Extreme Wind Event Communications Exercise Prep

Cupertino Citizen Corps

April 18, 2024
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Cupertino Citizen Corps

Another Atmospheric River Impact the Region Late Monday through Wednesday

WEATHER RISK OUTLOOK

Risk levels incorporate potential impacts from weather hazards and likelihood of occurrence for a reasonable worse case scenario.

|	Sat 3/11	Sun 3/12	Mon 3/13	Tue 3/14	Wed 3/15	Thu 3/16	Fri 3/17
North Bay Santa Rosa, Napa, San Rafael	Showers Residual Flooding	Showers Residual Flooding	Rain Flooding	Rain Flooding Wind	Rain Flooding Wind	Residual Flooding	Showers Residual Flooding
SF Peninsula SF, SFO, Half Moon Bay, San Mateo	Showers	Showers	Rain Flooding	Rain Flooding Wind	Rain Flooding Wind	Residual Flooding	Showers Residual Flooding
East Bay Oakland, Concord, Livermore	Showers	Showers	Rain Flooding	Rain Flooding Wind	Rain Flooding Wind	Residual Flooding	Showers Residual Flooding
South Bay San Jose, Gilroy	Showers Residual Flooding	Showers Residual Flooding	Rain Flooding	Rain Flooding Wind	Rain Flooding Wind	Residual Flooding	Showers Residual Flooding
Santa Cruz County Santa Cruz, Boulder Creek, Corralitos	Showers Residual Flooding	Showers Residual Flooding	Rain Flooding	Rain Flooding Wind	Rain Flooding Wind	Residual Flooding	Showers Residual Flooding
Monterey & San Benito County	Showers Flooding River Flooding	Showers Flooding River Flooding	Rain Flooding River Flooding	Rain Flooding Wind River Flooding	Showers Flooding River Flooding	Flooding River Flooding	Rain Flooding River Flooding

Risk Levels: Little to None | Minor | Moderate | Major | Extreme

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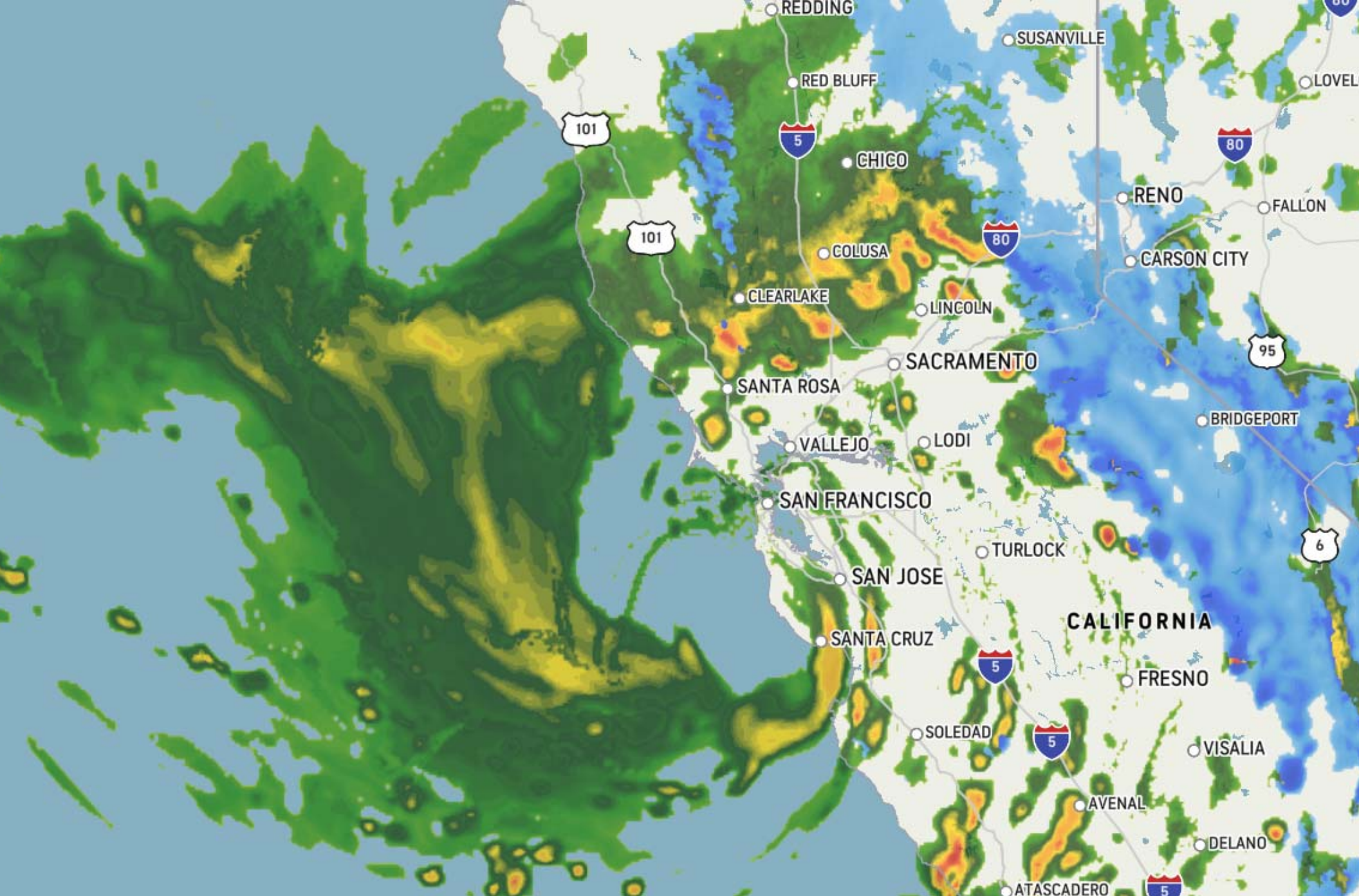
Summary – 2023 Extreme Wind Event
What happened?

Tue, Mar 14 at 12:51

This is the Santa Clara County Sheriffs Office. Due to the high winds please STAY... https://evb.gg/n#oj444chmpi/0aH1S2fu or Reply with YES to confirm receipt.

- On Tuesday 14 March 2023, Cupertino Office of Emergency Management (OEM) requested CARES to report on city damage caused by the extreme wind that followed an atmospheric river.

