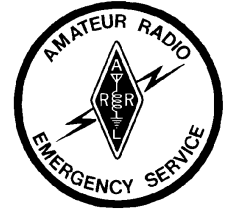




Cupertino ARES/RACES



CARES Drill CD-0105 Final Report

October 28, 2001

Summary

This report covers the results of CARES Drill #CD-0105, titled Functional Field Communications Drill. Twenty CARES members participated on October 13th. All feedback was collected and logged for action as appropriate.

1 Plan

Refer to the following documents:

1. Exercise Plan, Cupertino Amateur Radio Emergency Service, Simulated Emergency Test 2001, Ken Foot KR6CO AEC, October 2, 2001. File name: 0105- Field-Comms-EXPLAN.doc
2. Control Staff Instructions, Cupertino Amateur Radio Emergency Service, Simulated Emergency Test 2001, Ken Foot KR6CO AEC, October 12, 2001. File name: 0105-Field-Comms-COSIN.doc
3. Information Sheet, Cupertino Amateur Radio Emergency Service Drill, September 14, 2001. File name: 0105-SCCFD-Information-Sheet.doc

Objectives

The planned objectives for this drill were:

1. Evaluate the fire station response kits and determine if they are adequate for the participants to perform their field assignments.
2. Evaluate the ability to successfully execute a shift change, both at the EOC and in the field.
3. Evaluate the ability of CARES members to effectively use multiple channels.
4. Include CERT members in the exercise.
5. Include Santa Clara County Fire in the exercise and its planning.

2 Preparation

Orientation

During the October CARES meeting, an orientation session was held to describe the changes to CARES procedures and tools since last year's Field Drill. Additionally, the plan for the drill (see reference above) was reviewed.

Served Agencies

Arrangements were made with the City of Cupertino to have the EOC available for the drill. Additionally, an Information Sheet was developed and distributed to the three Santa Clara County Fire Stations located in Cupertino describing the drill (see reference above).

Drill Material

Drill material was prepared in the form of scenarios for each field assignment that described an event to which the reader would respond. In most cases, the scenario required a transmission of information or a request with another field station or EOC.

Scripts were developed for the following assignments:

- Seven Springs Fire Station
- Monta Vista Fire Station
- Cupertino Fire Station

- Fire Staging #1
- Fire Staging #2
- Volunteer Staging
- Shift EC

3 Results

Execution

The general flow of the drill was as follows:

1. Establish an initial resource staging area for in-bound members
2. Staff the EOC with a first shift, then follow with a shift change
3. Dispatch CARES members to 3 Cupertino Fire Stations and 2 High Schools, then follow with a shift change
4. All stations originate and receive simulated emergency radio traffic originating from scripted scenarios and CERT members
5. Hold Drill Review

Participants

The following members participated in the Drill:

Phil	KG6ATV	Janet	KF6PUQ
Andy	W9BJX	Stuart	KF6RZR
Ken	KR6CO	Dan	KA5TAA
Marsha	KG6CYV	Bill	KD6TQJ
Greg	WD6EHB	Mark	KC6TVO
Jake	KG6GRK	Alf	K6TWF
Gene	KG6HIJ	Bob	KD6US
Bill	KF6MCG	Bryn	N1UZW
Kurt	N6OLQ	Skip	WA6VFD
Jim	KN6PE	Jeno	KC6VHV

Additionally, 5 Cupertino CERT (Community Emergency Response Team) members participated by walking in with “messages” or acting as “field officials.”

Narrative

0900 hours

The drill participants met in front of KR6CO's Home for an overview. The scenario was reviewed and all questions were answered.

0915 hours

KEN KR6CO assumed the role of drill coordinator and initiated the drill. Jim KN6PE, Skip WA6VFD, Bill KD6TQJ, and Marsha KG6CYV proceeded to the City Hall to activate EOC Radio Room and NCS. Andy W9BJX assumed field NCS responsibilities and activated the CARES Net on TAC-2. Additionally, (i) Mark KC6TVO and Bill KF6MCG were dispatched to Cupertino Fire Station, (ii) Bob KD6US and Alf K6TWF to Seven Springs Fire Station (iii) Janet KF6PUQ and Dan KA5TAA to Monta Vista Fire Station, (iv) Stuart KF6RZR to Cupertino High School, and (v) Greg WD6EHB to Monta Vista High School.

0925 hours

KG6CYV opened the EOC. KN6PE assumed the position of EC. KD6TQJ assumed the NCS position. WA6VFD assumed EOC Radio operator position. NCS hand-off was completed.

