

# Drill Scenario



Cupertino  
ARES/RACES

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For the purposes of this drill, the following locations are identified as possible deployment destinations. Each Field Responder will receive a written scenario sheet specific for their location that describes events that they see, simulated observations that they make, or information that is told to them. This input will form the basis for creating and passing message traffic to the EOC.

1. Stevens Creek @ Monta Vista ARK – package complete (3)
2. Stevens Creek @ Post Office – package complete (5)
3. Stevens Creek @ Senior Center – package complete (7)
4. Stevens Creek @ CCC & DeAnza – package complete (9)
5. Stevens Creek @ Cupertino Fire Station – package complete (11)
6. Stevens Creek @ Sears Parking Lot – package complete (13)
7. Stevens Creek @ Main Street – package complete (15)
8. Stelling Road @ Seven Springs Fire Station – package complete (17)
9. Torre Avenue @ City Hall – package complete (19)
10. Bollinger @ Hyde School Parking Lot – package complete (21)
11. ISA Survey Team #1 – package complete
12. ISA Survey Team #2 – package complete



# Drill Scenario



**Cupertino  
ARES/RACES**

The following is provided as general information for your consideration during this drill.

Location	Monta Vista ARK, Stevens Creek
General Situation	<ul style="list-style-type: none"> <li>It's another cool morning. With no electric heat in many homes, there is a haze hanging over the valley from many homes using their wood burning fireplaces to stay warm.</li> <li>You checked your home phone and cell phone before you left home... no dial tone.</li> <li>You heard KCBS on the air on the drive over, and they reported that most of northern California is still in the dark, and now telephone service has been the latest casualty from this incredible blackout that has plagued the west coast.</li> <li>Radio Cupertino 1670 is on the air and letting residents know what to do if they need to request help. This is where you come in.</li> </ul>
Weather:	Weather is current conditions at the time of the drill.

The following are the things you observe on your arrival at your assignment. These are things you see and interactions that you have with the people around you.

**INSTRUCTIONS:** Write the time you arrived in the blanks below, and pass the message at the appropriate time.

Local Situation on your arrival... this is what you observe.	<ul style="list-style-type: none"> <li>The ARK is closed. You hope someone has the key to open up.</li> <li>Engine 77 and Engine 377 are both in quarters.</li> <li>As you arrive, there are two residents looking anxious and are talking to one of the firemen. You find and introduce yourself to the shift Captain Tom MacGyver and explain what you are doing. They look relieved since it has been a busy morning for them already.</li> </ul> <p><b>YOUR TACTICAL CALL IS MONTA VISTA ARK.</b></p>
Instructions	<ul style="list-style-type: none"> <li>Set up the radio station.</li> <li>Simulate placing the "Emergency Communications Here" A-Frame sign out on the street.</li> </ul>
_____ + 5 minutes	<ul style="list-style-type: none"> <li>When you are all set up, create a brief message letting the EOC know your situation.</li> </ul>
_____ +20 minutes	<ul style="list-style-type: none"> <li>Someone drives up, and reports says there was a traffic collision. You start asking for details and hear this:                             <ul style="list-style-type: none"> <li>SUV vs pick-up truck, Stevens Creek at Phar Lap. Unknown if injuries. Blocking the roadway. 408-158-0582.</li> </ul> </li> <li>And, the person drives off.</li> <li>Create a message and pass this traffic as a 911 report.</li> </ul>
_____ +35 minutes	<ul style="list-style-type: none"> <li>Captain MacGyver hands you message #1 (below) and asks you to send it to the Cupertino EOC.</li> <li>Create a message and pass this traffic to the EOC.</li> </ul>

<p>_____ +50 minutes</p>	<ul style="list-style-type: none"> <li>• A woman runs up all worried. She reports that her husband is buckled over probably from eating uncooked chicken. You ask for the details:                             <ul style="list-style-type: none"> <li>○ He is 45 years old. He has a lot of abdominal pain. They live at 976 Faralone Avenue. His name is Rich Eaton. The home phone number is 408-878-4321.</li> </ul> </li> <li>• Create a message and pass this traffic as a 911 report.</li> </ul>
<p>_____ +1hr 5 min</p>	<ul style="list-style-type: none"> <li>• A member of the public needs to know where can they go to get warm? You don't remember of there were any warming shelters open.</li> <li>• Create a message to the EOC.</li> </ul>
<p>_____ +1hr 20 min</p>	<ul style="list-style-type: none"> <li>• A teenager drives up and tells you 911 does not work, and asks if you can pass on information about a bicycle and car accident. You ask for the details:                             <ul style="list-style-type: none"> <li>○ There does not appear to be any injuries, but both parties are arguing loudly. Address is at the intersection of McClellan Rd. and S. Foothill. RP's name is Nick Knotty, 408-943-4433</li> </ul> </li> <li>• Create a message and pass this traffic as a 911 report.</li> </ul>
<p>_____ +1hr 35 min</p>	<ul style="list-style-type: none"> <li>• A man drives up and tells you that his generator is running out of fuel and he needs it for some home health support. Do you know if any gas stations are open and pumping gas?</li> <li>• Good question... Create a message and pass it to the EOC.</li> </ul>
<p>_____ +1hr 50 min</p>	<ul style="list-style-type: none"> <li>• A man drives up and tells you he has an appointment today with the Mayor. Is Cupertino City Hall open for business?</li> <li>• Another good question... Create a message and pass it to the EOC.</li> </ul>

First message

<b>Msg No.</b>	
<b>FROM:</b>	Engine 77 Captain
<b>TO:</b>	EOC Operations
<b>PRIORITY:</b>	Routine
<b>MESSAGE:</b>	Monta Vista Station will go double shift to cover the increase in the emergency call volume. Signed, Tom MacGyver, Captain

# Drill Scenario



Cupertino  
ARES/RACES

The following is provided as general information for your consideration during this drill.

Location	Post Office Parking Lot, Stevens Creek
General Situation	<ul style="list-style-type: none"> <li>It's another cool morning. With no electric heat in many homes, there is a haze hanging over the valley from many homes using their wood burning fireplaces to stay warm.</li> <li>You checked your home phone and cell phone before you left home... no dial tone.</li> <li>You heard KCBS on the air on the drive over, and they reported that most of northern California is still in the dark, and now telephone service has been the latest casualty from this incredible blackout that has plagued the west coast.</li> <li>Radio Cupertino 1670 is on the air and letting residents know what to do if they need to request help. This is where you come in.</li> </ul>
Weather:	Weather is current conditions at the time of the drill.

