

After-Action Report

Fourth of July Fireworks2006



Cupertino
ARES/RACES

1. Overview

Description: July 4th Fireworks
Event Date: 4-July-2006
Report Date: 27-July-2006
CARES Event: CUP-06-020T
RACES Event: N/A
Control: Cupertino ARES
Report Revision: 1.1
Submitted By: Cupertino Citizen Corps under the Division Leadership of Cupertino ARES/CERT/MRC
Stuart Chesson, Citizen Corp Lead
Allan Gontang, CARES Lead

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.

i. Introduction and Background

For the third consecutive year, the City of Cupertino (City) requested communications, logistics, and first aid support from Cupertino Citizen Corps during the 2006 Cupertino Fourth of July Fireworks event. To staff the event, Cupertino Emergency Coordinators activated the Cupertino Amateur Radio Emergency Service (CARES), the Cupertino Community Emergency Response Team (CERT), and the Cupertino Medical Reserve Corps (MRC).

From April through June, the Cupertino Department of Parks and Recreation held 2 event planning sessions and one walk-through of the sites for city, emergency services, and citizen corps event staff.

Due to the staffing levels required to fill all required field stations, requests for Amateur Radio Operators were made on the SPECS and SVECS networks. Following the process of July 4,

2005, all volunteers signed-up and were sworn in as Cupertino DSW workers. This eliminated any problems with other organizations activating to cover their personnel volunteering for Cupertino’s event. Additionally, the City CERT coordinator contacted neighboring cities that maintain active CERT membership to solicit volunteers.

On 4-July, the City initiated a RACES Training Activation under the designation CUP-06-020T.

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

ii. Type/location of Event / Drill / Exercise

Event Type: RACES Training Activation
Event Identifier: CUP-06-020T
Event Name: Cupertino 4th of July Fireworks
Location: City of Cupertino

iii. Description of Event / Drill / Exercise

The City of Cupertino sponsored a Fourth of July Fireworks display for city residents. The fireworks were launched from Cupertino High School with viewing locations at Creekside Park, Hyde Middle School, and Sedgwick Elementary School.

To maintain the security of the launch site and ensure the safety of the public, the Cupertino HS campus was closed between 6 p.m. and 11 p.m., as were the following adjacent streets:

1. Finch Avenue between Vallco Parkway and Stevens Creek Blvd.
2. Finch Avenue between Stevens Creek Blvd. and Phil Lane
3. Calle de Barcelona between Finch Avenue and Miller Road
4. Tilson Avenue between Finch Avenue and Tauntau Avenue
5. Phil Lane between Miller Road and Tantau Avenue
6. Stendhal Lane between Phil Lane and Shadygrove Drive

Event resources were provided from the following organizations:

1. Cupertino Department of Parks and Recreation: About 10 full-time and 43 seasonal staff members were responsible for overall event control, coordination, venue setups, and perimeter control.
2. Santa Clara County Sheriffs Office (SO): About 40 Deputies and SO Volunteers were responsible for overall event security and general law enforcement. This was about the same number as last year.
3. Santa Clara County Fire District: One Engine was positioned adjacent to the launch site and responsible for fireworks safety.
4. CARES and County Communications Mutual Aid Responders (MARs): Responsible for maintaining communications with all volunteer security teams and viewing location staff.

Twenty-four amateur radio operators responded from the following cities:

Cupertino	15
Campbell	3
Mountain View	5
San Jose	1
Sunnyvale	1

5. Cupertino MRC and CERT members were divided among the viewing sights, with a lead at each site who determined the on-site division of labors. These combined MRC/CERT teams were responsible for event first aid. There were no members from cities other than Cupertino.

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7. Logistics for the event was done by Greg KG6PHO, CERT/MRC/CARES member. All planning and distribution and collection of material was done Greg, alone.

iv. Chronological Summary of Event / Drill / Exercise

All events took place on Sunday, 4-Jul-06. All times listed are in local time. The summary is a compilation of net control and individual volunteer staff logs.

