

After Action Report

2005 Cupertino OES Volunteer Field Drill



1. Overview

Description:	2005 Cupertino OES Volunteer Field Drill
Event Date:	11-June-2005
Report Date:	26-June-2005
CARES Event:	CUP-05-08T
RACES Event:	CUP-05-08T
Control:	City of Cupertino OES
Report Revision:	1.1
Submitted By:	Jim Oberhofer/CARES

Requirements for Reporting

Completing an After Action Report is part of the required SEMS reporting process. The Emergency Services Act, Section 8607 (f) mandates that the Office of Emergency Services (OES) in cooperation with involved state and local agencies complete an After Action Report within 120 days after each declared disaster. Section 2450 (a) of the SEMS Regulations states that, "Any city, city and county, or county declaring a local emergency for which the governor proclaims a state of emergency, and any state agency responding to that emergency shall complete and transmit an after action report to OES within ninety (90) days of the close of the incident period as specified in the California Code of Regulations, section 2900(j)."

Additionally, CARES will use the After Action Report format for documenting training drills and exercises.

1. Introduction and Background

The Cupertino Amateur Radio Emergency Service (CARES), Cupertino CERT, and Cupertino Medical Reserve Corps (MRC) are members of the Citizens Corp Working Group (CCWG), a volunteer committee reporting to the Cupertino Disaster Council and sponsored by the City of Cupertino OES. The purpose of the CCWG is to improve the effectiveness of Cupertino's volunteer response during a disaster or activation in support of the City.

This is the second joint exercise that expanded on the results derived from the 13-Nov-2004 Simulated Emergency Test (CUP-04-13T). For this exercise, CARES and Cupertino CERT members were deployed to the field to test changes to information management techniques and processes developed since the 2004 S.E.T. Many of the data collection and management forms used as part of this drill are included and described later in this report.

A key learning from last year's drill was the recognition of deficiencies with our general information management. In this context, information originates from either organized or convergent CERT volunteers, as well as members of the community at large. It is collected by field responders, passed to the EOC as radio traffic, and then disseminated to the City EOC staff. In some cases, the EOC receives too much information or information that is not useful at any given point in time because on the mix and staffing levels of the EOC. When this happens, radio bandwidth is consumed with untimely information when more useful information could have been passed and acted on instead.

Defining the process for getting the right information at the right time from the field to the EOC has been the focus of the CCWG for the last 6 months. The result of this work was the subject of this exercise.

The Cupertino Amateur Radio Emergency Service (CARES) and Cupertino's Community Emergency Response Team (CERT), in cooperation with the City of Cupertino OES, participated in a joint exercise based on an earthquake scenario that affected the City of Cupertino.

The purpose of this exercise was to test the ability of the CARES and CERT organizations to provide a seamless and timely snapshot of the status of the city following a major disaster.

On 11-June, the City initiated a Training Activation under the designation CUP-05-08T.

This report covers the activities undertaken by responding volunteers in support of this event.

2. Type/location of Event / Drill / Exercise

Event Type: City of Cupertino Training Activation
Event Identifier: CUP-05-08T
Event Name: 2005 Cupertino OES Volunteer Field Drill
Location: City of Cupertino

3. Description of Event / Drill / Exercise

Event resources were provided from the following organizations:

1. Cupertino Office of Emergency Services: Responsible for simulating the EOC staff functions, receiving field reports, and performing analysis and correlation. Three (3) staff members participated.
2. Cupertino ARES/RACES: Responsible for staffing the City's EOC radio room, emergency net control position, and field communications resources. Twelve (12) CARES members participated.
3. Cupertino CERT: Responsible for creating and delivering simulated disaster situation reports to the EOC, either by direct interaction with CARES, FRS communications with CARES, or drop off of Situation Report forms to the EOC. Twenty-eight (28) CERT members participated in this event.

For this drill, CCWG members were deployed to the field or responded from their homes to generate simulated situation traffic. CARES also participated at the EOC and managed making field assignments, receiving simulated traffic, logging situation status, and interfacing with the EOC staff.

Cupertino OES performed a limited EOC activation to collect incoming emergency message traffic and assess the process for correlating this information.

CCWG resources were dispatched to 6 field locations throughout the City as part of the City's standard emergency deployment scenario:

1. Cupertino Fire Station
2. Monta Vista Fire Station
3. Seven Springs Fire Station
4. Valco Park Ark Site
5. Hyde Middle School Ark Site
6. Garden Gate Elementary School Ark Site

CCWG members reported fictitious situation reports using both FRS and Amateur radio, or by face-to-face communications. CERT members used FRS radios on channel 5/tone 5, operating in a citywide open net. CARES members, who had FRS capability, monitored this FRS net. Any CARES members hearing an FRS report were requested to acknowledge the report, and relay the report to the EOC. Because of limited range of FRS radios, the need for relays was assumed.

