

2004 in Retrospect

2004 was one of CARES' busier years with the organization continuing to balance delivering support to the community with ongoing work to further enhance our operational effectiveness. We made good progress in overall disaster preparedness ranging from training certification, physical EOC radio room restructuring, and emergency response process development. CARES members also made a substantial investment of their personal time in training, drills, events, and personal preparedness.

CARES' objectives for 2004 where: (i) focus on Operational Effectiveness, (ii) continue to drive for membership Training Qualifications, and (iii) further explore Community Service opportunities. Here's how we did.

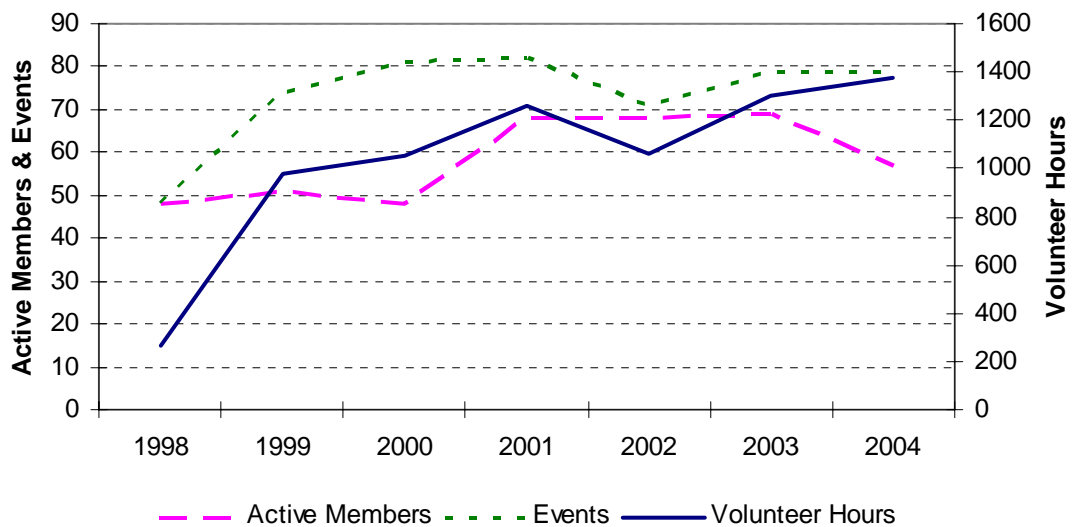
- ***Operational Effectiveness:*** In conjunction with Cupertino OES, CARES implemented procedures for how we initiate emergency activations and mutual aid. These procedures were successfully tested this year. We formalized and staffed the position of Information Security Officer, and reviewed the plan and policy for managing our information assets. The CARES Engineer-in-Charge ran the "EOC Radio Room Re-Build" project resulting in a more effective use of the space and better operational efficiencies. Our drills and exercises continued to be our primary source of process improvement because of their expanding scope and complexity. This was evident during our first joint event with the Santa Clara County Sheriffs Department and the joint S.E.T. held with the City OES and CERT Team.
- ***Training Qualifications:*** Beginning in 2003, CARES granted Field Responders certifications to 9 members. In 2004, we expanded their ranks as well as certified the first 5 Net Control Operators (NCO) and Radio Room Operators (RRO). To maintain this momentum, we staffed the position of CARES Training Officer. This individual is responsible for identifying, structuring, and coordinating training, and recommending prospective candidate members for Certification. Member certification is even more critical as mandated by Santa Clara County RACES. The CARES Certification Program has been recognized

by the Cupertino OES and County RACES as the qualifying program for CARES members to be eligible to take on a Mutual Aid assignment.

- Community Service:** The most significant event in which CARES participated during 2004 was the City of Cupertino 4th of July Fireworks Event. CARES was asked by the City to work with the Sheriff's Department to provide perimeter security at the launch site and surrounding street closures. CARES co-located its Net Control Station at the Sheriff's Command Center thereby providing information and reports directly to the Event Coordinator and Officer in Charge. This event not only gave CARES an excellent field training opportunity but also an opportunity to demonstrate our capability to the Sheriff Department. We anticipate the operating model developed during this event will serve us well in future events.

Participation

CARES retired 21 members from the roster due to a lapse of their Disaster Service Worker (DSW) registration as required by the City of Cupertino. We added 4 members over the year and implemented better screening and expectation setting for on-going participation. While the net membership change represents about a 25% reduction in membership, overall participation by active members remained high. As in past years, Cupertino's CERT program continued to be a good source of members who learn the value of communications needed to support their neighborhood.



CARES members logged 1378 hours of volunteer hours, about a 5% increase over last year's hours. While the number of events was essentially the same, we essentially had a greater participation with fewer members (an event is: checking into a radio net, attending a meeting, responding to a drill, activation, or community event, or supporting an organized neighborhood). The key drivers to the higher volunteer hours in 2004 were the 4th of July event (15%) and the efforts around the EOC Radio Room re-build (15%).

Preparation

Our training activities continued to re-enforce the fundamental knowledge and skills that all members need to have for any emergency response, regardless of the cause.

