

# After-Action Report

## Fourth of July Fireworks 2011



Cupertino  
ARES/RACES

### 1. Overview

**Description:** July 4<sup>th</sup> Fireworks  
**Event Date:** 4 July 2011  
**Report Date:** 8 August 2011  
**Cupertino Event:** CUP-11-24T  
**Santa Clara County Event:** XSC-11-07T  
**Control:** Cupertino OES  
**Report Revision:** 1.0 **DRAFT**  
**Submitted By:** Gerd Goette, Cupertino ARES/RACES, Cupertino CERT

### 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**

- OES Office of Emergency Services
- 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 2011 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 May through June, the Cupertino Department of Parks and Recreation held 2 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-11-07T. All responding MACs also signed in as Cupertino Disaster Service Workers. Additionally, the City CERT coordinator contacted neighboring cities that maintain active CERT membership to solicit volunteers.

On 4-July, the City of Cupertino initiated a Citizen Corps Training Activation under the designation CUP-11-24T.

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-11-24T
- 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: A total of 76 full-time and 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): 21 Deputies were responsible for overall event security and general law enforcement. SO deployed a mix of patrol cars, motorcycles and bicycles.
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	13
Campbell, Mountain View, Los Altos, San Jose, Sunnyvale	12
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. 23 CERT/MRC members participated.
7. Logistics for the event was managed by Cupertino OES.

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

Please refer to *Appendix A - Net Control Log* for a chronologic list of events. All events took place on Monday, 4-Jul-11. All times are listed in local time.

Comments that constitute feedback are captured in *Appendix B - Feedback Comments*.

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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 Citizen Corps Coordinator, Ken Erickson, supported the event as an advisor to the Cupertino Citizen Corps Incident Command staff; authorized activation of volunteers under event number CUP-11-24T.

**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 and established a command post close to the launch site. Interactions with all staff were smooth. Parks and Rec did not use radio communications; contact with Parks and Rec field staff was maintained through bike rovers. CARES maintained contact with Parks and Rec via rover. 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 could not be used because of interference from another event in Foster City, and CARES TAC-3 (W6TDM 440 Repeater) was used as backup.

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 B for additional comments, detailed feedback, and other suggestions.

#### **What worked?**

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

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

- Number of parking passes for volunteers was insufficient
- Additional Parks and Rec staff and barricades were required to secure the parking lot in the corner of Stevens Creek Blvd and Finch Ave
- Barricades for the street closure at Phil and Tantau had been moved to Sedgwick Elementary, resulting in many drivers entering Phil and then making a U-turn

- Clear rules on street closures: Vehicular and pedestrian traffic until when? Exceptions for residents? Spectators sitting on sidewalks?
- Dogs at the viewing sites: Clear rules and signage required
- Music at Creekside was deafening; volunteers could not hear what was going on
- Tactical Call sign: FCC call sign required at the end of transmission

### **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. A CPRD person should be assigned to monitor communications with the CP via City Radio. As alternative a Communications Shadow for the CPRD lead is suggested (if permitted by available resources).
2. CPRD should identify position and responsibilities for an Event Safety Officer.

### Public Safety

1. Finch Field continues to be problematic with respect to keeping spectators out of the field. Increased Sheriff Office presence and direction helps with the crowd control, but a clearer direction from the SO before the event and signage would be helpful to the volunteers.
2. The music played during the event 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, it was not clear whether dogs were permitted at this event. One Parks and Rec employee was bitten by a dog but declined medical attention. CCC volunteers received comments from parents concerned about the safety of their children when dogs were present. Signage would help the general public understand the rules.

### Citizen Corps

1. Signup in Eventbrite should ask for qualification: CERT/MRC/CARES. Tasks will be assigned by the Event Lead based on available resources.
2. Volunteer qualification should be verified during checking, and any discrepancy to the information provided in Eventbrite has to be highlighted to the Event Lead.
3. Children accompanying a volunteer need to be at least of high school age. Volunteers under 18 need to be accompanied by a parent or will be assigned to the command post.

### Communications

1. Pre-assigning Tactical Calls and providing a handout proved helpful.

2. 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. During the event this task was handled by one of the MAC evaluators.

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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. Reflect the fact that the event organization is in branches, not sections.