Time	Description, Note, Comment
1415	Cupertino HS Cafeteria. Division Leader on site. Vince K6TEN, Bill KD6TQJ and Greg KG6PHO arrive and begin setting up radio equipment
1445	Cupertino HS cafeteria. CARES Lead on site. Check-in volunteers already on site.
1500	Set up parking signs assign volunteer to direct traffic and hand out event parking passes to arriving volunteers in the driveway of the volunteer parking lot..
1530	CARES, CERT, and MRC, Incident Command volunteers arrived and set up check in/registration.
1545	Volunteers begin arriving. Registration volunteers administered the following sign-in process for all volunteers: <ul style="list-style-type: none"> • Visually checked for appropriate Citizen Corps identification. • Monitored volunteer check-in on an appropriate Sign-in Log for CARES, CERT/MRC. These logs being used in lieu of ICS-211B. • Monitored volunteer sign-in on a Disaster Service Worker Registration Group Sheet (SCCOES DSW-F2). • Each volunteer printed his/her name on a T-CARD (tracking card) if pre-printed label was not available. T-Cards were then periodically collected and handed to the Division Leader who positioned them in post slots. • Handed out an event identification tag and briefing packet (this included an Individual Log form ICS 214a-OS).
1630	<ul style="list-style-type: none"> • BBQ served for volunteers
1715	<ul style="list-style-type: none"> • Volunteers are called to briefing area. • OES EC Marsha led all volunteers through a recitation of the DSW induction oath. • Division Leader welcomed and thanked volunteers for helping and assigned posts and Group Leaders. All questions were answered as best possible. • Group Leaders sign for first-aid, radios, fire-extinguishers for sites.
1755	Volunteers are deployed.
1755	Line of cars turning right onto Finch, permission from net control to let them through until 1800.
1800	Creekside issued band aid to skateboard injury. Hyde on station
1805	Finch (and Stevens Creek) Traffic: Finch closed with barricades. Sears Parking lot on scene.
1811	Finch Traffic Tilson Gate direct family to Lutheran Church
1815	Sent rover to Creekside Park to assist.

Time	Description, Note, Comment
1840	Creekside Cold pack issued for swollen lip. Hyde has 2 teams roving.
1900	Status of sites: Sedgwick 150 people, Hyde 40, Creekside 200, Sears 20% full and Rosebowl: 15 cars Finch & Stevens Cr. allowed 20 individuals to walk to Bethel Church BBQ, 5 residence cars to proceed through. On site 3 sheriffs and 2 comm Sedgwick MRC treat bump on head release at 1910
1905	Creekside: Band-Aid issued, ladies toilet reported dirty to Parks & Rec
1920	Stopped family from proceeding on Finch & sheriff step in to redirect agitated family
1950	Creekside FRS radios running low on battery power
2000	Status of sites: Sedgwick 400 people, Hyde 100, Creekside 1,200, Sears 30% full and Rosebowl 10%. Kids on roof of Hyde, reported to Sheriff
2004	Finch North of Stevens Creek Closed. People setting up chairs on Finch, but not allowed to block sidewalk, per the Sheriff.
2015	Finch & Stevens Cr. WA6VFD having radio problems, net control sent rover with spare radio. Chairs blocking @ Tilson and Tantau. Code enforcement went to investigate.
2020	Phil and Finch: Street closed to all traffic. Creekside Rover: Lost child. Rover took description, called the info to other staff via FRS radio, and helped mother search the playground, and park and rec tent. Rover loaned the mother her cell phone. Mother phoned the child's father—no answer. Rover called the missing child description into net control.
2030	4 field jackets & 2 helmets sent to football field
2055	Status of sites: Sedgwick 1500 people, Hyde 500+, Creekside 1500, Sears full & Rosebowl full
2100	Sedgwick School sprinkler system came on, forcing hundred or so to move to the street.
2106	Creekside Paramedics arrived for heart attack, team assisted in locating.
2109	Closed Phil to all traffic including residents. Request for Sheriff at Tantau & Phil for crowd control.
2125	Rosebowl full
2130	Fireworks began.
2147	High School South: Signed off the air.
2150	Bleachers report extinguished embers were falling all around. Creekside reported personal fireworks being setoff in parking area.
2155	Fireworks completed. Hyde Jr. High School: Citizens start exit from Hyde ball fields. Sedgwick MRC: Child treated with eye wash, released at 2202.
2200	Creekside report missing child, found soon after.
2202	Sedgwick MRC secured
2205	Stevens Creek & Finch open road to all traffic. Hyde Jr. High School: Equipment packed up, station secured, staff checked out.
2215	Secured from Sears. Stevens Creek Traffic: Removed barricades at Steven Creek and Finch.
2223	Hyde Jr. High School: Returned gear to command post. Checked out.
2235	Secured from RACES Training Activation

v. Response at SEMS Levels (as appropriate):

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

Not appropriate for this event.

vi. 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.

