the designation CUP-05-12T.

This report covers the activities undertaken by responding CCC volunteers in support of this event.

2. Type/location of Event / Drill / Exercise

Event Type: City of Cupertino Training Activation
Event Identifier: CUP-05-12T
Event Name: 2005 Cupertino OES Wild Fire S.E.T.
Location: City of Cupertino

3. Description of Event / Drill / Exercise

The following 6 objectives were developed for this exercise.
1. Foster coordination between CCC members.
2. Test ability for CCC members to pass traffic between the EOC and deployed field units.
3. Test the use FRS radio in city wide communications role.
4. Test activating an Ark to support volunteer convergence, registration, and deployment.
5. Test the field responder tracking system.
6. Use standard ICS and/or Cupertino OES documentation.

Five of the 6 objectives were satisfied, and are further described below.

Event resources came from the following organizations:
1. Cupertino ARES/RACES: Responsible for staffing the City's EOC radio room, emergency net control position, and general field communications resources. CARES also provided EOC simulation services by receiving messages from and initiating messages to the field. Nineteen (19) CARES members participated.

2. Cupertino CERT: Responsible for setting up the neighborhood Command Post, performing the neighborhood evacuation notification, and creating and delivering progress reports to the Cupertino EOC. Seven (7) CERT members participated in this event.

CCC resources were dispatched to 5 field locations throughout the City based on the requirements of Cupertino OES to respond to the event:
1. Seven Springs Neighborhood (evacuation notification), CARES and CERT
2. NovaCare Medical Clinic, CARES
3. Quinlan Center Shelter, CARES
4. DeAnza College Parking Garage (Fire Watch) CARES
5. Various at-home neighborhood positions, CARES

CARES members were deployed to locations throughout Cupertino to provide observations on the wild fire event as well as simulate interactions with served agencies. Using Amateur Radio, CARES members reported their observations and situation reports to the EOC based on scenario sheets provided to them. CARES also provided an operator at the CERT Command Post (CP, see below) to pass message traffic between the CP and the EOC.

CERT members responded to the Seven Springs neighborhood (365 homes) and deployed in 2-person "Sweep Teams" with the goal of making personal contact with each resident. A Command Post was

established that managed the progress of the Sweep Teams as they performed the evacuation notification. CERT members used FRS radios on channel 5/tone 5 (Cupertino's citywide open FRS net frequency) to pass status to the CP. Actual evacuation notification progress was rolled up from each Sweep Team to the CP, and then passed to the EOC by amateur radio.

CERT responders were issued and used the following forms for local command and control, and information management:
- ICS 211 Volunteer Sign-in Log – Used to record the names and times that a volunteer reported to a Field Location. Check in and Check out times were captured.
- ICS 214 Unit Log. Required to be filled out by the Team Leader for all in-tact teams. Unit Logs were maintained by each Sweep Team.
- Evacuation Notification Procedure and Form – This form outlined the instructions that Sweep Team members should follow on (i) how to start the evacuation notification on a street, (ii) how to approach a resident, (iii) what to say to each resident, (iv) what to record, and (v) how to report status.
- Emergency Kit Information – As an artificiality of the exercise, Sweep Teams asked if residents had an emergency kit, and left residents with a flyer outlining the list of recommended emergency supplies that they should have.

CARES Field Responders used the following information as part of the drill:
- ICS 211 Volunteer Sign-in Log – Used to record the names and times that CARES members checked into the emergency net.
- Event Scenarios – Because no field simulators were deployed, "Event Scenarios" were used for fixed field assignments that will give the field responder a description of what they were seeing over time during the course of the event.

4. Chronological Summary of Event / Drill / Exercise
Describe the sequence of events, and note-worthy occurrences, and other relevant information.

All events took place at the dates and times listed. All times listed are in local time.

Monday, 7-November-2005

Time	Description, Note, Comment
	U.S. Mail notification to the Seven Springs neighborhood informing them of the drill.

