

Cupertino ARES/RACES

Task List

Version 2.3

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1 Overview

1.1 Introduction

Cupertino ARES/RACES (CARES) was formed to serve the public. It is a volunteer organization made up of FCC-licensed amateur radio operators who live, work, or have a vested interest in the City of Cupertino, and have voluntarily registered their qualifications and equipment for communications duty in the public service when disaster strikes. When needed, CARES deploys and delivers backup emergency communications support to the City of Cupertino, the community, and Partner Served Agencies.

CARES is guided by a mission statement, set of strategic objectives, and Standard Operating Procedures that frames our activities, provide focus to our membership, and guides our actions.

Our Mission

The mission of Cupertino ARES is to recruit, maintain, and train Amateur Radio volunteers capable of providing professional emergency communications, increasing the City's emergency response effectiveness, and speeding the recovery effort.

Our Objectives

- Preparedness – CARES members train to respond to a local emergency with our equipment, training, and experience.
- Response – CARES members deliver backup and emergency communications to our city, various served agencies, and our neighbors in times of need.

The **Capability** CARES brings to the table is **Emergency Communications**.

1.2 Deriving Tasks from Threats

“How prepared do we need to be?” To answer this question, the list of threats to the City needs to be understood. FEMA’s 15 National Planning Scenarios are ideal at the National level, but too broad in scope, magnitude, and complexity for what a local jurisdiction would need to do.

A hazard analysis conducted by Santa Clara County OEM identified the following threats:

1. Major Earthquake
2. Wildland/Urban Interface Fire
3. Flood
4. Landslide
5. Drought/Land Subsidence
6. Climate Change
7. Thunderstorms and Lightning
8. Heat
9. Public Health Emergency
10. Technological and Resource Emergency
11. Hazardous Material Incident
12. Terrorism, Complex and Coordinated Attack, & Civil Unrest

These concerns could constitute Local or Regional Planning Scenarios that would serve as the basis for defining tasks required to successfully prevent, protect against, respond to, and recover from a named threat.

For the City of Cupertino, CARES further distilled these threats down and will use the following as our Local Planning Scenarios:

1. Earthquake
2. Wildfire/Urban Interface Threat
3. Infrastructure Cyber Attack

1.3 CARES Task List

When an emergency occurs that requires the City to mobilize resources through a declared activation, the EOC Management Section will develop an Incident Action Plan that outlines the Operational Period Objectives. These objectives are then applied to and refined by Cupertino Citizen Corps for our use. If a CARES activation is required, then these objectives guide the selection of tasks that CARES will employ meet the objectives for the Operational Period.

A **Task** is a discrete piece of work to be performed.

A **Task List** is the menu of unique tasks that describe the full scope of what an organization can do, thereby describing its capability. A Task List also links deployment strategies to tasks relating to threat prevention, protection, response, and recovery for a specific list of Planning Scenarios.

CARES will use a standard and documented list of tasks – **CARES Task List (CTL)** – as a means for describing our capabilities and operational activities. The tasks describe “what” is to be done. “Who” will complete a task or “how” it is to be completed are determined by the scope and breadth of the activity and participating organizations.

The CTL is a hierarchical list of tasks that are mutually exclusive.

- **Level 1 Tasks** define a broad objective based on who we support during an assignment.
- **Level 2 Tasks** describe what we will do and are subordinate to and are usually invoked as a component of a Level 1 Task. Subordinate tasks further define the activities involved in the Operational level task.
- **Level 3 Tasks** describe how we will do it.
- Tasks describe discreet events and not a sequence or process. The location of a task within the Task Description does not imply an order or precedence, nor does it imply the way tasks are selected or applied.
- Not every Task is needed for every activation. Tasks are selected that will support CARES in meeting the events’ objectives.
- Tasks do not include conditions of the environment or any situational context. Because the situational context impacts how the mission gets accomplished, tasks must be linked to applicable conditions. Conditions describe the operational environment in which a task or group of tasks will be performed.

1.4 Event Essential Tasks

An Event Essential Task is a task selected by CARES as absolutely necessary, indispensable, and critical to accomplishing what we have been asked to do.

The CTL serves as our primary reference for developing the **CARES Event Essential Task List (EETL)** that drives how CARES, along with other responding public safety and volunteer organizations, would deploy to meet an assigned mission to overcome a threat. Therefore, the EETL is the list of tasks that the CARES Emergency Coordinator / RACES Radio Officer (EC/RO) or Shift Supervisor determines as essential to accomplish the assigned mission, under specified conditions and to a specified standard for each task.

1.5 Conditions

Conditions are those variables of an operational environment or situation that may affect how a participating team, system, or individual performs. Some conditions are given by the EC/RO or requesting organization (e.g., jurisdictional boundaries, deployment limitations, things to avoid); others are controlled by the threat (e.g., proximity to a wildland fire, constraints imposed from earthquake damage); others are under no one's control (e.g., weather). Conditions linked to the task are those that reflect the immediate situation or mission context in which tasks must be performed.

1.6 Standards

Standards, consisting of a measure and a criterion, are linked to tasks to allow the EC/RO to distinguish between varying levels of task performance, to provide a basis for assessment, and to establish a task standard consistent with our tactics, procedures, and mission requirements.

For this version of the CARES Task List Document, Standards are not addressed.

2 Mission Analysis and Task Selection

2.1 Introduction

The extent of the CARES Task List is relatively small making the task selection fairly obvious. However, it may still be prudent to evaluate all requests for activation to ensure that both CARES capabilities and resources are sufficiently in place and available to ensure successful deployment.