Cupertino Office of Emergency Services (OES)

OES Emergency Coordinator, Marsha Hovey, supported and was present at the event as an advisor to the Citizen Corps IC staff.

Santa Clara County Sheriff's Office, In charge of area security and public safety. Citizen Corps staff provided directions, information, and a few briefing packets to deputies. CARES and Planning and Intelligence established an information flow between CARES Net Control, Volunteer Groups, SO, and P&R.

Cupertino Parks and Recreation. Interactions with P&R leadership and staff were very smooth. CARES was supplied with a P&R radio for use at the command post as well as large aerial maps of the venues.

MRC. MRC volunteers staffed three first aid stations. Each site turned in an after action report. Copies included in the documentation.

Communications Mutual Aid Responders. Four city RACES organizations responded with a total of 10 volunteers to support the event. All Mutual Aid Volunteers demonstrated a high degree of professionalism, flexibility, and skill in their assignment.

Communications Systems. The K6FUZ amateur radio repeater (147.105+, PL=77.0) was the primary communications system that was used for all volunteer wide-area coverage. The CARES TAC-1 frequency was identified as the backup in the event of repeater failure.

Repeater coverage was satisfactory throughout the event for all staffed locations. Any transmission difficulties were attributed to HTs malfunction or the use of HTs positioned too close to the operator resulting in unintended power absorption.

FRS radios were used by CERT and MRC volunteers between First Aid stations and roving field teams. Recommended frequency assignments were listed in the Event Briefing Packet. When required, First Aid Teams passed information to the Command Center by using FRS to relay information to a local Roving Team, who then used Amateur Radio to pass the traffic on to the Command Center.

vii. 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. See Appendix A for additional comments, detailed feedback, and other suggestions.

What worked?

Preparation

- Joint P&R/SO/CARES/CERT advance planning
- On-site reviews prior to the event
- Mutual Aid request on local weekly Emergency organization nets and response process
- Web based volunteer signup

Execution

- Good organization moved volunteers through the registration, DSW swear-in, briefing, assignments, equipment assignments, and deployment in a professional and timely manner.
- Command Center structure ensured a common point for information gathering and dissemination.
- The information and maps in the Citizen Corps Briefing Packet was used for volunteer staff, for aiding the public, and by deputies.
- The large site photographs supplied by Parks & Rec were invaluable.
- K6FUZ repeater was reliable with good coverage
- Excellent teamwork between volunteer organizations.
- Relaying traffic between Amateur Radio and FRS nets worked well.

Implementations from 2005 suggestions

- Net control operators worked together as scribes for each other
- Clear tactical call signs were assigned at briefing
- Form with tactical call signs created for easier roll call
- Site leaders picked up and returned equipment at the High School, saving driving around and delivering the equipment to the sites.
- SO Deputies on motorcycle helped control traffic flow after event at Rosebowl.

What needs improvement?

Event Policy Management:

- Determine staff under- and over-saturation points.
- Need clear and easily executable instructions from the Sheriff on times residents are allowed beyond barriers, or SO presence at all barricades.
- Tabletop Planning and Intelligence forms and information flow. We lack a functioning model to collect, monitor, post, and distribute situation status information.
- Clarify IC structure for communications with Fire and Parks and Rec. Who relays the "All Clear" after the fireworks, and by what chain of communications? People were walking out of church to Stevens Creek while people entering Finch from Stevens Creek were being held up until all clear given.

Safety

- Parks and Rec personnel in fallout area did not have brush coats, CARES members did. CARES gave as many brush coats as were available to CPRD perimeter guards.
- The Church driveway across from Cupertino HS on Finch needs to be barricaded and staffed until fallout has been cleared.
- Block the backside gate (on Sorenson Avenue) to Fontainebleau Apartment bridge?
- Equipment and clothing checks needed for Citizen Corps volunteers and a plan to handle infractions. We saw shorts.
- Sedgewick had lawn sprinkler system come on. All Venues should have this on their facilities check list.

- Barricades need to be positioned to allow emergency vehicles street access. Delays were experienced to heart attack patient from High School to Creekside.

