Cupertino Amateur Radio Emergency Service

Topic: Simulated Emergency Test – Debrief, working session
Speaker: Jim Oberhofer KN6PE, EC Cupertino ARES
Date: Thursday, 2-December-2004
Event: Cupertino ARES Meeting, Orientation Training

Simulated Emergency Test – Debrief, Working Session

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QST's

- Welcome the the Training Center   Ken KR6CO
- 2005 Meeting Calendar…   Jim KN6PE
- 2005 Event (and Drill) Calendar … Jim KN6PE
- Operations Update…   Ken KR6CO
- Training Update…   Allan KD6QPP
- Membership Update…   Chris KC6PJJ
- Info Security Update…   Andy W9BJX
- Engineering Update…   Vince K6TEN
- CERT Announcements…   Ken KR6CO

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QST's

- 2005 Meeting Calendar
  - 6-January   Santa Clara Valley Water District
  - 3-February   Damage Assessment/START
  - 3-March   PG&E and Emergency Preparedness
  - 7-April   Cupertino DPW and E.P.
  - 5-May   GoKit Review
  - 2-June   Summer Event Prep
                    … Field Day
                    … Art & Wine Festival
                    … 4th of July

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QST's

- 2005 Drill Event Calendar
  - 22-January   Santa Clara County RACES Comm drill
  - February   Preliminary Safety Assessment Drill
  - ??-February   Lunar New Year Parade
  - ??-May   Joint CARES/CERT Field Comm Drill
  - 25-June   Emergency Field Comm Drill (Field Day)
  - ??-June   Art & Wine Festival
  - 4-July   Fireworks event

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Agenda

1. Introduction

2. General Feedback

3. Use of FRS

4. City Scan Form

5. Field-based information filtering

6. Next Steps

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1. Introduction
S.E.T. Objectives

1. Test ability for CARES and CERT to obtain a timely snapshot of the status of the city.

2. Engage the Cupertino CERT community in status information gathering.

3. Foster cooperation between CERT and CARES.

4. Test feasibility of use FRS radio in city wide communications role.

5. Complete Cupertino critical facilities survey.

6. Test CARES field responder tracking system.

7. Test feasibility of CERT phone tree.

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1. Introduction
Conclusion

- Per Marsha…
  confirmed that the concept (CERT-to-CARES information passing in the field) worked!

- CERT originated emergency messages
- CERT found CARES members in the field
- CARES collected and transmitted CERT reports to the EOC

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2. General Feedback

- Was this worthwhile?
- Review of feedback
  - What worked
  - What didn't work
- Comments and Questions
- View from CERT

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3. Use of FRS

1. Fairgrove: was using it within the neighborhood.
2. YES, there was one CERT/FRS message exchange to CARES.
3. One CARES member did not hear any FRS comms. Common response.
4. Intent was to use 5/5 for common channel, then some other channel for inter-neighborhood.
5. There are 12 organized neighborhoods.
6. FRS was quiet
7. In ideal world, teams would consist of CARES and CERT (one with Ham radio, one with FRS)
8. Was 2 persons at a location sufficient given the message loading?
9. What are the alternative means for getting info in? Bicycle? Yes. Fairgrove has a comm team, with bicycles.

*** need mechanism for taking in walk-in reports at the EOC.

*** add FRS Radios in the Fire Station response kits

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4. City Scan Form & Process

- City Scan Form is not a 3rd party message
- During the early phases of the response
- 5 Immediate casualties is Emergency
- People trapped in a house w/ gas leak, is life-threatening & Emergency
- Was new, didn't match what the neighborhoods use
- Next version of City Scan will be different

*** need to identify interim volunteer convergent locations (parks, fire stations) until ARKs are placed.

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5. Field-based Info Filtering

- Comments?

6. Next Steps
Recommendations

1. It is unclear what information is required by the EOC to support an emergency response.
   RECOMMENDATION: Develop an understanding of what information is needed at different points during the response. OES to establish and use these requirements to drive what information should be submitted from the field.