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

Recovery Activities were limited to securing equipment and 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:

- 2011 Event Summary
- ICS-214 Unit Logs (See sample logs at end of report)
- Aerial Maps of all sites
- List of Tactical Calls (including street map)
- MRC checklist (site leaders only)

**Appendices:**

- Appendix A – Command Post Log
- Appendix B – Net Control Log
- Appendix C – Feedback Comments

## Appendix C – Feedback Comments

The following detailed feedback was received from CERT, MRC, CARES, and RACES Mutual Aid responders. 22 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?

The following detailed feedback was received from CERT, MRC, CARES and RACES Mutual Aid Communicators. 19 Volunteers responded. Responses are inserted into the questionnaire, with names and personal data removed.

**\*\*\* #1: I am asking all participants to take a couple of minutes and send me any thoughts you may have on the event in terms of (i) what worked, (ii) what didn't work, and (iii) what would we do different next time. Please consider the following areas as fair game for comments:**

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

[1] City did good, but I think the city closes the street too soon and they need parks and rec staff to stay longer at the block off stations after the fireworks to assure people that the street is being checked for their safety.

[2] When we arrived at Cupertino High, parking notices were all given away. It was about 1630.

[3] As always, one of the best coordinated and run events I attend. The amount of prep work truly shows.

[4] Great Job by the city and all who participated.

[5] The briefing was very good with lots of details and reminders, and the food

[6] Quite well. \*Lots\* of attendees, few problems.

[7] Excellent (neighbors said it was the best ever)

[8] Overall quite well, Parks and Rec folks need better training and supervision (refer to my 214 for specifics).

[9] Great planning and the fireworks were fantastic. I was lucky enough to be in a post where I could see them!

[10] The city did well at Hyde. Parks and Rec staff were present early and helped greet the public and organized the viewing areas to ensure that everyone could see the fireworks

[11] I think that the City did an excellent job of preparing for this event. The fireworks were exceptional, the Parks&Recs 'kids' did an excellent job of mingling with the public, the assigned Deputy Sheriff was pleasant and worked well with the public and the HMS ARK was well staffed and equipped for the event.

[12] Every year is more and more and better organized.

[13] As usual, a very well organized and executed event.

[14] It was overall well done.

[16] Excellent planning and execution.

[17] I think the overall event was good.

[20] City did good. Need to have Recycle containers at the Command Post for the BBQ and rest of evening.

[21] Overall Event execution (how you think the City did) I was impressed with their preparation in having fire officials along the west perimeter. I think the City and Sheriffs Dept. could have done a better job blocking access to Finch where the fireworks had potential to land. There were

deputies present before the show started, but after the show started, there weren't any deputies around. I could have used their help in keeping viewers off the school grounds and the street.  
[22] Overall the event was very good. The crowd appeared to be a bit smaller than it did in previous years. This may have been caused by the weather being quite a bit cooler this year.

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

[1] The Races team was a great help in giving the Sheriff additional eyes on what was happening out there.

[2] Check in and out was smoothly, all was set up and ready to go. The handout was useful, pictures were great.

[3] Aside from the WIRES and occasional stuck mic, and radios that were turned off, I think it went fine. An excellent training exercise. The changing of net controls was particularly smooth this year, seamless from my perspective. I thought the drill traffic for the 213 form was handled well also.

[4] Not much contact but seemed to go off well.

[5] The briefing was very good with lots of details and reminders, and the food

[6] Quite well in general. I think the lady handling most of the comms over at Creekside could use a bit more practice on her on-the-air speaking style (i.e. transmissions which are clear, complete, to the point, and don't leave things hanging).

The people handing Net Control did a very nice job, and the switchovers between NC operators were smooth and didn't leave people hanging or result in excessive dead air.

Suggestion for next year: add an addendum to "radio equipment" checklist, giving pointer to information for various Yaesu radios showing how to semi-permanently disable the one-touch "WIRES" feature button on the keypad (i.e. reassign this button to some harmless function). Alternatively, state that any ham whose radio begins to transmit the WIRES beep will have the radio confiscated, crushed, and smelted :-)

[7] Excellent based on radio transmissions.

[8] Great job, great organization, great results (I was very positively impressed)!!!

[9] Again, everything was really well planned. Check-in, BBQ dinner, briefing and assignment all went smoothly and I knew what to do.

[10] I had no interaction with RACES for this event.

[11] Communications was well conducted and responsive. Message traffic was an extra unexpected feature.

[20] Did good.

[22] From my location at Stevens Creek and Finch, the radio communications were fine. No problems whatsoever.