Field responders were issued and used the following forms for local command and control, and information management:

- Volunteer Sign-in Log – Used to record the names and times that a volunteer reports to a Field Location. Check in and Check out times are captured.
- ICS 214 – Unit Log. Required to be filled out by the Team Leader for all in-tact teams. Unit Logs were created at each of the Fire Stations and the Arks.
- Situation Status Form – This form is used to document a situation report as developed by a CARES member during the Preliminary Situation Assessment (PSA), from an organized neighborhood, or a CERT member that completed his or her own PSA. The report captures a summary of the situation for one or more residential or commercial structures or a neighborhood. The report creator provides information on the numbers of occurrences that corresponds to the different listed categories as well as details (names, addresses, extent of injury or damage) as necessary. These forms should be retained at the Ark or Fire Station to support requests for information from the EOC to support dispatching of specific emergency services.
- Situation Status Roll-up Form – Consolidates the results of several Situation Status forms into a single form. This summarized information is used to develop a consolidated report to the EOC.
- Field Assistance Request Form – This form captures a request for assistance from anyone who walks up looking for help or who has information on a situation requiring assistance. This form may be handed off to a CERT response team to investigate or act on the request, or to a served agency (such as County Fire).
- Field Assistance Control Log – This forms records the control information about an assistance request. The form ensures that assistance requests are tracked through their closure, either by satisfying the request by the local Ark response team or hand-off to a Served Agency.

4. Chronological Summary of Event / Drill / Exercise

Describe the sequence of events, and note-worthy occurrences, and other relevant information.

All events took place on Saturday, 11-Jun-05. All times listed are in local time.

Time	Description, Note, Comment
0810	Cupertino EOC opened. Jim KN6PE, EC, arrived and opened the EOC and Radio Room. The equipment check was completed successfully.
0830	EOC Staff begins to arrive and signs in.
0842	Jim KN6PE requested permission from Marsha Hovey, Cupertino Director of OES, to activate CARES and CERT for the drill. Permission was granted under activation ID: CUP-05-08T.
0850	EOC Staff assignments are complete. The following positions were assigned. Jim KN6PE CARES Group Leader Allan KD6QPP EOC Radio Room Operator Bill KD6TQJ Net Control Operator Marsha KG6CYV EOC Staff, P&I Section Leader Doug Howell EOC Staff, P&I recorder
0905	Allan KD6QPP activated the CARES emergency net. Eight (8) CARES members checked in and 7 identified themselves as available for field or neighborhood assignment. CERT members were previously dispatched to the 6 field locations by prior agreement with OES.
0920	Begin dispatching CARES members to 6 field locations
0931	Net Control passed to Bill KD6TQJ
1111	Drill ends. Start on-air debrief
1135	Secured the Net
1200	Secured the EOC

5. Response at SEMS Levels (as appropriate):

Include a summary, conclusions, the field response, and other local, operational area, regional, state or federal response.

Field Responder headcount by location is as follows:

Location	CARES Responder	Cert Responders	Walk-ins
Seven Spring Fire	2	1	8
Cupertino Fire	1	1	0
Monta Vista Fire	1	1	10
Valco Ark	1	1	1
Garden Gate Ark	1	1	0
Hyde Ark	1	1	3
Total	7	6	22

6. Interacting Systems, Agencies, and Programs:

Include mutual aid systems (law enforcement, fire/rescue, medical, etc.); cooperating entities (utilities, American Red Cross, Sheriffs Office, City Departments, etc.); telecommunications and media interactions.

County OES. No participation was required.

CERT. Twenty-eight (28) CERT members volunteered to participate in this drill with most originating status reports from the field.

Communications Systems. The primary Field-to-EOC radio channel was CARES TAC-1 (147.570s). No other channel was used.

FRS Channel 5/Tone 5 is the City-wide FRS frequency. CERT members used FRS for local neighborhood coordination. CARES members who were given field assignments monitored the FRS channel if a radio was available. CARES members did not report any direct FRS contacts.

7. Improvements, Conclusions, Recommendations:

As applicable, include a description of actions taken, assignments, associated costs or budget, timetable for completion or correction, and follow-up responsibility.

The following is a summary of the key Improvements, Conclusions, and Recommendations.

What worked well?

