

# After-Action Report

## Fourth of July Fireworks 2009



Cupertino  
ARES/RACES

### 1. Overview

**Description:** July 4<sup>th</sup> Fireworks  
**Event Date:** 4 July 2009  
**Report Date:** 2 August 2009  
**Cupertino Event:** CUP-09-22T  
**Santa Clara County Event:** XSC-09-06T  
**Control:** Cupertino OES  
**Report Revision:** 1.0 **FINAL**  
**Submitted By:** Jim Oberhofer, EC, Cupertino ARES/RACES

### 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

#### Terms

**CARES** Cupertino Amateur Radio Emergency Service, ARES/RACES organization supporting the City of Cupertino.  
**CERT** Community Emergency Response Team  
**CHS** Cupertino High School; site of the 4<sup>th</sup> of July fireworks display  
**CPRD** Cupertino Parks and Recreation Department, the City function that is sponsoring the event.  
**Cside** Tactical call abbreviations listed in this report for Creekside  
**DPW** Department of Public Works  
**FF1, 2** Tactical call abbreviations listed in this report for Finch Field 1, Finch Field 2  
**HS/NE** Tactical call abbreviations listed in this report for Hyde School/North East position  
**ICP** Incident Command Post  
**MAC** Mutual Aid Communicators; volunteers from throughout Santa Clara County who are registered and trained to provide mutual aid support as required.  
**MRC** Medical Reserve Corp  
**NCS:** Net Control Station

## Terms

- SCC Santa Clara County; usually used in conjunction to references of County RACES, County OES, or County EOC.
- SO Santa Clara County Sheriff's Office

## Introduction

The City of Cupertino (City) requested communications, logistics, and first aid support from Cupertino Citizen Corps during the 2009 Cupertino Fourth of July Fireworks event. To staff the event, Cupertino Office of Emergency Services 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 3 event planning sessions. CARES sponsored a walk-through of the sites for citizen corps event staff.

Due to the staffing levels required to fill all required field positions, a request for Amateur Radio operators were made to Santa Clara County RACES and surrounding jurisdictions. In accordance with County RACES policies, County RACES activated Mutual Aid Communicators (MACs) under activation number XSC-08-06T. All responding MACs were also sworn in as Cupertino DSW workers. 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-09-22T.

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

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## ii. Type/location of Event / Drill / Exercise

- Event Type: City Activation, RACES Activation  
 Event Identifier: CUP-09-22T  
 Event Name: Cupertino 4<sup>th</sup> of July Fireworks  
 Location: City of Cupertino

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## 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 identified 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 Valco 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 Tantau 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 12 full-time and 67 seasonal staff members (same format as last year) were responsible for overall event control, coordination, venue setups, and perimeter control.

2. Santa Clara County Sheriff's Office (SO): About 30 Deputies were responsible for overall event security and general law enforcement. SO deployed a mix of patrol cars and motorcycles.
3. Santa Clara County Fire District: One Engine Company was positioned adjacent to the launch site and responsible for fireworks safety.
4. CARES and County Communications Mutual Aid Communicators (MACs): Responsible for maintaining communications with all volunteer security teams and viewing location staff. Twenty-six amateur radio operators responded from the following cities:
 

Cupertino	15
Campbell	3
Mountain View	4
Los Altos	1
San Jose	1
Sunnyvale	2
5. Cupertino MRC and CERT members were divided among the viewing sites, with a lead at each site who provided on-site coordination. These combined MRC/CERT teams were responsible for event first aid. There were no members from cities other than Cupertino. Twenty-four CERT/MRC members participated.
7. Logistics for the event was managed by CCC.

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#### **iv. Chronological Summary of Event / Drill / Exercise**

All events took place on Friday, 4-Jul-09. All times are listed in local time. The summary is a compilation of net control and individual volunteer staff logs that were legible and had meaningful information (times and comments). Comments that constitute feedback are captured in *Appendix A Feedback Comments*.

<b>Time</b>	<b>Report by</b>	<b>Notes, Comments</b>
1507	ICP	ICP activated
1530	ICP	Begin processing check-ins, Cupertino High School
1645	ICP	BBQ dinner is served
1720	ICP	Allan KD6QPP holds event briefing
1735	ICP	Begin Field assignments; responders proceeding to their assignment
1739	Sedgwick2	Arrived at assigned post
1745	Sedgwick1	Set up site
1748	Creekside	Arrived at Creekside
1748	Cside Com1	On location. Request a 100ft and 2-50ft extension cords for 1 <sup>st</sup> aid
1750	Tilson Gate	Arrived at assignment
1750	Creekside	Requested extension cord
1752	Finch Field4	On station as Finch Field 4
1755	Finch Field1	On station as Finch Field 1
1755	Finch Field3	On station as Finch Field 3, Finch and Stevens Creek
1755	Fallout	On location at fallout area; spent time walking fallout, track, baseball area.
1758	Finch Field4	Finch blocked off
1800	Creekside IC	Arrived on site