The following are the things you observe on your arrival at your assignment. These are things you see and interactions that you have with the people around you.

**INSTRUCTIONS:** Write the time you arrived in the blanks below, and pass the message at the appropriate time.

Local Situation on your arrival... this is what you observe.	<ul style="list-style-type: none"> <li>The parking lot is empty, and not a lot of traffic on the street.</li> <li>You check the front door and the post office is open, but it is cold inside.</li> <li>You see a postal worker and introduce yourself to Dave Richards, letting him know what you will be doing. Dave is relieved and expressed some anxiety about not having any telephone contact with anyone.</li> <li><b>YOUR TACTICAL CALL IS POST OFFICE.</b></li> </ul>
Instructions	<ul style="list-style-type: none"> <li>Set up your radio station.</li> <li>Simulate placing the "Emergency Communications Here" A-Frame sign out on the street.</li> </ul>
_____ + 5 minutes	<ul style="list-style-type: none"> <li>When you are all set up, create a brief message letting the EOC know your situation.</li> </ul>
_____ +20 minutes	<ul style="list-style-type: none"> <li>A woman screeches the brakes on her car on Stevens Creek, and U-turns into your parking lot. You ask her what is she reporting:                         <ul style="list-style-type: none"> <li>Two males trying to break into a neighbor's house on 145 Majestic Way. Her name is Shreya Rajkumar 408-365-5545.</li> </ul> </li> <li>Create a message and pass this traffic as a 911 report.</li> </ul>
_____ +35 minutes	<ul style="list-style-type: none"> <li>A gasoline truck driver stops and lets you know he has plenty of fuel, but is not getting any calls for refills. If he can help, he's available.</li> <li>Create a brief message to the EOC and pass on this information.</li> </ul>

_____ <b>+50 minutes</b>	<ul style="list-style-type: none"> <li>• A man in a white Ford pickup stopped by and asked if there is a place to donate frozen steaks. Well, they are starting to defrost.</li> <li>• Good question. Create a message to the EOC and pass on this question.</li> </ul>
_____ <b>+1hr 5 min</b>	<ul style="list-style-type: none"> <li>• A woman drives up and tells you she can't call 911 for her husband. You say you can help and ask for the details:             <ul style="list-style-type: none"> <li>○ He is 57 years old and is experiencing chest discomfort. He has a history of cardiac problems. The address is 2158 Grand Avenue, Cupertino. His name is Mr. Arnie Smith 408-999-6543.</li> </ul> </li> <li>• Create a message and pass this traffic as a 911 report.</li> </ul>
_____ <b>+1hr 20 min</b>	<ul style="list-style-type: none"> <li>• A young woman comes up holding a cooing baby (isn't she cute!). She is concerned that her infant's formula in the refrigerator will go bad before the power comes back: what can she do? She tells you her address is 589 Mira Vista Av.</li> <li>• Create a message to the EOC and pass on this question.</li> </ul>
_____ <b>+1hr 35 min</b>	<ul style="list-style-type: none"> <li>• Two boys on bicycles come up and tell you that a large tree is down and is blocking Phar Lap north of Stevens Creek. Cars are not able to pass through the intersection.</li> <li>• Create a message to the EOC and pass on this information.</li> </ul>
_____ <b>+1hr 50 min</b>	<ul style="list-style-type: none"> <li>• A man drives up and says there's a strong smell of gas near his house. You ask for the details:             <ul style="list-style-type: none"> <li>○ Strong natural gas smell in the vicinity of Clarkston Ave. at Columbus Ave. His name is Pat Wilson, 408-639-3495.</li> </ul> </li> <li>• Create a message and pass this traffic as a 911 report.</li> </ul>

# Drill Scenario



Cupertino  
ARES/RACES

The following is provided as general information for your consideration during this drill.

v	Senior Center, Stevens Creek
General Situation	<ul style="list-style-type: none"> <li>It's another cool morning. With no electric heat in many homes, there is a haze hanging over the valley from many homes using their wood burning fireplaces to stay warm.</li> <li>You checked your home phone and cell phone before you left home... no dial tone.</li> <li>You heard KCBS on the air on the drive over, and they reported that most of northern California is still in the dark, and now telephone service has been the latest casualty from this incredible blackout that has plagued the west coast.</li> <li>Radio Cupertino 1670 is on the air and letting residents know what to do if they need to request help. This is where you come in.</li> </ul>
Weather:	Weather is current conditions at the time of the drill.

The following are the things you observe on your arrival at your assignment. These are things you see and interactions that you have with the people around you.

**INSTRUCTIONS:** Write the time you arrived in the blanks below, and pass the message at the appropriate time.

Local Situation on your arrival... this is what you observe.	<ul style="list-style-type: none"> <li>There are a few cars in the parking lot when you arrive. The Senior Center was opened as a warming center.</li> <li>There is a generator mounted on a trailer off to the side and it looks like it is plugged into the building. You wonder how much gas is left in the tank.</li> <li>You go into the lobby, it is warm in here, and see that there are a few members in one of the reading areas sipping hot cocoa.</li> <li>You are greeted by Julia Davis, center manager. She says the center was open all night for seniors who found it too cold at home. She thinks today will be an even busier day for the center.</li> <li><b>YOUR TACTICAL CALL IS SENIOR CENTER.</b></li> </ul>
Instructions	<ul style="list-style-type: none"> <li>Set up your station in the Lobby.</li> <li>Simulate placing the "Emergency Communications Here" A-Frame sign out on Stevens Creek Blvd by Mary Avenue.</li> </ul>
_____ + 5 minutes	<ul style="list-style-type: none"> <li>When you are all set up, create a brief message letting the EOC know your situation.</li> </ul>
_____ +20 minutes	<ul style="list-style-type: none"> <li>A center member comes in and goes up to the front desk. She reports that there is a person who looks unresponsive in their car in the parking lot. The receptionist looks at you, and you step up. You ask for the details. She repeats:                         <ul style="list-style-type: none"> <li>Female, about 80 years old, is unresponsive in a locked car in the parking lot. (Do you know her name?) No, I do not know her. She can point out the car if necessary.</li> </ul> </li> <li>You ask the receptionist for the center's address. She tells you it is 21251 Stevens Creek Blvd.</li> <li>Create a message and pass this traffic as a 911 report.</li> </ul>