2.2 Mission Analysis

Out of the four FEMA standing missions (Prevent, Protect, Respond, Recover), CARES primarily focuses on the Respond and Recover elements. It is critical that all pre-event preparedness activities are focused on ensuring any future mission success.

The mission analysis process results in developing the CARES Event Essential Task List. It must always begin with an assigned mission and a detailed understanding of what the intended outcomes are. The Incident Action Plan should be considered the primary source of the event's plans, orders, and any other guidance that communicates the EOC's intent.

The process is:

1. Identify the Mission Essential Tasks
 - i. Review the requested mission
 - ii. Review the intent of the EOC, ICP, or CCC DOC
 - iii. Review the CTL from the perspective of the EOC, ICP, or CCC DOC
 - iv. Assess capability and resource assets and constraints
 - v. Select the CARES Event Essential Tasks from the CTL
 - vi. Verify the selected CARES Event Essential Tasks against the assigned mission
2. Describe conditions that may be applied for each Event Essential Task
2. Final Review and commitment to the plan

3 CARES Task List

The following is a summary of the CARES Task List. Details follow in the following sections. The hierarchical nature of the task levels allows the CARES management team to refine a task without impacting the intent of a parent task.

NOTE: This is a living document. It is expected that this list will change as we review and enhance what we can do (5/26/2018).

3.1 Level 1 Tasks

These tasks define a broad objective and describe **who we support** during an assignment.

1. Provide EOC/ICP Communications Support
2. Provide Mutual Aid Communications Support

3.2 Level 2 Tasks

These tasks define **what we will do** during an assignment.

1. Conduct Field Communications Operations
2. Perform Served Agency Assessments
3. Conduct RACES Mutual Aid Operations
4. Conduct Public Safety Partner Mutual Aid Operations

3.3 Level 3 Foundation Tasks

These tasks define **how we will do it** during an assignment.

1. Event Management
2. Resource Management
3. Resource Net Control Operations
4. Message Net Control Operations
5. Field Message Handling
6. Packet Message Handling
7. Cross-band Operations
8. Fire Station Operations
9. Comm 469 Operations

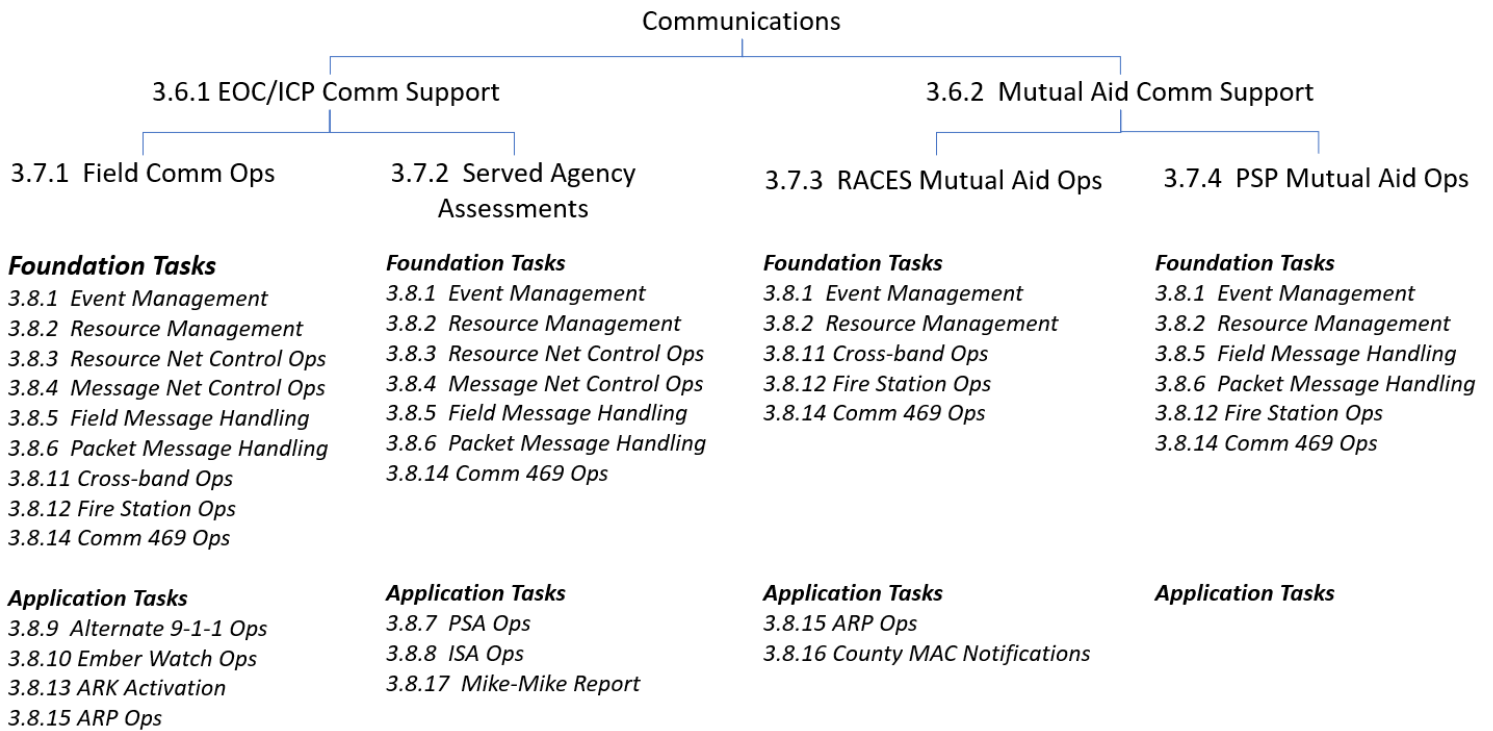
3.4 Level 3 Application Tasks

These tasks define **how we will do it** during an assignment.