- Antenna drops were confirmed operational at Cupertino, Monta Vista, and Seven Springs Fire Stations.
- CERT volunteers from the community delivered messages to most of the Ark and Fire Station sites.
- In general, the field command, control, and information management forms worked well.
- The use of the field forms and sending counts significantly improved the communications channel efficiency.

What didn't work or needs improvement?

- There was some confusion over the use of the Situation Status Rollup and Field Assistance Control Logs.
- FRS did not work well... Some users reported gardeners using the FRS channel.
- A lot of road noise at the Valco Ark Site due to the location next to I-280.
- Use of Tactical calls was not consistent.
- Handoffs between Field Responders and EOC RRO were occasionally not clear.
- Too little "This is Drill Traffic" announcements, except by Net Control.
- Message pacing was occasionally too fast.

Recommendation

1. One of the intentions of this drill was to open the Arks in support of the field deployment. A drill logistics issue resulted in the Ark keys not being delivered in coordination with the deployment and arrival of the field teams. The lesson here was an understanding of what it really takes to visit all field sites... about 1.5 hours to complete the route for the 6 sites participating in the drill.

1.1 RECOMMENDATION: Need to plan logistics support for OES Responder Sites given the state of the city during a deployment. One Logistics support team will not be sufficient for timely delivery of support.

1.2 RECOMMENDATION: Complete identification of Ark “caretakers” who would have a key, then integrate into future drills.

1.3 RECOMMENDATION: Plan to hold a full city-wide deployment drill with a full Ark activation and logistics support. This may be 12-24 months away.

2. Since the original placement of antenna drops at Fire Stations throughout Cupertino, additional use definitions were developed on how CERT supplies would be deployed at these locations. However, the physical locations of the CERT supplies are not where the antenna drops are.

2.1 RECOMMENDATION: CCWG to revisit the deployment plan for each site in terms of antenna drops, CERT supplies, where setups occur, etc.

3. The command, control, and information management forms were used with this drill with little process documentation or training. While the forms demonstrated their usefulness in improving the overall flow of information, it is clear that further refinements are required.

3.1 RECOMMENDATION: Develop deployment scenarios that describe how CARES, CERT, and MRC will be used to support the city’s disaster response.

3.2 RECOMMENDATION: Develop the overall flow control and process documentation needed to effectively use the OES information management forms.

3.3 RECOMMENDATION: OES should perform one or more table-top exercises to test methods for information management in the field (after 3.2 is complete).

4. A common complaint the EOC receives during its drills is the lack of feedback from the EOC to the reporting stations. We can anticipate this to be the case during a disaster since it is likely that responding resources will be tied up with pressing issues. In short, the reporting person will always perceive their problem to be the most urgent.

4.1 RECOMMENDATION: To simulate a response during a field exercise, work with one or more Cupertino-based Fire companies for them to be dispatched to simulated emergency reports. This does two things: continue to build the relationship between Cupertino OES and County Fire, and adds a sense of realism to the drills.

8. Training Needs

1. Table-top exercise to test methods for information management in the field (recommendation: 3.3).
2. Regular joint exercises to further develop the City Scan Reporting Process (end to end).

9. Recovery Activities (as applicable)

Recovery Activities were limited to EOC shutdown.

10. References: Notes, maps, charts, training materials, etc.

The following material was developed in support of this exercise.

- Nov 13 ExPlan
- Nov 13 Cert Instructions
- School Park List R3
- CERT Telephone Tree
- Cupertino City Scan Form

A. Feedback Comments

The following feedback was received from CARES members who participated in the drill.

Seven Springs Fire Station

- 2 CARES, 1 CERT
- Good interaction between the 2 groups
- Good management of Forms, Skip was an expert
- Antenna drop worked, location was not accessible. Need 100 ft of coax to get a connection to the front of the Fire Station.
- Recommendation: Make ~150 ft of RG-8 readily available to get the connection to the front of the station. OR, if there is to be separate locations (CARES at the antenna, CERT in front), employ runners.
- 8 walk-ins: 3 with situation reports, 5 with Field Assistance requests

Cupertino Fire Station

- Went well
- No walk-ups
- 1 situation reports
- Antenna Drop worked fine
- Next time, get the Fire Crew to do a drive around
- FRS did not work well... Gardeners were using FRS extensively

Monta Vista Fire Station

- Went well.
- 8-10 people came up with situation reports and Field Assistance Requests
- Some confusion on the 2 different logs
- Antenna worked well
- Fire Trucks were doing maintenance... it was very noisy
- We check in with the Local Fire Crews, they had no idea what we were doing
- The CERT equipment was at the other end of the station; the Antenna Drop was 100ft from the Ark.