Thursday, 10-November-2005

Time	Description, Note, Comment
2300	First email sent to CARES members to introduce the Event. Message included simulated excerpts from the local newspaper on what was going on.

Friday, 11-November-2005

Time	Description, Note, Comment
2145	Second email sent to CARES members to further set the context of the Event.

Saturday, 12-November-2005

Time	Description, Note, Comment
0730	Delivered CARES Field Assignment Event Scenario sheets to intended locations for the CARES responders to find.
0815	EOC Radio Room opened. EOC operating team begins to arrive. It was agreed that the 3 Net Control and Radio Room operators would rotate shifts every 20 minutes (NCO, RRO, and Standby) to give everyone at least 2 changes at each position. Staffing Plan is as follows: Comm Team Lead: Allan KD6QPP NCO/RRO shift: Kevin N6RCE NCO/RRO shift: Chris KC6PJJ

Time	Description, Note, Comment
	NCO/RRO shift: Eric KG6QPT Observer: Rich KI6ARE EOC Simulator: Jim KN6PE
0845	Marsha KG6CYV arrived at Seven Springs Neighborhood site to set up the Command Post.
0900	Started CERT call-outs. Completed by 0910.
0905	N6RCE initiated the CARES Emergency Net and began to take CARES check-ins. Asked members to confirm they have an FRS radio, binoculars, and compass. Twelve (12) CARES members checked in and 8 identified themselves as available for field assignment.
0910	First CERT members arrive at CP.
0920	All CARES check-ins complete.
0930	First CARES field assignment made.
0957	Quinlan Center Shelter staffed: John KG6FGX, Jack K6OQO.
0957	DeAnza Parking Garage staffed: Leroy KG6OGA, Stuart KF6RZR.
	Novacare Medical Center staffed: Phil WA2KDX.
1000	Begin door to door neighborhood evacuation notifications.
1000	First message was passed by amateur radio.
1003	Seven Springs Evacuation Command Post, Comm position, staffed: Nancy KG6TEU, Chris KG6YKN.
1005	Neighborhood assessment check requested: Alex KG6MOV.
1120	Drill ends. Elected to have as many CARES participants return to the EOC for hot-wash.
1133	End of door to door neighborhood evacuation notifications. Breaking down the CP.
1135	Secured the CARES Emergency Net.
1205	CP break down complete. CERT members secured from the drill.
1230	Secured the EOC.

5. Response at SEMS Levels (as appropriate):

Include a summary, conclusions, the field response, and other local, operational area, regional, state or federal response.

Field Response. The Command Post Concept worked well with receiving, dispatching, tracking, and demobilizing field resources. Specific objectives that were met were:

Objective #1. Foster coordination between CCC members… successful. Cupertino OES continues to promote cross-team membership. As a result, there is reasonable understanding between the CARES and CERT organizations of each team's mission and capabilities.

Objective #2. Test ability for CCC members to pass traffic between the EOC and deployed field units… successful. With the CP acting as a information consolidation point, CERT members passed progress traffic by FRC to the CP, and confirmed the next street to work. Roll-ups were passed to the CP and consolidated into a single neighborhood view. When queried by the EOC, a snapshot of the progress was delivered, thereby providing information gathered by the Sweep Teams to the EOC.

Objective #3. Test the use FRS radio in city wide communications role… successful. Meeting Objective #2 confirms. Additionally, Marsha reported that FRS communications worked well in the field. As the Sweep Teams progressed, their comfort level with FRS operations was noticeable.

Objective #5. Test field responder tracking system… OK. No Sweep Teams were lost, and there was no duplication of neighborhood coverage. This process still needs further refinement for field use.

Objective #6. Use standard ICS and/or Cupertino OES documentation… OK. ICS 214 was the predominant ICS form used in the field. CERT Sweep Teams were issued and filled out the

forms, although it is not clear whether they were filled in consistently. CARES Field Responders were dispatched from their homes, and in most cases, ICS 214 forms were not used. In general, the use of the ICS 214 form needs further refinement for field use.