2. The volume of traffic surprised everyone in the EOC, including the EOC Staff who was tasked with correlating the data. Given the 600+ CERT members that Cupertino has in the community, it is plausible that this kind of information overload will happen during a real event. CARES Field Responders are in an excellent (and a difficult) position as the first filter for sorting through incoming data and applying judgment in terms of message priority and passing.
   RECOMMENDATION: Provide CARES Field Responders with more structure and guidance to receive, process, prioritize, and transmit incoming messages for the EOC. City Scan Reports do not constitute 3rd party traffic.

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6. Next Steps
Recommendations

3. In general, the City Scan Form proved to be a useful tool for helping CERT members organize their information for passing to the EOC.

   RECOMMENDATION: Further develop the City Scan Form and Process to support all points where the information touches (CERT, CARES, EOC). Reconcile this form with the CARES Preliminary Safety Assessment form currently used.

4. The volume of messages was overwhelming to the point that this level of message traffic stressed our current infrastructure and operational plans. Based on this scenario, it must be assumed that CARES will undertake multiple assignments simultaneously.

   RECOMMENDATION: OES to revisit the utilization of its people and assets. This includes:
   (i) Identify CARES members who have neighborhoods as their first priority (in progress, not currently applied).
   (ii) Identify high probability deployment sites (Arks, Fire Stations, etc.).
   (iii) Identify CARES and CERT members' proximity to these sites (first responders).
   (iv) Develop scenarios and update SOP to address CARES and CERT first responses (1st 4 hours, 2nd 4 hours, 2nd 8 hours, etc.).
   (v) Structure drills to exercise these scenarios.
   (vi) Assess the Radio Room operations in light of supporting multiple simultaneous CARES assignments.

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6. Next Steps

- Review of Recommendations
  - Appropriate?
  - Others?
- Further develop the City Scan Form and Process
- CARES to revisit the Preliminary Safety Assessment procedures
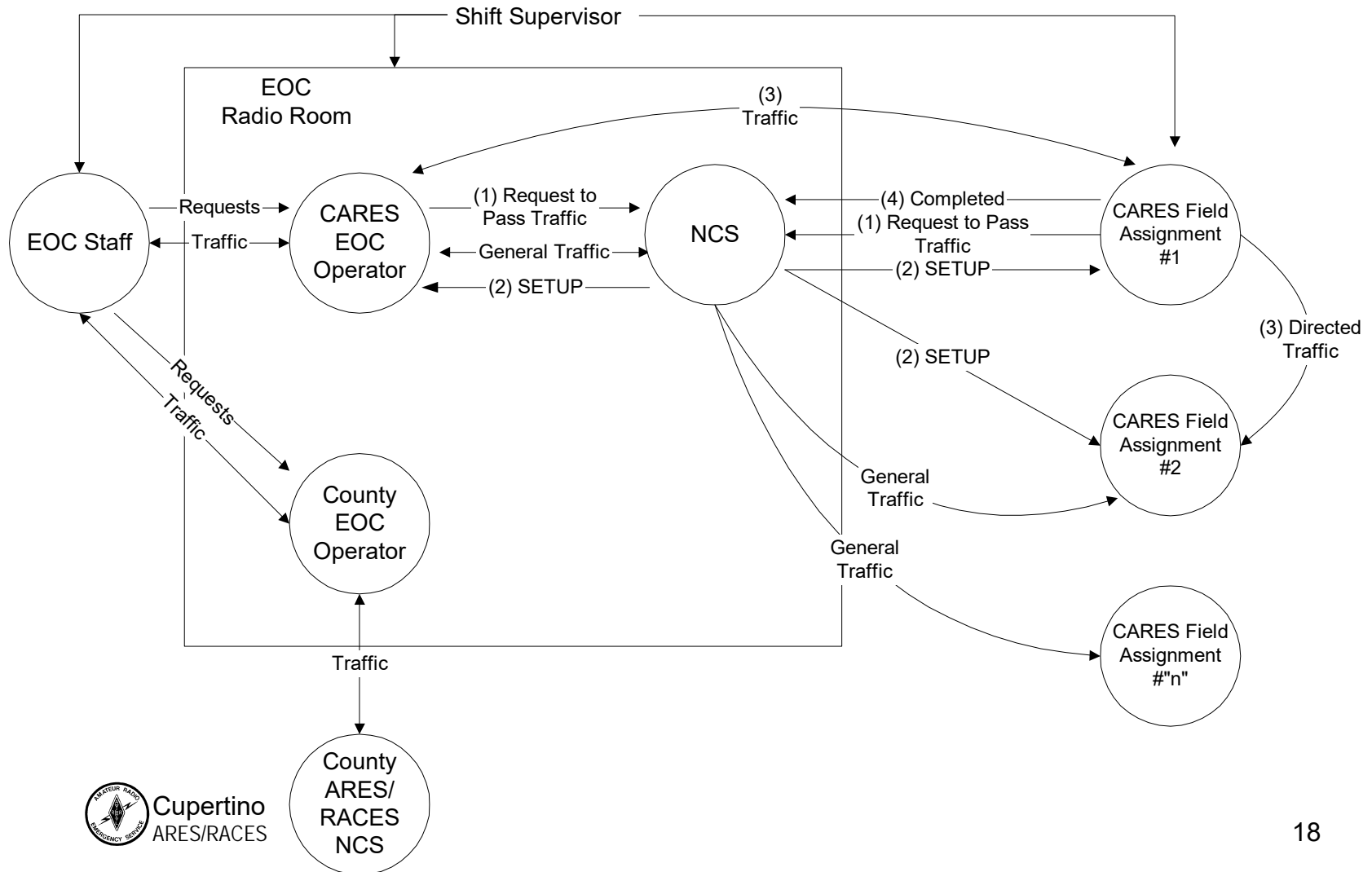- Plan for a May'05 Exercise
- Others?