Volunteer Resource Management and Procedures

- Develop a deployment form (or expand the ICS 214a-OS form) for volunteers on which they may record their check-in/check-out times, team identification number, post location, whether they are a group leader and the number of team members they are responsible for, as well as any equipment their team is assigned. This form would provide an alternative to faulty memories and point out any discrepancies when paired with the IC T-Cards at event's end.

Communications

- Provide clear tactical call signs to all communication volunteers at briefing.
- Provide example exchanges between communication volunteers and net control to insure proper use of tactical and FCC call signs while passing traffic.

Event Logistics

- Each participating organization, CARES, MRC and CERT should have at least one person to assist with planning, distribution and recovery of material. It is too much for one person to handle alone.

Recommendation

Road closure and parking were again a point of difficulty this year. Residents arriving after the 6:00pm road closure created possible conflicts between themselves and those assigned to monitor the closure. Although there were no incidents, CERT/CARES offer the following recommendations:

Street Closures-

The policy given to CARES members was that they were not to stop anyone until the arrival of a Sheriff's Deputy, then let the Deputy make the call. SO presence is the authority for street closure enforcement.

Policy for allowing entrance to Closed Streets

1) Streets are closed to non-resident vehicle and non-resident foot traffic at 6:30pm. People wishing to pass traffic barricades be required to show proof of residence in closed areas. Sheriff Deputies and CARES/CERT/CPRD need map of area with street names (or alphabetized list of street names in the area).

2) Streets are closed to resident vehicle and resident foot traffic at 9:00pm, providing street lockdown.

viii. Training Needs

1. Record-keeping. Need to provide training on the use of the ICS214a form for event tracking.
2. Develop training drills to help Citizen Corps volunteers properly assess field incidents and then to relay details; and to assist net control operators in how to better probe for specific details and support to an agitated volunteer in the field.

ix. Recovery Activities (as applicable)

Recovery Activities were limited to command center shutdown.

x. References: Maps, charts, training materials, etc.

The following material was developed and provided as part of the Volunteer Briefing Packet:

- Event Summary
- ICS-205 Incident Radio Communications Plan
- ICS-214 Unit Logs
- Aerial Maps of all sites
- Phonetic Alphabet

1. Appendix A – Feedback Comments

The following detailed feedback was received from CERT, CARES, and RACES Mutual Aid responders. Sixteen volunteers responded. The comments align with the following 11 topics:

1. Overall Event execution (how you think the City did)
2. RACES Event execution (how you think RACES all did)
3. MRC Event execution
4. CERT Event execution
5. Event Planning
6. Resources and Logistics
7. Radio operations
8. Interactions with any Cupertino City Staff (i.e.: Parks & Rec or other)
9. Interactions with the members of the Sheriffs Office
10. Interactions with the public
11. Other areas or comments?

1. Overall Event execution (how you think the City did)

[1] Overall event execution went very well from my perspective. It appeared to be well planned and adequately staffed. I felt the net control operators did a good job of controlling the communication and keeping track of all the field operators. I was a little surprised when at one point they said it was an open net (as opposed to being a directed net) since it seemed to actually be run directed. The only glitch I observed at my location (which was the Sears parking lot at Vallco) was the parking lot lights were turned off at 10:00pm -- just as the majority of people were returning to their cars. I presume the City has no control over the lights, but if Sears could be asked to leave them on for an extra hour it would have been helpful. The Parks & Rec staff who were stationed there did have flashlights which helped somewhat.

[2] The event was a success. The City did a great job, excellently planned and well organized. And the BBQ well appreciated.

[3] As usual, I continue to be impressed with this event and how smoothly it was run. The barbeque was especially appreciated and I hope the SO will continue this practice for future events.

[3] My assignment this year was the HS bleachers. For some reason, all the brush jackets were dropped off at the "Fallout" area. I was able to get one for myself and one of the Parks & Rec employees nearby. However, it didn't seem like they were required (now I know why they are) and one Parks & Rec employee didn't even have one to wear. So my recommendation would be to be absolutely sure that everyone on that side of the school has and wears a brush jacket, helmet, safety glasses and gloves.

[4] This was my first experience with MRC. It was a positive experience for me. Everyone in our group at Hyde was professional, courteous and helpful. I have worked with Roz Chan before and have enormous respect for her skills. It is apparent that Judith is very capable as well and she made a great team leader! I have to say the whole group was pleasant and great to spend the volunteer time with. I have much confidence in their abilities if more stressful situations should arise.