<b>Time</b>	<b>Report by</b>	<b>Notes, Comments</b>
1800	Sedgwick1	Briefing with CPRD, Rachele, received her cell number
1803	Finch Field2	Finch and Stevens Creek Road is closed
1803	Finch Field1	Observed cars attempting to go around the barrier; no sheriff on site
1805	Finch Field3	Barricades on Finch are in place
1810	Calle DB	Barricades in place, street is closed
1810	HS NE	On station, NE corner, 2 CPRD staff here
1815	Creekside IC	Ken & Carole arrived with Med Gear
1820	Tantau Rover	Residents report illegally parked cars
1820	Tilson Gate	Dinner for Phil Staff arrived
1820	Cside Com1	Extension cords arrived; 11 people on staff at Creekside
1822	Tilson Gate	Told by CPRD staff that gate traffic is closes at 2100
1830	Tilson Gate	Dinner truck departed
1830	Sedgwick1	Comm1, Bobby and Ed, walk around
1835	Finch Field4	Sheriff advises no parking, even for bank customers
1839	NCS	Finch field, not on station
1840	Tilson Gate	Pyro truck given access
1840	Creekside IC	Met with Sheriff deputies; got their cell numbers
1842	NCS	Tantau and Phil, car pulling through
1845	Finch Field1	Health and Welfare check completed w/ NCS
1845	Finch Traff2	New Tac Call Sign; Finch Traffic 2
1845	FinchTraff1	Tac Call changed from Finch Field 3 to Finch Traffic 1
1850	Creekside	Begin patrolling north
1852	Calle DB	Food drop
1853	Tilson Gate	Cupertino city truck exited
1855	NCS	Remind about using call signs
1856	NCS	Perimeter report... ok
1900	Tilson Gate	Cupertino city truck given access
1900	Creekside IC	Met with Kristine (CPRD), no water, but had snacks & soda
1900	Sedgwick2	Walk thru, handed out glow-sticks; kids loved them
1905	Creekside	End patrol
1905	Cside Com1	Porta-potties locked; contacted CPRD to open – Christy
1905	Sedgwick1	Minor medical; person fell off a bike, scrape on left elbow and wrist
1920	Tilson Gate	Pyro truck exited
1920	Cside Com1	Porta-potties unlocked
1921	Tilson Gate	QST – road closed to pedestrians
1921	Cside Com1	Remind citizens that 8:00pm road closure in effect for cars and pedestrians
1925	Creekside IC	Walking north field, no ice delivered yet
1930	Tilson Gate	Pyro truck given access (dinner truck)
1935	FinchTraff1	Out to get new battery
1935	Tilson Gate	Pyro truck exited
1940	NCS	FF2 on Break, FF1 went to get a battery
1945	Sedgwick1	Minor medical: person walking bike, son's bike scraped left lower leg
1950	FinchTraff1	On station
1950	Sedgwick1	Woman requested sanitary pad; had none, but did give her an ABD
1950	NCS	CP logistics at Command Post CP Rover check-in on Bleachers
1955	NCS	QPP, XYL walking up to Finch Traffic; 2 Sherriff, 2 CPRD, Tantau Rover all

Time	Report by	Notes, Comments
		at the same location.
1955	NCS	FF2 back on station
2000	Finch Field2	Some spectators asked permission to site in the field
2000	Tilson Gate	Pyro car exited
2005	Tilson Gate	Fire Truck P1 arrived
2005	NCS	CP Rover, Bleachers is fine
2010	Finch Field2	Sheriff came by and advised that people are not to sit in the road or the field. Only sit on the sidewalk
2010	NCS	QPP, XYL checking in, back at CP
2015	Tantau Rover	Tow truck shows up
2015	NCS	RS is still on site, but only as bystander at Creekside
2020	Tantau Rover	Owner appears, but it is too late; owner is upset
2021	NCS	CP Rover, going around the perimeter, checking for fireworks
2023	NCS	Rover is going to stay at Hyde School NE to provide Bio break
2025	HS NE	Relieved by CP rover for Bio Break
2027	Tilson Gate	Fire Truck P1 exited
2028	Finch Traff2	Per Sheriff; people walking to schools is ok
2030	Finch Field2	Reports many people taking seats into the field and road. Called in Sheriff twice to clear the people. Same people were very emotional and wanted to sit in the field.
2030	Finch Field1	Sheriff briefed that no people on the field or the street.
2030	Sedgwick2	Ran out of Glow-sticks, could have used more; the crowd loved them
2030	NCS	FF1 reports they are getting a briefing from a deputy on how to handle issues at Finch Field
2032	NCS	HS/NE is back, Rover is continuing his rounds CP Logistics heading to Sedgwick
2034	Tilson Gate	Pyro car given access
2035	Creekside IC	Talked to 5 sets of people with dogs and 3 BBQs
2035	NCS	Finch Traffic 1: lots of people and motorcycles came, but sheriff handled it
2037	NCS	Tantau Rover is at Tilson and Tantau, saw a car being towed
2039	NCS	Tried to call Hyde Comm 3, no answer
2040	Creekside IC	Starting giving out light bracelets
2045	Tilson Gate	Notified NCS that gate closed to all traffic at 2100
2049	NCS	Hyde Comm 3 checked in
2055	Finch Traff2	No more pedestrians allowed
2100	NCS	[apparent Health and Welfare check]
2103	NCS	CP Rover at Callie de Barcelona
2104	NCS	Related message to Sheriff to Finch Field
2105	Finch Traff2	Side discussion w/ Sheriff; finch field is the best place to keep people
2105	FinchTraff1	School safety admin (ford truck) checking on custodians
2105	NCS	Hyde reports 1000 people; someone who ID'ed as security coordinator and wanted to check on custodians
2107	HS NE	School safety coordinator and family (2) drove in to check on safety of custodians; drove 5 to edge of field, then out of sight. NCS asks for a call if I see them again.
2110	Cside Com1	Approximate 2800 people here; Hyde reports 1000
2111	HS NE	Safety coordinator drove back out, exiting near Finch
2112	NCS	Security coordinator has left via normally locked gate (not sure if still locked,