1. Preliminary Safety Assessment
2. Infrastructure Safety Assessment
3. 9-1-1 Message Handling
4. Ember Watch Operations
5. ARK Activation
6. Alternate (Equipment) Response Plan Operations
7. County MAC Notifications
8. Mike-Mike Report

3.5 How the tasks fit together

The following figure reflects how tasks of different levels relate to each other. The 3-digit number in front of each item is the document section number, as found on the following pages.



3.6 Level 1 Tasks

3.6.1 L1: Provide EOC/ICP Communications Support

3.6.1.1 *Description*

One of the main missions of CARES is to support the EOC (Emergency Operations Center) with backup communication in the event of an emergency. This concept has been extended to support an ICP (Incident Command Post) set up in the field as well. In the case of EOC support, the City takes on a strategic planning and goal setting role by setting objectives for field responders to follow. For ICP support where the EOC is not involved, the ICP performs event command and control, defines and directs field tactics, and makes event decisions.

3.6.1.2 *Planning*

1. Develop and maintain Comm 469 deployment procedures
2. Develop and maintain Cupertino CCC DOC information definitions
3. Adopt communication protocols for Santa Clara County EOC radio operations
4. Adopt communication protocols for City Trunk radio operations
5. Develop and maintain the Activation Process
6. Review task capability requirements; identify opportunities and constraints
7. Develop recommendations for capability enhancements, acquisitions, modifications
8. Train and exercise with City resources

3.6.1.3 *Personnel*

9. ...

3.6.1.4 *Operations*

10. Support incident planning
11. Establish and maintain communications with the CCC DOC
12. Establish and maintain communications with County OEM
13. Establish and maintain communications with Field Responders
14. Manage local Field Responders

3.6.1.5 *Processes, Systems, and Tools*

15. Incident Action Plan
16. ICS 211 Sign-in Log
17. Comm 469 Public Safety Communications vehicle
18. Comm 469 IT networks, systems, applications, and tools

3.6.1.6 *Training*

19. Addressed in subordinate tasks

3.6.1.7 *Exercises*

20. Addressed in subordinate tasks

3.6.2 L1: Provide Mutual Aid Communications Support

3.6.2.1 *Description*

To deploy to the field in support of a Mutual Aid request from Santa Clara County RACES or Public Safety Partners to provide logistical and communications support within the bounds of our capabilities.

3.6.2.2 *Planning*

1. Develop and maintain communication protocols for SCC RACES interoperability
2. Develop and maintain communication protocols for Partner Agency interoperability
3. Develop and maintain Comm 469 deployment procedures
4. Develop and maintain CARES Mutual aid resource qualifications
5. Promote and encourage CARES participation in Mutual Aid Communications programs
6. Review task capability requirements; identify opportunities and constraints
7. Develop recommendations for capability enhancements, acquisitions, modifications

3.6.2.3 *Personnel*

8. ...

3.6.2.4 *Operations*

9. Establish and maintain communications with Mutual Aid Partners as required
10. Others?

3.6.2.5 *Processes, Systems, and Tools*

11. ICS 211 Sign-in Log
12. Comm 469 Public Safety Communications vehicle
13. Comm 469 IT networks, systems, applications, and tools

3.6.2.6 *Training*

14. Addressed in subordinate tasks

3.6.2.7 *Exercises*

15. Addressed in subordinate tasks

3.7 Level 2 Tasks

3.7.1 L2: Conduct Field Communications Operations

3.7.1.1 *Description*

The process of communications responders operating in the field for the purpose of exchanging messages with other stations operating on a common radio frequency. This task will be invoked whenever there is a need to provide backup or emergency communications for the Cupertino Citizen Corps, named Served Agencies, the City, or Santa Clara County Op Area.

3.7.1.2 *Planning*

1. Develop and maintain Field Communications strategies
2. Develop and maintain training programs for Shift Supervisor, Operations Staff
3. Review task capability requirements; identify opportunities and constraints
4. Develop recommendations for capability enhancements, acquisitions, modifications

3.7.1.3 *Personnel*

5. CARES Field Responders

3.7.1.4 *Operations*

6. Assess the scope and breadth of the requested field deployment
7. Assess the need for an ARK Level 2 Activation
8. Assess the requirement for deploying a Cross-band repeater
9. Assess the requirement for voice message handling
10. Assess the requirement for packet message handling
11. Operate per the ICS 205 Communications Plan
12. Assign Resources
13. Deploy Resources per the ICS 204 Assignment List
14. Conduct Field Message Handling Operations
15. Conduct Field Observational Reporting Operations
16. Conduct Packet Operations
17. Conduct Alternate 9-1-1 Operations
18. Deploy cross-band repeater
19. Perform equipment, radio checks; Field Responders
20. Manage the radio net of deployed City Comm Field Responders

3.7.1.5 *Processes, Systems, and Tools*

21. Incident Action Plan
22. ICS 204 Event-specific Assignment List
23. ICS 205 Communications Plan
24. ICS 214 Unit Log
25. Cup ICS 213SF Message Form (Short Form)
26. ICS 309 Communications Log
27. Comm 469 Public Safety Communications vehicle

3.7.1.6 *Training*

28. Addressed in Level 3 tasks

3.7.1.7 *Exercises*

29. Addressed in Level 3 tasks

3.7.2 L2: Conduct Served Agency Assessments

3.7.2.1 *Description*

To perform focused field observations on specific areas of interest for our Served Agencies for the purpose of early detection of an adverse situation. Specific elements of this task will be initiated depending on the type, conditions, and timing of the event.