<p>_____ +35 minutes</p>	<ul style="list-style-type: none"> <li>• One of the attendants at the Shell service station on Stevens Creek at Stelling came in to see if our phone worked. He needs the Sheriff's help. You ask for the details:                             <ul style="list-style-type: none"> <li>○ He reported long lines of vehicles seeking fuel. Their generator is intermittent meaning they are not always able to pump gas. Some of the drivers are becoming unruly. There have been a few small fights break out. Please send the police to help settle things. My name? It's Bobby Benton. 408-567-6521.</li> </ul> </li> <li>• Create a message and pass this traffic as a 911 report.</li> </ul>
<p>_____ +50 minutes</p>	<ul style="list-style-type: none"> <li>• The Senior Center lights flicker and go out. Julia and a city facility guy rush out side to the generator. Two minutes later, she is back and dictates a Message (#1, see below) for you to send.</li> <li>• Create a message and pass this traffic to the EOC.</li> </ul>
<p>_____ +1hr 5 min</p>	<ul style="list-style-type: none"> <li>• Larry, one of the drivers for a local senior facility stated they are without power and their residents are becoming frightened. The facility staff is unable to distribute clients' medications. They are also unable to contact the on-call physician to come and evaluate the medical needs of the clients. Can you try to reach him? His name is Dr. Samuel Roberts. His address is 702 More Avenue, Los Gatos. His phone is 408-497-6666.</li> <li>• Create a message and pass this traffic to the EOC.</li> </ul>
<p>_____ +1hr 20 min</p>	<ul style="list-style-type: none"> <li>• A man comes in breathing heavily. The staff rushes to get him a glass of water. He finally says his wife is having a heart attack. You ask for details.                             <ul style="list-style-type: none"> <li>○ She is an 82 year old female, apparently having a heart attack. When I left, the family started CPR, about 5-7 minutes ago. The address is 2253 Alves, Apt 6, cross street Park Circle East. My name? Stanley Turner. 408-456-7890</li> </ul> </li> <li>• Create a message and pass this traffic as a 911 report.</li> </ul>
<p>_____ +1hr 35 min</p>	<ul style="list-style-type: none"> <li>• A woman comes in and states she has rheumatoid arthritis and must keep her medication refrigerated. She needs help finding a supply of ice. Is there any ice here? The staff says no. "Do you know where I can get some?"</li> <li>• Create a message and check if the EOC has any ideas on this.</li> </ul>
<p>_____ +1hr 50 min</p>	<ul style="list-style-type: none"> <li>• The attendant from the Shell service station came in to let you know that the gas station on Stevens Creek at Stelling has a new generator and is now pumping gas.</li> <li>• Create a message and let the EOC know.</li> </ul>

First message

<b>Msg No.</b>	
<b>FROM:</b>	Julia Davis
<b>TO:</b>	EOC
<b>PRIORITY:</b>	Urgent
<b>MESSAGE:</b>	Facility Generator just ran out of gas. Need a refill to keep the lights and heat on. Signed, Julie Davis, Senior Center Manager



# Drill Scenario



**Cupertino  
ARES/RACES**

The following is provided as general information for your consideration during this drill.

Location	Cupertino City Center Plaza, DeAnza Blvd and Stevens Creek Blvd
General Situation	<ul style="list-style-type: none"> <li>It's another cool morning. With no electric heat in many homes, there is a haze hanging over the valley from many homes using their wood burning fireplaces to stay warm.</li> <li>You checked your home phone and cell phone before you left home... no dial tone.</li> <li>You heard KCBS on the air on the drive over, and they reported that most of northern California is still in the dark, and now telephone service has been the latest casualty from this incredible blackout that has plagued the west coast.</li> <li>Radio Cupertino 1670 is on the air and letting residents know what to do if they need to request help. This is where you come in.</li> </ul>
Weather:	Weather is current conditions at the time of the drill.

The following are the things you observe on your arrival at your assignment. These are things you see and interactions that you have with the people around you.

**INSTRUCTIONS:** Write the time you arrived in the blanks below, and pass the message at the appropriate time.

Local Situation on your arrival... this is what you observe.	<ul style="list-style-type: none"> <li>You parked around the corner in the open parking lot, and walked back to the Plaza. No one is around, but there are some young adults sitting in front of Boulanger... with what looks like hot coffee!</li> <li>The good news is that the Montebello Condominiums emergency generator is running and providing limited power to Boulanger. At least the coffee maker is working.</li> <li>The City Center Security Guard stops by and asks what you are doing, you tell him. He thinks this is a good idea and will direct others to you if he hears of anything.</li> <li><b>YOUR TACTICAL CALL IS CITY CENTER.</b></li> </ul>
Instructions	<ul style="list-style-type: none"> <li>Set up your station in the plaza by the fountains.</li> <li>Simulate placing the "Emergency Communications Here" A-Frame sign out on the corner of Stevens Creek and DeAnza.</li> </ul>
_____ + 5 minutes	<ul style="list-style-type: none"> <li>When you are all set up, create a brief message letting the EOC know your situation.</li> </ul>
_____ +20 minutes	<ul style="list-style-type: none"> <li>The General Manager from the Juniper Hotel stopped by. Their generator just quit; can the city provide one? Or do you know where they can rent one?</li> <li>Create a message and send the traffic to the EOC.</li> </ul>
_____ +35 minutes	<ul style="list-style-type: none"> <li>A bike rider peddles up and tells you of a bicycle collision with a car. You ask for the details:                         <ul style="list-style-type: none"> <li>Bicycle collision with auto with injuries. Southeast corner of De Anza Blvd at Rodrigues Avenue in front of the Wells Fargo bank.</li> <li>My Name? Vinnie Flamingo, 408-447-6289.</li> </ul> </li> <li>Create a message and pass this traffic as a 911 report.</li> </ul>