- CARES shifted to INCREASED READINESS Operations, then we were activated under Activation #CUP-23-100.

- Due to the risk from blowing debris, detecting damage was limited to observations made from our respective homes. Any wider area assessment was at the discretion of individual members.

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Summary – 2023… (continued)
What happened?

- CARES was asked to identify and report on wind-related damage and situations involving downed trees, down power poles, access problems, and damage to property in a members' immediate neighborhood.

- Response took place on a weekday afternoon when city services were staffed and readily available.

- Over a 3 hour period, 13 CARES members responded and provided local damage information.
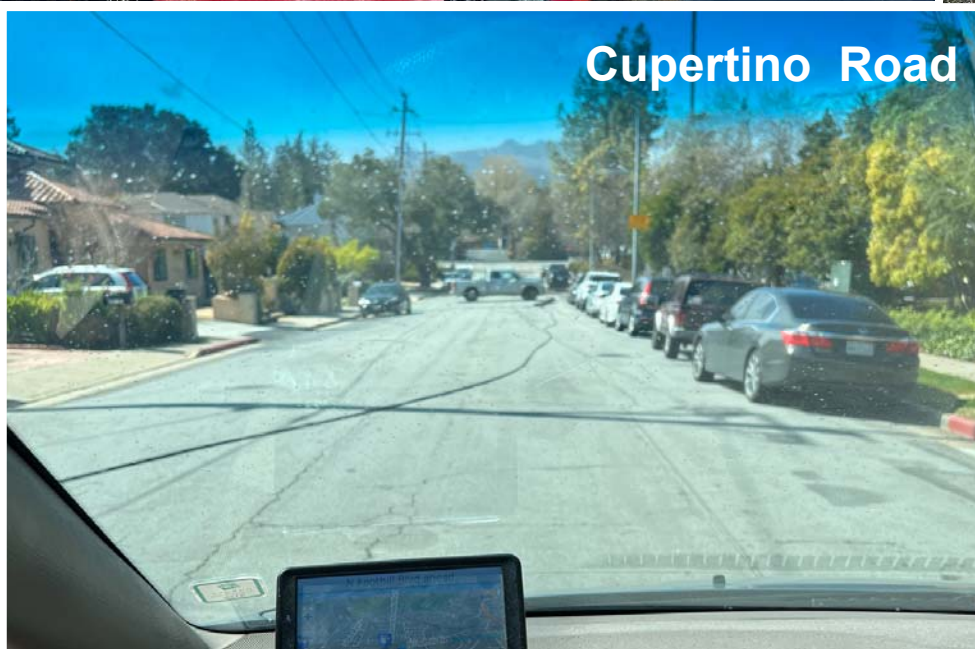
- What was reported?

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*** This is not drill ***

Sample of incoming radio reports

Severity	Name	Description
High	Fari	Stevens Creek/Portal; tree partially blocking St Creek. DPW on scene
	Steve G	Cupertino Rd bet Hill crest and foothill; telephone poll down; wires all over the street
	Steve H	Utility pole down at Presidio and Bubb, took out power, phone, fiber; PGE has secured for s...
Medium	Clark	Macadam Ln; large tree down, no blockage
		Rose Garden; tree blocking road
	Darryl	Report of tree down on a house Garden Oak Road, sender was unable to find this
	Mark	2 large branches blocking bike lane of Stevens Crk Blvd over creek
Low	Clark	Normandy Lane; tree cleared from road by residents
	Darryl	Branches down at Three Oaks Park between Shadowhill and Molson, 4 city trucks at scene
		Fence down at 1197 Candelight Way
		Shadowhill; HF Antenna down on his roof
		Small tree down at 7606 Shadow Hill Lane
	Judy	Library; Portion of fence down, not blocking access
	Lloyd	Bonny Dr; many branches down, no visible damage
	Mark	Large branches down Mann Dr. and Phar Lap, not blocking road
	Skip	W.San Jose; 2 Fence panels down
	Steve G	Stevens Creek/Creek; branches down, resident cleared
	Tae	Tressler Ct; 3 neighbor fences reported down
None	Joe	Checking in, no report
	Ken F	Farallone Dr; no noticeable damage
	Steve H	no problems in 60-home block Presidio Drive

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*** This is not drill ***

Sample of incoming photos

Woodlark Way

Rae Lane

Cupertino Road

Stevens Creek Blvd

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Summary – 2023… (continued)
But, what was missing?

- Reports only reflected what 13 CARES members observed.

- With a city population of ~60,000 residents & ~22,000 homes, this was really a cursory snapshot of what was going on.

- What could this have looked like if CERT and Block Leaders also submitted reports?

This is what this communications exercise is all about.

City Hazards ⇨ Planning Scenarios
Where did this activation fit in?

The City adopted the following as hazards of concern:
1. Major Earthquake
2. Wildland/Urban Interface Fires
3. Floods (includes dam failure*)
4. Landslides
5. Drought/Land Subsidence
6. Climate Change
7. Thunderstorms and Lightning (includes Severe Weather)
8. Heat
9. Public Health Emergency
10. Technological and Resource Emergency
11. Hazardous Material Incident
12. Terrorism, Complex and Coordinated Attack, & Civil Unrest

Ref: Cupertino Emergency Operations Plan, 2019

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Mapping Capabilities to Hazards
Volunteer Capabilities ➜ City Hazards

Response

Hazards	What could go wrong	Requirements	Capabilities
• Earthquakes	• People – Injuries	• Mass care shelters	• Safety Assessments
• Wildland Fire	• People – Trapped	• Evacuations	• Shelter Staff
• Flood / Dam Failure	• People – Homeless	• Field First Aid stations	• Search & Rescue
• Severe Weather	• People – Hungry	• Mass care, feeding	• First Aid
• Public Health Emer.	• People – Sick	• DC/Fire Suppression	• Fire Suppression
• Terrorism…	• Structures Damaged	• DC/Prelim Safety	• Watches (creek, fire, traffic, incident, etc.)
	• Structures Burning	• Mass Prophylaxis	• Communications (Home, Field, ARK, etc.)
	• Utilities – Power	• Search and Rescue	• General resource
	• Utilities – Gas main	• Information Outreach	
	• Utilities – Sewage	• Information Gathering	
	• Utilities – Water	• Assistance Requests	
	• Access problems		
	• Communications loss		