Time	Report by	Notes, Comments
		NW north gate that exits onto Finch)
2113	NCS	Over 1000 people at Hyde
2115	Tilson Gate	CPRD expecting "Nick" on a bike
2117	Tilson Gate	Nick arrived
2118	FinchTraff1	Fire/Emergency truck on way to school
2118	NCS	Hyde Comm 2 reports resident shooting off of fireworks; stopped at 2120
2119	NCS	FF2: lots of people are in the middle of the road
2120	NCS	FF2 called; sheriff on scene; Finch Traffic 1: large fire truck heading in
2123	NCS	CP rover is back at the CP
2124	FinchTraff1	Fire/Emergency truck on way to school (2)
2130	HS NE	Fireworks start
2149	HS NE	Fireworks end
2150	Tilson Gate	CPRD staff left
2150	Cside Com1	Show over. Breaking down the station
2150	NCS	Waiting for Fire Marshall to give the all clear
2154	Cside Com1	Status check
2154	NCS	FF1: site is almost clear; down from 1000 to 100 No traffic issues flowing onto Stevens Creek
2155	Fallout	Launch went ok. No fires. Debris field from Tennis court, fallout area, soccer field, track. Football field, launch area, baseball field, and houses east of the football field (debris only, no hot embers fell in this location).
2156	NCS	FF2: Field completely empty FF1: told to come down Finch to school, report an issues
2200	Finch Field1	1000+ people were vacated cleared location w/ NCS
2200	Sedgwick1	NO TIMESTAMP: Estimate over 3000 persons viewed fireworks at Sedgwick
2200	NCS	Phil and Finch: DPW removed barricades Finch Traffic 1: Sheriff in cruiser is discussing whether to remove barricades
2202	NCS	Hyde Comm 1: decided to leave the barricades up Hyde Comm 2: only about 20 people left; S, S, and J returning to Finch Traffic 1: only FT1 and Sheriff left, all people are gone. Barricades are open
2205	NCS	No Fire Dept personnel found at fallout position Hyde Comm 3 reports coming in Creekside repots a few hundred people left, told to hold
2210	Finch Field1	CPRD staff reported to be at Finch and Vallco. This was checked and confirmed ok.
2210	NCS	Hyde Comm 2 wants to sign out at the site
2212	Finch Traff2	Sheriff starts taking down barriers
2212	NCS	MVA wants to head back, alone at Sedgwick, told ok
2213	NCS	Finch Traffic 1: barricades are down Calle De Barcelona barricades are down Tantau & Tilson driving his car back to CP SYY heading to Creekside and then CP FF2 checked out
2218	Finch Traff2	Cleared site; returning to IC
2219	NCS	Sedgwick released
2220	Sedgwick2	Returned to Command Post, CHS

Time	Report by	Notes, Comments
2225	Tilson Gate	Secured location
2225	Fallout	Released by NCS to return to Command post
2225	Creekside IC	Ken packed up the gear
2227	Finch Traff2	Checked out
2227	HS NE	Secured station ,returned to CP
2227	Cside Com1	Check out for DF, MB, CE, HC, IC, GR
2230	Creekside	Check out Creekside with IC
2232	HS NE	Back on station
2235	Creekside	Returned to CHS
2240	Creekside	Check out from CHS
2245	Cside Com1	End of shift
2247	Creekside IC	Check out by me

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**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.

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**vi. Interacting Systems, Agencies, and Programs:**

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

**Cupertino Office of Emergency Services (OES)**

OES Emergency Coordinator, Marsha Hovey, supported the event as an advisor to the Cupertino Citizen Corps Incident Command staff; authorized activation of volunteers under event number CUP-09-22T.

**Santa Clara County Sheriff's Office**

Sheriff's Office was in charge of area security and overall public safety. Citizen Corps staff acted as eyes and ears for the Sheriff's Office by providing on-site information to the deputies. CARES and Planning and Intelligence Section established an information flow between CARES Net Control, Volunteer Groups, SO, and Parks and Rec.

**Cupertino Parks and Recreation**

Parks and Rec provided regular paid and summer interim staff for the event. Interactions with all staff were smooth. Citizens Corp did not receive a P&R radio (however, CARES monitored by other means). We did receive large aerial maps of the venues.

**Medical Reserve Corps**

MRC volunteers staffed three first aid stations, and were tightly integrated into the overall event command and control. Each site reported responding to first aid requests from the observing public.

**Santa Clara County RACES**

A formal mutual aid request was submitted from the City of Cupertino to County RACES for Mutual Aid Communicators (MACs). Communicators from 6 city RACES organizations responded with one or more communications volunteers. All MACs demonstrated a high degree of professionalism, flexibility, and skill in their assignment.

**Communications Systems**

CARES TAC-2 (146.460) Simplex was the primary communications frequency that was used for all volunteer wide-area coverage. The CARES TAC-1 frequency was identified as the talk-in frequency, and CARES TAC-3 (W6TDM 440 Repeater) was used as the event Chat Channel.

FRS radios were used by CERT and MRC volunteers between First Aid stations and roving field teams. 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.

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### **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?**

- Information packets were complete
- Handoff from Event Net to Resource net
- Radio checks prior to dispatch and Health and Welfare checks
- MAC integration and participation with CARES
- Public was well behaved
- Good Sheriffs presence at all critical locations

#### **What needs improvement?**

- CERT teams need more FRS radio practice during real events; struggled with every team to get them to respond when I called them in the field
- No warning prior to the start of the fireworks
- Music at Creekside was deafening; volunteers could not hear what was going on
- Tactical Call handling; some confusion on their assignment and use

#### **Recommendation**

There are a number of items that are repeats of recommendations in the past. The Citizen Corp volunteers will review those repeated from past years and give that list to the CPRD before the first planning session for next year.