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

- [1] I heard they did a very good job on nose bleeds and leg injuries. As well their pleasant greetings gives extra friendly feel to people meeting.
- [2] Check in and out was smoothly, all was set up and ready to go. The handout was useful, pictures were great.
- [3] No interaction, no opinion.
- [4] Only one band-aid given out at Hyde. Otherwise OK.
- [5] MRC was very good in treating all the incoming clients.
- [6] Did not observe.
- [7] Not observed
- [8] I did not observe, thus no comment.
- [9] I didn't really interact with any MRC people.
- [10] We had no incidents at my site. MRC appeared to be prepared for medical situations.
- [11] Minor injury at HMS ARK was treated and MRC function otherwise untested.
- [12] This year we have more incidents than before. Around 10 people need some care: clean the area and band-aid, but also there was some woman bitten by a dog.
- [20] People at Sedgwick did very good.
- [22] We had no MRC events at our location.

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

- [1] Didn't hear much.
- [2] Our IC got us together before heading to Creekside : we introduced ourselves, review the 214 and filled out the top portion of it on the spot.
- [3] No interaction, no opinion.
- [4] We did great! I was roving around and the crowd was pleasant and no problem at all. Chatted with a number of them and they all seemed to be having a good time.
- [5] CERT team was very helpful in patrolling and reporting violations
- [6] Did not observe.
- [7] My partner was Excellent
- [8] Great job, particularly from the IC, very professional (see additional comments in my 214).
- [9] I didn't meet any CERT people.
- [10] The CERT support was set up promptly, almost before anyone was present. There were no significant events at Hyde.
- [11] CERT members exhibited exceptional ingenuity... spent considerable time before the fireworks mingling with the public... set up halogen lights at ARK WV Presby gate and at ARK to illuminate hazardous public egress after Fireworks completion.
- [17] We had one area of concern for public safety, but [xxx] took care of that by placing (and manning) lights and generator by the gate to the Church.
- [20] Did good.
- [22] The CERT operations at our location went very well. As in other years we had numerous vehicles attempting to enter after the six o'clock curfew. We then had numerous vehicles attempting to enter at about nine o'clock just before the fireworks started. We had four Sheriff's deputies at our location, their presence was very helpful on several occasions.

**5. Event Planning**

- [1] Changes were done well. Still a challenge when you don't know who and what will show up.
- [2] Our IC got us together before heading to Creekside : we introduced ourselves, review the 214 and filled out the top portion of it on the spot.
- [3] As always, one of the best coordinated and run events I attend. The amount of prep work truly shows.
- [4] Great, very organized.
- [5] Well done.
- [6] Seemed quite good, as in previous years. Lots of information available in advance, few on-the-day-of changes.
- [7] Excellent
- [8] Excellent from what I saw (spreadsheets with the assignments, instructions, etc.)

Cannot really comment on the details of the City's planning (refer to my 214 for specifics regarding Parks and Rec folks).

[9] I was impressed by how well planned everything was. Went like clockwork, all the way to tear-down and checking out, etc.

[10] The event planning was good. Timely communications before the event ensured that everyone had a good idea of when the activities would occur. This was a great help to smooth execution.

[11] Valuable event planning documentation and pre-event brief.

[16] I really appreciated the concise briefing at Cupertino High that covered everything very well.

[18] Everything went smoothly, but we really need a more detailed description of which roads close when, and where people are allowed to sit, etc. We had a brief schedule on the event, but we really need more details about:

- closures to traffic, who is allowed in, etc.

- which sidewalks people are allowed on during the show, and which not.

[19] Overall I felt the program went well, briefing was great.

[20] Planned very good.

[22] The event planning was comprehensive. However, it should be noted that the majority of the vehicle attempting to enter after the six o'clock curfew stated they were unaware that the roads would be closed at 6 PM.

## 6. Resources and Logistics

[1] Needed to borrow a coax cable from another ham to have the second radio station up. We should include wrench in the box for the antenna mounting blocks to tighten connectors on on antenna pole. Second radio had no power supply (this came from radio room station 1). When hooked to battery source we could only transmit at low power. When the radio was returned to the radio room it would only work at low power. Cable was kept at Vince's house, is this his cable? If so we should purchase additional cable.

[2] All the equipment for the site was fine but a lamp and an emergency stick/light. Neither one of them worked. We had 4 chairs and I think 6 would be nicer specially towards the end when we were tired of walking the fields.

[3] As always, one of the best coordinated and run events I attend. The amount of prep work truly shows.