Results from the Evaluation notification are as follows:

Time	Streets	Houses	Contacts	Kits
10:00	Started evacuation notifications			
11:06	19	155	81	16
11:30	24	203	97	37

where: Streets: number of streets completed
        Houses: number of houses approached
        Contacts: number of residents contacted
        Kits: number of contacted residents who stated they have an emergency kit

EOC Response. The Cupertino EOC was opened, but not activated. An EOC simulation was run that received, interpreted, and issued message traffic with the field. Specific objectives that were met were:

Objective #2. Test ability for CCC members to pass traffic between the EOC and deployed field units… successful. See the comments above. Additionally, CARES passed 39 messages over the course of the drill plus one notification to the San Jose Water Company.

Objective #5. Test field responder tracking system… successful. CARES used the T-CARD system in the EOC to assign and track field resources. The Net Control Operator polled CARES members for their availability for responding to the field. Five prioritized field response locations were identified. T-Cards helped structure the process of assigning and tracking resources. However, it was clear that more process work is needed, particularly to address the needs of the NCO and the needs of the CARES Comm Team Lead.

Objective #6. Use standard ICS and/or Cupertino OES documentation… OK. The use of the ICS 214 form was not consistently used and needs further refinement for CARES EOC use.

Objective #4 (Test activating an Ark to support volunteer convergence, registration, and deployment) was not completed because of the nature of the event changed the need for an Ark to be opened.

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6. Interacting Systems, Agencies, and Programs:

Include mutual aid systems (law enforcement, fire/rescue, medical, etc.); cooperating entities (utilities, American Red Cross, Sheriffs Office, City Departments, etc.); telecommunications and media interactions.

County OES. No participation was required.

Communications Systems. The primary Field-to-EOC radio channel was CARES TAC-1 (147.570s). The primary Field-to-Field channel was maintained on FRS on channel 5/tone 5 (Cupertino's citywide open FRS net frequency). No other channel was used.

7. Improvements, Conclusions, Recommendations:
As applicable, include a description of actions taken, assignments, associated costs or budget, timetable for completion or correction, and follow-up responsibility.

The following is a summary of the key Improvements, Conclusions, and Recommendations.

What worked well?
- Passing messages. Could see everyone get better as the drill progressed, getting into a good routine and rhythm.
- Did use the external antenna at Quinlan Center, worked fine.
- Could see the city pretty well from the De Anza College Parking Garage.
- Having a partner in the field worked well.
- Had a procedure for setting up the check-in function at the neighborhood.
- FRS field communications worked well.
- Contacted residents were very happy to get a material list for their emergency kit

What didn't work or needs improvement?
- Did not do radio checks when a problem occurred, or when a Field Responder arrived at the assignment.
- Field Responder assignment process could be improved.
- Heard heavy interference at Novacare, possibly from a piece of medical equipment.
- Still have confusion over message priority scheme.
- No CERT Team health and Welfare checks were performed.
- No CERT equipment check-out process was available.
- In general, saw a need for better documented processes.

Recommendation
1. Managing field resources from the EOC was put the to test with three specific issues uncovered during this exercise: (i) the procedure for capturing Field Responder capabilities and availabilities, (ii) the procedure for making resource assignments, and (iii) addressing how field resource information is managed by both the Net Control Operator (responsible for Health and Welfare Checks) and the Comm Team Lead (responsible for resource deployment and safety). This issue may distill down to what information is needed, how the information is managed, and with whom is it shared. Also, because no two events may the same, need to balance between structured and freeform information capture.

> 1.1 RECOMMENDATION: Need to define the procedure for field resource management to be performed as part of Net Control and Radio Room Operations.

2. The CCC field response processes, particularly those involving a broader volunteer response, continue to evolve. Several aspects of the Field ICS response still need to be developed and formalized.

> 2.1 RECOMMENDATION: Finalize and test the Field Volunteer Check-in process.