#### Parks and Recreation

1. The command Post needs to be able to contact the CPRD Lead or Assistant to handle requests directed at CPRD. This year the CPRD was not reachable by City Radio until 6:00pm, while the CP was up at 4:00pm and had several events requiring CPRD direction. A CPRD person needs to be assigned to monitor communications with the CP or a Communications Shadow for the CPRD lead is suggested.
2. CPRD should identify position and responsibilities for an Event Safety Officer.

#### Public Safety

1. Finch Field continues to be problematic with what policies the City volunteers are to use for crowd control. Increased Sheriff Office presence and direction helps with the crowd control, but a clearer direction from the SO before the event would be helpful to the volunteers.

2. The music played during the fireworks created problems for those sitting near the speakers. If sound systems are to be used, they should be monitored by CPRD to ensure the noise level does not harm citizens or prevent operations near the speakers.
3. Dogs continue to be a safety concern. Although normally allowed at Creekside, dogs should be banned during this event. CCC volunteers received comments from parents concerned about the safety of their children when dogs were present.

#### Citizen Corps

1. Update CERT/MRC briefing to include a hands-on review and setup of FRS radios before dispatching responders to venues, and a procedure for calling and answering.
2. Signing up for the event implies the volunteer will be there for the whole event. Eventbrite signup should include a definition the tasks being selected, when they occur during the event and that those tasks are in addition to a CERT/MRC/CARES task.
3. Children accompanying a volunteer need to be at least of high school age.

#### Communications

1. A number of net-control procedures need to be documented and reviewed before next year. Specifically, identifying tactical call signs for locations, assigning tactical call signs to communicators as their assignments are given, message handling and recording at Net Control, and adding a scribe position to communications roster.
2. Message forms, large maps and T-card procedures need to be reviewed for easier access by net control.
3. CARES is responsible for tracking County Mutual-aid-communicators (MACS) from their homes to the event and back to their homes. Additional equipment will be required.

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#### **viii. Training Needs**

1. 4<sup>th</sup> of July Playbook. Update all sections to incorporate learning's from feedback derived from this event.
2. More FRS testing for the CERT teams

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#### **ix. Recovery Activities (as applicable)**

Recovery Activities were limited to command center shutdown.

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

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

- 2009 Event Summary
- ICS-214 Unit Logs (See sample logs at end of report)
- Aerial Maps of all sites
- Phonetic Alphabet

#### **Appendix A – Feedback Comments**

The following detailed feedback was received from CERT, MRC, CARES, and RACES Mutual Aid responders. Thirty 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 Sheriff's Office/County Fire
10. Interactions with the public
11. Other areas or comments?

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

- [2] We had a mob of people who really seemed to enjoy the evening.
- [4] I thought that the 4th of July event was great.
- [6] Outstanding -- everything appeared to go as planned with no significant problems.
- [7] Everything was fine. Most people came after 8:30 pm to watch fireworks.
- [8] Well organized - when we called for extra barricades, Parks and Rec was on it in only a few minutes. Also, there were \*lots\* of police, with at least one officer at all times at the two corners I was covering, and sometimes as many as five. This helped a lot with crowd control.
- [9] As always, no complaints or no improvements to note.
- [10] Very well done. The pre-event communications, the availability for orientation and questions, and the briefing/documentation/assignments: all led to a confident start.
- [11] I think the City did great ... the fireworks show was wonderful and the venue [Creekside] was well organized and staffed.
- [12] The City did very well. We were tightly staffed but every site had enough volunteers
- [13] Overall, I think things went well. There were no major incidents, and in the end, we achieved a good public service for all. There are areas however that needs improvement, see comments below.
- [14] Overall I felt the event went very well. Packets of information had what we needed.
- [15] Fantastic Job, thousands of people got together without any problems for a really nice event.
- [16] Overall it was a successful evening. Everything went well. Sheriff (Vince) was post at our location all evening to ensure there are no issues. Code Enforcer rode their bikes around a few times to keep things in checks. So did the sheriff on motorcycle.
- [17] The program was exceptionally well run. The Parks and Rec staff were amazing and they did this on top of the Blackberry opening. Probably could have used some promo material for those interested (kaleidoscope, CERT, etc.) at the tent areas.

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

- [2] I did not do comm, but when I needed more Band-Aids they arrived in a flash!
- [3] Comm. Seemed to work well.
- [4] Everything I heard was well done.
- [6] Appeared to work great but I all my communication was via FRS.

[8] It seemed to work smoothly, and get the job done (although around the time of the fireworks, there was one station that kept coming on air accidentally, it seemed, as we got snatches of his conversations with someone else. Perhaps he had VOX turned on? Or maybe was hitting his PTT switch? Other than that, communications seemed to get through and get a response.

[9] Overall, quite well. I liked the radio check prior to dispatch. Health & Welfare checks seemed to run smoother this year. Net control's use of standard communication messages as part of the Health & Welfare shortened/eliminated lengthy checks.

[10] Very well done. Handing off from County Resource Net Control to Event Check in was seamless. It sounded like the NCO was a little flustered and not quite ready to handle traffic as soon as the event started, but got up to speed quickly enough.

[11] The ARES/RACES people did great by regularly communicating with the viewing venues and staying in close contact [see below on one problem].

[12] Great! This was my first assignment as a CARES and I learned a lot! The assignments worked out as each site had at least one experienced CARES.

[13] The County MACs did a fine job checking into and out of the resource net. We had 10 MACs who came to help us; they all did a great job. We need to start the CARS net earlier than we did so that we can get the MACs checked in.