Valco Ark Site

- 1 walk-up
- No FRS radios were available
- A lot of road noise due to the location next to I-280
- Ark was not opened, no table or manual [on hw to proceed]

Garden Gate Ark Site

- CERT member was present.
- Generated several reports, and simulated FRS traffic.
- Forms worked well.
- There is no feedback form to take back to the reporting neighborhood
- Recommend we simulate feedback on Fire requests

Hyde Ark Site

- Never got the Ark opened
- The school security guard could only open one of the locks, but not the other.
- Situation status report roll-up, did not fill in totals
- 3 walk-ups

EOC Staff

- Field roll-up forms may not exactly be the same as what CARES was using.
- Reminder, need to continue to use Tactical Calls
- Need to slow down the pace of the comms
- went very well
- roll-ups reduced the traffic by a factor of 10
- no use of priorities
- There was confusion on handoffs between the Field, NCS, and the RRO
- Need to do a tabletop next time to walk through the processes
- On Situation Status form, need to add a field for Station Location, both forms
- FRS radios were originally set to 1/1, not 5.5.
- Need to develop a field guide for the Arks.
- City hall is not a reporting location, but we got some forms anyhow
- need more training on the forms
- There was no radio coverage with the Rover.
- Lesson Learned: it took a lot longer to deliver “supplies” to all 6 locations than anticipated.

Figure 2: City of Cupertino EOC, Communications Unit Log

Cupertino Amateur Radio Emergency Service
PART 6 Forms

Standard Operating Procedures

ICS 214 UNIT LOG		1. INCIDENT NAME City Earthquake	2. DATE PREPARED 6/11/05	3. TIME PREPARED 0810
4. UNIT NAME/DESIGNATOR Cupertino ARES/RACES		5. UNIT LEADER (NAME AND POSITION) Jim Oberhofer KN6PE		6. OPERATIONAL PERIOD 0800-1200
7. PERSONNEL ROSTER ASSIGNED				
NAME		ICS POSITION		TEAM/AGENCY
Jim Oberhofer		Shift Supervisor, Comm		
Bill Klein		DCS		
Allen Gentry		PRO		
8. ACTIVITY LOG				
TIME	MAJOR EVENTS			
0810	EOC OPENED			
0842	PERMISSION GRANTED BY ACTIVATION CUP-05-08T			
0905	STARTED THE NETWORK			
0920	Begin dispatching members to field sites			
0931	NET COMB TO K06TQT			
1111	BILL ENDS, START DE BRIEF			
11:35	SECURE THE NET			
ICS 214	PREPARED BY			

Figure 4: City of Cupertino EOC, Net Control Log

E U P R

Cupertino Amateur Radio Emergency Service
PART 6 Forms

Standard Operating Procedures

0200F NCS LOG		1. INCIDENT NAME CERT/CAAES COMM DRILL		2. DATE 06/11/05	
(3) Msg ID	(4) Priority	(5) Time in	(6) Originating Station	(7) Receiving Station	(8) Time Ack
01	U	9:54	WAZ KDX/VALCO	EOC	9:55
02	U	10:07	HYDE	EOC	10:08
03	U	10:03	MV FIRE	EOC	10:04
04	U	10:11	GG	EOC	10:12
05	U	10:14	HYDE	EOC	10:15
06	R	10:16	CUP FS	EOC	10:16
07	E	10:17	7 SPRINGS	EOC	10:18
08	E	10:21	MV F	EOC	10:22
09	R	10:24	7 SPRING	EOC	10:24
10	R	10:30	MV	EOC	10:31
11	R	10:35	EOC	CUP P	10:36
12	DE	10:35	VALCO	EOC	10:36
13	U	10:37	GG	EOC	10:38
14	R	10:41	CUP FIRE	EOC	10:42
15	R	10:43	VALCO	EOC	10:44
16	E	10:46	7 SPRINGS	EOC	10:47
17	U	10:47	MV	EOC	10:47
18	R	10:49	EOC	MV	10:49
19	R	10:5	7 SPRINGS	EOC	10:53
20	U	10:51	MV	EOC	10:52
21	R	10:55	7 SPRING EOC	7 SPRING	10:55
22	R	10:57	MV	EOC	10:57
23	R	10:58	CUP	MV	
24	U	11:00	GG	EOC	11:01
25	R	11:01	HYDE EOC	EOC HYDE	11:02
26	P	11:06	MV	CUP	11:07
27	R	11:10	MV	EOC	11:11

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Figure 5: City of Cupertino EOC, Situation Roll-up Log, Page 1