[4] I felt welcomed by the entire staff which made me feel very comfortable. I don't have any suggestions at this time. We did notice as the evening sky darkened, we could have used another source of light. Perhaps a battery-type lantern? One of the visitors lost their car keys. I suppose a metal detector would be helpful. I notice the ARC First Aid allows us more leeway to administer antibiotic ointment for scratches and small wounds. Although these supplies are available, I realize we do not have the option to use them. However, I do understand the legal implications.

[5] We had several requests for moistened wipes, which fortunately I had brought. These or pre-moistened towelettes might be a convenient thing to add to the kits.

[5] As you know, those of us at Creekside Park were unable to locate the person who thought that she might be having a heart attack. Ideally, whoever took the first report should have asked more info about the location and shared that with us if possible, and should also have instructed the person reporting the problem to make him or herself visible in some way. We had an AED (Automatic Electronic Defibrillator) and oxygen that we could have used, but didn't find the person until after the paramedics did.

[5] Before I volunteered this year, I read last year's report. I was amazed at the detailed planning and reporting. I was equally impressed when I was actually present this year. It's remarkable that there are so many people willing to volunteer at an event where most people would rather be spectators. My hat is off to all of them, as well as the Cupertino City and Santa Clara County personnel who were paid, but still lost part of their holiday.

[6] The overall event went great.

[7] I thought the City did great overall ... though I thought the skate park setup at Creekside was foolish and dangerous [metal ramps are absurd] and there was nobody there to enforce the helmet restrictions or to ensure good behavior. It was a disaster waiting to happen and fortunately nothing serious happened ... I did speak to one young man who was trying to skateboard while carrying his brother piggyback [neither was wearing a helmet]. They agreed to stop with a polite request and advisement that what they were doing was dangerous. And, it was amazing to me that Code Enforcement officers, deputies and Parks and Recs staff were in the skateboard area, but ignored the absence of helmets [one young man out of perhaps 30 wore a helmet].

[8] Very well organized, and successful execution

[9] Other than the open mic, the radio communications seemed to be much smoother than I remember from last year (last year was good, this year was just better).

[10] I enjoyed the fireman's BBQ and thought that was a great way to gather everyone before the event and ensure a good dinner.

[10] I felt it was very well organized. The fireworks were fantastic.

[11] It was great. I felt like it was well organized and with enough people to make it work. I appreciated the dinner before we went out and the apples and water sent with us.

[13] I was assigned to Sedgewick School as a MRC. I had a great experience, as this was my first time volunteering. I appreciated the assignment per my request to be assigned w/ my friend, Violet Mix. I also appreciated Alan Gontang's perception to assign Violet and I with Judith, RN (as the three of us had bonded already during our initial orientation on Wednesday).

[13] We appreciated the BBQ that was offered on 7/4/06. I felt that the directions and orientation sessions were as thorough as they could be. I appreciated Marsha Hovey's providing water bottles and fruit snacks for the volunteers, as well.

2. RACES Event execution (how you think the ARES/RACES teams did)

[2] RACES team did a good job communicating with the command post and with the unit base First-Aid station at Sedgwick Elementary School.

[7] RACES communication seemed fine, though the radio operator assisting me had no idea that his role was limited to communications ... I had to remind him that only one person can be in charge at a time and that is not the radio operator providing communications support. Also, the FRS radios ran out of power ... I would convert radios to AA batteries only and not the power packs.

[8] very effective. Accomplished our goal

[9] Like last year, this is the best run event I have participated in.

[10] Everything from check-in to assignment to check-out seemed well-organized and I think it went well.

[11] Communication was great from my end. I didn't take my radio (bbattery) but could hear most of the time. Seemed excellent. The use of the FRC radios among the teams worked very well.

3. MRC Event execution (how you think the MRC teams did)

[2] This was my 1st volunteer work for CERT-MRC, and I will say a great experience and a pleasure to serve the community.

[2] MRC and CERT teams alternately made roving rounds to the public, found no unusual event except 2 minor injuries treated at the First-aid station. MRC was well equipped with first-aid kit and an AED. And a fire extinguisher as well. All radios functioning well.

[5] The kits could include one of the "waterless cleansers" (typically an alcohol gel). These are handy, especially for medical personnel who need to wash after using a porta-potty to stay somewhat sanitary. ;-) Don't forget to tell people that this stuff is flammable if it's alcohol-based!