[15] Great, really impressed, had fun and learned a lot

[17] No glitches from what I saw.

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

[2] Things went well at Sedgwick. I had to ask for more big Band-Aids, and if I had any comment it would be that the trauma packs are not necessarily the best supplies for an event that consists mostly of skinned elbows and scrapes. The Band-Aid packs in both bags are relatively skimpy for what you actually see.

[4] The MRC did very well.

[6] MRC was on board and ready to go but thankfully was not needed.

[7] Member of MRC were great, they were pros. They got their stuff, checked if they were in working conditions. They were ready.

[10] I was posted as Communications for the Hyde venue 2008 and Creekside 2009. Both years we had a new team leader, but this year went more smoothly because I was more familiar with the event logistics and could offer suggestions to the leader. We did things differently than last year and tried some new things this year. Our MRC team had no patients.

[11] MRC did fine; there were no events of any importance at Creekside.

[12] MRC was very prepared. They only had one patient so it's hard to say how effective they were but they knew what they were doing.

[13] We did not work directly with the MRC but we saw no issues with them, that all seemed to work well.

[15] Great

[16] MRC that was assigned to the school responded well. Treated a couple of minor injuries- bike rash. Leroy did a great job of coaching and setting good example - Good working with him.

[17] Did great.

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

[2] The CERT teams with us did a great job. They focused on safety, asking people to walk their bikes in the venue, providing light for the exit.

[3] CERT deployment seemed very good with good interaction with other groups. If I had a criticism, it would be that there was some "overkill" with maybe too many too early (I was a CERT person at Hyde School site).

[4] I did not see or hear of any difficulties at my station

[6] Everything went as planned but Creekside probably could have used more rovers. I was a rover at Creekside and teamed at various times with Dan (CARES), Bill (CARES), Harvey (CERT) and Barbara (IC). There were 2 MRCs, 2 CARES, IC, Scribe, and 3 or 4 other helpers but Harvey and I were the only dedicated rovers.

[7] I was a member of CERT and my buddy was Kelly. We went around the field to give out glow sticks and Emergency Preparedness information cards. Community at Hyde was happy to receive goodies from us and also from Park & Rec volunteers. The event seemed to be successful.

[10] CERT team did well. I think we should have had a more structured plan to roam the park (e.g. Always have at least one team roaming the field and being visible to spectators), but the teams did well.

[10] The CERT teams need more FRS radio practice during real events. I struggled with every team to get them to respond when I called them in the field. When they anticipated radio traffic, they were OK but in almost every case they did not hear my radio calls while roaming. The CERT teams would turn on their radio, and then put it in their pocket and didn't hear me. I spoke to each team when they arrived, reinforced better radio operations, and the final radio checks went much more smoothly.

[10] Suggest more "practical" FRS testing for the CERT teams in "live" events. There were several times when the CERT teams would go in the field of people and we would lose both radio and visual contact with them.

[11] CERT did fine; there were no events of any importance at Creekside.

[12] CERT teams patrolled frequently and coordinated well with the IC.

[13] CERT teams seem to be in place however, we did not work directly with them.

[15] Great and professional asset.

[16] CERT team did great (pat on the back) Bobby Toda and I was handing out glow sticks and the kids love them, but we ran out about 8:45. We need more next year!! We circled the area a few time to make sure people are having fun and look out for potential issues. I asked a few people to walk their bike while on school ground.

[17] It helped that our crew leader was very experienced (Sedgwick School)

## 5. Event Planning

[2] Great, no "oops" moments so it seems the plan was good.

[4] In general very good. Specific questions about closing Finch road to cars at 6:00 PM -- Could the closing be moved back to 7:00 PM? Should signs be used to inform the public about the Finch Road closing time both for cars and people? At Finch Field, people were on the "closed" road and then moved to the field and side walk, then they were moved from the field to the sidewalk. Should there be signs stating where it was ok for them to be located?

[6] Excellent but too much stand around and wait time at that start.

[8] Maybe I missed this, but it would have helped to suggest to participants to bring a folding chair - one of my colleagues brought one and it seemed like a really good idea to take the weight off during the 4.5 hour deployment.

[8] Another thing, more than one person in the public asked me about which of the three venues was best for watching the fireworks. I've never watched from any of them. Are there any recommendations or comparisons I can tell people about the sites?

[9] Excellent, as always

[10] Very good. Allan did a great job coordinating everyone.

[11] The event seemed well planned from my perspective.

[13] Overall planning was good but this is one area where more details of the plan need to be fleshed out and provided. I think one thing that is needed for all or certainly for hams is a FAQ sheet stating what is and is not allowed with regards to pedestrian traffic, what to tell the public about when. For instance, after 8pm, pedestrian traffic was to have been closed on barricaded roads but it seems that pedestrian traffic was allowed. Also Finch field is off limits to anyone as this is private property but no one knew this until the sheriffs pointed that out to us. So, there was some conflicting info being given out. A FAQ sheet that provides where people can go, can the people be on the sidewalk, can they view from a blocked off street, etc should be provided to both volunteer and the public.

[15] Textbook, really impressed.

[16] Event Planning - All well, can use more glow sticks for the kids.

[17] Too bad we can't get a local radio to carry the audio portion of the program and so that anyone viewing the fireworks can hear an 'accompanying' audio.

## 6. Resources and Logistics

[2] Everything I needed was at the event

[4] I saw no problems

[6] Excellent but we could have used some snacks for workers at the venues.

[8] No comment; seemed to be fine from what I heard.

[9] Excellent

[10] Very good.

[11] Resources and logistics were great ... we got all of our supplies on a timely basis. My only complaint is that MRC did not have the ability to administer Oxygen in the event of a respiratory/cardiac/trauma emergency.