3.7.2.2 *Planning*

1. Review task capability requirements; identify assessment risks and opportunities
2. Develop recommendations for capability enhancements, acquisitions, modifications

3.7.2.3 *Personnel*

3. ...

3.7.2.4 *Operations*

4. Operate per the ICS 205 Communications Plan
5. Assign Resources per the ICS 204 Assignment List
6. Deploy Resources
7. Initiate PSA Process
8. Initiate ISA Process
9. Perform equipment, radio checks; Field Responders

3.7.2.5 *Processes, Systems, and Tools*

10. ICS 214 Unit Log
11. ICS 309 Communications Log

3.7.2.6 *Training*

12. Addressed in Level 3 tasks

3.7.2.7 *Exercises*

13. Addressed in Level 3 tasks

3.7.3 L2: Conduct RACES Mutual Aid Operations

3.7.3.1 *Description*

To deploy into the field in support of a RACES Mutual Aid Communicator (MAC) request for communications support. This deployment will be outside the City's jurisdictional boundaries. Requests and initial dispatch will be coordinated by Santa Clara County OES and Santa Clara County RACES on behalf of the requesting City, jurisdiction, or agency.

3.7.3.2 *Planning*

1. Review County RACES Activation Request process and requirements
2. Review task capability requirements; promote MAC Resource qualifications
3. Develop recommendations for capability enhancements, acquisitions, modifications
4. Train and exercise with County RACES

3.7.3.3 *Personnel*

5. ...

3.7.3.4 *Operations*

6. Receive and review the request for MAC assignment
7. Request authorization from the City to release resources for deployment
8. Operate per the MAC ICS 205 Communications Plan
9. Assign Resources
10. Deploy Resources
11. Perform equipment, radio checks; County RACES

3.7.3.5 *Processes, Systems, and Tools*

12. MAC Program
13. County RACES Performance Standards

3.7.3.6 *Training*

14. ...

3.7.3.7 *Exercises*

15. ...

3.7.4 L2: Conduct Public Safety Partner Mutual Aid Operations

3.7.4.1 *Description*

To deploy into the field in support of a Public Safety Partner (Fire, Sheriff) for logistical and communications support. This deployment may be outside the City's jurisdictional boundaries, will occur with approval from Cupertino OES, and with the responders reporting into the requesting Public Safety Agency.

3.7.4.2 *Planning*

1. Develop Public Safety Partner Operations policies and procedures
2. Establish MOU's with Public Safety Partners
3. Develop Public Safety Partner Activation Request process
4. Review task capability requirements; recommendation enhancements

3.7.4.3 *Personnel*

5. Shift Supervisor qualification
6. Comm Van Operator qualification
7. Field Responder qualification
8. Partner Deployment endorsement

3.7.4.4 *Operations*

9. Operate per the ICS 205 Communications Plan
10. Receive and review the request for activation and deployment
11. Request authorization from the City for a Public Safety Partner deployment
12. Assign Resources
13. Deploy Resources
14. Support Public Safety Partner as requested
15. Perform equipment, radio checks; Public Safety Partner

3.7.4.5 *Processes, Systems, and Tools*

16. Incident Action Plan
17. ICS 214 Unit Log
18. Cup ICS 213SF Message Form (Short Form)
19. ICS 309 Communications Log
20. Comm 469 Public Safety Communications vehicle

3.7.4.6 *Training*

21. Public Safety Deployment training plan, qualification

3.7.4.7 *Exercises*

22. Train and exercise with Public Safety Partners; To be developed

3.8 Level 3 Tasks

3.8.1 L3: Event Management

3.8.1.1 *Description*

The process and tools to manage people, resources, and events in the delivery of communications services that support the Operational Period Objectives.

3.8.1.2 *Planning*

1. Develop Event Management policies and procedures
2. Develop CARES-DOC-EOC relationship plan
3. Review task capability requirements; recommend enhancements

3.8.1.3 *Personnel*

4. Shift Supervisor Qualification

3.8.1.4 *Operations*

5. Shift CARES to Increased Readiness Operations if required
6. Respond to requests from the City for CARES activation
7. Work with the City to understand the changes in the emergency situation
8. Inform CARES members of the potential for an activation
9. Make position assignments as required
10. Ensure the health and welfare of all responders
11. Demobilize responders when no longer needed.

3.8.1.5 *Processes, Systems, and Tools*

12. Shift Supervisor Playbook
13. CARES Resource Readiness List (see 3.3.2)

3.8.1.6 *Training*

14. Ref: CARES Training and Qualifications Plan, Shift Supervisor section

3.8.1.7 *Exercises*

15. CARES event life-cycle tabletop, simulations
16. Incorporate into all CARES exercises

3.8.2 L3: Resource Management

3.8.2.1 *Description*

The process and tools for identifying the deployment readiness of CARES members and selecting members for assignment.