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Backup

Preliminary Safety Assessment Form – Field

	Assessment Date/time:			Neighborhood/Street:	
	Performed by:			Map Coordinates:	
				Number of Units Surveyed:	

Ref	Category	Subcategory	Count	Notes
1.1	Injuries, Minor	Able to walk away from the incident		
1.2	Injuries, Delayed	Regular breathing, and Capillary refill <2 sec, and Answers questions, responds to commands		
1.3	Injuries, Immediate	Rapid Breathing >30/min, or capillary refill >2 sec, or Confused, disoriented		
1.4	Injuries, Presumed Dead	Unconscious, no respiration		
2.1	Structure, Light Damage	• Superficial Damage • Broken Windows • Cracked or fallen plaster • Main damage is to contents		
2.2	Structure, Moderate Damage	• Large amount of cracking on exterior • Small cracks around doors and foundations • No outward sign of structural damage		
2.3	Structure, Heavy Damage	• Partial or full collapse • Building is off foundation • Structural damage to the building		
3.1	Hazards	Fire, Any situation		
3.2	Hazards	Gas Leaks		
3.3	Hazards	Sewer Leaks		
3.4	Hazards	Water Main Breaks		
3.5	Hazards	Electrical Power, Lines Down. Power in the neighborhood?		
4.1	Access	Roads blocked Other Obstructions		

Directed Net
Extended Response Operations, High Traffic (SOP 8.3)

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Field Message Handling
What the EOC needs

Message Number

Use instead...
- Emergency
- Urgent
- Priority
- Routine

0400F CARES EOC Message Form
ANS R GRAM 1.

2. FROM		[ ] Urgent	[ ] ASAP	[ ] No Reply
		3.		

4. TO	5. DATE:
	6. ATTENTION OF:
	7. SUBJECT:

8. MESSAGE
Signed

9. REPLY
Signed

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Field Message Handling
Field Message Forms

Note Pad

From

To

Date/Time

Pri or Msg #

Message:
This is the message that needs to be written down. Watch the details

Reply
Write down the reply on the back of the card. If it is going back to the originator, deliver it to him/her

Index Card Method

Front Side

From

To

Date/Time

Pri or Msg #

Message:
This is the message that needs to be written down. Watch the details

Back Side

Reply
Write down the reply on the back of the card. If it is going back to the originator, deliver it to him/her

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