<p>_____ <b>+50 minutes</b></p>	<ul style="list-style-type: none"> <li>• The General Manager from the Juniper Hotel is back, now he seems very nervous. Apparently, there are 3 people stuck in an elevator, possibly between the 7<sup>th</sup> and 8<sup>th</sup> floors. Can you call for someone to get them out? You press for details:             <ul style="list-style-type: none"> <li>○ What's the address? 10050 DeAnza Blvd.</li> <li>○ My name is Steve Cooper, General Manager. 408-123-1234.</li> </ul> </li> <li>• Create a message and pass this traffic as a 911 report.</li> </ul>
<p>_____ <b>+1hr 5 min</b></p>	<ul style="list-style-type: none"> <li>• A person in medical scrubs comes up. She is a physician's assistant for Dr Claudia Ortiz who has a supply of expensive vaccines at her office. They must be kept cold, and she's been keeping them on ice the past two days. Now she's about to run out of ice and needs to know where she can get more. Can you help? Where can she get ice?</li> <li>• Create a message and pass this traffic to the EOC.</li> </ul>
<p>_____ <b>+1hr 20 min</b></p>	<ul style="list-style-type: none"> <li>• A woman comes up and faints in front of you. She regains consciousness enough to state she feels like she as the flu.             <ul style="list-style-type: none"> <li>○ She has "flu-like symptoms" and thinks she needs to go to the hospital. She is 24 years old. My name? Why, it's Maribelle Wong.</li> </ul> </li> <li>• Create a message and pass this traffic as a 911 report.</li> <li>•</li> </ul>
<p>_____ <b>+1hr 35 min</b></p>	<ul style="list-style-type: none"> <li>• A man comes up and says he needs to get someplace where they have power for an oxygen concentrator used by an elderly parent. What can he do? Where can I go?</li> <li>• Create a message and pass this request to the EOC.</li> </ul>
<p>_____ <b>+1hr 50 min</b></p>	<ul style="list-style-type: none"> <li>• Someone comes up and asks if VTA Outreach is working today. I need a ride to my doctor's appointment and don't have a car.</li> <li>• Create a message and pass this request to the EOC.</li> </ul>

# Drill Scenario



**Cupertino**  
ARES/RACES

The following is provided as general information for your consideration during this drill.

Location	Cupertino Fire Station, Stevens Creek Blvd
General Situation	<ul style="list-style-type: none"> <li>It's another cool morning. With no electric heat in many homes, there is a haze hanging over the valley from many homes using their wood burning fireplaces to stay warm.</li> <li>You checked your home phone and cell phone before you left home... no dial tone.</li> <li>You heard KCBS on the air on the drive over, and they reported that most of northern California is still in the dark, and now telephone service has been the latest casualty from this incredible blackout that has plagued the west coast.</li> <li>Radio Cupertino 1670 is on the air and letting residents know what to do if they need to request help. This is where you come in.</li> </ul>
Weather:	Weather is current conditions at the time of the drill.

The following are the things you observe on your arrival at your assignment. These are things you see and interactions that you have with the people around you.

**INSTRUCTIONS:** Write the time you arrived in the blanks below, and pass the message at the appropriate time.

Local Situation on your arrival... this is what you observe.	<ul style="list-style-type: none"> <li>Engine 71, Truck 71, Engine 371, and Engine 289 are all in quarters.</li> <li>As you arrive, there are two residents looking anxious and are talking to one of the firemen. You find and introduce yourself to the shift Captain Wayne Thompson and explain what you are doing. They look relieved since it has been a busy morning for them already.</li> <li></li> <li><b>YOUR TACTICAL CALL IS CUPERTINO FIRE.</b></li> </ul>
Instructions	<ul style="list-style-type: none"> <li>Set up the radio station.</li> <li>Simulate placing the "Emergency Communications Here" A-Frame sign out on the street.</li> </ul>
_____ + 5 minutes	<ul style="list-style-type: none"> <li>When you are all set up, create a brief message letting the EOC know your situation.</li> </ul>
_____ +20 minutes	<ul style="list-style-type: none"> <li>A man approaches you and says that he has a serious sewage leak under his house and needs a plumber. Does City Hall have a copy of the telephone yellow pages? He will go there to review it. You remind him that the phones are out.</li> <li>Create a message and pass this traffic to the EOC.</li> </ul>
_____ +35 minutes	<ul style="list-style-type: none"> <li>A man reports that his wife is having a hard time breathing. You ask for details:                             <ul style="list-style-type: none"> <li>She is 38 years old, and has had a history of asthma. This attack seems to be getting worse.</li> <li>My name? It is Paul Peet 408-448-2175, The address is 1410 Oak Ave</li> </ul> </li> <li>Create a message and pass this traffic as a 911 report.</li> </ul>

<p>_____ +50 minutes</p>	<ul style="list-style-type: none"> <li>• A man drives up with his very pregnant wife. He tells you she is in labor and needs an ambulance to get to the hospital, any hospital! OK, OK, Calm down. What are the details:                             <ul style="list-style-type: none"> <li>○ She is 26 years old, this is their 3<sup>rd</sup> child. She was due December 7, but the baby is early. Her name is Alison Chan, My name is Butch Chan, 669-123-8763.</li> </ul> </li> <li>• Create a message and pass this traffic as a 911 report.</li> </ul>
<p>_____ +1hr 5 min</p>	<ul style="list-style-type: none"> <li>• Captain Thompson hands you message #1 to send to the EOC.</li> </ul>
<p>_____ +1hr 20 min</p>	<ul style="list-style-type: none"> <li>• A man drives up and says his father is having chest pains. You ask for the details:                             <ul style="list-style-type: none"> <li>○ Age? 91 years old with chest pain, His name is Miguel Gomez 408-215-3345. The address is 2902 Tyon Ave.</li> </ul> </li> <li>• Create a message and pass this traffic as a 911 report.</li> </ul>
<p>_____ +1hr 35 min</p>	<ul style="list-style-type: none"> <li>• A Cupertino Public Works truck loaded with barricades pulled in. The driver does not have the correct address to where they should be delivered. He tells you the work order number is C151121002 and asks if you could call and confirm the delivery address for him? This truck does not have a radio. He tells you his name is Chris Holden.</li> <li>• Create a short message and pass this traffic to the EOC.</li> <li>•</li> </ul>
<p>_____ +1hr 50 min</p>	<ul style="list-style-type: none"> <li>• The station captain comes up to you and tells you the County EOC will be holding a County-wide radio conference call on the EOC-to-EOC radio at 1200. All cities are invited. He was asked to pass this along to the Cupertino EOC.</li> <li>• Create a message and pass this traffic to the EOC.</li> <li>•</li> </ul>

First message

<b>Msg No.</b>	
<b>FROM:</b>	Cupertino Fire
<b>TO:</b>	Cupertino EOC
<b>PRIORITY:</b>	The station has provided powered extension cords for anyone who needs to charge a cell phone. Signed, Wayne Thompson, Station Captain
<b>MESSAGE:</b>	

# Drill Scenario



Cupertino  
ARES/RACES

The following is provided as general information for your consideration during this drill.