Mapping Capabilities to Hazards
Severe Weather Scenario

Response

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	• Utilities – Water	• Assistance Requests	
	• Access problems		
	• Communications loss		

Its all about the Comms
Our operating model
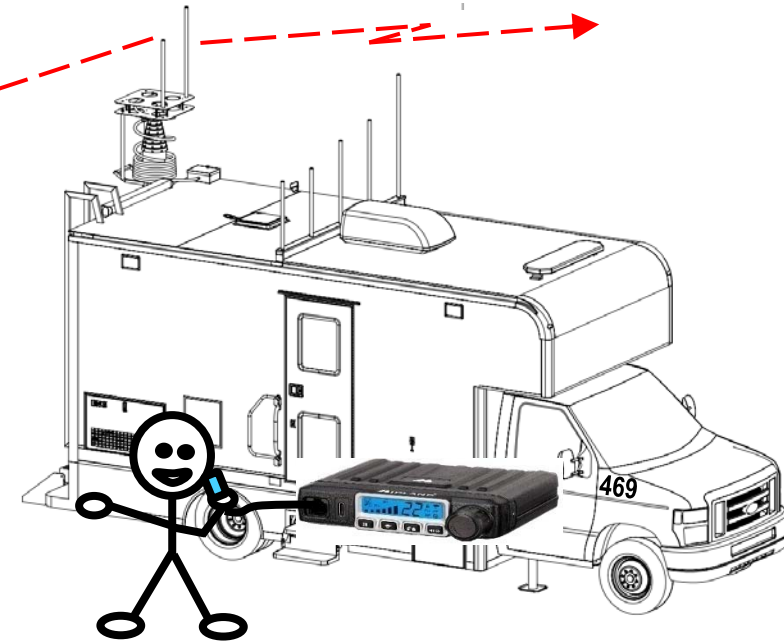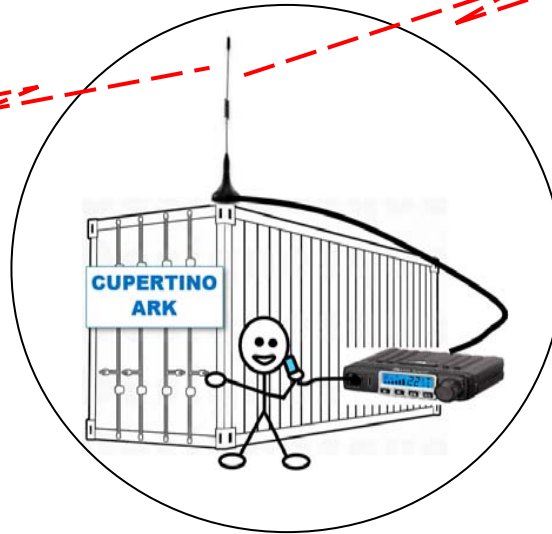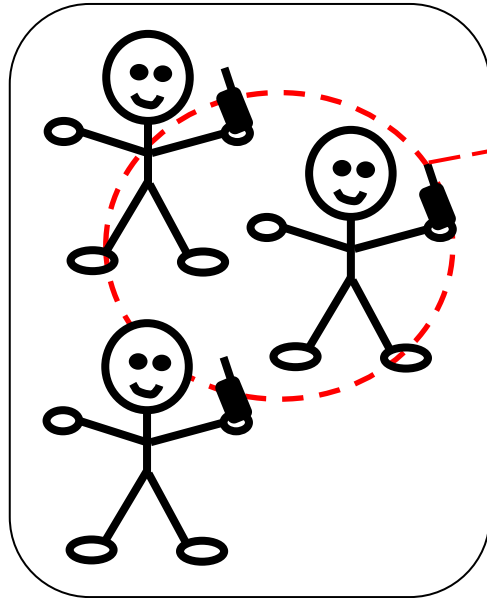
Neighborhood Teams
- Talks among your neighbors
- Coordinates the local response
- Uses FRS channels 8 – 14
- With the ARKs, channels 1 – 6

Each ARK
- Talks with local neighborhoods, individuals in the ARK zone
- Coordinates the Zone response
- Uses FRS/GMRS channels 1 – 7
- Talks to the EOC on GMRS or amateur radio

EOC/Comm 469
- Talks with the CARES Field Teams
- Talks with the EOC, SCCo EOC
- Talks with ARKs by amateur radio or by GMRS on channels 1 – 7
- Coordinates the city volunteer response

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In general, what are Damage Observations?
Severe Weather Scenario

1. For CCC, Field Observations = Damage Observations.

2. Damage observations of interest include:
   - Access problems, road closures from…
     - Downed trees
     - Downed power lines
     - Downed street light poles
     - Landslides
   - Power outages
   - Communications outages, specifically,
     - Cell service
     - Home landline
   - Property damage

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Damage Observations
The need for details

We need the details, specifically:

1. Who you are

2. What is the problem
   Tree down blocking the traffic in both directions.
   Power is out in the neighborhood.

3. Where is the problem (address and/or cross-street)
   1375 Mistletoe Lane
   Intersection of McClellan and Stelling Road

4. What is the impact (safety, injuries, damage, other risks)
   Electrical line is still active and arcing.

5. What have you done so far (actions taken, if any)

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You found a problem to report, now what?

Taking a layered approach to message passing

1. *Call 9-1-1* – If you have cell service and **there are injuries**, or the situation is **life-threatening** or **property threatening**.
   And then…

2. *Create a QuickCapture* – When at the scene of the problem, create a QuickCapture entry with a picture, video, and other text to help describe the problem. And then …

3. *Report on the ARK Message Net* – If it is severe enough, then check if your local ARK radio net is activated and the net is open. Make your report to Net Control.

1. Call 9-1-1

Be prepared to answer the call-taker's questions which may include:

1. Phone number from which you are calling

2. Location of the emergency, including the street address

3. Nature of the emergency

4. Details about the emergency

Remember, the call-taker's questions are important to get the right kind of help to you quickly.

2. Create a QuickCapture

1. QuickCapture is a data collection tool used to help build a Situation Status view of what is going in within the City.