[4] Plenty of volunteers and Logistics came through quickly with needs.

[5] Well done, but need to check the batteries as we had light stick and lantern that had battery but not working(i.e. sometimes one could just push the button and it may work, but if one leave it on one for 1 minute and it would become apparent the battery were low). We only noticed 1 logistics person for the entire event for all 3 sites, that is too little resource for one of the most critical function.

[6] No problems noted.

[7] Not Observed

[8] All appeared adequate to get the job done. In the future, if at all possible, we should pair CARES folks in the field with a buddy.

[9] I didn't interact with these departments. Unless getting a short break with a radio-rover to relieve me counts as a resource. In that case I am very appreciative for the resource people! :>)

[10] The resources provided by the event organizers and the Hyde ARK were sufficient to support the Hyde activities.

[11] Appreciated [xxx's] mobile response to supply request.

[19] One of the first problems was with the Safety Lights that were provided. One was DOA and returned, The second died from low battery . Only 2 worked. They are definitely needed after dusk. I used Safety Light to find items lost in the grass as well as to direct people to various areas. It is very useful to identify us to attendees to answer questions, , direct them to rest rooms, to the direct aid station, etc.

[20] Very good.

[22] Additional signage to direct people to the city established viewing areas would aid in moving the crowds to safe viewing locations. A large number of people seemed not to know about the city

viewing areas or if they did know of the names. Of the viewing areas they did not know where they were located.

## 7. Radio operations

[1] Other than the problems listed in item 6 it went well. We had to shift from tac 1 due to Foster city on the frequency. tac 2 someone had their transmitter probably on cross band repeat and was interference with net control. When trying to use tac 3 the event commander and radio officer couldn't communicate. There was a lot of enforcement done by our radio operators on traffic directions. Using a position check-off sheet for H&W really help keep track of personal. There was some problems communicating with Creekside due to close location to the band and needing more experience radio operator.

[2] Our hand radio operator, couldn't sit with us because of the noise. She had to go around the corner to be able to hear net control.

[3] In general good. Some operators seemed a bit confused but to their credit, questions were asked and answered to get the desired end point. I thought it was a good learning experience for all (good training for those that were new and a reminder for those with experience that patience will eventually pay off).

[4] Only used FRC but worked Ok.

[5] Well done, as our primary CARES radio ran out of battery, and we were fortunate to have a secondary radio from a fellow CARES member.

[6] Worked well. Good work to detect the conflict with Foster City and switch over to TAC 2 before the event started... much confusion avoided.

I think there was some hidden-station confusion (e.g. people on one side of the venue couldn't hear people

on the other side, and would transmit on top of them). Hard to avoid that. A bit more discipline about

calling Net Control and waiting for a go-ahead would help. Maybe ask people to use slightly higher

TX power (if they have sufficient batteries) so as to be heard better across the whole venue.

[7] Excellent (I screwed up a few times, but everyone else seemed to do very well. Net Control was Outstanding.)

[8] An A+ to CARES

[9] My post was Tilson and Tantau and the reception was crystal clear. Net Control people were excellent. I listened and interacted all afternoon and night and so I know that the net went smoothly and everything was organized and professional.

[10] I had no interaction with radio operations for this event.

[11] CARES operations went smoothly... minor use of FRS radios between ARK and rovers.

[15] There were several interferences with perhaps Morgan Hill radiofrequencies on TAC 2, TAC 1 may have had radio frequency interference with Foster City and thus avoided. TAC 3 seemed to have other interferences. FRS at Creekside was also interruption from the local speaker.

Overall we manage to have every ham available to hear the frequencies. I had to use a new radio from another ham.

[20] Very good.

[22] Radio operations were fine at our location.

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

[1] Seem to go well

[2] One of our team members left earlier, U Sharma. He went back to Cupertino High by himself and we didn't think about that at the time. I was also wondering why was he with us and not with his mother since he wasn't CERT, MRC or CARES, and I believe he is a minor. Or he isn't?

[3] No interaction, no opinion.

[4] P&R Staff was very helpful.

[5] We had to introduce ourselves to them, and they had different policy from our handout. Their staff told us (and perhaps the public) that dogs are ok as long as it is on a tight leash, while our handout policy states no dog allowed. I would recommend they should join our briefing together,

and we need their on-site leader contact information in the handout. The team recommends multiple public announcement to the public in advance and signs post on the park that dogs are not allowed during a event such as the July 4th fireworks (just like temporary street and parking closures), and Sheriffs be given full power to cite violations.