> 2.2 RECOMMENDATION: Finalize and test the Field Assistance Request process.

> 2.3 RECOMMENDATION: Develop the Field Logistics processes, particularly focusing on Material Management (receipt, check-out, check-in).

3. Cupertino has attempted to align its message precedence scheme with that of the County. However, changes to the county's precedence occur too often resulting in confusion on the part of CARES.

> 3.1 RECOMMENDATION: Finalize, communicate, and practice a Cupertino message precedence scheme.

8. Training Needs

1. Continue with joint exercises to further develop CCC Field Response Process (end to end).

9. Recovery Activities (as applicable)

Recovery Activities were limited to Field CP and EOC shutdown.

10. References: Notes, maps, charts, training materials, etc.

The following material was developed in support of this exercise.
- CUP-05-12T Exercise Plan and COSIN
- Neighborhood drill notification mailing
- Evacuation Data Collection forms
- Leveraged existing Emergency Kit list

A. Feedback Comments

The following is the feedback received from CCC members who participated in the exercise.

In General
- Passing messages. Could see everyone getting better, getting into a good routine and rhythm.
- Number of check-ins was low.

EOC Operations
- NCO did not have the paperwork on who was assigned in the field since resource tracking was held by the Comm Team Lead.
- Easier than the NCS Drills.
- General concern over moving paper into and out of the Radio Room. Too much, how to organize incoming and outgoing message paper work.
- Radio reception varied from station to station.
- Should do a radio check when someone starts to have a problem.
- Use of TAC-2 for coordination
- Good experience.
- In prepping for the exercise, trying to figure out who would be there.
- Need to look at scribes and runners.
- Took time to sort out the assignments.
- The process for making field assignments.
- The process for collecting the initial information on people's availability to respond, equipment status, etc.
- Could have used a list of who was certified in the EOC.
- NCO stated what information he needed prior to beginning check-ins.

Novacare
- Heard interference, possibly from a piece of medical equipment.
- Didn't hear everyone, on a rubber duck antenna
- Still have confusion over message priority scheme.
- Would have been nice to get an update, overall status of what's going on. More informational announcements.

Quinlan Center
- On dispatching, it would have been helpful to let the field responder know of other responders heading to the same site. Didn't know that 2 operators would be there at Quinlan Center.
- Did use the external antenna, worked fine.
- Could have used a signal check from the field at time of assignment arrival.

DeAnza College
- Could see the city pretty well.
- Having a partner to worked well, particularly when a phone call came in.

Seven Springs
- Had a procedure for setting up the check-in function at the neighborhood.
- FRS Comm worked well. Did a brief FRS refresher for the responders (some haven't touched FRS since the CERT Graduation Exercise). KEY – HESITATE – TALK.
- All CERT responders did a FRS radio check.
- Contacted residents were very happy to get a material list for their emergency kit
- Sweep Teams thought they should do this in other neighborhoods as well.
- There is a Sweep mission for CERT.
- SS Command Post did not have a map.
- Had a problem with gated homes. How to really handle?
- No CERT Team health and Welfare checks.
- No CERT equipment check-out process.
- No consistent data collection process (some had to be interpreted).
- In general, saw a need for better documented process.
- Tried one approach: one spotter in the middle of the street watching an individual working each side of the street. Slowed down the process, not resource efficient.
- U.S. Mail announcement went out 1 week before. Only 1 out of 40 homes read it.

B. Sample Forms

See the following pages.