   - Smartphone app – used by Citizens Corps to record and transmit field observations of interest. Supports iOS, Android, and Windows.

   - Backend Dashboard – used by Cupertino OEM to visualize and analyze information, and guide the response of city resources.
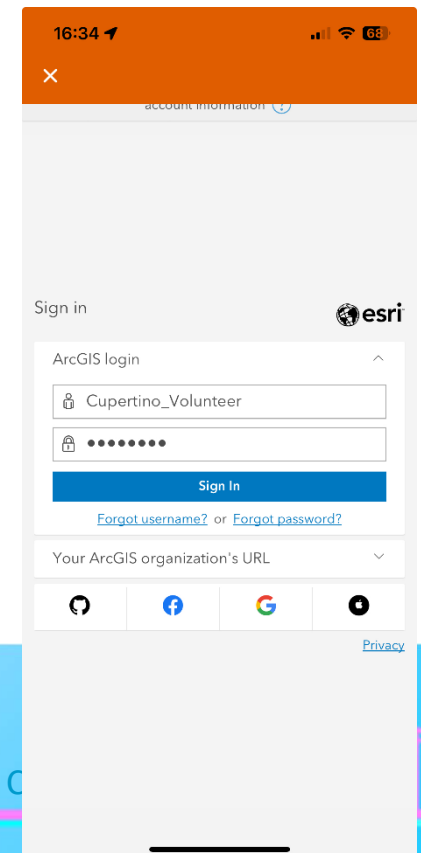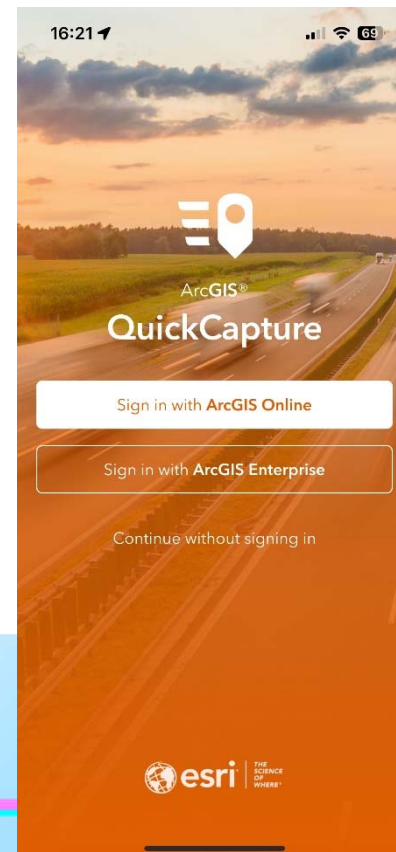
2. Create a QuickCapture
Getting Started

1. For Android devices, go to the Google Play store. For Apple devices, go to the App Store. Search for and download QuickCapture.

2. *** Do this now when it is not an emergency! ***

3. Run QuickCapture. Press **Sign in with ArcGIS Online**.

4. Use these credentials:
   UserName: Cupertino_Volunteer
   Password: cupe1234

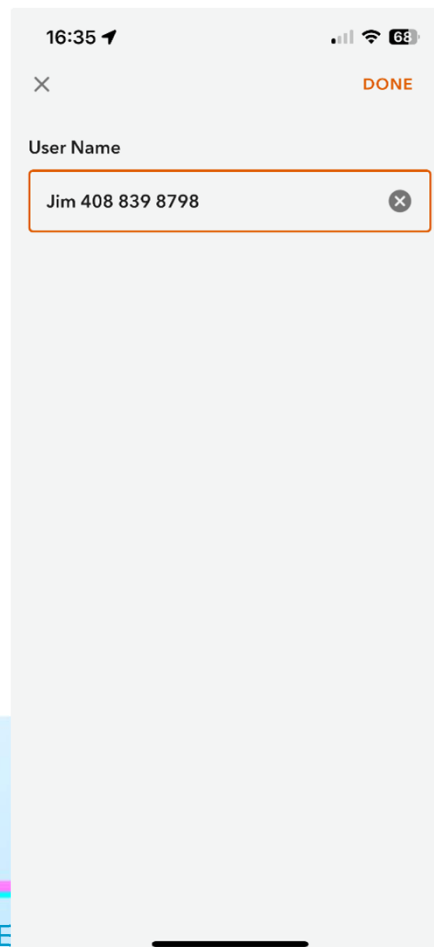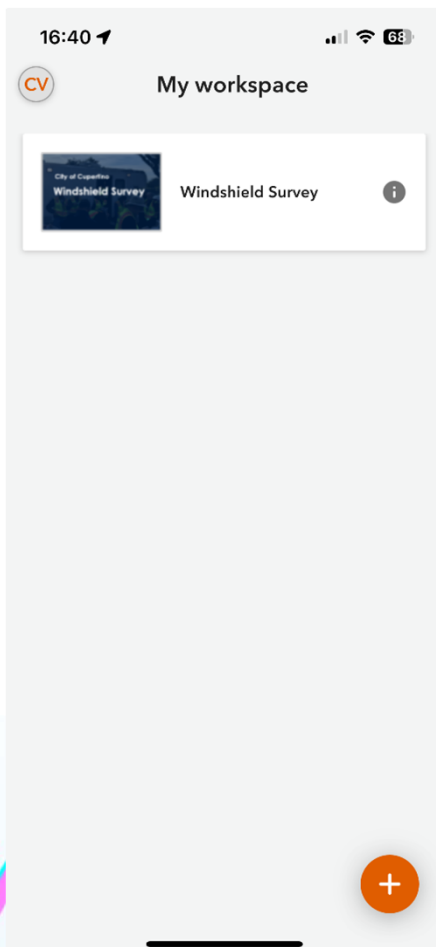   Watch the Upper and lower case entries.

   Press **Sign in**.

2. Create a QuickCapture
Getting Started

3. If the Windshield Survey tile is shown, then click on it. If not, then press ➕ to add it.

4. One account, lots of Users! Enter your 'user name'.
The recommended format is: <u>first name</u> <u>cell number</u>. Then press **Done.**

5. You are now looking at the main data entry form.

2. Create a QuickCapture
Getting Started

- Here's a full view of the main form.