[12] Logistics was very responsive and prompt. We received requests within 15 minutes! Amazingly fast!

[13] Logistics was good but we need to have more radio contact so we know where the logistics person is. We need a set of large maps (more than 1) for all persons working at the command post to ensure we know who is where. What was missing were tactical call signs which <assistant> and I had to assign on the fly. It would have been better to assign each ham their tactical call at the briefing prior to being deployed. One of the maps at the command post then can have t-cards for each tactical call so we can visually know who is where. Last year, there was a huge map rolled out on the table. All of us including the sheriffs used it allowing all parties to be on the same page. ALSO, there are a few locations that have similar sounding names i.e., Finch Field vs. Finch and Phil. We need to use tactical call signs that clearly differentiate between these.

[15] Great

[17] We had a broken canopy that should have been repaired or replaced prior to us opening it at the site.

## 7. Radio operations

[2] Pretty busy on the channel, but responsive

[4] Net control worked fine. Could hear Sedgwick, Hyde was intermittent as was Creekside.

[6] Excellent; no complaints or problems.

[8] Seemed to go smoothly.

[9] No areas of improvements noted.

[10] No problems.

[11] Radio communications were excellent, with one limitation that is likely unique to Creekside.

[13] I know for me, I did make a few mistakes. So, I can always improve. We need to improve on message logging and handling. There is always the real temptation to "have" the answer when someone from the field calls in. We did not have a real plan of attack on Net control procedures and there was some confusion. I thought the field did well, we in net control needed better procedures and better pre-planning work. Having said this, we do need to educate the hams in the field to listen to the net traffic before calling net control unless of course, it's urgent. There were a few incidents where one or two stations in the field called net control (with non-urgent traffic) when there was clearly other traffic going on. From net control's perspective, we have very few, may be one or two incidents where stations may not have heard us or us hearing them. One other item was RFI from the two stations. We had this last year too so not sure how much we can address this. If someone was on the other operating position talking to the county resource net, Cupertino net control could not hear stations in the field. The two J-poles were may be 20 feet each other. We might want to re-think this for next year. It was really nice that we had a scanner to listen on the police frequencies so we knew what was going on.

[13] On my part, I should have just used some standard message forms but with things happening so quickly, that didn't happen. My <assistant> was asked to be "scribed" a function that she was not familiar with or trained for with working with net control. So, she was a bit off and not confident that she was doing a good job -- I'm bias and she did a great job.

[14] I think the Net control operators could have used a list of tactical calls ahead of time. That process was a little confusing. For next year maybe it would be easier to tell each person their assignment and their tactical. Then when they got to their site, they could just call in with their tactical.

[16] Radio operations - no issue, all works

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

[2] The Crew at Sedgwick was well trained, responsive to the situation, and seemed to be having a good time.

[4] No problems

[6] Excellent -- minimal and no problems.

[8] All the Parks & Rec volunteers were friendly, outgoing, and great to work with.

[9] I had two Parks & Recs staff with me during my shift. They pretty much let me run the show where I was but their presence helped as a "show of force" for those curious people wanting a better look at the launch tubes/site. There were no issues/problems to report with the staff or public.

[10] We had a locked set of porta-potties. Parks & Rec staff seemed perturbed that we were calling with a problem. After they apparently fixed the lock issue, they didn't report back to tell us that they had addressed the situation.

[11] Generally, coordination with Parks and Recs was great ... Christine is the contact person at Creekside. Initially, there were problems that the portable potties were not unlocked ... that was taken care of quickly by her staff. Because the first aid area was next to the band, there were concerns that the music might interfere with the ability to deal with an emergency. The band people agreed to stop playing if that was the case. When the fireworks started, the Parks & Recs people started playing music WAY TOO LOUD in an attempt to have people in the outer reaches of the two fields hear the music. We had adults, little children, and families having to cover their ears because the music was too loud and the first aid people who had to staff the booth had to cover their ears because the music was too loud. If there was a need to contact Event Command, the MRC IC or first aid booth generally during this time, it would likely have been impossible

and a medical emergency might have gone unnoticed. The person running the music refused to turn down the music on request, and only did so near the end of the fireworks [but that was when he came out of the booth and perhaps heard just how LOUD it was and the IC lead asked him to turn it down]. Also, Christine later explained the obvious rationale for the loud music, but seemed to have no concern about how it could have negatively impacted a first aid emergency. I suggest either not playing the music during the fireworks so loud that people nearby must cover their ears, or arranging for loudspeakers on the field to accomplish the goal of playing music for the crowd without jeopardizing the well being and mission of the first aid group and others having to be near the first aid booth/restrooms. If it were not for my sense of obligation to staff the first aid booth, I would have walked far away from the music to preserve my hearing and sanity.

[12] I think it could have been improved. Our IC and their IC met but I think it would have been more helpful if staff from both had a quick briefing to get to know each other.

[13] Parks & Rec were MIA this year at the command post. They should have a person (a supervisor or someone in authority) present at the command post for handling traffic that comes their way. This should be required.

[14] I had little to no interactions with others. Introduced myself to the teen volunteers in the bleacher area, but they weren't interested in interacting

[15] Good

[16] Parks & Rec \_ Rochelle (I think that her name) and her team did an excellent job. Organized pre-task briefing including

- everyone had her cell number
- location assignments and responsibilities
- Turning off and on the spot light on time
- greeted viewers with freebies.

[17] Great interaction in dealing with the public and each other.

