2016 Communications Outage, *Packet Edition* – Drill Prep

5 May 2016
Jim Oberhofer KN6PE
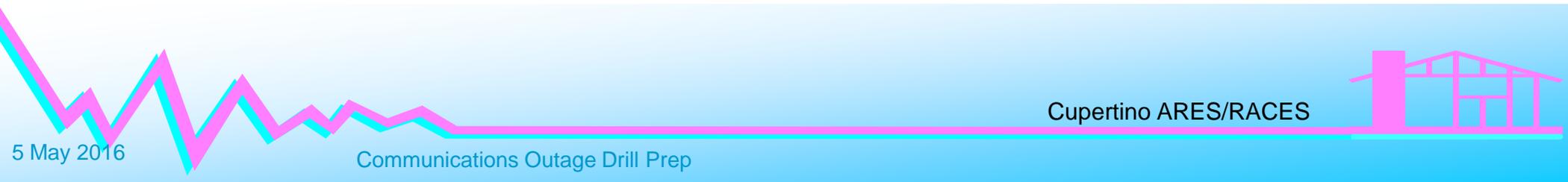
Agenda

1. Drill introduction – what's the plan?
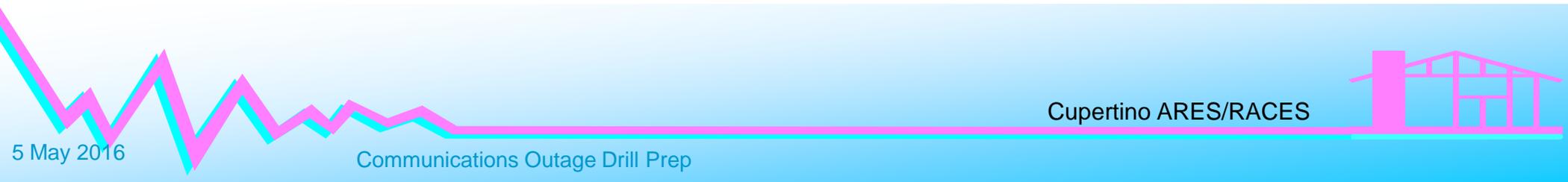
2. Deploying packet for 911 message handling

2015 Communications Outage Drill

*** **THIS IS DRILL TRAFFIC** **

Power is out throughout the City; there is a risk that residential communications will be out within 2 days.

What does the City need? (an assumption)
Communications Outage Scenario

If the power went out and local communications failed…

| What they need	What it includes	How do they get it
Understand the situation outside the city	• Commercial power status • State of telecommunications systems • Mitigation plans	• County OES briefings • National commercial news outlets
Know about conditions in Cupertino	• Traffic conditions on city streets • State of city responders and resources • Shelter status, evacuations • Community welfare	• County Sheriff & Fire • City Staff and Citizen Corps • Reports and help requests from the community

CARES Response – what we generally do
Communications Outage Scenario

1. Preliminary Safety Assessment	CARES collects and reports information about the state of the city immediately after a city-wide emergency or disaster occurred.
2. Field Response	CARES members respond and operate at field assignments during a declared emergency.
3. Infrastructure Safety Assessment	CARES observes and reports on selected Cupertino critical facilities that are deemed to be important to the City or other Agencies.
4. EOC Support	• Staff the Comm Van / Radio Room • Provide situation roll-up of field reports • Support the EOC
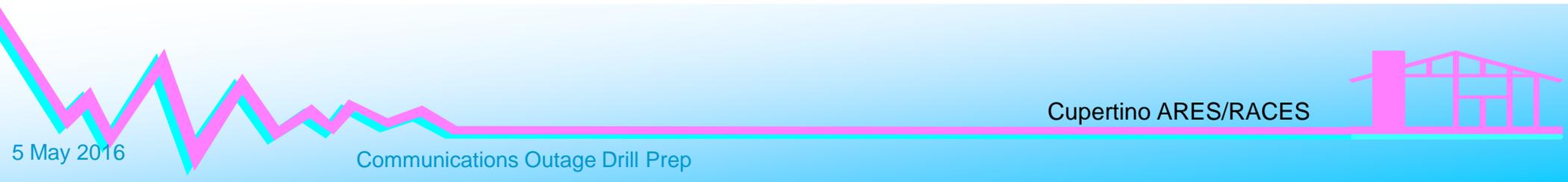
CARES Response – what we specifically will do
Communications Outage Scenario