[7] MRC execution went poorly concerning the only major incident there. An 80 year old woman began complaining of chest pain just before the fireworks began. Deputies called for Fire and an ambulance without notifying the MRC team ... they knew we were there because we

talked to about 6 deputies while setting up to let them know we were there. Activating EMS was absolutely the right thing to do under the circumstances [we would have done that upon notice of the woman's condition], but the Fire/AMR response was delayed by traffic and egress issues and the patient had no treatment for approximately 15 minutes ... the absence of treatment for that long is inexcusable when trained rescuers are present with equipment to render care! I only learned of the incident when two Code Enforcement officers rode past our booth and I overheard them discussing the incident between themselves. I ran after them and asked for details so an MRC team could respond with equipment. They had no details about the incident beyond the woman's chest pain and they had no idea where she was located among the group of several thousand people. There were also no deputies in the area to ask about the woman's location. I directed my radio operator to notify the Command Center of the incident and he reported back to me that Command knew of the incident and that Fire was en route. I elected not to send a team to try and find the woman under the circumstances. By then, it was dark in North Field area [I guessed she was somewhere there because the Code Enforcement officers pointed in that general direction] and there were many thousands of people there, I expected Fire to arrive shortly [Station 1 and AMR are very close by], and I felt our chances of finding the woman under the circumstances were virtually nonexistent and I did not want to commit resources and equipment [O2 bag and AED] without some specific idea of where the patient was located. We are fortunate that the woman did not require CPR because the outcome would not have been good. In hindsight and given the delayed Fire/ambulance response, I should have insisted that Command be requested to direct that Sheriff's deputies come to the MRC location and direct us to the patient or to give us her general location with a view towards directing us to the patient as we approached.

[11] Our team was great. Good experience, good people, no problems.

[13] While the first-aid instructions were rather straight-forward, i.e. no medicinal products, the RN's noted that the first-aid kits all had medicinal products such as antibiotic ointments, etc. Our thought is that if the First-aid guidelines exclude medications, perhaps the first-aid kits should NOT have them.

[5] Our "First Aid" sign was not illuminated, which meant that someone looking for help would not have been likely to see us after daylight faded. It would be helpful to have some type of light that could be pointed at the banner, and that would perhaps also provide more illumination at our table (without causing glare that would make it hard for us to see when we looked out into the crowd).

4. CERT Event execution (how you think the CERT teams did)

[5] We instructed our roving teams to hold their flashlights up high, point them back towards the First Aid station, and blink the light if they needed to guide additional personnel to a location. I think that this is a good idea for all teams.

[5] One good way to do this would be to include a blinking LED light (like bicyclists use) light for each roving team. Note that these send most of their light in a somewhat narrow beam and thus have to be pointed moderately close to the correct direction. But simply advising people to do the same with a regular flashlight would be helpful.

[11] The CERT volunteers we had on site were great. No problems or issues.

5. Event Planning

[5] One young girl banged her lip but was afraid of the ice pack that we offered her. Perhaps having some real ice would be a good idea, too, when conditions permit. (I realize that ice doesn't keep long and there may be other issues such as keeping it sanitary.)

[6] Event planning was very well put together.

[7] No comments much beyond not having the skateboard area again or having personnel there to supervise. Also, it would have been a great idea to have some booths for selling food and water ... we had many requests for both. Finally, there many people trying to leave the park via the bridge at the end of the North Field ... there should be some officials there [deputies or Code Enforcement] to provide crowd control to assure that no one is injured as people pushed onto the bridge and there needed to be some lighting there to help with footing.

[8] Need more coordination among different groups, i.e. CARES and Park/Recreation. I was not sure what else I should do besides the radio contact. I saw Park/Recreation folks were short-handed in directing traffic; I ended up with doing traffic control most of the time. I was the only one wearing safety vest. People thought I was responsible for the traffic control for the parking lot. I thought Parka/Recreation was in charge with traffic control. But none of them had safety vest. People couldn't see them at night.

[8] A brief meeting before the deployment can help to define who should do what. Am I supposed to do traffic control as my assignment?

[9] The "Parks & Recs" volunteers I was with did not seem as prepared as our group. For example, they did not have access to firecoats or hardhats in the fallout area.

[10] Great

[11] I had plenty of information to come prepared. The timing worked out well to get the assignment, get there and get set up in plenty of time to be available for the public as they arrived.