[6] The two P&R employees at my location did a nice job, dealing with the public politely but firmly. They even offered me pizza (declined with thanks).

[7] Not Observed

[8] Did not have the opportunity to meet any of them. I suggest that in future events we should coordinate HQs for volunteers and City Staff; how about co-locating all of us (we already have CARES, us and the Sheriff) at HQ).

[9] Good. I had two Park & Rec students at my corner. They guided people to Sedgwick on one sidewalk and I was guiding on the opposite sidewalk. The sheriff stood with the barricades in the middle of the street.

[10] All interactions with Parks and Rec staff were routine, consisting of personal introductions, 'how's it going?' and clarification of availability of site resources.

[11] Friendly

[13] The two guys from Parks & Rec believed their instructions were to leave 'once the fireworks were done,' not once we received the all-clear sign from the Fire Marshall. Once I explained to them what was happening, they volunteered to stay until we got the all-clear.

[20] Very good interaction.

[22] We had three volunteers from parks and recreation and four sheriffs deputies at our location. Everyone worked together well.

## **9. Interactions with the members of the Sheriffs Office**

[1] very good

[2] I didn't interact with the Sheriff's Office personally but did exchange few words with teams of Parks and Rec posted at the entrances of the park. All very polite and friendly.

That is all from me, thank you for leading all of us.

[3] Again, this year the spectator rules seemed open to interpretation. Some officers would let people sit on the sidewalk (which seemed reasonable) while others would only let the owner of the property be there. If real enforcement of the "sidewalk rule" is expected, a lot more officers will be needed.

[4] Sheriff assigned to Hyde was very friendly and personable.

[5] Very Good, Sheriffs office responded very quickly to our violations and urgent (dog bite) request.

[6] We had a deputy posted at our location from about 1845 onwards. Having him there was a big help (especially

dealing with residents who wanted to drive in after the road closure took effect).

I suggest it would be a good idea to have one deputy posted at each external road-closure location starting at 1800, to deal with the issue of local residents "wanting in" after the barricades go up (see question 10 below).

[7] Excellent

[8] Great (and we really enjoyed the BBQ).

[9] Great. We had a very experienced sheriff who did everything at our corner..especially turning away people from the barricades, unsnarling traffic (I saw people in cars doing all kinds of crazy things, especially just before the fireworks and the sheriff handled them all with aplomb), then handling huge crowds after the fireworks and cars honking and crowding the intersection at the 4-way stop. Pretty impressive.

[10] All interactions with the assigned Sheriff Deputy were routine.

[11] Cordial and responsive. A few dogs were brought to the event and their owners were directed to the Deputy Sheriff regarding their not being permitted in the public viewing area. Also, kids were spotted on the school roof and it was brought to the attention of the Sheriff personnel via CARES communications. Bicycle patrol officers responded promptly and investigated the situation.

[13] Before, when I was stationed at a barricade, there was a Sheriff's deputy stationed with us. This was not the case at Miller. There were a large (7 ~ 8) deputies at the entrance to Creekside,

but none on our side of Miller. This led to a number of problems with both cars and pedestrians wanting access at this site. We were able to turn-away most of them, but several cars and several people ignored us. I did ask Net Control to send a deputy to our station. About 20 minutes later a motorcycle deputy showed up, but only stayed a couple of minutes (Not sure whether the appearance was in response to our request or not).

[17] We had great interaction with the Sheriff Deputy who was assigned to our venue (Hyde).

[20] Very good, kept in contact with volunteers.

[22] We had three volunteers from parks and recreation and four sheriffs deputies at our location. Everyone worked together well.

## 10. Interactions with the public

[1] Mostly good.

[3] In general, quite good. Referring to #9 above, there was a **\*\*LOT\*\*** negativity about the "sidewalk rule". Once we gave up telling people they could not be on the sidewalk everything settled down. We go through this EVERY YEAR. It would be much better if the published rules were made dead simple:

1) You can sit on the sidewalk after 20:30 (around the time closures to foot traffic).

2) You can not be on the road (cement is ok, asphalt is not ok). People will sit on the curb.

3) You must keep a clear path for emergencies (Fire, AMB).

[4] Great, everyone was friendly. Also, thanks to the guy with the good chocolate cookie!

[5] Majority of the public respect and help each other, with the exception of few dog owners. We had 2 lost and found cell phones, and one missing 10 year old child and Sheriff assisted the parent to perform a search.