Cupertino Amateur Radio Emergency Service
PART 6 Forms

Standard Operating Procedures
MVE
NGT
66-002
7 APR

009
CUP-05-08T 653 06/11/05
019

Preliminary Safety Assessment Form - EOC

Call Sign:	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	
Time:	10:25	9:15	10:00	10:19	9:47																													
Message ID:	SS-001	SS-001	SS-001	SS-001	SS-001																													
MsgType:	URG	URG	URG	URG	URG																													
Map Coord:	B5	F4	F6	E4	C4																													
Survey:	12	250	URK	21	17																													
Ref	1.1	1.2	1.3	1.4	2.1	2.2	2.3	3.1	3.2	3.3	3.4	3.5	4.1																					
Category	Injuries, Minor	Injuries, Delayed	Injuries, Immediate	Injuries, Presumed Dead	Structure, Light Damage	Structure, Moderate Damage	Structure, Heavy Damage	Fire, Any situation	Gas Leaks	Sewer Leaks	Water Main Breaks	Electrical Power,	Roads blocked																					
	25	21	7	0	8	3	2	1	3	0	0	1	1																					
	42	21	7	0	8	6	5	3	47	0	1	1	5																					
	30	7	2	0	8	10	1	1	3	0	1	1	5																					
	2	7	2	0	8	5	1	0	47	0	1	1	5																					
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Figure 6: Seven Springs Fire, Situation Status Roll-up

Cupertino OES – Situation Status Rollup Form

7 Springs Fire Station

Report Control #	01	02	3
Time Received:	9:15am	10am	10:45am
Street/Neigh:	Santa Bella Linda Lane (Lower)	Hollyhock/ Scotland	Wilkinson
Map Coord:	FA	F6	E4
Number of homes covered:	12	?	33
Category			
1.1 Injuries, Minor	30	2	17
1.2 Injuries, Delayed	7	1	5
1.3 Injuries, Immediate	2	0	0
1.4 Injuries, Presumed Dead	0	0	0
2.1 Structure, Light Damage	4	2	0
2.2 Structure, Moderate Damage	0	1	1
2.3 Structure, Heavy Damage	1	1	32
3.1 Fire, Any situation	0	1	1
3.2 Gas Leaks	0	1	0
3.3 Sewer Leaks	0	0	0
3.4 Water Main Breaks	0	1	0
3.5 Electrical Power,	1	0	0
4.1 Roads blocked	0	1	1
Info passed to City by:	PS09		7519
Received by:			Date/Time

Figure 7: Seven Springs Fire, Situation Status Forms, #1

Control #
01

Seven Springs

Cupertino OES – Situation Status Form

Assessment Date/Time: *9:15am 6/11/05*
 Performed by: *Emily Shingava*
 Command Post Location: *21721 Santa Bella Place*

Neighborhood/Street: *Santa Bella Place, Lower Lindy Lane*
 Map Coordinates: *FA*
 Number of Units Surveyed: *12*

Ref	Category	Subcategory	Count	Notes/Addresses (use back of page if necessary)
1.1	Injuries, Minor	Able to walk away from the incident	30	
1.2	Injuries, Delayed	Regular breathing, and Capillary refill <2 sec, and Answers questions, responds to commands	7	
1.3	Injuries, Immediate	Rapid Breathing >30/min, or capillary refill >2 sec, or Confused, disoriented	2	
1.4	Injuries, Presumed Dead	Unconscious, no respiration	0	
2.1	Structure, Light Damage	<ul style="list-style-type: none"> • Superficial Damage • Broken Windows • Cracked or fallen plaster • Main damage is to contents 	4	
2.2	Structure, Moderate Damage	<ul style="list-style-type: none"> • Large amount of cracking on exterior • Small cracks around doors and foundations • No outward sign of structural damage 	0	
2.3	Structure, Heavy Damage	<ul style="list-style-type: none"> • Partial or full collapse • Building is off foundation • Structural damage to the building 	1	
3.1	Hazards	Fire, Any situation	0	
3.2	Hazards	Gas Leaks	0	
3.3	Hazards	Sewer Leaks	0	
3.4	Hazards	Water Main Breaks	0	
3.5	Hazards	Electrical Power, Lines Down. Power in the neighborhood?	1	
4.1	Access	Roads blocked Other Obstructions	0	

7809 called in to EOC @ 10:23am Skip Status

Figure 8: Seven Springs Fire, Situation Status Forms, #2

Control #
02

Cupertino OES – Situation Status Form

Neighborhood/Street: *Seven Springs*
 9:30 AM / 06/11/2005

Map Coordinates: *FK*

Number of Units Surveyed:

Ref	Category	Subcategory	Count	Notes/Addresses (use back of page if necessary)
1.1	Injuries, Minor	<i>Holladay / Scotland</i> Able to walk away from the incident	2	
1.2	Injuries, Delayed	Regular breathing, and capillary refill <2 sec, and Answers questions, responds to commands	1	7618 <i>7618 Holladay.</i>
1.3	Injuries, Immediate	Rapid Breathing >30/min, or capillary refill >2 sec, or Confused, disoriented	0	
1.4	Injuries, Presumed Dead	Unconscious, no respiration	0	
2.1	Structure, Light Damage	<ul style="list-style-type: none"> • Superficial Damage • Broken Windows • Cracked or fallen plaster • Main damage is to contents 	2	<i>7618 Holladay.</i> <i>7619 "</i>
2.2	Structure, Moderate Damage	<ul style="list-style-type: none"> • Large amount of cracking on exterior • Small cracks around doors and foundations • No outward sign of structural damage 	1	<i>1143 Hollyhead</i>
2.3	Structure, Heavy Damage	<ul style="list-style-type: none"> • Partial or full collapse • Building is off foundation • Structural damage to the building 	1	<i>1113 Holly Head.</i>
3.1	Hazards	Fire, Any situation	1	<i>7619 Saffronwood</i>
3.2	Hazards	Gas Leaks	1	7619 <i>7619 Saffronwood / Hollyhead on</i>
3.3	Hazards	Sewer Leaks	0	
3.4	Hazards	Water Main Breaks	1	
3.5	Hazards	Electrical Power, Lines Down. Power in the neighborhood?	0	
4.1	Access	Roads blocked Other Obstructions	1	<i>Tree falls Sgt. named / Holly</i> <i>#7809 called into ECC @ 10:25am by SKP Starns</i>

Figure 10: Seven Springs Fire, Field Assistance Request Forms, #1, #2

Cupertino OES Field Assistance Request Form

Person submitting the report	(1) Reported By: Date: <u>6/11/05</u> Time: <u>9:15 Am</u> Name: <u>Chuck WORLEY</u> Address: <u>21588 FLINTSHIRE ST</u> Contact Phone: <u>408-446-2980</u>		(2) Incident Location: Check if same as Reported By <input type="checkbox"/> When did Incident happen? <u>8 Am</u> Name: <u>RPH PARKER</u> Address1: <u>21587 FLINTSHIRE SA</u> Address2:	
	(3) Incident Description (describe the nature of the problem; use back of form if more space is needed) Check all that apply PRINT CLEARLY <input type="checkbox"/> Injuries <input type="checkbox"/> Person trapped <input checked="" type="checkbox"/> Structure Fire <input type="checkbox"/> Structure Collapse <input type="checkbox"/> Utility problems <input type="checkbox"/> Access problems <input type="checkbox"/> Other			
	<p><u>TRIED BUT</u> <u>HOUSE BURNING - SERIOUS</u> <u>COULD NOT PUT OUT FIRE WITH GARDEN HOSE</u></p>			
OES Use Only	(4) Reporting Location: <u>7 Springs Fire Station</u>		(5) Control Number: <u>1</u>	(6) Received by: <u>Robert Shinagawa</u>
	(7) Action Taken (describe what has been done)			
	Date		Time	
(8) Closed Date/Time:				(9) By:

Cupertino OES Field Assistance Request Form

Person submitting the report	(1) Reported By: Date: <u>6/11/05</u> Time: <u>9:15 Am</u> Name: <u>Chuck WORLEY</u> Address: <u>21588 FLINTSHIRE ST</u> Contact Phone: <u>408-446-2980</u>		(2) Incident Location: Check if same as Reported By <input type="checkbox"/> When did Incident happen? <u>8:10 Am</u> Name: <u>JESS MARINO</u> Address1: <u>21597</u> Address2:	
	(3) Incident Description (describe the nature of the problem; use back of form if more space is needed) Check all that apply PRINT CLEARLY <input checked="" type="checkbox"/> Injuries <input type="checkbox"/> Person trapped <input type="checkbox"/> Structure Fire <input type="checkbox"/> Structure Collapse <input type="checkbox"/> Utility problems <input type="checkbox"/> Access problems <input type="checkbox"/> Other			
	<p><u>MY SON HAS A BROKEN LEG</u> <u>WHEN FIRE PLACE COLLAPSED</u> <u>AND FELL ON HIM.</u></p>			
OES Use Only	(4) Reporting Location: <u>7 Springs FD</u>		(5) Control Number: <u>3</u>	(6) Received by: <u>Robert Shinagawa</u>
	(7) Action Taken (describe what has been done)			
	Date		Time	
(8) Closed Date/Time:				(9) By:

Figure 11: Seven Springs Fire, Field Assistance Request Forms, #3, #4

Cupertino OES Field Assistance Request Form				
Person submitting the report	(1) Reported By: Date: <u>6/11/05</u> Time: <u>0910</u> Name: <u>BOB MORRISON</u> Address: <u>21618 FLINTSHIRE ST</u> Contact Phone: <u>257 4850</u>		(2) Incident Location: Check if same as Reported By <input checked="" type="checkbox"/> When did Incident happen? <u>6/11/05</u> Name: _____ Address1: _____ Address2: _____	
	(3) Incident Description (describe the nature of the problem; use back of form if more space is needed) Check all that apply PRINT CLEARLY <input type="checkbox"/> Injuries <input type="checkbox"/> Person trapped <input type="checkbox"/> Structure Fire <input type="checkbox"/> Structure Collapse <input checked="" type="checkbox"/> Utility problems <input type="checkbox"/> Access problems <input type="checkbox"/> Other <div style="margin-left: 150px;"><u>GAS SMOEL AT METER</u> <u>UNABLE TO TURN OFF GAS METER</u></div>			
	(4) Reporting Location: <u>7 Springs FD</u>		(5) Control Number: <u>4</u>	(6) Received by: <u>Robert Shinagawa</u>
OES Use Only	(7) Action Taken (describe what has been done)			
	Date	Time	Action	Performed By
	(8) Closed Date/Time:			(9) By:

Cupertino OES Field Assistance Request Form				
Person submitting the report	(1) Reported By: Date: <u>6/11/05</u> Time: <u>9:15am</u> Name: <u>Chuck WORLEY</u> Address: <u>21588 FLINTSHIRE ST</u> Contact Phone: <u>408-446-2980</u>		(2) Incident Location: Check if same as Reported By <input checked="" type="checkbox"/> When did incident happen? <u>8 AM</u> Name: _____ Address1: _____ Address2: _____	
	(3) Incident Description (describe the nature of the problem; use back of form if more space is needed) Check all that apply PRINT CLEARLY <input type="checkbox"/> Injuries <input checked="" type="checkbox"/> Person trapped <input type="checkbox"/> Structure Fire <input checked="" type="checkbox"/> Structure Collapse <input type="checkbox"/> Utility problems <input type="checkbox"/> Access problems <input type="checkbox"/> Other <div style="margin-left: 150px;"><u>roof collapsed on 3 bedrooms</u> <u>1 baby trapped inside smallest bedroom.</u> <u>baby is alive + screaming.</u></div>			
	(4) Reporting Location: <u>7 Springs FD</u>		(5) Control Number: <u>2</u>	(6) Received by: <u>Robert Shinagawa</u>
OES Use Only	(7) Action Taken (describe what has been done)			
	Date	Time	Action	Performed By
	(8) Closed Date/Time:			(9) By:

Figure 12: Seven Springs Fire, Field Assistance Request Forms, #5, #6

PRACTICE DRILL ONLY

Cupertino OES Field Assistance Request Form

Person submitting the report	(1) Reported By: Date: <u>6-11-05</u> Time <u>9:45AM.</u> Name <u>Brooks H. Lupien</u> Address: <u>11157 Palos Verdes Drive</u> Contact Phone: _____		(2) Incident Location: Check if same as Reported By <input checked="" type="checkbox"/> When did Incident happen? <u>9:30 A.M.</u> Name <u>Brooks H. Lupien</u> Address1 <u>SAME</u> Address2 _____	
	(3) Incident Description (describe the nature of the problem; use back of form if more space is needed) Check all that apply PRINT CLEARLY <input checked="" type="checkbox"/> Injuries <input type="checkbox"/> Person trapped <input type="checkbox"/> Structure Fire <input type="checkbox"/> Structure Collapse <input type="checkbox"/> Utility problems <input type="checkbox"/> Access problems <input checked="" type="checkbox"/> Other <u>RS</u> <div style="text-align: center; font-size: 2em; margin-top: 10px;"><u>Stroke</u></div>			
	(4) Reporting Location: <u>7 Springs FDept</u>		(5) Control Number: <u>5</u>	(6) Received by: <u>Robert Shinagawa</u>
OES Use Only	(7) Action Taken (describe what has been done)			
	Date <u>6/11/05</u>	Time <u>10:20am</u>	Action <u>Call in to EOC # 7507</u>	Performed By <u>SKIP STEVENS</u>
(8) Closed Date/Time: _____			(9) By: _____	