6. Resources and Logistics

[5] We were fortunate enough to have someone who was bilingual in Spanish. (We also had people who spoke Hindi, Punjabi, Mandarin (?), and a little Russian!) It turned out that we never needed any language but English, but in the future I think it would be a good idea to spread out the people who speak key languages such as Spanish, Vietnamese, Mandarin, Cantonese, Hindi, etc. (if we're not already spreading out such people) just in case... Also, people should be encouraged to tell the leader which languages they speak. The only reason that our team knew was because I took the initiative to ask everyone if they were bilingual.

[6] I don't believe anything was missing.

[7] Resources and logistics seemed fine from my end.

[8] more food was desired. Maybe we can have pizza next time so that we don't feel hungry when we start the fireworks.

[9] Excellent.

[10] When my partner's radio went out, a call to Net Control brought the rover with a fresh one. Also caution tape and water for us. Seemed great to me.

[11] There were plenty of supplies (Hyde Ark)

[13] We felt that some flashlights or portable lighting should be available to the MRC tables, especially as we approached dusk. We each did have our own flashlights, but perhaps a table lantern might have been helpful.

7. Radio operations

[6] Radio operation, "The Box" did great, only problem we encountered was some of the CARES members batteries went dead. In just the receive mode, they didn't draw very much current, only on transmit mode and most of the time they were listening. They may have not charge there batteries the night before. Didn't detect any problem with the repeater. I listened in the fundamental frequency and the signal going in was the problem with the battery voltage as it was dropping.

[7] Radio Ops seemed fine with the exception that I had to instruct my radio operator that he was not in command of the MRC/CERT teams and should not be directing anything to happen without first checking with the MRC lead.

[8] Spare battery needed for some folks. Can city provide this for the future events? We may only need 2 or 3 units for 3 or 4 commonly used handheld models. CARES can volunteer their time, but they may not be able to purchase a spare battery for the event.

[9] Excellent.

[10] I could hear Net Control the whole time. Could not make out the Hyde or creekside people's radios. But that was not necessary. I think using the Tac 3 repeater worked fine.

8. Interactions with any Cupertino City Staff (i.e.: Parks & Rec or other)

[7] I thought City-staff were great, with the exception of having no one there to supervise the skateboard area. We got lots of support from them and at all times found them to be courteous, caring and responsible!

[9] Interactions with the people was good.

[11] Our group was very co-operative and helpful.

9. Interactions with the members of the Sheriffs Office

[2] Members of the Cupertino staff/ Sheriff were very nice and respectful. The public was happy about the event, behaved good and respected event rules.

[5] Sheriffs on motorcycles were not easily recognized as law enforcement officials. Some attendees might have been quite startled and concerned to see motorcyclists riding off the roads (as the sheriffs did), especially in crowded conditions. It might be a good idea to make such staff more recognizable as law enforcement. Even giving them a brightly colored vest would make them appear somewhat official (albeit not necessarily like Sheriffs).

[5] In addition to the Sheriff's deputies, there were at least 2 people on bicycles who appeared to have some official role, but I never found out what it was. It would have been nice to know what their capabilities were in case we needed them.

[7] The deputies were fine, with the exception of not notifying MRC of the chest pain incident.

[8] It will be good if all the deputy officers can talk to us briefly before the deployment so that we can have better understanding of working together for the event.

[9] Excellent.

[10] Great interaction with Parks and Sheriffs at my assignment. We had 3 parks people, 4 Sheriffs, and two of us Radio people.

[11] Our sheriff's person was great. Very calm and helpful.

10. Interactions with the public

[5] We observed that people asking for minor medical assistance (e.g. band aids) were often reluctant to give their names, etc., even though we asked quite gently. Perhaps people think that they are going to get in trouble. (This is particularly true of young skateboarders, but applies to others, as well.) I have no solution, but it's something to be aware of. We certainly don't want people to be reluctant to ask for help.

[7] The public was well behaved, there were few incidents of individual fireworks use, and I saw no one whom I suspected to be visibly under the influence and misbehaved.

[8] The public really listened and followed my directions when I was trying to direct the traffic at the parking lot entrance. They respect the authority, maybe because of my Cupertino safety vest.

[10] Only one negative encounter out of HUNDREDS of people. So I guess that was good.