[6] About as usual... most people polite and curious, a few very irate that they weren't allowed into the closed area.

[7] Very Good – its something like herding – you can offer suggestions but they basically do what they want to do. As long as they are not creating a safety problem it is probably ok.

[8] With one exception (see my 214) all very positive.

[9] Very positive. Not everyone was sure where Sedgwick school was so lots of guidance was necessary.

There were maybe 50 people who were determined to get past the barricade, not with cars (after 6pm) but on foot on the sidewalk.

That was the only problematic part of the evening. They all claimed to live down there or had been invited to a house party. We referred them to the sheriff when they didn't want to move along to Sedgwick. So that just made him more busy, which I felt bad about. Some groups of young people just pushed past me and ran down the closed street. Other sheriffs down there had to chase them out.

[10] All interactions with the public consisted of providing general information about the Hyde site, such as recommendations for good places to see the fireworks display and where the porta potties were located.

[11] Great! It appeared that the public was prepared to have a fun evening and I got good reports from the CERT rovers about their rapport with the public.

[13] At the end of the fireworks, about 100 ~ 150 pedestrians wanted access via Phil. The three of us were able to hold them back until they saw pedestrians walking the other way (out of the barricaded area). At that point we had a mass-revolt, and all the pedestrians walked in. This was ~ 10 minutes before we got the 'all-clear' message from the Fire Marshall.

I have no idea how it worked at Calle de Barcelona, or whether or not they had a deputy stationed with them at that barricade. Because Miller at Phil is right across from the main entrance into Creekside, there is a lot of overflow once Creekside get crowded, and they want access into Phil. But given my experience at Miller and Phil, if it is not possible to station a deputy at that point, I would suggest placing the barricades at that point as they were this year, but then also creating a 'second line of defense' at Phil just west of Stendhal. This would allow the deputy at the Stendhal barricade to also support this second barricade on Phil. I'm assuming there was a deputy at Stendhal, there was in past years.

To play devils-advocate for my own suggestion. After the fireworks, an ambulance was called

to Sedgwick. Traffic on Miller was barely moving, and had a hard time getting out of the way of the ambulance. As the ambulance approached Phil, I was able to clear the intersection and direct them down Phil to Sedgwick. If the portion of Phil between Miller and Stendhal was plugged with cars and/or pedestrians in the street, this would have been much slower going for the ambulance.

[17] We had a few people show up with their dogs, but they all politely left when asked to do so. We also had one group barbecuing, but they stopped as soon as [the sheriff] asked them to do so. Everyone in the crowd seemed to be having a good time.

[20] Appreciative of the presence of the volunteers.

[21] Had some challenges with kids who kept crossing into areas they were restricted from after being warned by me and the deputies.

[22] Most of the questions from the public were about the city established viewing areas and their locations. I think that additional signage directing the public to the city established viewing areas would be beneficial.

### 11. Other areas or comments?

[3] The 20:30 time for closure was totally ineffective from my perspective. Around 20:45, foot traffic increased until my "viewing area" was nearly full (around 21:15).

[4] Hyde ARK could use a once over in organization and supply check.

- Needs more and longer extension cords. Maybe a couple of 100ft ones.
- A light string by no light bulbs we could find.
- No supply location list we could find.
- Safety light wand needed charging but could not locate charger.
- Could use a better first aid sign.

- Should add a plan for lighting the entrances and exits with generators and pole lamps next year. We did this year and worked out well.

- Need to refill the generators.....(in all ARKs used)

[5] We had one volunteer with unknown qualification (signed up as MRC, but not a MRC member, and may be even a minor?). Recommend to verify all volunteers' credential upon check-in so we know in advance who are the SUVs.

The speaker for the band was placed at the front of the MRC tent which renders our CARES operation to a nil. Our CARES had to be moved to a different location just to continue her operation which made it very difficult for the IC to work with his CARES operator. Recommend the parks & rec to move the speakers to the field, away from MRC tent.

The parking sticker for the volunteers ran out when we arrive, and other members of our team had similar problem.

There were only 4 chairs at our site but we had 9 volunteers on site with the average age over 50. We would recommend at least 8 chairs per site as clients coming in to the MRC tents needs to be seated also.

Both on site bathroom lights stopped working during the fireworks

Many public came to our tent to request the free handouts which we had none this year, and this could have been handled better in advance.

Noticed long lines at the facilities, at least 2 sites with over 50 people waiting

[6] Mucho confusion existed about the terms for the road closures.