|	
1. Preliminary Safety Assessment	CARES collects and reports information about the state of the city immediately after a city-wide emergency or disaster occurred.
2. Field Response	CARES members respond and operate at field assignments with CCC during a declared emergency. • Public Information Outreach • Community Emergency Assistance Request Intake
3. Infrastructure Safety Assessment	CARES observes and reports on selected Cupertino critical facilities that are deemed to be important to the City or other Agencies.
4. EOC Support	• Staff the Comm Van / Radio Room • Provide situation roll-up of field reports • Support the EOC
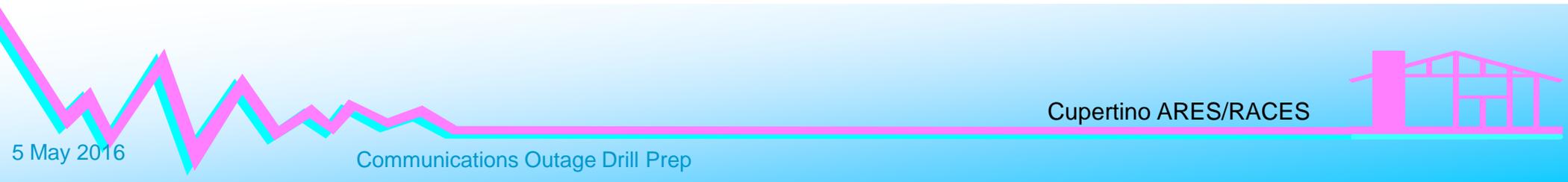
Communications Outage Drill Introduction
Overview

This is a repeat exercise of the Comm Outage exercise executed in November 2015, EXCEPT we will use Packet Radio to pass 9-1-1 reports from the field to County Comm.

Objectives

1. Exercise 9-1-1 packet message passing procedures.

2. Exercise message passing and message net procedures.

3. Exercise the amateur radio packet equipment at the SCC Fire Stations located in the City.

4. Exercise full end to end (Field to Dispatch) emergency packet message delivery.

5. Exercise Comm Van to DOC information handoffs.

Communications Outage Drill Introduction
Overview

Concept

This will be a functional exercise based on a communications outage event that directly impacts the City and the bay area.

1. The Exercise will occur over a 4 hour period on Saturday May 7, 2016.

2. The City EOC will be activated with minimal (if any) City staff to receive and originate simulated traffic, log situation status, and oversee the response. The CCC DOC will simulate the EOC response as necessary.

3. Field responders will deploy to County Fire Stations, specific ARKs, and strategic locations throughout the city.

4. Field locations will operate packet off the grid – only generator or battery.

5. Assignments are made based on the CARES response model, resource availability, and location priority.
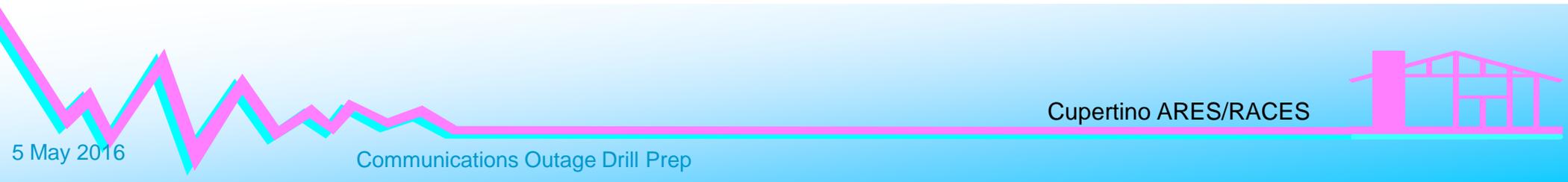
Communications Outage Drill Introduction
Overview

Concept

continued…

6. Because of the number of field positions that need to be staffed, CERT responders or non-CARES Buddies will be actively promoted.