- Take a look at the different categories for making QuickCapture reports.

- These categories line up with what we ask all **C**upertino **C**itizen **C**orps to report on for their neighborhood assessments.

- When in doubt, use the "Other" option for submitting a report.

- Here's an example: Suppose you come across a situation where a creek is overflowing and the street is flooding. What do you do?
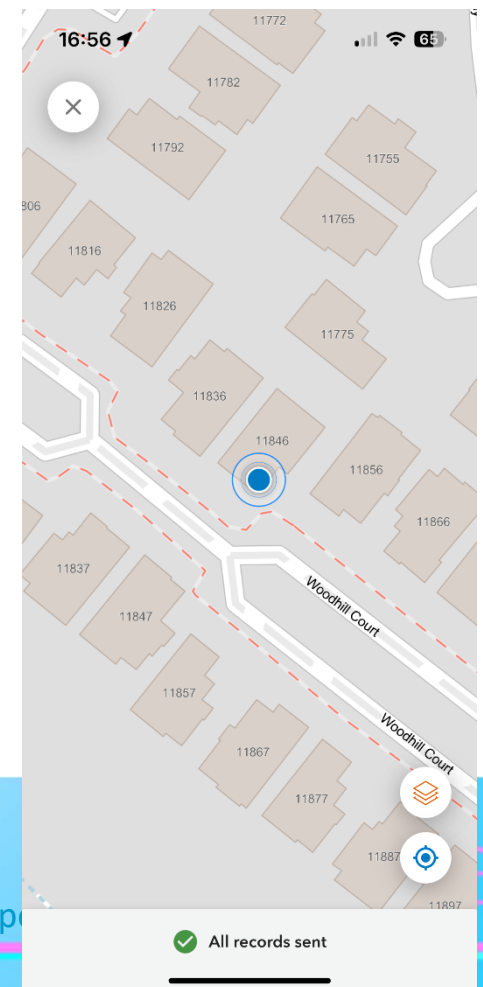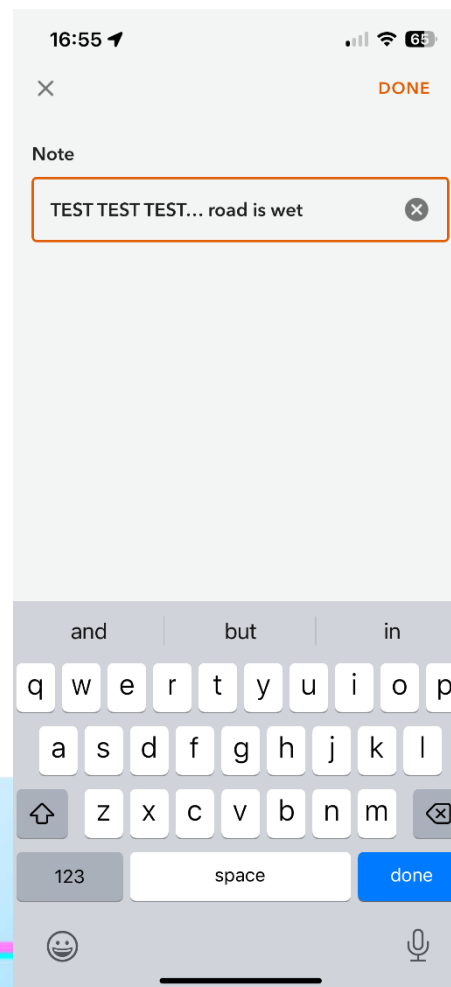
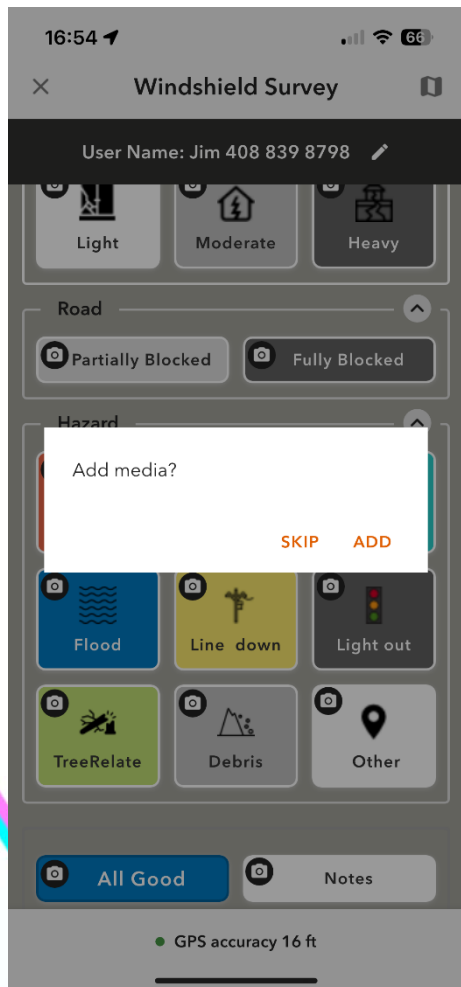   Start by clicking on **Flood**…