0945 hours

The following traffic was passed over the last 15-minute period. EOC received messages of operators on station from Cupertino Fire. Received report of large land slippage from resident walking into Monta Vista Fire. Inquiries sent from EOC to all Fire Stations requesting status. Monta Vista HS reports on emergency equipment at this staging location: 21 units of various capabilities (list on file).

1000 hours

The following traffic was passed over the last 15-minute period. Monta Vista HS reported the addition of 3 SF engine companies. Resident reported to Seven Springs Fire the smell of gas at 12230 Sara Glen Drive, Saratoga. County Comm is notified. Report of a transformer explosion in the vicinity of PG&E substation reported from Cupertino Fire. Cupertino HS Staging reported on equipment at this staging location: 23 units of various capabilities (fire, tow, ambulance, list on file). EOC requested staff relief for Monta Vista Fire, Cupertino Fire, and Seven Springs Fire. Phil KF6ATV responded to and checked in from Seven Springs Fire as additional Op. Seven Springs BTC Bob Hagg requested equipment list from Monta Vista HS Staging. Monta Vista HS reported additional tow truck on site.

1015 hours.

The following traffic was passed over the last 15-minute period. Major aftershock experienced shortly after 1000. Major landslide reported at Regnart Road. Cupertino HS reported hearing large cracking sound in the vicinity of Valco Mall. Resident reported to Cupertino Fire that the overcrossing at Wolf and 280 has collapsed. Monta Vista Fire reported explosion and large flash at PG&E substation, Stevens Creek and Prodo Vista Drive. Monta Vista HS Staging reported 3 additional Dump Trucks on site, no damage to staging area. EOC Planning requested from Resource Staging a CARES member visually confirm Valco overpass collapse.

1030 hours

The following traffic was passed over the last 15-minute period. Monta Vista HS Staging equipment list was passed to BTC Bob Hagg at Seven Springs Fire. Resident reported to Cupertino Fire of a person trapped at the construction site at Stevens Creek and DeAnza Blvd. Shift change/new op: Jen0 KC6VHV at Monta Vista HS; also, two fire units from Marin and CDF arrive (list on file). Cupertino HS Staging reported arrival of additional ambulances, a 25-ton crane, and the South County Strike Team (list on file). Shift change/new op: Kurt N6OLQ at Cupertino Fire. Shift change/new op: Gene KG6HIJ at Cupertino Fire. Shift change/new op: Bryn N1UZW at Staging Area, W9BJX as EC, and KN6PE as NCS Operator.

1045 hours

The following traffic was passed over the last 15-minute period. Seven Springs Fire reported 2 additional fire fighters at station; requested to put Engine 102 in service; subsequently authorized and directed to support the rescue at Stevens Creek and DeAnza. Staging reported 4 additional CARES members available: KG6TVO, KF6MCG, Jake KG6GRK, and WD6EHB. The drill was secured and all members were requested to return to KR6CO's Home for a debrief.

1100 hours

During the drill, over 45 messages were initiated and completed between all deployed units. Where appropriate, responses to requests or information were generated from the EOC or the field unit. All CARES members participating in the drill contributed to the debrief. The following is a summary of the findings from that session with recommendations for next steps.

Performance against Objectives

Objective	Result
1. Evaluate the Fire Station Response Kits.	The kits were partially completed, but operational. All kits included coax, checklists, maps, and instructions, for staffing each location. No SMA-to-BNC connectors were included making the cable connections for members with SMA antenna connectors impossible. ACTION: Complete the outfitting of the Response Kits. Opportunistically re-test at a future drill.
2. Evaluate ability to execute a Shift Change.	All field stations reported the shift change went smoothly. No issues.
3. Evaluate ability of CARES to use multiple frequencies	Limited multiple frequency traffic was performed due to the fast pace of the drill. However, one message exchange was

Objective	Result
	<p>successfully performed between the EOC and a field station on CARES TAC-1.</p> <p>ACTION: Need to identify specific instances where two stations will be asked to move their traffic to an alternate CARES Frequency.</p>
4. Include CERT in the drill	<p>Five CERT members participated in various capacities as either originators of simulated walk-in traffic or as officials at specific staging areas. General feedback on CERT participation was very positive from both sides.</p> <p>ACTION: (i) Develop a plan for how CERT members will support a CARES response. (ii) Include CERT members in similar capacities in future drills.</p>
5. Include Santa Clara County Fire in the exercise and its planning	<p>CARES included SCC Fire during the planning of the drill. Additionally, some CARES members made contact with Fire Department Shift Personnel during the drill.</p>

What worked

During the debrief, the following comments were made on what worked well.