Location	Sears Parking, Stevens Creek Blvd. and Wolfe Road
General Situation	<ul style="list-style-type: none"> <li>It's another cool morning. With no electric heat in many homes, there is a haze hanging over the valley from many homes using their wood burning fireplaces to stay warm.</li> <li>You checked your home phone and cell phone before you left home... no dial tone.</li> <li>You heard KCBS on the air on the drive over, and they reported that most of northern California is still in the dark, and now telephone service has been the latest casualty from this incredible blackout that has plagued the west coast.</li> <li>Radio Cupertino 1670 is on the air and letting residents know what to do if they need to request help. This is where you come in.</li> </ul>
Weather:	Weather is current conditions at the time of the drill.

The following are the things you observe on your arrival at your assignment. These are things you see and interactions that you have with the people around you.

**INSTRUCTIONS:** Write the time you arrived in the blanks below, and pass the message at the appropriate time.

Local Situation on your arrival... this is what you observe.	<ul style="list-style-type: none"> <li>Even at this early part of the morning, there is a line of cars trying to get across the Stevens Creek and Wolfe Road intersection. There is no one doing traffic here.</li> <li>You park close to the driveway off of Stevens Creek leading into the Sears Parking Lot. As you park your car, you hear the sound of a car crash across the street.</li> <li>Vallco security stopped by and asked what you are doing. You tell him. He will direct folks looking for 911 help to us.</li> <li><b>YOUR TACTICAL CALL IS SEARS PARKING.</b></li> </ul>
Instructions	<ul style="list-style-type: none"> <li>Set up the radio station.</li> <li>Simulate placing the "Emergency Communications Here" A-Frame sign out on the street.</li> </ul>
_____ + 5 minutes	<ul style="list-style-type: none"> <li>When you are all set up, create a brief message letting the EOC know your situation.</li> </ul>
_____ +20 minutes	<ul style="list-style-type: none"> <li>A man runs up and asks if you can call 911; his cell phone is dead. He is excited, and talking fast... car crash... hydrant... water everywhere! You calm him down and extract a report from him:                         <ul style="list-style-type: none"> <li>Red Honda Accord hit a fire hydrant, south-bound on Miller Avenue, just south of the 76 gas station. No one appears to be hurt. Water is gushing all over the street.</li> </ul> </li> <li>Create a message and pass this traffic as a 911 report.</li> </ul>
_____ +35 minutes	<ul style="list-style-type: none"> <li>A man comes up and tells you that his generator is running out of fuel. It is keeping the lights on and the refrigerator cold. He asks if there is there any place to still open where he can get a couple of gallons of gas.</li> <li>Create a message and pass this traffic to the EOC.</li> </ul>

_____ +50 minutes	<ul style="list-style-type: none"> <li>• One of the security officers comes up to you and tells you they caught a shop lifter, have detained him in their Security Office and need the Sheriff to pick him up. Can you call the sheriff for them? Where should they meet you? Security office, near Penny’s north entrance. Who is their contact? Officer Pat Hunter, 408-213-1332.</li> <li>• Create a message and pass this traffic as a 911 report.</li> </ul>
_____ +1 hr 5 min	<ul style="list-style-type: none"> <li>• A member of the public wants to find out how they would know if the San Jose airport is open and operating?</li> <li>• Create a message and pass this traffic to the EOC.</li> </ul>
_____ +1hr 20 min	<ul style="list-style-type: none"> <li>• A Sheriff’s deputy stops by and chats with you a while. You both observe that the drivers going through this intersection – Stevens Creek Blvd and Wolfe Road – are getting careless. He scribbles down a message and asks you to send it (See Message #1 below).</li> <li>• Create a message and pass this traffic to the EOC.</li> <li>•</li> </ul>
_____ +1hr 35 min	<ul style="list-style-type: none"> <li>• A man comes up to you looking nervous. He says that his girlfriend is not doing well. Can we call 911? He tried and the phones seem to be dead. You ask for the details:             <ul style="list-style-type: none"> <li>○ 24 year old female feeling sick. Address is 2223 Stevens Creek, Apt 124. My name? It’s Freddie Harrison. 408-987-6543.</li> </ul> </li> <li>• Create a message and pass this traffic as a 911 report.</li> </ul>
_____ +1hr 50 min	<ul style="list-style-type: none"> <li>• Create a message to the EOC that Public Works has arrived and is starting to put out the Stop Signs.</li> </ul>

Message #1

<b>Msg No.</b>	
<b>FROM:</b>	County Sheriff
<b>TO:</b>	Cupertino Public Works
<b>PRIORITY:</b>	Routine
<b>MESSAGE:</b>	Request stop signs to be placed at the Stevens Creek Blvd and Wolfe Road intersection, all directions. Signed, Mike Conners, Santa Clara County Deputy Sheriff

# Drill Scenario



Cupertino  
ARES/RACES

The following is provided as general information for your consideration during this drill.

Location	Main Street, Stevens Creek
General Situation	<ul style="list-style-type: none"> <li>It's another cool morning. With no electric heat in many homes, there is a haze hanging over the valley from many homes using their wood burning fireplaces to stay warm.</li> <li>You checked your home phone and cell phone before you left home... no dial tone.</li> <li>You heard KCBS on the air on the drive over, and they reported that most of northern California is still in the dark, and now telephone service has been the latest casualty from this incredible blackout that has plagued the west coast.</li> <li>Radio Cupertino 1670 is on the air and letting residents know what to do if they need to request help. This is where you come in.</li> </ul>
Weather:	Weather is current conditions at the time of the drill.