3.8.2.2 *Planning*

1. Develop Resource Management policies, procedures, tools
 - a. Assignment
 - b. Tracking
2. Develop CARES Resource Readiness List, methodology
3. Define ICS 204 Assignment List for anticipated deployment scenarios
4. Assess team members for operational readiness for the following tasks:
 - a. Shift Supervisor
 - b. Net Control Operator
 - c. Field Responder (includes general field ops, ISA, ARK, ember watch, shadow)
 - d. Field Responder, Packet – operations and equipment
 - e. County Comm Responder (Alt911)
 - f. Cross-band Operator
 - g. Fire Station Responder
 - h. Comm 469 Operator
 - i. SCC RACES Mutual Aid Communicator (MAC)
 - j. Public Safety Partner Responder
5. Review task capability requirements; recommend enhancements

3.8.2.3 *Personnel*

6. EC/AEC, Command Staff

3.8.2.4 *Operations*

7. Assign team members based on qualification or readiness for the requested mission
8. Assign City CERT Field Responders per Citizen Corps Coordinator
9. Provide safety briefing

3.8.2.5 *Processes, Systems, and Tools*

10. CARES Training and qualification records
11. CARES Resource Readiness List
12. ICS 204 Assignment List
13. T-Card

3.8.2.6 *Training*

14. Resource Assignment overview

3.8.2.7 *Exercises*

15. Resource Assignment table-top, simulations
16. Incorporate into all CARES field exercises

3.8.3 L3: Resource Net Control Operations

3.8.3.1 *Description*

The process and protocols for managing activated resources who are in transit between two locations when covered under a valid activation number; collect information on their availability to staff a future shift. The primary objective of this task is continuous assigned resource accountability.

3.8.3.2 *Planning*

1. Develop Resource Net Control tools, processes, and procedures
2. Review task capability requirements; recommend enhancements

3.8.3.3 *Personnel*

3. Net Control Operator Qualification

3.8.3.4 *Operations*

4. Assign Net Control Operator
5. Manage in-transit Field Responders
 - a. Check in in-transit field responders
 - b. Track in-transit field responders
 - c. Check out in-transit field responders on arrival
 - d. Perform periodic Health and Welfare checks
6. Maintain all standard Resource NCO documentation

3.8.3.5 *Processes, Systems, and Tools*

7. Personal equipment (HTs, mobile, antenna, power)
8. SCC RACES Travel Tracking Form
9. CARES Net Control Operations Handbook
10. CARES Field Communications Operations Handbook

3.8.3.6 *Training*

11. Ref: CARES Training and Qualifications Plan, Net Control Station section
12. Net Control Operator Reviews

3.8.3.7 *Exercises*

13. Resource NCO simulation, mini-drills
14. Incorporate into all CARES field exercises

3.8.4 L3: Message Net Control Operations

3.8.4.1 *Description*

Control activities on the message net; the process and protocols for managing deployed field responders who are at as remote assignment and maintaining message passing efficiently. The two main objectives of this task are:

- a. continuous assigned resource accountability
- b. effective message prioritization, queuing, and disposition

3.8.4.2 *Planning*

1. Develop Resource Net Control tools, processes, and procedures
2. Review task capability requirements; recommend enhancements

3.8.4.3 *Personnel*

3. Net Control Operator Qualification

3.8.4.4 *Operations*

4. Assign Net Control Operator
5. Manage deployed City Communications Field Responders
 - a. Check-in and direct field responders on arrival of their assignment
 - b. Direct and check out field responders at the end of their assignment
 - c. Perform periodic Health and Welfare checks
6. Coordinate message passing activities
 - a. Poll for, queue, and manage message passing based on message priority
 - b. Track and assign message numbers
 - c. Manage message exchange based on Message Type
7. Maintain all standard Message NCO documentation

3.8.4.5 *Processes, Systems, and Tools*

8. Personal equipment (HTs, mobile, antenna, power)
9. Field Resource Tracking and H&W Form (Form 1)
10. CARES Net Control Operations Handbook
11. CARES Field Communications Operations Handbook

3.8.4.6 *Training*

12. Ref: CARES Training and Qualifications Plan, Net Control Station section
13. Net Control Operator Reviews

3.8.4.7 *Exercises*

14. Message NCO simulation, mini-drills
15. Incorporate into all CARES field exercises

3.8.5 L3: Field Message Handling

3.8.5.1 *Description*

Radio operations in the field; the process for exchanging voice messages by VHF or UHF radio between two locations during a deployment.

3.8.5.2 *Planning*

1. Develop Field Message Handling policies and procedures
2. Develop message type definition and handling procedures
 - a. mode selection (voice, packet)
 - b. Third-Party
 - c. First-hand information, observations, and other reports
 - d. Administrative
3. Review task capability requirements; recommend enhancements

3.8.5.3 *Personnel*

4. Field Responder Qualification

3.8.5.4 *Operations*

5. Ref: CARES Field Communications Operations Handbook
6. Perform equipment, radio checks

3.8.5.5 *Processes, Systems, and Tools*

7. Personal equipment (HTs, mobile, antennas)
8. City Equipment
9. CARES Field Communications Operations Handbook

3.8.5.6 *Training*

10. Ref: CARES Training and Qualifications Plan, Field Responder section
11. Message handling reviews

3.8.5.7 *Exercises*

12. CARES Net weekly check-in
13. Message passing simulation, mini-drills
14. Incorporate into all CARES field exercises

3.8.6 L3: Packet Message Handling

3.8.6.1 *Description*

The process for exchanging digital messages by VHF or UHF radio, or the internet between two locations during a deployment.