[11] No problems other than two females on the roof who showed some reluctance to get down. But the dirt bike mounted posse was there and made believers out of them.

[13] The public wanted to buy refreshments at Sedgewick - I'd recommend that Park and Rec think about selling canned drinks and bagged refreshments. The public also wanted to buy some glow in the dark toys that other children seem to have. You may want to consider selling something like this.

[13] When Violet and I made our rounds through the fields, we intentionally extended positive PR to the families who were on the grounds, relaxing or having dinner. They seem to appreciate our friendliness and extension of "welcome."

11. Other areas or comments?

[5] The instructions mentioned something about a bullhorn, but I don't think that we had one.

[6] Stuart & Allan did a wonder job planning the whole event. Thanks also should go to the Sheriff Dept. Captain for the food spread that was put together.

[7] I look forward to next year's event and other such events with the City!

[9] Would it be beneficial to hand out assignments a couple of days before the event? (a main and alternate). This of course runs the risk of having people drop out if they don't like their "pre-assignment" but it might also help with preparations of what to bring.

[10] I have a comment and suggestion here:

We were to close off Finch road and sidewalk south of Stevens Creek. It seems like a simple enough assignment, but unbelievably, like a hundred people suddenly have a friend who lives down that street! Also, the park rep, at 6pm, said to let the people going to the Bethel Church BBQ down Finch in but no one was to go down there after 9pm. So it was not a hard and fast rule. It can be awkward to tell a group to walk around via Miller and into that neighborhood only to let BBQ-goers under the tape a minute later. I have a suggestion for next year. If the church has a BBQ their people need to come in via Miller and Calle Barcelona OR get there by 6pm when we close the sidewalk. The rule should hold for all. Of course, residents with ID were being let under the tape by sheriffs before 9pm and that was no problem.

[10] I have another suggestion:

Whoever is at Finch traffic will get hundreds of people asking for where the "best viewing" spot is. I would have your clipboard out with the map they gave us and be able to tell people how many blocks to each of the viewing sites and the directions. Between 8pm and 9:25 pm I talked to people constantly, giving directions and explaining why the sidewalk was closed.

[10] Direct people AWAY from standing on the north side of Finch and Stevens Creek. After the fireworks were over, about a thousand people walked en masse across Stevens Creek, without regard to the light. Cars were screeching to a halt, some IN THE CROSSWALK. Parents had strollers and little kids, and walked way into the middle of the intersection toward the EASTERN CROSSWALK! I could not believe what I was seeing. The sheriffs were great and herded everyone safely and we helped cut groups off and tell them to wait until the next light. But certainly that was a dangerous situation for a couple minutes.

[10] I think the less people who gather around Finch the better. Maybe the newspaper should make clear NOT to go to Cupertino High School to watch fireworks, but to list the fireworks as taking place at "Sedgewick" or "Creekside Park". Lots of people told me the fireworks were listed as taking place at Cupertino High School, so that is where they came. Then they didn't want to walk further to Creekside or Sedgewick and populated Finch instead.

[11] I will do it again next year unless we are out of town.

[13] The 2 way radio's worked well. We appreciated the City's provision of port-a-potties and a wash station! Many people from the public remembered the provision from the previous year and asked if they were available this time.

[13] Overall, I think you all did a terrific job organizing this event. Thank you for the opportunity.

#3 location and any final 9:30pm attendance count

[1] I would estimate approximately 200 people were at the intersection of Wolfe and Stevens Creek to watch the fireworks. Probably mostly those who arrived a bit too late to get to the "official" viewing locations.

[5] Per your request, a very rough estimate of the number of Attendees at Creekside was about 1850.

[7] My estimate is more than three thousand people were at Creekside [the North Field was totally jammed with many fewer people at the South Field].

[8] Rose Bowl parking lot was full of cars (200+). Good view at fireworks inside the lot, about 100 people. Also, if it is possible to change the traffic light control after the fireworks at the parking lot entrance to allow more time for exit, it will significantly reduce the congestion and frustration when people try to get out the parking lot. The light was too short for exit traffic at Rose Bowl.

[9] There were around 100 people on the street next to the baseball field where "Fallout" was located.

[10] It was hard to judge but I would say way over a thousand people were crowded around the 4 corners of Stevens Creek and Finch. And they all wanted to cross the street at the same time! :>)

[11] I believe we had around 3,000 people. It was hard to count them, they really poured in around 9pm.

End of Report.