The following are the things you observe on your arrival at your assignment. These are things you see and interactions that you have with the people around you.

**INSTRUCTIONS:** Write the time you arrived in the blanks below, and pass the message at the appropriate time.

Local Situation on your arrival... this is what you observe.	<ul style="list-style-type: none"> <li>Wow! You always wanted to check this place out, and here you are!</li> <li>You see a few cars around. Off to the left, two guys are unloading a generator next to the coffee shop... hopefully, at least there will be coffee.</li> <li></li> <li><b>YOUR TACTICAL CALL IS MAIN STREET.</b></li> </ul>
Instructions	<ul style="list-style-type: none"> <li>Set up the radio station.</li> <li>Simulate placing the "Emergency Communications Here" A-Frame sign out on the street.</li> </ul>
_____ + 5 minutes	<ul style="list-style-type: none"> <li>When you are all set up, create a brief message letting the EOC know your situation.</li> </ul>
_____ +20 minutes	<ul style="list-style-type: none"> <li>The generator is running. The coffee guys stop by with 2 cups for you and said because they just opened, they will be willing to deliver complimentary coffee to the EOC if they are interested.</li> <li>Create a message and send it to the EOC.</li> </ul>
_____ +35 minutes	<ul style="list-style-type: none"> <li>A man runs up and says that his running partner is having difficulty breathing. You ask for details:                             <ul style="list-style-type: none"> <li>He is a 27 year old male with asthma.</li> <li>He collapsed on the Cupertino High School track.</li> <li>My name? It's Jay Williams, 408-553-1251. His name is Pat Peterson.</li> </ul> </li> <li>Create a message and pass this traffic as a 911 report.</li> </ul>

<p>_____ <b>+50 minutes</b></p>	<ul style="list-style-type: none"> <li>• A resident in a yellow rain slicker and high water boots comes up and says that due to the recent rains, South Tantau Avenue is still partly flooded about 400 ft south of Stevens Creek. The flooding extends out into the street about 5 feet, up to six inches deep. The water is not flowing toward the drains on Stevens Creek. He asks, “is there anything Public Works can do to fix this?”</li> <li>• Create a message and send it to the EOC.</li> </ul>
<p>_____ <b>+1hr 5 min</b></p>	<ul style="list-style-type: none"> <li>• A man drives up and says he has a fire to report. You ask for details:             <ul style="list-style-type: none"> <li>○ There is a Dumpster on fire behind 99 Ranch Market, I don’t know the address, but it is in the Cupertino Village shopping center, Homestead and North Wolfe Road. My name? It’s Randy Owens, 408-777-3176.</li> </ul> </li> <li>• Create a message and pass this traffic as a 911 report.</li> </ul>
<p>_____ <b>+1hr 20 min</b></p>	<ul style="list-style-type: none"> <li>• A member of the public needs to know is the Oakland Raiders game tomorrow cancelled? He asks if you know how he can find out?</li> <li>• Create a message and send it to the EOC.</li> </ul>
<p>_____ <b>+1hr 35 min</b></p>	<ul style="list-style-type: none"> <li>• The same resident in a yellow rain slicker comes running up to you with an update. The good news is: the flooding is gone! The bad news is: a sink hole formed in the same spot. You ask for details.             <ul style="list-style-type: none"> <li>○ Location? South Tantau Avenue in front of 10128 S. Tantau Ave, between Anne Lane and Cozette Lane. The hole looks to be about 40 feet wide and 10 feet deep.</li> <li>○ Anyone injured? No injuries. Residents are waving off approaching cars cars.</li> <li>○ My name? Ted Baxter. 408-447-5910.</li> </ul> </li> <li>• Create a message and pass this traffic as a 911 report.</li> </ul>
<p>_____ <b>+1hr 50 min</b></p>	<ul style="list-style-type: none"> <li>• The owner of the Hungry Hamster Bar and Grill comes up to you. Their steaks are defrosting and they are willing to give away a free hot meal to the first 50 residents. Can the City put that message out on their local AM radio station?</li> <li>• Create a message and send it to the EOC.</li> </ul>

First message

<b>Msg No.</b>	
<b>FROM:</b>	
<b>TO:</b>	
<b>PRIORITY:</b>	
<b>MESSAGE:</b>	



# Drill Scenario



Cupertino  
ARES/RACES

The following is provided as general information for your consideration during this drill.

Location	Seven Springs Fire Station
General Situation	<ul style="list-style-type: none"> <li>It's another cool morning. With no electric heat in many homes, there is a haze hanging over the valley from many homes using their wood burning fireplaces to stay warm.</li> <li>You checked your home phone and cell phone before you left home... no dial tone.</li> <li>You heard KCBS on the air on the drive over, and they reported that most of northern California is still in the dark, and now telephone service has been the latest casualty from this incredible blackout that has plagued the west coast.</li> <li>Radio Cupertino 1670 is on the air and letting residents know what to do if they need to request help. This is where you come in.</li> </ul>
Weather:	Weather is current conditions at the time of the drill.

The following are the things you observe on your arrival at your assignment. These are things you see and interactions that you have with the people around you.

**INSTRUCTIONS:** Write the time you arrived in the blanks below, and pass the message at the appropriate time.

Local Situation on your arrival... this is what you observe.	<ul style="list-style-type: none"> <li>Engine 72, HAZMAT 72, Breathing Support 72, and Battalion 72 are all in quarters.</li> <li>As you arrive, there are two residents looking anxious and are talking to one of the firemen. You find and introduce yourself to the shift Captain, Chris Morgan, and explain what you are doing. They look relieved since it has been a busy morning for them already.</li> <li>YOUR TACTICAL CALL IS <b>SEVEN SPRINGS FIRE</b>.</li> </ul>
Instructions	<ul style="list-style-type: none"> <li>Set up the radio station.</li> <li>Simulate placing the "Emergency Communications Here" A-Frame sign out on the street.</li> </ul>
_____ + 5 minutes	<ul style="list-style-type: none"> <li>When you are all set up, create a brief message letting the EOC know your situation.</li> </ul>
_____ +20 minutes	<ul style="list-style-type: none"> <li>A man drives up and says there's a strong smell of gas near his house. You ask for the details:                         <ul style="list-style-type: none"> <li>Strong natural gas smell in the vicinity of Aster Lane and Waterford Drive. His name is Wil Patterson, 408-639-3495.</li> </ul> </li> <li>Create a message and pass this traffic as a 911 report.</li> </ul>
_____ +35 minutes	<ul style="list-style-type: none"> <li>A member of the public needs to know where can they go to get warm? You don't remember of there were any warming shelters open.</li> <li>Create a message and pass this traffic to the EOC.</li> </ul>