2. Create a QuickCapture
Entering an Observation

6. Add Media? To add a picture or video, Press **Add**.

7. Take the picture or video. Select it when done.

8. Enter any notes on what you see. Press **Done**.

9. Your record should be sent.
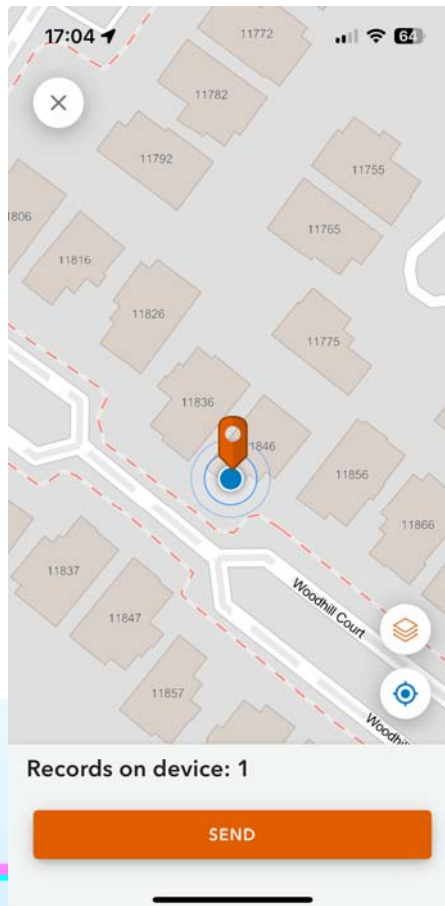
2. Create a QuickCapture
If you see this…

10. Click on upper right reference for an unsent records.
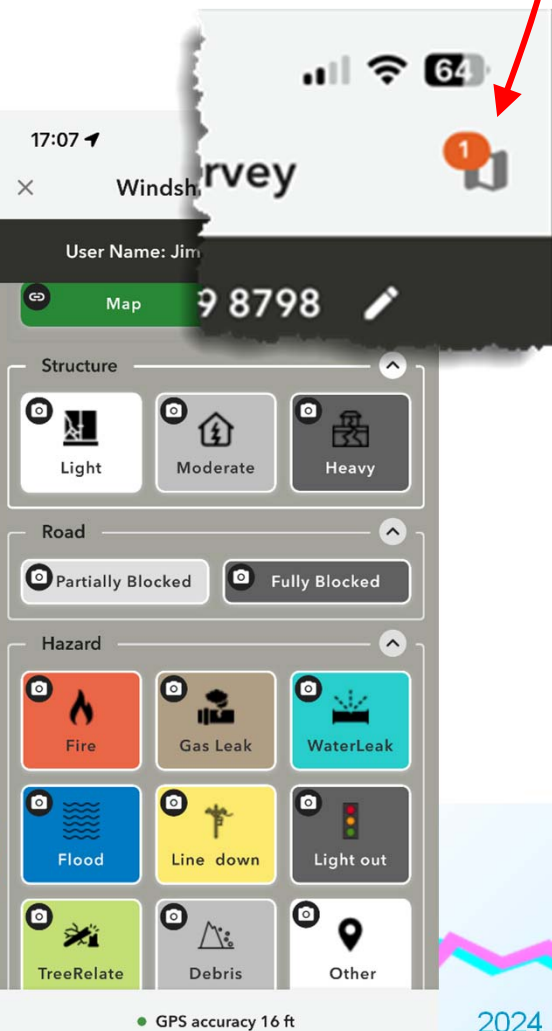
11. The map is shown. Press Send.

12. Once submitted and your message is received, you will get a text reply back on your cell phone.

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2024 Extreme Wind Event Exersie Prep

FYI... what does the EOC see?

2024 Extreme Wind Event Exersie Prep
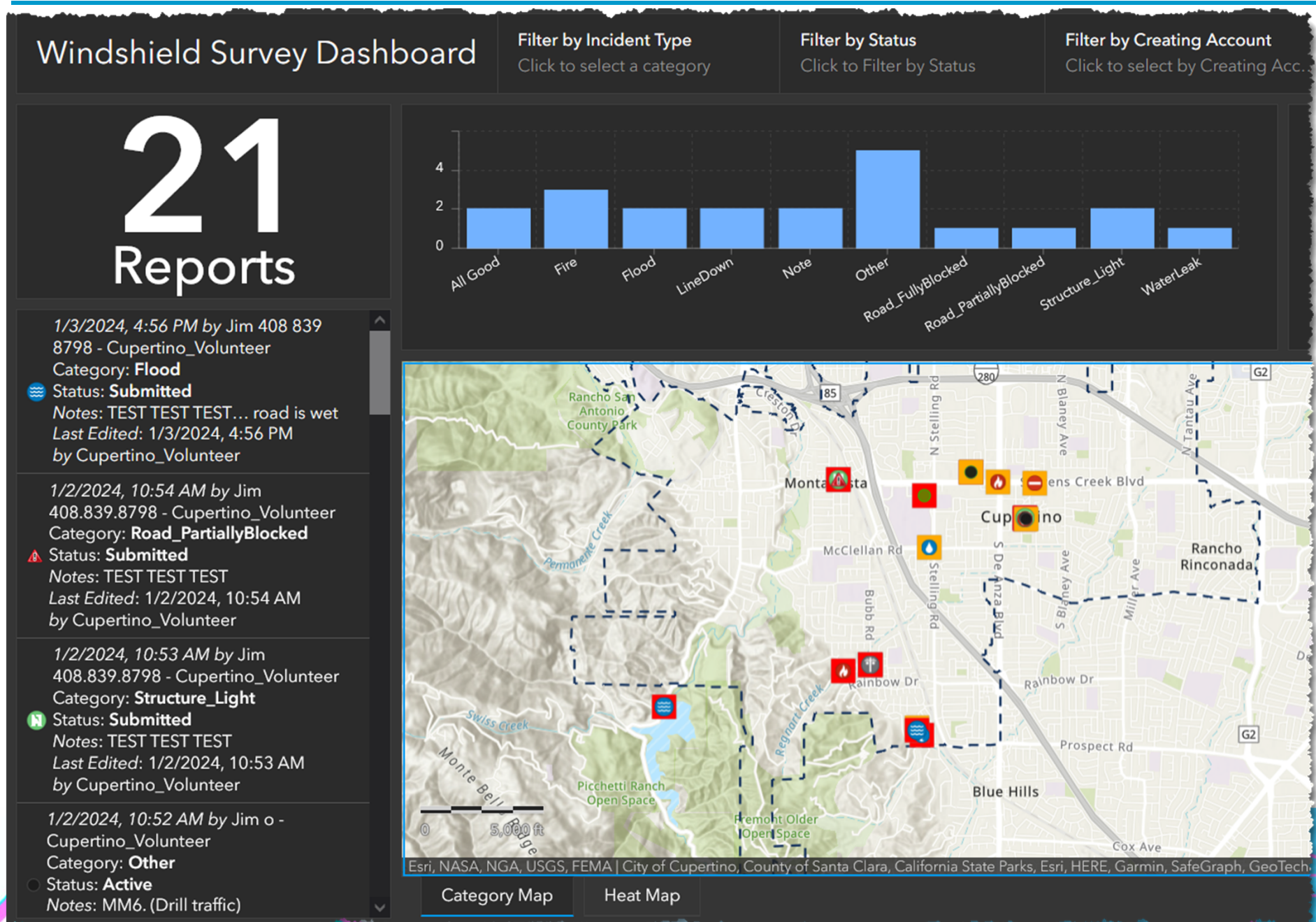
FYI… what does the EOC see?

Windshield Survey Dashboard

Filter by Incident Type
Click to select a category

Filter by Status
Click to Filter by Status

1 Reports

1/3/2024, 4:56 PM by Jim 408 839 8798 -
Cupertino_Volunteer
Category: **Flood**
Status: **Submitted**
Notes: TEST TEST TEST… road is wet
Last Edited: 1/3/2024, 4:56 PM
by Cupertino_Volunteer

Date selected
for 1/3/2024

Flood
⊕ Zoom to   ✛ Pan

**Click on the
Flooding Event**

Not sure if your QuickCapture made it?
(or what does the EOC see?)