[19] There was a live band set up near us, which was very enjoyable ... UNTIL it was time for the fireworks. They put up a loudspeaker, aimed it at us (approximately 20 feet away), turned it up loud and left. It bordered on being painful, yet I felt I needed to stay in my assigned area. I hope this does not happen next year.

## **9. Interactions with the members of the Sheriff's Office**

[2] Minimal, but I did regularly see our deputy

[4] Worked fine. They only had to take over twice.

[6] Excellent -- no problems and great BBQ.

[8] The officers I spoke with seemed friendly, helpful, nice to chat with, and did a good job dealing with the public.

[9] Excellent, as always

[10] Very good. The two officers stationed at our location seemed genuinely interested in helping make the event safe and fun. They were helpful and checked in with us several times.

[11] We had many complaints about dogs being at the Creekside venue. We explained to citizens that dogs were not allowed, but we had no control over people bringing their dogs and could only remind people that they were not allowed ... many parents with small children were very upset over the presence of dogs especially when the fireworks started because they were afraid the dogs might panic and jeopardize their children. The deputies at Creekside were great, but there were too many dogs for them to deal with and they had more pressing concerns such as patrolling for serious violations like illegal fireworks, drinking, unruly behavior, etc. As a matter of course, policing such things as dogs and barbecues should be done by the deputies and/or Parks and Recs and not the MRC/CERT people whose responsibilities should be limited

to ore immediate first aid matters. Perhaps also posting signs that dogs/BBQing are not allowed would help, and giving the deputies authorization to cite/threaten to cite might help alleviate the problem.

[12] Very friendly, also could be part of viewing site specific briefing.

[13] Once again, the sheriffs did an excellent bang up job, working with us and the hams in the field. No problems here.

[15] Great, glad to help them out

[16] Interactions with the public, we did some- handing out hot weather tips and glow sticks...all worked out.

[17] Very good

## 10. Interactions with the public

[2] They were very well behaved!

[4] Only two minor discussions and the Sheriffs took care of them.

[6] Excellent but many people brought dogs and BBQs to Creekside. Since Creekside normally allows dogs and BBQs this is difficult to change. Neither of these conditions caused a problem -- we asked people to take their dogs home if they lived nearby otherwise keep them very close during the fireworks, and we asked people to keep minimize the BBQ startup fire, be very careful and not bring the BBQs next year. If you really want to stop the BBQs and the Dogs then you need to do so at the entrance gates.

[8] The public seemed responsive when we told them where they couldn't go.

[9] All those I interacted with were fine. There was one person who tried to "ride through" past us on a bike, but stopped when asked. Again, no issues/problems.

[10] People seemed happy to have us there.

[12] I felt most of the public had no idea what our role was. I think it might help if our presence at the event was advertised along with the event.

[13] At the command post, we did not interact directly with the public.

[14] None. It was my understanding that there were some holes in the fencing in years past that allowed some people to try to sneak in. I did a perimeter check at the beginning of my shift and didn't see any way besides over the razor wire for people to get in. No one tried this year

[15] Good

[17] Super time watching families enjoying the night.

## 11. Other areas or comments?

[3] Well, I guess that you can call the 4th celebration and drill a success all around. Thousands did attend, and to me the City had most all events and eventualities covered. Your subject points 5 - 10 all seemed "on target" and well handled. I cannot think how anyone would do anything but feel that things, events, and venue were all staged with excellence. Oh, and surely the "hand-outs" were surely a success, at Hyde anyway. If it were me, I would do exactly the same next year; I know that the Cupertino resident attendees were happy with Cupertino's generosity and ideas.

Good work to all of you City and head volunteer personnel! This is the kind of interaction that makes one feel proud to be a citizen of the USA, California, and Cupertino, California.

[5] I think every year is better and better. All were great... One of the things on my concern is the dogs. Please no dogs allow and worst if the dogs are without leash. I really enjoyed it.

[6] Consider allowing charitable groups to sell snacks/drinks at the venues might be a good idea. Many people asked about buying snacks and drinks.

[6] The kids loved the light stick bracelets.

[7] My suggestion is volunteers do not need to check-in so early at 4:00 pm, maybe 6:00 or 6:30 pm. We have plenty of time to set up and assign tasks.

[9] This year, I don't have any comments for improvements. I thought it was in a VERY professional manner; particularly the changes in net control went very smooth.

[9] We were a bit surprised when the fireworks started as there was no notice on the net it was ready to go.

[9] I did not get a brush-coat issued, nor did the Parks & Recs staff with me. (I was told one would be delivered prior to fireworks).

[10] Thanks to all who worked and planned for this event; it seemed a huge success.

[12] Handing out glow lights (and waiting until 8:30) was very popular! Also, I think that Parks and Rec should have had more activities for residents. Many people were complaining how there was nothing to do.

[13] Overall, we just need better planning and briefings, FAQ sheets before hand, develop and tighten down net control and message handling procedures, pre-assign tactical call signs, and have representatives for all organizations involved at the command post. Also, tasks should be assigned at the pre-event orientation so that people know what they should be doing on the day of the event. I do know that this can change but at least people will have a notion of what to do on the day of the event.

[14] Debris landed mostly on the football and baseball fields. There were a few pieces that came as far as the far bleachers I was on, but none were lit when they got to the ground in that area. The houses behind the bleachers may have also gotten a few pieces of debris.

[15] Really Impressed with Alan's briefings and coordination

[17] Some signage that says "Best viewing is behind this sign. Some tape that glows in the dark or small portable lights to mark steps would have been nice. The glow sticks were a great hit with the kids and the parents really appreciated the thought.

[18] I think the City did very good in all areas on the 4th.