Cupertino Amateur Radio Emergency Service   Standard Operating Procedures
PART 6 Forms

CHECK IN LIST

1. INCIDENT NAME: 2005 SET 2. DATE 11/11/05 3. INCIDENT NUMBER: CUP-05-12T 4. CHECK IN LOCATION: EOC

CARD	WHEN DATE	NAME/PERSONNEL OR DESCRIPTION OF EQUIPMENT	AGENCY/TEAM	TIME IN	TIME OUT	HOURS	ADDITIONAL INFORMATION
		Acwa Gatang	KD6OPP	0715	1230	4.5	Staff Sup
		Kevin Rowlett	N6RCE	0830	1230	4	NCO/RRO
		Chris Capener	KC6PJJ	0830	1230	4	NCO/RRO
		Rich Mallonee	KI6ARE	0830	1230	4	
		Vince LaPorta	KG6TEN	0830	1230	4	Engineer
		Ken Foot	KN6CO	0830	1230	4	Seven Springs
		Eric McKinley	KG6RPT	0850	1230	3.5	NCO/RRO
		Jim ???	KN6PE	0730	1230	5	EOC Sim
			KG6ATV	0900		3.5	Unavail
	Unavail or Field Assignments		KG6RTM	0900		3.5	Unavail
			KG6NVS	0900		3.5	Unavail
			KG6MOV	0900		3.5	Unavail
			KF6RZR	0900	1230	3.5	DeAnza
			KG6OGA	0900	1230	3.5	DeAnza
			KG6TEN	0900	1230	3.0	Seven Springs
			KG6YKN	0900	1130	2.5	Home ResPond
			KC6FGX	0900	1230	3.5	Shelter
			K6OGO	0900	1230	3.5	Shelter
			WA2KDX	0900	1230	3.5	McKinley
			KG6PHO	0815	1230	4.25	CBES

5. PREPARED BY (RESOURCE UNIT)

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Figure 1 CARES ICS 211 Check-in Form

Figure 2 CERT ICS 211 Check-in Form

UNIT LOG	UNIT NAME: *Cupt Cert Camee Mtg*	TASK #	DATE PREPARED: 11-12-05 TIME PREPARED: 0845
TASK NAME: (ST4) *Disaster Nov 12 Seven Spring Drill*		FOR OPERATIONAL PERIOD #	PREPARED BY (PLANNING): *M. Hovey*
UNIT LEADER NAME: *M Hovey*		POSITION:	

PERSONNEL ROSTER ASSIGNED	
NAME *Marsha Hovey*	ICS POSITION
Greg Rimaidien	

ACTIVITY LOG (CONTINUE ON REVERSE)	
TIME	MAJOR EVENTS
0845	Arrival + setup drill tables + equipt
0900	Started call-outs completed 0910
1015	Orchard Spring Ln
1035	Bristled Dorothy Ann Wy
1040	Vineyard Spring
1046	Orchard Spring Ct
1103	Well Spring Ct
1105	Country Spring
1130	Seven Springs Dr
1133	Complete, Returning to Base

A UNIT IS ANY SINGLE FUNCTIONAL ENTITY (DISPLAYED AS A BOX) WITHIN THE ICS ORGANIZATION CHART	ICS 214

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Figure 3 Field ICS 214 Unit Log

(T2)

Cupertino Office of Emergency Services   November 2005 S.E.T. Exercise Plan

Evacuation Data Collection Form

Team Member Names _SOBHA RAMESH, GRACE TENG_

Street Name	House Number	met the homeowner?	Have an Emergency Kit?
Silver Spring Ct	11507	✓	✓
	11517	✗	
	11527	✓	✗
Copper Spring Ct	11548	✓	✗
	11558	✓	✓
	11568	✗	
Rock Spring Ct	11529	✗	
	11519	✓	✗
	11509	✓ (Kid)	✗

→ Reported
No mail Cnt ll°c

No mail

→ Parent works @ Home cant come.