3.8.6.2 *Planning*

1. Develop Packet Operators tools and procedures
2. Develop Message Type definition and handling procedures
 - a. mode selection (voice, packet)
3. Develop Packet Kit Readiness plan
4. Evaluate CARES packet message capability
5. Review task capability requirements; recommend enhancements

3.8.6.3 *Personnel*

6. Field Responder Qualification
 - a. with Packet endorsement

3.8.6.4 *Operations*

7. Perform packet equipment, battery, radio checks

3.8.6.5 *Processes, Systems, and Tools*

8. Personal equipment (HTs, mobile, TNC, Computer, power)
9. City Equipment
10. CARES Field Communications Operations Handbook
11. Amateur Packet Reference for Field Responders Handbook
12. Outpost Packet Message Manager
13. SCC PackItForms, PacFORMS, Local Forms

3.8.6.6 *Training*

14. Packet operations overview
15. SCC RACES Packet Type III, II classes

3.8.6.7 *Exercises*

16. County Packet Net weekly check-in
17. Packet Message passing practice sessions
18. Incorporate into appropriate CARES field exercises

3.8.7 L3: Preliminary Safety Assessment

3.8.7.1 *Description*

The process that describes how CARES members will collect and report information about the state of the city immediately after a city-wide emergency or disaster occurred. The Preliminary Safety Assessment (PSA) process occurs early during an emergency for an infrastructure damaging event. While the information will undoubtedly be fragmented and incomplete, it is required to help the City determine the type of response that the City must undertake to save lives and protect property.

3.8.7.2 *Planning*

1. Develop PSA tools and procedures
2. Develop PSA information handoff procedure to the DOC
3. Review task capability requirements; recommend enhancements

3.8.7.3 *Personnel*

4. CARES member

3.8.7.4 *Operations*

5. Direct at-home responders to perform the PSA (PSA reporters)
6. PSA reporters send their PSA data to the PSA Recorder
7. PSA Recorder records PSA data reports, consolidates, and sends the report to the EOC
8. EOC (Comm 469) passes all PSA Reports to the DOC

3.8.7.5 *Processes, Systems, and Tools*

9. Field Communications Operation Handbook, PSA section
10. COES 105 Preliminary Safety Assessment, Field Form
11. COES 106 Preliminary Safety Assessment, Roll-up Form

3.8.7.6 *Training*

12. Damage Assessment Overview (lecture)
13. Simple Triage and Rapid Treatment (video)
14. Preliminary Safety Assessment Overview (lecture, video)

3.8.7.7 *Exercises*

15. PSA Exercise (annual)

3.8.8 L3: Infrastructure Safety Assessment

3.8.8.1 *Description*

The process by which CARES performs a visual assessment of critical assets for named Served Agencies. The Infrastructure Safety Assessment (ISA) Process recognizes that critical infrastructure owners (e.g. water, sanitary, rail) do not have sufficient resources to inspect all assets immediately after a prospective infrastructure-impacting event. Based on a supplied list of assets and conditions for which to check, CARES can quickly locate, view, and report on assets and their operational condition.

3.8.8.2 *Planning*

1. Develop ISA tools and procedures
2. Develop ISA assignment process
3. Establish MOUs with ISA Served Agency Partners
4. Perform Asset update field reviews
5. Develop Information Security plan
6. Review task capability requirements; recommend enhancements

3.8.8.3 *Personnel*

7. Shift Supervisor (assignment process)
8. Field Responder Qualification
9. CERT Partner

3.8.8.4 *Operations*

10. Identify which ISA sets to use based on resource availability
11. Assign Teams
12. Receive and consolidate ISA Reports by Served Agency Partner
13. Transmit the respective consolidated reports to each Served Agency Partner
14. Perform equipment, radio check; Field Responders

3.8.8.5 *Processes, Systems, and Tools*

15. ISA Assignment Sets
16. ISA tracking forms

3.8.8.6 *Training*

16. ISA overview (lecture)
17. Served Agency Partner presentations

3.8.8.7 *Exercises*

18. ISA field exercise (biennial)

3.8.9 L3: Alternate 9-1-1 Message Handling

3.8.9.1 *Description*

The process where local 9-1-1 requests for assistance can be submitted to SCC County Comm for dispatch outside the use of the commercial telephony infrastructure. This task will be invoked whenever there is an extended loss of commercial and residential communications, regardless of the cause, that results in the loss of the ability for individuals to place 9-1-1 calls for law, fire, or EMS assistance.