The practice as stated in the written document was that neither vehicular nor pedestrian traffic was allowed after 1800. Nothing was said about exceptions for local residents who could prove residency.

In former years, we were advised that vehicular traffic had to stop at 6, while pedestrians were allowed until

later. When I asked NC about this issue (at around 1845) we were told that pedestrians were in fact allowed in

until 2030.

The P&R folks and I turned away several local residents who tried to drive in after

1800. However, when the deputy arrived at around 1845, he began allowing locals to drive in, as long as they could show ID, and what he told us made this sound as if it were official policy. NC announced, somewhat later, that the deputies were allowed to make this sort of decision/approval, but that we could not.

It would have eased matters if we'd been given full and accurate information about the actual policy (including "deputies can make exceptions") in our written instructions, as we had several fairly lengthy and tense confrontations with local residents over this issue until the deputy arrived. [7] Finch Ave was blocked at Valco Parkway and Stevens Creek . People wanted to use that street to view the show but it was not clear whether that was allowed. I recommend that one side of the street be used as a viewing area and the other be kept open for pedestrian and emergency traffic. Additionally, it was not clear whether people should be allowed in the field(s). The fields were full of weeds and stickers but there were a few people that wanted to sit out there. I assumed it was ok as long as they were not using fire for any purpose. Most of the people sat on the sidewalk, edge of the street, and gravel parking area on the east side near Valco Parkway . Need clearer guidelines on what is allowed / not allowed – given that safety is the first priority. [8] Refer to my 214.

[9] I guess the only thing I would change is that volunteers posted at street closures should have the rules memorized on how to handle the people trying to get down the closed streets. And do keep the sheriffs at the barricades because that dissuaded lots of people from pushing past us. Someone mentioned an idea that those invited to a house party must call and have the owner come up to the barricade and escort them in. And maybe the house owner should have to give their name with the sheriff so we know how many house parties are down that street. And after 8:30pm there is to be no foot traffic on the street regardless of whether people live down there or not. Anyway, the planners could maybe finalize the rules and we all get this info at the briefing session prior to assignments. That should help the volunteers and the sheriffs.

[10] There is an open gate at the northeast end of the West Valley Presbyterian Church parking lot that leads to the Hyde Middle School track. Many (hundreds of people) use the gate to enter the venue. There are trip hazards as you go through this gate. Since it is daylight when people arrive, most people can see and avoid the hazards. When the fireworks are over it is very dark and you cannot go through the gate safely without a flashlight - surprisingly most people do not bring a flashlight. Preventive Action Taken: The CERT staff used the generators and area lights to illuminate this gate at the conclusion of fireworks. This step should be instituted at all future fireworks.

[11] A good time was had by all and there is nothing out of scope to be reported for HMS ARK viewing area.

[12] We told many people including the cops about the dogs not allowed to be there. The cops did not do anything and the people with dogs got mad. Maybe next time there will be a big card saying NO DOGS FOR THIS EVENT.

[13] A family wanted pedestrian access ~9pm to walk to the Bethel Lutheran Church. Perhaps a reminder to the church is in order to tell their members that no pedestrian access is permitted after 8:30.

[14] People started showing up only around 7.30pm. We were just sitting it out from 5.45pm waving at bus drivers until then.

When we mentioned it to people sitting comfortable in the middle of the field that they were on private property and they should come and sit either on gravel at the end of the field (the sheriff said it was ok to do so) they got upset and challenged us as to who the owner was etc. But, most of the people agreed and came to the curbside.

[16] I have one recommendation for next year. Better communication in the newspapers and radio about not bringing dogs to the event sites. Also, signage at the entrance to the venues saying "No Dogs". I'm a dog lover but bringing dogs is inconsiderate to the fellow citizens and the dogs.

Finally, a last minute thought to explore for next year... perhaps organizing diagonal parking with temporary one-way streets ( from 6 ->11 PM ), using flower or lime to mark the spaces, at just a few locations like the street on the east side of Hyde Jr. High.

[17] Suggestion for next year:

1. Place a Flag on the field in the direction that the fireworks will be displaced. This was our number one question.
2. Have more give-aways. Many kids were disappointed and I noticed some of the Parks and Rec people were giving more than one item to individuals who arrived early.
3. The Sheriff did not have stickers for the kids. He was disappointed about this. This is a

positive interaction between the kids and the police.