Total: 37
Talked: 23
Kits 10

Grp: Total
37+36 = 73
23+17 = 40
Kits: 13

57 12
homes kits
18

Figure 4 Field Evacuation Notification Tracking Log

Cupertino Office of Emergency Services   November 2005 S.E.T. Exercise Plan

Evacuation Data Collection Form

Team Member Names _SOBHA RAMESH & GRACE TANG_

Street Name	House Number	met the homeowner?	Have an Emergency Kit?	
SEVEN SPRINGS DR	11631	No X		
"	11621	✓	X	Not got mail
"	11601	✓	✓	
	11581	✓	X	
	11561	X		
	11541	✓	X	
SUNRISE SPRING	11511	✓	✓	
MORNING SPRIN CT	11542	X		
	11562	X		
	11582	X		
	11572	✓	✓	
	11553	✓	X	
SEVEN SPRING LN	11523	X		
	11513	✓	✓	No mail
	11503	X		
Evening Spring Ct	11544	✓	✓	No mail
	11554	X		
	11564	X		
	11574	✓	✓	
	11584	✓	✓	
Sunset Spring Ct	11525	✓	X	No mail
	11515	✓	X	No mail
	11505	✓	X	No mail
Fall Creek Spring	11546	✓	X	
	11556	✓	✓	N8 mail
	11566	X		
	11576	✓	X	No mail
	11586	X		

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Figure 5 Field Evacuation Notification Tracking Log

Cupertino Amateur Radio Emergency Service   Standard Operating Procedures
PART 6 Forms

0200F NCS LOG	1. INCIDENT NAME			2. DATE	
(3) Msg ID	(4) Priority	(5) Time in	(6) Originating Station	(7) Receiving Station	(8) Time Ack
1	R	0957	Quinlan	EOC	0959
2	R	0959	EOC	Quinlan	1002
3	R	1002	EOC	Slum Spr	1005
4	R	1002	Quinlan	EOC	1007
5	R	1007	7 Spr	EOC	1008
6	R	10:10	EOC	MED	10:16
7	E	10:10	MED	EOC	10:14
8	R	10:11	QUINLAN	EOC	10:11
9	R	10:17	DEANZA	EOC	10:19
10	R	10:20	NOVACARE	EOC	10:22
11	P	10:20	EOC	S-S.	10:20
12	R	10:24	S.S.	EOC	10:37	*
13	U	10:24	QUINLAN	EOC	10:27
14	E	10:24	MED EOC	EOC MED	10:24	RELAY
15	R	10:30	EOC	Quinlan	10:30
16	R	10:30	EOC	Quinlan	10:32
17	R	10:34	De Anza EOC	De Anza	10:34
18	U	10:35	Quinlan	EOC	10:36
19	U	10:39	EOC	Quinlan	10:47
20	R	10:43	KGGMOU	shift Supervisor	10:44
21	R	10:43	De Anza	EOC	10:44
22	R	1049	NOVA CARE	EOC	1051
23	R	1052	QUINLIN	EOC	1054
24	R	1054	EOC	7 Spr	1055
25	R	1054	EOC	DEANZA	1056
26	R	1058	EOC	Nova Care	1058
27	R	1059	EOC	Quinlan	1100
28	P	1101	De Anza	EOC	1102
29	R	1103	Quinlan	EOC	1104

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Figure 6 CARES Net Control Operator Log

Cupertino Amateur Radio Emergency Service   Standard Operating Procedures
PART 6 Forms

0200F NCS LOG	1. INCIDENT NAME				2. DATE 11/12/05
(3) Msg ID	(4) Priority	(5) Time in	(6) Originating Station	(7) Receiving Station	(8) Time Ack
30	P	1105	EOC	De Anza	1106
31	R	1106	7 Spr	EOC	1107
32	P	1108	De Anza	EOC	11:09
33	R	11:10	NOVACARE	EOC	11:11
34	R	11:11	QUINLAN	EOC	11:12
35	U	11:13	DE ANZA EOC	EOC DE ANZA	11:13
36	U	11:16	QUINLAN	EOC	11:18
37	P	11:19	De Anza	EOC	11:20
38	R	11:20	EOC	Novacare	11:21
39	R	11:22	EOC	SS.	11:22
40					
41					
42					
43					
44					
45					
46					
47					
48					
49					
50					

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Figure 7 CARES Net Control Operator Log

Figure 8 CARES Check-in Availability, Capability Worksheet

End of Report