3.8.9.2 *Planning*

1. Develop Alternate 9-1-1 policies and procedures
 - a. County Comm Operations procedure
 - b. Field Operations procedure
2. Develop Alternate 9-1-1 County Comm Resource qualification requirements
3. Develop County Comm Site Access procedure
4. Develop County Comm equipment test plan
5. Develop Alternate 9-1-1 messaging tools and procedures
6. Review task capability requirements; recommend enhancements

3.8.9.3 *Personnel*

7. SCC RACES MAP qualifications
8. Field Responder qualification, CARES
9. Field Responder qualification, County Comm endorsement

3.8.9.4 *Operations*

10. Request City authorization for County Comm deployment
11. Perform County MAC Notification on County Comm Alt911 intent
12. Perform equipment, radio checks; County Comm
13. Perform equipment, radio checks; Alt911 Field Responders

3.8.9.5 *Process, Systems, and Tools*

14. County Comm Site access process
15. County Comm manual call collection form
16. Packet application Alt911

3.8.9.6 *Training*

17. Alternate 9-1-1 Message Handling procedures
18. SCC RACES MAC qualification classes

3.8.9.7 *Exercises*

19. SCC RACES Weekly packet check-ins
20. Alternate 9-1-1 message passing exercises (biennial)

3.8.10 L3: Ember/Smoke Watch Operations

3.8.10.1 *Description*

The process of making observations and reports on conditions in- and outside the City on the state of a wildland urban interface fire that is threatening the City. This task will be invoked at the discretion of Cupertino OES with the primary intent to maintain field responder safety.

3.8.10.2 *Planning*

1. Develop Ember/Smoke Watch tools, processes, and procedures
2. Perform assessment of the fire risk to the City (seasonal)
3. Develop Field observation tools strategy and acquisition
4. Develop Ember/Smoke Watch message handoff procedure
5. Develop response relationships, scenarios with Fire Agency partners
6. Review task capability requirements; recommend enhancements

3.8.10.3 *Personnel*

7. Field Responder Qualification

3.8.10.4 *Operations*

8. Assess the extent of the requested field deployment
9. Report on observed Ember and Smoke events
10. Roll up reports to DOC for SitStat
11. Perform equipment, radio checks; Field Responders

3.8.10.5 *Processes, Systems, and Tools*

12. Cup ICS 213SR Message (Smoke Report) Form
13. Field Observation tools
14. CARES Field Communications Operations Handbook

3.8.10.6 *Training*

15. Ember/Smoke Watch process and tools overview

3.8.10.7 *Exercises*

16. Ember/Smoke Watch message passing exercises (triennial)

3.8.11 L3: Cross-band Operations

3.8.11.1 *Description*

The process and tools to deploy a dual-band radio system configured for cross-band operations.

3.8.11.2 *Planning*

1. Develop Cross-band deployment policy and procedures
2. Develop Cross-band repeater system and procedure
3. Review task capability requirements; recommend enhancements

3.8.11.3 *Personnel*

4. Field Responder Qualification
5. Cross-band system knowledgeable

3.8.11.4 *Operations*

6. Perform equipment, battery, radio checks; Cross-band repeater
7. Perform equipment, radio checks; Field Responders

3.8.11.5 *Processes, Systems, and Tools*

8. Personal equipment (HTs, mobile, TNC, Computer, power)
9. CARES and member Cross-band radio assets
10. CARES Field Communications Operations Handbook
11. Radio Reference Manual

3.8.11.6 *Training*

12. Cross-band system operator training (radio, power, antenna)

3.8.11.7 *Exercises*

13. cross-band repeater deployment exercise

3.8.12 L3: Fire Station Operations

3.8.12.1 *Description*

The process and protocols for gaining access to and operating from the SCCFD Stations located within the City boundaries. County Fire recognizes that, during an emergency, (i) all equipment will be in the field addressing the emergency, and (ii) fire stations will be a likely place where residents in need will converge looking for help. CARES will operate from these stations to take resident reports or requests for assistance and pass them on.

3.8.12.2 *Planning*

1. Develop SCCFD Station Operations policy and procedures
2. Establish MOU with SCCFD
3. Develop SCCFD ACES program
4. Develop SCCFD Station Qualification
5. Develop SCCFD Station access procedure
6. Develop SCCFD Station equipment plan
7. Review task capability requirements; recommend enhancements

3.8.12.3 *Personnel*

8. Field Responders qualification
 - a. with SCCFD ACES endorsement

3.8.12.4 *Operations*

9. Access the Fire Station
10. Set up and establish communications with the EOC
11. Maintain all standard documentation

3.8.12.5 *Processes, Systems, and Tools*

12. SCCFD Station radio equipment
13. SCCFD Station radio reference
14. SCCFD ACES Handbook
15. Personal laptop, printer (packet)
16. CARES Field Communications Operations Handbook

3.8.12.6 *Training*

17. SCCFD Station orientation
18. SCCFD Station ACES Operations Overview

3.8.12.7 *Exercises*

19. SCCFD Station radio equipment check (quarterly)
20. SCFD Station activations
21. Incorporate into all CARES field exercises when appropriate

3.8.13 L3: ARK Activation, Operations

3.8.13.1 *Description*

The primary function of an ARK is as the “disaster communication link” between the local community and the City, acting as an information exchange point about existing local hazards and available disaster services. When authorized by the EOC, the ARK can coordinate the local neighborhood response. CARES responders support ARK activities with communications for Zone Reporting (collecting local status and incident reports; act as a conduit for passing information from the City to the community), and Incident Command Posts (ICP; continue with Zone Reporting as well as for coordinating the local neighborhood response).