4. One family was looking for the live music and the games for the kids. They said it was on the website.

[19] the biggest problem was dogs . There were probably a 1000+ people attending to the North Field and probably 400 attending the south field. North Field fronts Miller Ave in 2 places and also is accessed by the creek bridge. South Field is only accessed by one entrance by Miller and side street.

I was a Sedwick last year and a few people tried to bring in dogs and were quickly and decidedly turned away. This year people brought in dogs almost with impunity. One lady told us the deputies told it was okay as long it was on a leash. This is a people dense area. Dogs should not be allowed. Bad for a crowd and not particularly great for dogs especially from their reactions to the fireworks. I could hear dog howls through the fireworks.

One staff person was actually bite. Even then the deputies did seem terribly interested in enforcing the dog ban. Perhaps they did not have a specific ordinance to cite.

I felt hypocritical telling some people that dogs were not allowed while others brought their dogs without consequence.

Either enforce an emergency ordinance or forget it . This is a safety issue pure and simple. Not allowed at the DeAnza Flea Market.. Not impressed with the deputies assigned to Creekside in this regard. People and families safety should be the priority.

[21] I suggest a better system for breaks. The two rovers should be placed on a circuit to relieve positions by 8:30 pm.

[22] It appeared that the fireworks were going off much, much lower in the sky than in previous years. Many of the displays were actually blocked by the trees.

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

[1] Radio officer

[2] CERT at Creekside

[3] I was located at Southside. I had no partner(s) assigned. There were several roving Sheriff officers on foot, bike, and motorcycle.

[4] Hyde Elementary, never assigned a partner.

[5] Leader at Creekside, and I have 8 additional volunteers on site.

[6] I was at Calle di Barcelona for the whole evening. No partner.

[7] Finch Field with [a CERT member]

[8] Event co-lead

[9] I was "TILSON". There were two Park&Rec students. And our sheriff.

[10] I was a [CERT] at Hyde, I circulated in the crowd mostly by myself. I used an ARK issued FRS for communications. There were no incidents to report.

[11] CARES - Hyde ARK Commander -- Partnered with spouse -- coordinated the activities of the total 7 CERT [and MRC] staff response

[12] MRC at Creekside

[13] Miller

[14] CERT at Finch Field

[15] CARES at Creekside

[16] MRC at Hyde

[17] CERT at Hyde

[18] My tactical call sign was Stendahl, and I was there with Abe, a County Sheriff.

[19] I worked as Cert Observer at Creekside Park from 6p.m.to 11p.m. Partner with [3 others].

[20] Sedgwick - I was the lead and only ham. We all interacted and worked as a team.

[21] West Side

[22] We were located at the intersection of Stevens Creek and Finch. Our tactical call sign was "Finch Traffic".



**\*\*\* #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.**

[3] My unofficial viewing site (the street at the south end of the high school) had around 200 people.

[4] For Hyde I estimated roughly 1,500 people. Many I spoke to were from Santa Clara as they did not have a fireworks this year.

[5] did not perform a count

[6] Didn't get a count in my area, but from what I could see, Creekside Park was packed wall-to-wall, with people spilling out along the street curb on both sides.

Very heavily attended show this year (due to cancellations of other events?)

[7] Finch Field 300 or more on Street, Sidewalks, and Gravel Parking Area

[9] Unofficial viewing site at all 4 corners of Tilson and Tantau was about 75 people.

[10] I was a Hyde. I made a crowd count at 8:00 pm that totaled 300 people. Based on the number of people present at that count, I estimate that approximately 1500 to 2000 people were present at 9:30 pm.

[11] Estimated 1000-2000 public attendees (not including the orbiting small private aircraft!)

[13] I was stationed at Miller @ Phil. Although it was not an official viewing venue, at 9:30 about 2 dozen people ended up standing on the sidewalk or behind the street-closure barricades to watch the fireworks.

[18] At the intersection of Stendahl & Phil & Finch, there were perhaps 100 people during the show.

[19] There were probably a 1000+ people attending to the North Field and probably 400 attending the south field [at Creekside].

[20] Sedgwick - the sheriff and I estimated close to 3,000.

[21] I'm guessing there were about 250 people along Finch.

[22] The two empty lots at the corner of Stevens Creek and Finch were approximately 2/3 full for the viewing of the fireworks. Once the fireworks started, the cars parking on Stevens Creek back to 280 and back to DeAnza Blvd, especially when they double parked along the curb produced an extremely hazardous condition.

**End of Report.**