[19] We also gave out glow bracelets to children 10 and under. They really enjoyed it. But it was sad to see the disappointment of the older children and adults. I also felt bad that the "rule" was not posted, so many had stood in line for naught. I think it would be better to give one to everyone. Overall, I think it was a very successful event. Well planned. Great crowd. Good people to work with. And thankfully, no emergencies that I was aware of.

**\*\*\* #2: Please state what your initial assignment was (tactical call is fine) and the name of the person with whom you were partnered (first name is ok, if you remember it).**

[2] MRC at Sedgwick, John Lucas

[4] Finch Traffic #1 at Stevens Creek and Finch Rd

[5] Creekside Park.

[7] I was assigned at Hyde school with my daughter

[8] I was the Tantau Rover.

[9] I was at "Tilden Gate 1".

[10] Mine: Creekside Comm-1. DN: Creekside Comm-2

[11] Creekside

[12] Creekside Comm 2, partnered with B

[13] Net Control, with Net Control Scribe

[14] Bleachers. No partner.

[16] My initial assignment was Sedgwick School, set up and take down table and tent for First Aid. Assist eye and ear. My partner was Bobby Toda

[17] CERT and I was partnered with Ed at Sedgwick

[18] <Wife> and I were at the check in and then we went to Sedgwick school. She was CERT and I was Comm 1

[19] We were assigned as MRC to the first aid station at Creekside. There were at least 3 MRC which was great since I had never done it before and I had 3 others to show me what to do. I would like to see a written protocol for MRC as a guide.

**\*\*\* #3: Lastly, for those who were at a viewing venue (official or unofficial -- essentially any place where anyone stopped to watch the Fireworks), please reply with the location and any final 9:30pm attendance count that you may have made or deduced.**

[2] I think at least 3,000 people. I stayed at First Aid and didn't walk around after things got really full, but people were pouring in for the last 15 minutes.

[4] I would estimate about 1,000 people in Finch Field

[6] I think there was around 2500 people at Creekside -- 2000 in the north field and 500 in the other areas. North Field was packed with about 1 person per 20 sq.ft. of viewing space.

[8] No audience where I was, except a few people on the sidewalk.

[9] I had 75-100 viewers at my location on Tilden.

[10] Creekside. Last estimate was 2,800.

[12] Creekside Park, estimated 2800 people

[16] I think there was approx. 1000 people at the start (9:30) of the firework. We where down wind from the firework and there was some firework residual fell on my car. It was smoky at one point during the display.

[17] At Sedgwick, we estimated between 2500 and 3000

[18] I think we had between 2500 & 3000 viewers. It was hard to walk on the field around 2100hr. People were sitting that close to each other.

Sample ICS-214

1. Incident Name Cupertino July 4 '09		2. Operational Period (Date / Time) From: 1800 To: 2246		INDIVIDUAL LOG ICS 214a-OS
3. Individual Name Bill Burns KBHAX		4. ICS Section <del>CREW</del> LOGISTICS CREW		5. Assignment / Location creekside - 1 comms
6. Activity Log				Page   of
Time	Major Events			
1600	check-in			
549	100' or 200' extension cord for 1 <sup>st</sup> Aid request / ON LOCATION			
620	extension cord arrived			
	we have 11 people on staff @ creekside			
705	porta potties locked - contact parks/rec to open - "Christy"			
720	portapotty unlocked			
721	8pm - road closure in effect for cars + pedestrians. Remint citizens.			
910	2800 approx count; Hyde = 1000			
917				
2150	show over Breakdown station.			
<del>2154</del>				
2154	status check			
1027	Doug Frieson, Manny Baglanis 1027 } checkout ✓ Cathy Etheredge Harvey Checkman, Ina Checkman 1027 } checkout <del>Gracie</del> 1 Graciela Romero 1028			
2245	End of shift			
7. Prepared by: _____ Date / Time _____				
INDIVIDUAL LOG		June 2000		ICS 214a-OS

Electronic version: NOAA 1.0 June 1, 2000

CUP-09-22T

1. Incident Name <i>4<sup>th</sup> of July Fireworks</i>		2. Operational Period (Date / Time) From: <i>4 July 2009</i> To:		INDIVIDUAL LOG ICS 214a-OS
3. Individual Name <i>Barbara Jobs</i>		4. ICS Section <i>IC</i>		5. Assignment / Location <i>Creekside</i>
6. Activity Log				Page <i>1</i> of <i>1</i>
Time	Major Events			
<i>18:00</i>	<i>ARRIVE SITE</i>			
<i>18:15</i>	<i>KEN + CAROL arrived w/ med gear, etc.</i>			
<i>18:40</i>	<i>MET with Sherry, deputies - Regis + Long</i>			
	<i>got their cell #s</i>			
<i>19:00</i>	<i>MET with Christine (Parks + Rec) - no water</i>			
	<i>but have snacks + soda</i>			
<i>19:25</i>	<i>walking N Field; no ICE delivered yet.</i>			
<i>20:35</i>	<i>Have talked to 5 sets of people with dogs and</i>			
	<i>3 barbecues.</i>			
<i>20:40</i>	<i>started giving out light bracelet</i>			
<i>22:25</i>	<i>Ken picked up gear</i>			
<i>22:47</i>	<i>check out by me</i>			
7. Prepared by: <i>Barbara A Jobs</i>		Date / Time <i>22:47 4 July 2009</i>		
INDIVIDUAL LOG		June 2000		ICS 214a-OS

*PRS*  
~~#60 MARTIN~~ Returned  
~~39 Barbara~~ Returned  
~~38 Hawley~~ Returned  
~~64 [unclear]~~ Returned

*Doug Hawley 2*

End of Report.