Training: The San Jose Water Company, one of the 2 sole water service providers to Cupertino, led off the year with a review of their emergency preparedness procedures and methods for dealing

Orientation Training Sessions in 2004

- *San Jose Water Co. and Emergency Preparedness*
- *PDA Message Handling, Lunar New Year Event Prep*
- *Triage and Damage Assessment*
- *Packet Radio and how it fits in the EOC*
- *4th of July Event Planning*
- *City of Cupertino Quinlan Shelter Plan Review*
- *Red Cross Communications*
- *County EOC Orientation*
- *S.E.T. debrief and critique*

with disasters. CARES also began delivering a common set of orientation sessions required to support and maintain certification, with the Simple Triage And Rapid Treatment (START) technique and a review of on Damage Assessment.

In the fall, CARES received an excellent presentation on the Quinlan Center Shelter Plan and how CARES fits into the plan. This was followed with a

communications review presented by the Communications Lead for the Santa Clara County Red Cross.

Drills and Exercises in 2004

- *CUP-04-01T; SCC County Drill*
- *CUP-04-02T; Preliminary Damage Assessment*
- *CUP-04-03T; Lunar New Years Parade*
- *CUP-04-04T; Garden Gate School CERT Drill*
- *CUP-04-05T; SCC County Drill*
- *CUP-04-06T; Cupertino Art & Wine Festival*
- *CUP-04-07T; 4th of July*
- *CUP-04-08T; SCC County Drill*
- *CUP-04-09T; Net Control/Radio Room Op Drill*
- *CUP-04-10T; Net Control/Radio Room Op Drill*
- *CUP-04-11T; Tournament of Bands*
- *CUP-04-12T; SCC County Drill*
- *CUP-04-13T, S.E.T. with Cupertino OES, CERT*

Drills: CARES significantly broadened it scope of drills in 2004. We developed and implemented Net Control and Radio Room Operator simulation drills that allowed us to expose prospective certification candidates with focused, hands on practice. As a result, 5 CARES members were granted these 2

certifications in 2004.

The 4th of July Event gave us an excellent opportunity to put ICS into practice and demonstrate our capability to the Sheriffs Department (SO). Feedback from the SO was that they were impressed with our professionalism, enthusiasm, and can-do attitude. Because of the staffing levels required for this event, CARES worked closely with Santa Clara County RACES and initiated a Mutual Aid request to surrounding cities. In total, we provided 26 amateur radio operators with about half of the operators coming from the neighboring cities of Campbell, Los Gatos, Mountain View, Palo Alto, San Jose, and Sunnyvale. To those cities: we are truly grateful.

The other noteworthy event was the 2004 Simulated Emergency Test (S.E.T.). CARES ran this as a joint exercise with Cupertino OES and the Cupertino CERT organization. CERT members added a new and unexpected dimension to the drill that has subsequently caused CARES to revisit our approach to our Initial Response Operations. Operational changes resulting from the S.E.T. and the follow-on reviews will be refined, developed, and implemented in 2005.

The 2005 Plan

The plan for 2005 is to focus on the following:

Training and Qualifications. CARES will continue to encourage and pursue broader membership certification in the areas of Field Responder, Net Control Operator, and Radio Room Operator. Additionally, we will begin implementing the Shift Supervisor certification with the goal of certifying the CARES Leadership Team by the end of 2005. Shift Supervisor certification will be recommended by CARES and granted by the Disaster Preparedness Coordinator, City of Cupertino OES.

Operational Effectiveness. Based on the S.E.T. results, CARES will continue to review and improve its overall operational response procedures. In addition the Fall 2005 S.E.T., additional joint exercises with OES and CERT will be recommended for this year.

CARES Leadership Team

Jim Oberhofer KN6PE
Emergency Coordinator

Chris Capener KC6PJJ
Assistant Emergency Coordinator
Membership

Ken Foot KR6CO
Assistant Emergency Coordinator
Operations

Marsha Hovey KG6CYV
Assistant Emergency Coordinator
Disaster Preparedness Coordinator, City of Cupertino OES

Allan Gontang KD6QPP
Assistant Emergency Coordinator
Training

Vince LaPorta K6TEN
Assistant Emergency Coordinator
Engineer in Charge

Andy Zander W9BJX
Assistant Emergency Coordinator
Security

CARES snapshot – 2004

Established 1986

Volunteers 66 registered Amateur Radio operators who live or work in Cupertino.

Volunteer Hours 1378

Served Agencies City of Cupertino, Santa Clara County Fire Department, Cupertino Sanitary District

Mission The mission of Cupertino ARES is to maintain and train Amateur Radio volunteers capable of providing professional emergency communications, increasing the City's emergency response effectiveness, and speeding the recovery effort.

Purpose The primary responsibility of CARES is to provide communications in the event of a disaster, when regular communications fail or are inadequate. These communications are to reduce the loss of life and property, and help the city and the community with logistics, health, and welfare traffic.

Modes VHF voice, UHF voice, ATV, Packet

Contact email: CARES@cupertino.org, website: <http://www.CupertinoARES.org/>