Check this link…

http://gis.cupertino.org/webmap/eoc_dashboard_public/

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3. Report on the ARK Message Net
Get ready

Getting ready to create and pass the message

1. These messages are **informal** messages – between you and the ARK.

2. Use any pad or piece of paper to write down the message.

3. Create about 5 word groups when passing your message.

4. When passing a message, You may be asked to spell a name that is unfamiliar. Use phonetics if necessary (Handbook, Section 9).

5. *And… keep your message short!*

3. Report on the ARK Message Net
Get set – Any piece of paper will do

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3. Report on the ARK Message Net
Get set – think about what you want to transmit

Write down the message to make sure it covers…

1. Who you are (your name and street or neighborhood)
2. What is the problem
3. Where is the problem (Address and/or cross-street)
4. What is the impact (safety, injuries, damage, other risks?)
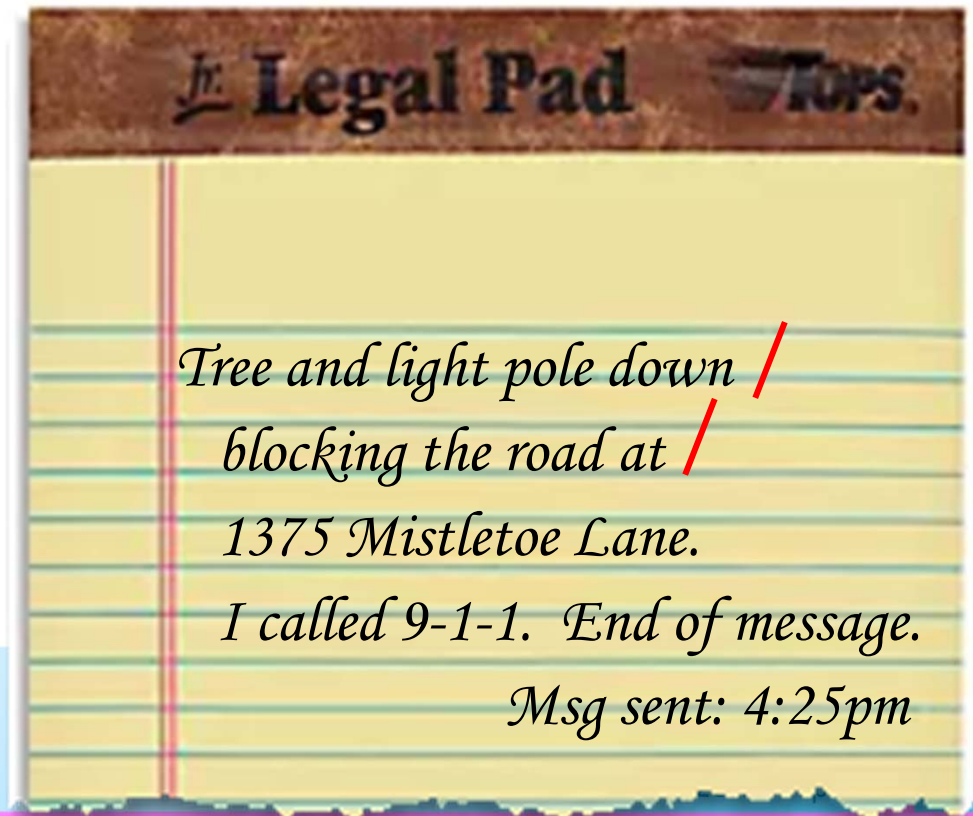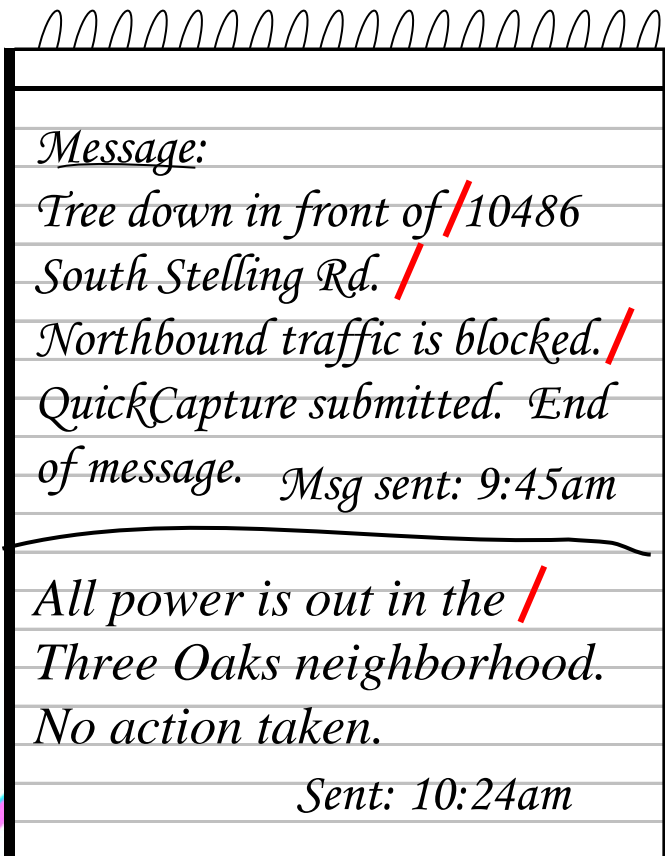5. What have you done so far

Examples:

