

Event Communications Report



Cupertino
ARES/RACES

1. Overview

Description: Lunar New Year Parade and International Fair
Event Date: 8-March 2003
Plan Date: 4 February 2003
CARES Event: CUP-2003-02E
RACES Event: n/a
Control: Cupertino ARES

2. Event Planning

Reference Documentation: • Refer to the Event Communications Plan, Identifier: CUP-03-02E-Plan.doc, dated 4-March-2003.

3. Preparation

Training: • CARES Orientation Training, "Event Review", 6-Mach-2003
• Handout, 030306-Event-Review.ppt, as presented during the March CARES meeting

4. Results

Participants: Fifteen CARES members participated in the Drill:

- Phil KG6ATV First Aid Team 3
- John KG6BGB First Aid Team 1
- Ken KR6CO NCS
- Jake KG6GRK Stevens Creek Southwest
- Dave KG6JOL Rover 1
- Ian KG6JWG Rover 1
- Kris KG6KPB Shadow 2
- Takeo KG6NCB Reviewing Stand
- Al KG6NCC CERT Coordinator
- Sean KG6NTY Shadow 1
- Ryan KG6NVS Rover 2
- Aaron KG6OVR Rover 1
- Jim KN6PE Staging Shadow
- Chris KC6PJJ Unit 44
- Mike K6QFO Stevens Creek Northeast
- Stuart KF6RZR Staging West
- Dan KA5TAA Staging East
- Vince K6TEN First Aid Base, Memorial
- Bill KD6TQJ Disband/Barbara Shadow
- Bob KD6US Int'l Fair Ops
- Skip WA6VFD First Aid Team 2
- Elizebeth [nc] Rover 2

Narrative: At 8:00am, Ken KR6CO blocked off and reserved parking spaces for CARES and CERT members at the St Jude's Episcopal Church parking lot.

At 9:00am, all participating CARES members are present and checked in, and the event review session is held. All members completed a radio check to verify that

they can access the K6FB repeater.

By 9:30am, all assignments were made and members begin moving toward their position. Ken opened the net and called for radio checks with all members.

The Parade Net was secured at 12:30pm. CARES operations continued from the First Aid Booth at Memorial Park.

The following traffic and services were reported by CARES members:

1. Staging East: parade participants were asking where they should go. Information was relayed as to the placement of a truck participating in the parade.
2. Members located, and passed traffic for various parade committee members.
3. Responded to a safety hazard in the parade staging area where marchers were tripping over a hole uncovered by a broken sprinkler control cap. Radioed for and received a traffic cone.
4. Responded to a request for volunteers to provide traffic control at the Senior Center Parking Lot. Parade Shadow 1 and 2 (on bicycles) responded.
5. Worked closely with CERT to provide communications services.
6. Participated in looking for three lost children as requested by CERT.
7. Developed the shift plan and staff the Senior Center parking lot.

At 4:00pm, CARES secured all CARE operations.

- What went well:** The following comments were made by several participating members:
- I think for the most part the event went well and no major incidents occurred. The roving seemed to work very well.
 - Radio communications was good, some hams may need a higher gain antenna and or power.
 - The team took on assignments with great flexibility. Changes in assignments went well. The health and welfare polling is important, and it went well. The frequency change when repeater coverage was poor was excellent.
 - The communications discipline, on the average, was very good.
 - Deployment of CARES and CERT teams to meet the changing needs of the event. This was really well organized and great to see.
 - Roving CARES and CERT teams. A wonderful use of resources and volunteers on foot and bicycles.
 - Common staging area for CERT and CARES. Good identification of our people. Good initial briefing of both teams. Communications went well during the parade.
 - CARES Event information handout
 - Found missing children quickly.
 - Although it did not provide specific information this time, having a frequency guard on County fire is a good idea. If we have the capability in the future, a guard on sheriff frequency would be good.
 - The communications aspect of our participation went moderately well. The fact that I had advanced first aid/cpr training and the first aid/cpr coordinator was one of my instructors allowed me to extend my level of participation.
 - The idea of assigning shadows to officials was very good. When I had trouble with my transceiver, I could ask for help to set it right. Besides, they moved around and covered areas we could not cover from fixed positions.
 - It all seemed to work quite well. There was enough coverage and finding lost children was a success. We probably want to review the information we request regarding the lost person.

What did you observe that didn't go well, or could use improvement:

- It seemed that in some places, too many people were assigned the same task, for example, regulating parking at memorial park and the beginning at Jollyman Park.
- Most of the parade had large gaps between groups, the crowds seemed to be impatient!
- It appeared to me that the officers at Stelling and Stevens Creek needed help with the heavy pedestrian traffic, very unsafe!
- The Signals at Stelling and Stevens Creek was switch over 45 minutes too early and during the traffic control period the red flashing lights should be turned off! The flashing lights causes confusion and unsafe traffic delays!
- Get involved with the planning at an earlier stage, let them know CARES' capabilities.
- Have a second channel during the festival for logistics, ie: ordering food.
- Need to understand why some locations were not able to reliably hit the repeater.
- We need to refine the operating relationship between CARES and CERT. Co-locating the NCS and First Aid base might be the solution.
- Net control position could use a chair.
- This would be a good place to try out the tracking system we have proposed for the EOC. Let's bring T-cards and one of the racks and see how this would work.
- We have to get into the habit of getting our radios OFF our belt clips and into our hand where the antenna (usually a rubber duckie) has a reasonably good field of view. I was experiencing body 'blocking' using a headset with my radio on my belt and it was my impression that a number of other people were too. Headsets are good and headsets used with the radio in your hand are even better!
- Two or more CARES members per position would be ideal, in case we need some cover-up when something happens. We had two CERT volunteers at my position (Review stand), but I don't think I reported deployment status of CERT volunteers, nor I didn't hear someone reported it in other positions.
- Did we keep any message logs?

What surprises did we experience:

- One thing I was not prepared for was dealing with lost kids and getting the needed info besides what they were wearing (i.e. last place seen).
- What caught me by surprised was the sheriff was not in uniform! and I thought there would be more spectators!
- The size of the event. Some of our support people were looking for flyers or anything that described the event. Knowing the scope of the project, beforehand, might be helpful but not absolutely necessary.
- At the beginning, NCS had difficulty receiving my transmission. I did not realize it for awhile. Looks like it may happen to anyone who is not familiar with the equipment, or some equipment failure, or simply a battery problem. I think it is a good idea to check deployment status at each position in the first 10 min. of the exercise, and send someone if the station is not responding.

5. Conclusions

Recommendations:

1. Develop integrated response plans whenever CERT and CARES are jointly engaged in these types of events.
2. Get engaged with the event organizers earlier to better understand their needs and determine how we can help.