_____ <b>+50 minutes</b>	<ul style="list-style-type: none"> <li>• A woman comes up and tells you that there is a green box in front of her house with a light on. The labels on the box on it say “Salem Pump Station”, and “If lighted, call 408-253-7071, and 408-299-2507”. You recognize the second phone number to be a county contact number.</li> <li>• Create a message and pass this information to the EOC. Maybe they will know what to do.</li> </ul>
_____ <b>+1hr 5 min</b>	<ul style="list-style-type: none"> <li>• A man drives up and asks if you can call 911 for him. You ask what is he reporting: <ul style="list-style-type: none"> <li>○ 79 year old female is unconscious and breathing</li> <li>○ Burger King DeAnza Blvd by Home Depot</li> <li>○ My name? Terry Schneider, 408-447-5487</li> </ul> </li> <li>• Create a message and pass this traffic as a 911 report.</li> </ul>
_____ <b>+1hr 20 min</b>	<ul style="list-style-type: none"> <li>• A young girl runs up and tells you her sister fell off a fence. You ask for details: <ul style="list-style-type: none"> <li>○ She is 7 years old, her name is Tammy Ryan.</li> <li>○ I think she broke her arm. She is crying and doesn’t want to get up and go home. Her 10 year old brother Billy is with her now.</li> <li>○ She is at Hoover Park by the entrance at Aster Court.</li> <li>○ My name? Jenny Taylor, I am the baby sitter. Her parents are not home. Can you help?</li> </ul> </li> <li>• Create a message and pass this traffic as a 911 report.</li> </ul>
_____ <b>+1hr 35 min</b>	<ul style="list-style-type: none"> <li>• A woman comes in and states she has diabetes and must keep her Insulin refrigerated. She needs help finding a supply of ice. Is there any ice here? The station captain looks, but the ice maker is broken.</li> <li>• Create a message and check if the EOC has any ideas on this.</li> </ul>
_____ <b>+1hr 50 min</b>	<ul style="list-style-type: none"> <li>• The station captain comes up to you and tells you the County EOC will be holding a County-wide cities meeting on the EOC-to-EOC radio at 1200. He was asked to pass this along to the Cupertino EOC.</li> <li>• Create a message and pass this traffic to the EOC.</li> </ul>

# Drill Scenario



**Cupertino**  
ARES/RACES

The following is provided as general information for your consideration during this drill.

Location	City Hall, Torre Avenue
General Situation	<ul style="list-style-type: none"> <li>It's another cool morning. With no electric heat in many homes, there is a haze hanging over the valley from many homes using their wood burning fireplaces to stay warm.</li> <li>You checked your home phone and cell phone before you left home... no dial tone.</li> <li>You heard KCBS on the air on the drive over, and they reported that most of northern California is still in the dark, and now telephone service has been the latest casualty from this incredible blackout that has plagued the west coast.</li> <li>Radio Cupertino 1670 is on the air and letting residents know what to do if they need to request help. This is where you come in.</li> </ul>
Weather:	Weather is current conditions at the time of the drill.

The following are the things you observe on your arrival at your assignment. These are things you see and interactions that you have with the people around you.

**INSTRUCTIONS:** Write the time you arrived in the blanks below, and pass the message at the appropriate time.

Local Situation on your arrival... this is what you observe.	<ul style="list-style-type: none"> <li>Sweet! No driving, coffee in the building, and the reception to the comm van should be easy. The assignment is to set up in the plaza between City Hall and the Library.</li> <li>The Library appears closed, but you spot 2 guys working on a generator parked next to the Community Center and it looks like it is plugged into the Library... good place to keep the kids busy and their minds off the blackout. You wonder what time the library will open.</li> <li>It is pretty quiet right now; a few walkers pass by, some chat about the blackout and ask what you are doing.</li> <li></li> <li><b>YOUR TACTICAL CALL IS CITY HALL.</b></li> </ul>
Instructions	<ul style="list-style-type: none"> <li>Set up the radio station.</li> <li>Simulate placing the "Emergency Communications Here" A-Frame sign out on the street.</li> </ul>
_____ + 5 minutes	<ul style="list-style-type: none"> <li>When you are all set up, create a brief message letting the EOC know your situation.</li> </ul>
_____ +20 minutes	<ul style="list-style-type: none"> <li>A bike rider peddles up and tells you of a bicycle collision with a car. You ask for the details:                         <ul style="list-style-type: none"> <li>Bicycle collision with auto with injuries. Corner of Orion Lane and Stelling Road. The car is a gray 4 door sedan.</li> <li>My Name? It's Pete Sanders, 408-553-8642.</li> </ul> </li> <li>Create a message and pass this traffic as a 911 report.</li> </ul>