Cupertino OES Field Assistance Request Form

Person submitting the report	(1) Reported By: Date: <u>6/11/05</u> Time <u>9:50</u> Name <u>Peggy GRETUM</u> Address: <u>21629 Terrace Dr</u> Contact Phone: <u>408/257-6714</u>		(2) Incident Location: Check if same as Reported By <input checked="" type="checkbox"/> When did Incident happen? <u>8:15 AM</u> Name _____ Address1 _____ Address2 _____	
	(3) Incident Description (describe the nature of the problem; use back of form if more space is needed) Check all that apply PRINT CLEARLY <input checked="" type="checkbox"/> Injuries <input type="checkbox"/> Person trapped <input checked="" type="checkbox"/> Structure Fire <input type="checkbox"/> Structure Collapse <input checked="" type="checkbox"/> Utility problems <input checked="" type="checkbox"/> Access problems <input type="checkbox"/> Other <div style="text-align: center; font-size: 1.2em; margin-top: 10px;"><u>An earthquake has occurred and overgas line has ruptured and a fire has broken out in the garage. Unable to reach turn off valve and have incurred burns in the attempt. All phones work</u></div>			
	(4) Reporting Location: <u>7 Springs F/D</u>		(5) Control Number: <u>6</u>	(6) Received by: <u>Robert Shinagawa</u>
OES Use Only	(7) Action Taken (describe what has been done)			
	Date <u>06/11</u>	Time <u>10:45AM</u>	Action <u>Reported to EOC # 7516</u>	Performed By <u>Takes Hamid</u> <u>2576</u>
(8) Closed Date/Time: _____			(9) By: _____	

Figure 13: Seven Springs Fire, Field Assistance Request Forms, #7, #8

Cupertino OES Field Assistance Request Form

Person submitting the report	(1) Reported By:		(2) Incident Location: Check if same as Reported By <input checked="" type="checkbox"/>			
	Date: <u>6/11/05</u> Time <u>9:55 am.</u>		When did Incident happen? _____			
	Name <u>RAMESH DEWANGAN</u>		Name _____			
Address: <u>21604 CASTLETON ST.</u>		Address1 _____				
<u>CUPERTINO, CA 95014</u>		Address2 _____				
Contact Phone: <u>408-255-1245</u>		Address2 _____				
(3) Incident Description (describe the nature of the problem; use back of form if more space is needed)						
Check all that apply PRINT CLEARLY						
<input checked="" type="checkbox"/> Injuries <input type="checkbox"/> Person trapped <input type="checkbox"/> Structure Fire <input type="checkbox"/> Structure Collapse <input type="checkbox"/> Utility problems <input type="checkbox"/> Access problems <input type="checkbox"/> Other		A MOVING VEHICLE KNOCKED A PEDESTRIAN. PEDESTRIAN IS BLEEDING AND UNCONCIOUS, HAND BROKEN.				
OES Use Only	(4) Reporting Location:		(5) Control Number:		(6) Received by:	
	<u>7 Springs</u>		<u>7</u>		<u>Robert Shingawa</u>	
	(7) Action Taken (describe what has been done)					
	Date	Time	Action			Performed By
<u>6/11/05</u>	<u>10:20 am</u>	<u>Called into EOC #7507</u>			<u>Skip Stevens</u>	
(8) Closed Date/Time:					(9) By:	

Cupertino OES Field Assistance Request Form

Person submitting the report	(1) Reported By:		(2) Incident Location: Check if same as Reported By <input type="checkbox"/>			
	Date: <u>EOE</u> Time <u>10:55A</u>		When did Incident happen? _____			
	Name _____		Name _____			
Address: _____		Address1 _____				
Contact Phone: _____		Address2 _____				
(3) Incident Description (describe the nature of the problem; use back of form if more space is needed)						
Check all that apply PRINT CLEARLY						
<input type="checkbox"/> Injuries <input type="checkbox"/> Person trapped <input type="checkbox"/> Structure Fire <input type="checkbox"/> Structure Collapse <input type="checkbox"/> Utility problems <input type="checkbox"/> Access problems <input checked="" type="checkbox"/> Other		Check Conditions of RR Track - 7520 - Incoming Report - No RR Traffic - Track Work page Recommend RR Inspection before use				
OES Use Only	(4) Reporting Location:		(5) Control Number:		(6) Received by:	
	<u>7-Springs</u>		<u>7520</u>		<u>Skip Stevens</u>	
	(7) Action Taken (describe what has been done)					
	Date	Time	Action			Performed By
<u>4/11/05</u>	<u>10:55A</u>	<u>As above</u>			<u>Skip Stevens</u>	
(8) Closed Date/Time:					(9) By:	

End of Report