1. Good reception reported at Cupertino Fire.
2. Good reception reported at Monta Vista Fire. Used the response kit cable, reception was fine.
3. Seven Springs could copy all mobile stations.
4. Dan brought a folding chair with him to his response site.
COMMENTS: Need to think of other materials and logistics to support field assignments (tables, chairs, and lighting)
5. Seven Springs Fire Station Responders made contact with the station shift personnel; Seven Springs Fire brought out tables and chairs for CARES members.
 - **RECOMMENDATION:** Need to ensure we have a consistent identity for CARES members. When approaching Fire Department Personnel and other served agencies, given the increased concern over security these days, CARES members must be positively identified.
6. The Resource Staging area for CARES members worked well as a point of dispatch for members. In the event of an emergency, Amateur Radio Operators, along with other Cupertino volunteers, will undoubtedly converge on some location to offer their services.
 - **RECOMMENDATION:** Work with the City to determine how they plan to handle volunteer responders (Consider having a resource staging area as a standard field response location).
 - **RECOMMENDATION:** Assess the need for a CARES resource frequency different from the tactical frequency (this may be event-specific).
7. During the shift change, members reported they reviewed messages that were previously passed.
8. At EOC, message forms were used. Additionally, the automatic time-stamper marked all in-coming and out-going messages not only with the date/time, but also with the message number.
 - **RECOMMENDATION:** Need to review and understand the message flow and process of moving messages through the EOC Radio Room (includes EOC, field units, etc).
9. Messages were a lot more complex and detailed than in past drills. For instance, detailed information on fire and emergency equipment numbers, type, and availability at a staging area was passed to the EOC. This information was also requested from one of the Fire Stations.

- **RECOMMENDATION:** Need to develop the process for managing and tracking messages in the EOC. Ensure EOC Operator own message numbering for messages into and out-of the EOC.

What didn't work / needs improvement

During the debrief, the following comments were made on areas that didn't work or need improvement.

10. Didn't have the right connector (SMA to BNC) for his radio.
 - **RECOMMENDATION:** Complete outfitting of Fire Station response kits. Include a list message priority levels of traffic
11. Need to perform a survey of RF and RF losses with the coax at each antenna drop
 - **MEMBER SUGGESTION:** Don't twist-lock the BNC connectors on the Antenna outlet mounted on the building. It will help in the event you need to pull back from the building quickly allowing you to just pull the cable and go.
12. Monta Vista had a hard time copying Seven Springs.
13. There was no antenna drop in the open field. Monta Vista High School was a simulated fire equipment staging area. It would be anticipated that assigned CARES members would either be shadowing the Staging Officer in Charge, or be assigned to a logistics center with the staging staff.
 - **RECOMMENDATION:** Need to determine the process and logistics for supporting a Fire Department equipment staging area or other mobile field site.
14. Some type of portable antenna set up in the field would have helped at Cupertino High; Ambulance Staging Area
 - **RECOMMENDATION:** Need to develop some equipment field response kits for use at different response locations (such as J-Poles and masts).
15. No Health and Welfare checks during the net (traffic never did break for a check).
 - **RECOMMENDATION:** Set up a table top to practice message handling, including identifying message priority levels from sample messages.
 - **RECOMMENDATION:** Need NCS Checklist (H&W checks, poll for messages, check in and out members, etc)
16. We were not all using Tactical Call signs. NCS had to continue to prompt for Tactical Calls. This got better toward the end of the drill.

4 Conclusions / Recommendations

All drill objectives were met and all participants enjoyed the drill. The following recommendations will be acted on prior to the next drill.

1. CARES to host a second neighborhood leaders and/or communicators meeting. The topic is document and align the Communications use expectations for those organized neighborhoods with that of the City (Comment #6).
2. Schedule Tabletop Exercise to work on message priority setting, traffic handling, message logistics, and logging (Comment #8, 9, 10, 15, 16).
3. Develop a focused response plan to support a Fire Department field response. Identify equipment requirements. Develop scenarios of use. (Comment #10, 13, 14).
4. Work with the City to on clear CARES identification. Communicate this plan with CARES Served Agencies (Comment # 5).
5. Finalize Fire department Response kits. Complete outfitting with supplies and material. Verify RF integrity of all coax at each Fire Station (Comment #10, 11)

END OF REPORT