_____ <b>+35 minutes</b>	<ul style="list-style-type: none"> <li>• A woman comes up and tells you that she has run out of diapers for her baby and can't find an open store that sells diapers. Does anyone one know what supermarkets are open?</li> <li>• Good question. Create a message and pass this request to the EOC.</li> </ul>
_____ <b>+50 minutes</b>	<ul style="list-style-type: none"> <li>• A man stops by and says he's supposed to call or check the web to see if he needs to report for jury duty on Monday. What's he supposed to do if the phones and internet aren't back up? Will the courts be open on Monday?</li> <li>• Another good question. Create a message and pass this request to the EOC.</li> </ul>
_____ <b>+1hr 05 min</b>	<ul style="list-style-type: none"> <li>• A woman drives up quickly and jumps out and blurts out her husband has difficulty breathing. You ask for the details:             <ul style="list-style-type: none"> <li>○ How old is he? 42 year old</li> <li>○ He has asthma, currently has difficulty breathing. CVS was closed and we were trying to get his medicine. He is sitting in the parking lot in front of CVS, 10455 south De Anza Blvd in Cupertino.</li> <li>○ Who am I? Gloria Hansen, 408-447-2665</li> </ul> </li> <li>• Create a message and pass this traffic as a 911 report.</li> </ul>
_____ <b>+1hr 20 min</b>	<ul style="list-style-type: none"> <li>• A woman drives up and says she needs ice to keep her meds cold. Someone said there was ice here at City Hall. Can she get some? You need to check if there actually is ice here to give out.</li> <li>• Create a message and pass this request to the EOC.</li> </ul>
_____ <b>+1hr 35 min</b>	<ul style="list-style-type: none"> <li>• A woman drives up and says her husband needs help. You ask for the details:             <ul style="list-style-type: none"> <li>○ How old is he? He is 63, and when I left him, he was unconscious and unresponsive.</li> <li>○ What is his name? Ken Erdman 408-777-3352, 2981 Silverado Avenue.</li> <li>○ My name? its Midge Erdman</li> </ul> </li> <li>• Create a message and pass this traffic as a 911 report.</li> </ul>
_____ <b>+1hr 50 min</b>	<ul style="list-style-type: none"> <li>• A big truck just pulled up. The driver hopped out and asked you where do we want the ice delivered? What ice? It is to be delivered to the City, but did not get an address for the delivery.</li> <li>• Create a message and pass this request to the EOC.</li> </ul>

# Drill Scenario



Cupertino  
ARES/RACES

The following is provided as general information for your consideration during this drill.

Location	Hyde Middle School, Bollinger Road
General Situation	<ul style="list-style-type: none"> <li>It's another cool morning. With no electric heat in many homes, there is a haze hanging over the valley from many homes using their wood burning fireplaces to stay warm.</li> <li>You checked your home phone and cell phone before you left home... no dial tone.</li> <li>You heard KCBS on the air on the drive over, and they reported that most of northern California is still in the dark, and now telephone service has been the latest casualty from this incredible blackout that has plagued the west coast.</li> <li>Radio Cupertino 1670 is on the air and letting residents know what to do if they need to request help. This is where you come in.</li> </ul>
Weather:	Weather is current conditions at the time of the drill.

The following are the things you observe on your arrival at your assignment. These are things you see and interactions that you have with the people around you.

**INSTRUCTIONS:** Write the time you arrived in the blanks below, and pass the message at the appropriate time.

Local Situation on your arrival... this is what you observe.	<ul style="list-style-type: none"> <li>The school parking lot is deserted.</li> <li>Across the street, you hear the hum of a generator and see that the Safeway is dimly lit up... that's a good sign. People are adapting to this new reality.</li> <li>Unfortunately, what you see people carrying out looks a lot like panic buying. You wonder what the shelves look like inside. Note to self: check out the store before going home at the end of your shift.</li> <li></li> <li><b>YOUR TACTICAL CALL IS HYDE MIDDLE SCHOOL.</b></li> </ul>
Instructions	<ul style="list-style-type: none"> <li>Set up the radio station.</li> <li>Simulate placing the "Emergency Communications Here" A-Frame sign out on the street.</li> </ul>
_____ + 5 minutes	<ul style="list-style-type: none"> <li>When you are all set up, create a brief message letting the EOC know your situation.</li> </ul>
_____ +20 minutes	<ul style="list-style-type: none"> <li>It just got very quiet. Ah-oh... looks like the Safeway generator just quit. A store employee comes running over to you looking a bit panicky and asks if we know of any gas stations open where he can get some gas.</li> <li>Create a message and send this traffic to the EOC.</li> </ul>

_____ <b>+35 minutes</b>	<ul style="list-style-type: none"> <li>• You look across the street just in time to see a blue van screech out of the parking lot heading East on Bollinger Road. An employee comes running over, is out of breath, and says they were just robbed. You ask for the details: <ul style="list-style-type: none"> <li>○ One armed man, 5'9" ski masks over his face, blue jeans and a dark blue sweatshirt.</li> <li>○ He stole 20 bags of ice.</li> <li>○ No one was hurt.</li> <li>○ My name? He says it is John Chapman, 408 212-3265.</li> </ul> </li> <li>• Create a message and pass this traffic as a 911 report.</li> </ul>
_____ <b>+50 minutes</b>	<ul style="list-style-type: none"> <li>• A man drives up and looks anxious. His wife is very ill. You ask for the details: <ul style="list-style-type: none"> <li>○ How old is she? 76 years old. She has been vomiting with diarrhea for four hours.</li> <li>○ Where is she now? At home: 123456 Candlewood Drive.</li> <li>○ My name? Bert Willis, 408-898-0987.</li> </ul> </li> <li>• Create a message and pass this traffic as a 911 report.</li> </ul>
_____ <b>+1hr 05 min</b>	<ul style="list-style-type: none"> <li>• A man walks up to you and says his truck just lost its rear axle. His cell phone does not work. Can you call for a tow truck? You ask for details: <ul style="list-style-type: none"> <li>○ Where is it? Bollinger Road, east bound center lane, just east of Miller. It is starting to block traffic.</li> </ul> </li> <li>• Create a message and pass this traffic as a 911 report.</li> </ul>
_____ <b>+1hr 20 min</b>	<ul style="list-style-type: none"> <li>• Three young boys come up carrying one of their friends between them. He twisted his ankle from impromptu soccer game on the Hyde School field. Is there a first aid kit nearby? All I need to do is wrap it. No, I don't want to go to the hospital... my parents would kill me! You wonder if there are any MRC teams available...</li> <li>• Create a message and pass this traffic to the EOC.</li> </ul>
_____ <b>+1hr 35 min</b>	<ul style="list-style-type: none"> <li>• A man comes by and says he is from a nearby church. They've gotten a generator running and have heat in their building now. They're offering to let the community use it to get warm. Can the city help them get the word out? The address is 1045 Tantau.</li> <li>• Create a message and pass this traffic to the EOC.</li> </ul>
_____ <b>+1hr 50 min</b>	<ul style="list-style-type: none"> <li>• A woman says she wants to make a donation to help needy people who are suffering from the outages. Where can she make a donation to the city that will be used to help people in Cupertino?</li> <li>• Create a message and pass this traffic to the EOC.</li> </ul>