- *This is Dave at Pine Brook Neighborhood, A tree is down in front of 10486 S Stelling Rd. Northbound traffic is blocked, I submitted a QuickCapture report.*

- *This is Lisa on Little Creek Road. All power is out in the Three Oaks neighborhood. No action taken.*

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3. Report on the ARK Message Net

Write your message down

1. Any paper will do. Create about 5 word groups.

2. Hint: draw a "slash" (/) where you want to pause speaking your message.

3. Hint: make a note what time you sent the message.

Message:
Tree down in front of /10486
South Stelling Rd. /
Northbound traffic is blocked./
QuickCapture submitted. End
of message.   Msg sent: 9:45am

All power is out in the /
Three Oaks neighborhood.
No action taken.
          Sent: 10:24am

Tree and light pole down /
blocking the road at /
1375 Mistletoe Lane.
I called 9-1-1. End of message.
          Msg sent: 4:25pm

Radio Operation Basics
Message Passing example #1

You are part of your neighborhood's Team 3 doing a damage assessment and observe the following in front of 132 Sunrise Circle…

What do you report?
1. Who you are
2. What is the problem
3. Where is the problem
4. What is the impact
5. What have you done so far

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Radio Operation Basics
Message Passing example #1

If you are…	You would say…
Team 3	Creekside ARK, this is **TEAM 3** with a damage report. ①
Creekside ARK	OK Team 3, stand by… Ok, what is your message?
Team 3	Tree down and blocking the road … ② Break. ④
Creekside ARK	OK, continue
Team 3	at 132 Sunrise Circle. Break. ③
Creekside ARK	OK, continue
Team 3	Public Works is on scene… End of Message ⑤
Creekside ARK	OK Team 3, I acknowledge your message.

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Radio Operation Basics
Message Passing example #2

You are Gary and part of the Regnart Ridge neighborhood. All the power is out. When checking on your neighbors, you find this:

What do you report?
1. Who you are
2. What is the problem
3. Where is the problem
4. What is the impact
5. What have you done so far

Radio Operation Basics
Message Passing example #2

If you are…	You would say…	
Gary	Regnart ARK, this is **Gary on Regnart Road** with a damage report.	①
Regnart ARK	OK Gary, stand by… Ok, what is your message?	
Gary	Tree fell on power lines … Break.	②
Regnart ARK	OK, continue	
Gary	Closest address is 1287 Regnart Road … Break.	③
Regnart ARK	OK, continue	
Gary	All power is out. No action taken. End of Message ④ ⑤	
Regnart ARK	OK Gary, message received.	

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What does the ARK Net Control do?

1. The ARK Net Control writes down all received messages, one message on a page. This lets them hand messages off to someone else for action.

2. Keep the form simple: Date/time, name of the sender, and the message.

What Gary writes down and sends

Message:
Tree fell on power lines. /
Closest address is 1287
Regnart Road. / *All power is*
out. No action taken.

Msg sent: 9:45am

All power is out in the /
Three Oaks neighborhood.
No action taken.

Sent: 10:24am

What Regnart ARK/ Net Control writes down

Date/Time: *4/18/24, 9:46am*

From: *Gary, Regnart Rd*

Message:
Tree fell on power lines.
Closest address is 1287 Regnart
Road.
All power is out.
No action taken.

CCC Field Comm Handbook

Includes

1. Contact Information

2. Radio channels, frequencies

3. Radio operation basics

4. Operating on the CERT Radio Net

5. Passing message basics

6. CCC FRS & GMRS Radios

7. Phonetic Alphabet

8. Modified Mercalli Intensity Scale

Where's the book?!
bit.ly/CCommHandbook

Cupertino Citizen Corps Field Communications Handbook

March 2022

CUPERTINO
OFFICE OF EMERGENCY SERVICES

CUPERTINO
citizen★corps

Homework

DO NOW!

1. Don't have QuickCapture installed? Then please install it now!
2. Create a TEST QuickCapture report with some made up problem (make up a problem to try out one or 2 reports: dirty dishes, gophers in the backyard… your choice!)
3. Take a picture of something related.
4. Include the word TEST in the notes somewhere.
5. And submit it!
6. Watch for the reply to your report (it may take a while).
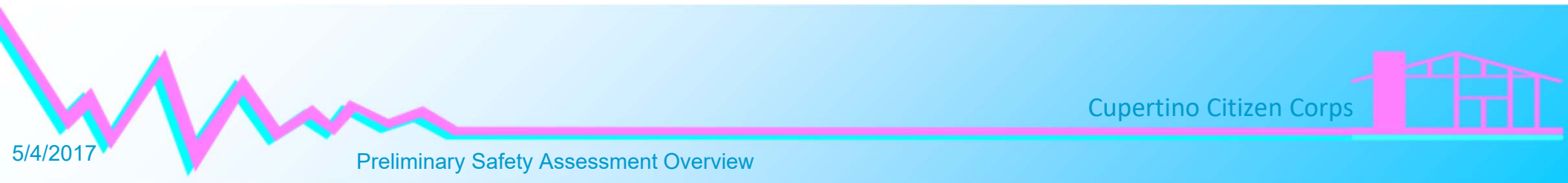
Ready to give Damage Reports a try?

1. We will hold a short, home-based exercise based on a scenario that requires CERT members to report what you see in your neighborhood.

2. We will use informal message-passing with at least one or two messages to pass per member.

3. While Cupertino does not usually experience dramatic weather conditions, This exercise is designed so that everyone has a chance to participate.

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Extreme Wind Event
Communications Drill

When:	Saturday, 27 April, 10:00am to 11:00pm
Where:	from your home
Who:	All CCC members

Scenario:
1. A severe weather system made landfall this morning and delivered winds gusting up to 30-40 mph.
2. Power and telephone service outages are occurring throughout the South Bay.
3. Cupertino EOC activated CCC and requested damage reports from your immediate area.
4. All ARK FRS nets are operational.

How:
1. Think about how an extreme wind event might impact your neighborhood and come up with 2 or 3 damage reports.
2. From your home on FRS radio, CHECK IN to your local radio net.
3. When ready, pass your damage report.
4. If you have more than one report to pass, then space them out!
5. When we are done or if you have to leave early, then please CHECK OUT of the net.

Thank you
Any Questions?

Cupertino Citizen Corps