3.8.13.2 *Planning*

1. Develop ARK Strategy and Operations Plan
2. Develop ARK Activation policies and procedures
3. Develop ARK inventory and replenishment process
4. Review task capability requirements; recommend enhancements

3.8.13.3 *Personnel*

5. Field Responder qualification
6. CERT Field Responder

3.8.13.4 *Operations*

7. Level 1 –Zone Reporting. No central coordination required. CCC members respond to their respective ARKs and start zone report collection.
8. Level 2 – Zone Reporting with Communications; occurs at the direction of the EC/RO or Shift Supervisor. CARES supports CERT Responders with communications with the DOC, continue to collect incident reports, and pass to the City.
9. Level 3 – ICP Activation; occurs at the direction of the DOC. Partial or Full ARK ICP activation occurs.
10. Perform equipment, radio checks; ARKs

3.8.13.5 *Processes, Systems, and Tools*

11. Cupertino ARK Activation Handbook

3.8.13.6 *Training*

12. ARK training plan
13. ARK Overview, Lecture
14. Level 2 ARK communications overview
15. ARK Introduction, Hands-on (on site)

3.8.13.7 *Exercises*

16. ARK Level 2 Communications Exercises
17. ARK Level 3 Citizen Corps Exercises
18. Incorporate into all CARES field exercises when appropriate

3.8.14 L3: Comm 469 Operations

3.8.14.1 *Description*

To deploy and operate the Cupertino Public Safety Communications vehicle in support of an activation requiring centralized communications support.

3.8.14.2 *Planning*

1. Develop and maintain Comm 469 operating policies and procedures
2. Develop Van Operations & Deployment Plan
3. Develop VAN equipment check plan
4. Develop VanNet Setup & Operations Procedures
5. Develop Van Operations staffing plan
6. Review task capability requirements; recommend enhancements

3.8.14.3 *Personnel*

7. Comm Van Operator Qualification
8. City DPW Fleet Supervisor
9. City Fleet Lead Mechanic

3.8.14.4 *Operations*

10. Weekly Engine, Generator start
11. Retrieve Comm 469 from Cupertino Service Center
12. Deploy the vehicle per the standard procedures
 - a. Vehicle Access
 - b. Pre-departure checklist
 - c. Deployment and Operations
 - d. Parking and Shutdown
13. Deploy the DOC network
14. Perform equipment, radio checks; Comm 469

3.8.14.5 *Processes, Systems, and Tools*

15. Public Safety Communications Vehicle Operations Manual
16. Preventive Maintenance Plan, activities
17. VanNet Setup & Operations Guide
18. Communications Van Radio Reference

3.8.14.6 *Training*

19. Comm Van operator overview
20. City Driver skills training class
21. Comm Van road practice
22. Comm Van setup hands-on practice

3.8.14.7 *Exercises*

23. Comm Van operator training, qualification plan
24. Incorporate into all CARES field exercises when appropriate

3.8.15 L3: Alternate Response Plan (ARP) Operations

3.8.15.1 *Description*

To deploy and operate radio equipment whenever (i) the Cupertino Public Safety Communications vehicle is out of service or (ii) additional mobile communications capacity is required. This equipment package mirrors the fundamental RF communications equipment installed in Comm 469.

3.8.15.2 *Planning*

1. Develop ARP equipment policies and procedures
2. Develop the ARP equipment package
3. Review task capability requirements; recommend enhancements

3.8.15.3 *Personnel*

4. EC/AEC Staff
5. Field Responder Qualification

3.8.15.4 *Operations*

6. Annual inventory of all ARP equipment
7. Perform equipment, radio checks; ARP equipment

3.8.15.5 *Processes, Systems, and Tools*

8. ARP Kit 1; 2m/440 transceiver package
9. ARP Kit 2; 2m/440 transceiver package
10. ARP Kit 3; HF transceiver, EOC-to-EOC

3.8.15.6 *Training*

11. ARP equipment systems and capabilities overview

3.8.15.7 *Exercises*

12. Incorporate into all CARES field exercises when appropriate

3.8.16 L3: County MAC Request Process

3.8.16.1 *Description*

The Santa Clara County RACES process by which a City can request or fulfill a RACES assistance when a jurisdiction's local resources are insufficient or overwhelmed.

3.8.16.2 *Planning*

1. Familiarization with the SCC [RACES Mutual Aid Actions and Responsibilities](#) (Dec 2012) process.

3.8.16.3 *Personnel*

2. City MAC qualified responders

3.8.16.4 *Operations*

3. Refer to the section titled: Mutual Aid Checklist for Affected City
4. Refer to the section titled: Mutual Aid Checklist for SCC DEC/CRO
5. Refer to the section titled: Mutual Aid Checklist for Assisting City EC/AEC

3.8.16.5 *Processes, Systems, and Tools*

6. None

3.8.16.6 *Training*

7. Refer to SCC RACES Event website

3.8.16.7 *Exercises*

8. Refer to SCC RACES Event website

3.8.17 L3: Mike-Mike Process

3.8.17.1 *Description*

The CARES reporting process for identifying and passing Modified Mercalli Index (Mike-Mike) reports as observed in the field to both Cupertino OEM and Santa Clara County RACES.

3.8.17.2 *Planning*

1. Familiarization with the existing process as outlined in the CARES Net Control Station Handbook.

3.8.17.3 *Personnel*

2. CARES members operating from home.

3.8.17.4 *Operations*

3. Refer to the CARES Net Control Station Handbook section titled: Remote Net Start (new earthquake event)

3.8.17.5 *Processes, Systems, and Tools*

4. Mike-Mike definitions: CARES Field Communications Handbook.
5. Mike-Mike Summary Rollup form

3.8.17.6 *Training*

6. Integrate into Drill reps for exercises with earthquake scenarios

3.8.17.7 *Exercises*

7. Drills that include ad-hoc MM reporting.
8. Integrate into CARES field communications exercises with earthquake scenarios