7. Field message traffic will be based on timed scripted messages and simulated interactions with other responders.

8. Drill 9-1-1 traffic will be originated in the field and sent by packet to SCC dispatch.

Communications Outage Drill Introduction
Overview

Artificialities

1. Wired, cell phones, SMS, and the internet are not working. No 9-1-1 service. Satellite Phones are working, but no into-the-bay area calling.

2. Power is out throughout the city. The EOC is (simulated) running on emergency generator power. County Fire Stations are (simulated) running on generator power.

3. Cupertino EOC is partially staffed.

4. County EOC is activated.

5. A County Comm packet station is operational.

Communications Outage Drill Introduction
Overview

Assumptions

1. We respond with our current state of readiness and with whoever shows up.

2. Weather is current conditions. The drill will be postponed in the event of rain.

3. All information in the narrative is considered valid.

4. We don't have all the answers.

5. This exercise in no way attempts to portray actual or anticipated events.
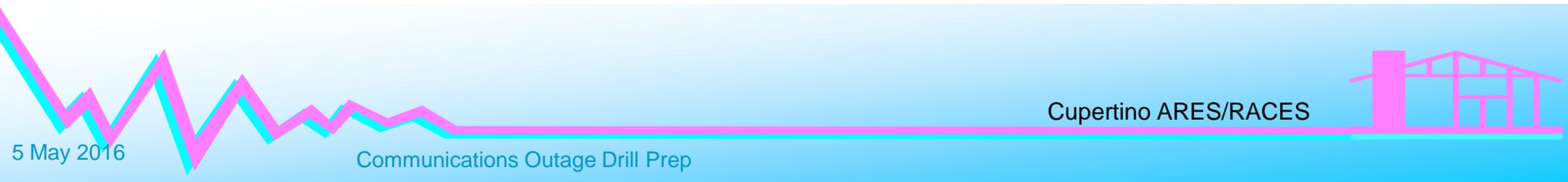
Communications Outage Drill Introduction
Overview

Communications

1. FRS will be used as needed.

2. A City Trunk Radio test will be performed.

3. Standard County Packet Frequencies will be used to pass simulated emergency 9-1-1 traffic necessary to initiate a simulated Dispatch.

4. CARES will operate on its Resource and Message Net frequencies per the CARES frequency plan listed in the SOP.

5. Comm Van responds to the EOC and supports the EOC with communications contact with all field units.

6. We will bring up the LAN between the Comm Van and the DOC.

7. All radio communications – both voice and packet – will be followed by the phrase "THIS IS DRILL TRAFFIC".

Communications Outage Drill
The Plan

The Plan

1. Deploy Field Teams (CARES and CERT) into the field to take assistance requests from residents; pass message to either the Cupertino EOC or 911 messages to County Comm.

2. Each Field Team needs to bring…
    1. Standard ICS Forms – ICS 213, ICS 214, ICS 309
    2. Field Manuals:
       CARES Field Communications Handbook (version 2016.01)
       CARES Packet Radio Users Guide (version 2016.01)

3. Additionally …
    1. Equipment to operate packet
    2. Small table and chairs
    3. Sufficient power to support your equipment

Possible Communications Assignments
Communications Outage Scenario

Field Assignments
1. ***Public Information Outreach*** locations
   - key intersections and/or popular gathering places throughout the City
   - ARKs, Fire Stations

2. ***Community Emergency Assistance Request*** stations
   - popular gathering places and key intersections throughout the City
   - ARKs, Fire Stations

3. 911 Message Intake

4. Others?

EOC Assignments
1. Comm Van: 1 SS, 1 RRO, 1 Message NCS

2. Situation Status

DOC
1. DOC staff

Public Information Outreach – what is it?

definition: *Public Information Outreach*

1. A field assignment where Citizens Corps disseminates information to the community. This information may include:

    •   Status of the event or emergency
    •   Where residents can go for help or assistance
    •   Information on things the community can do now to cope with the emergency

2. Information may originate from the EOC or from observations originated by the local Incident Command Post staff.

3. Once available, the information is printed (if arrived by packet) or written down (if arrived by voice), and then posted on the public information board.

Public Information Outreach

Creating CCC Field Operations teams

- Each team will consist of one of the following:

Role of CARES

- Manages all communications with the EOC and other stations.
- Receives voice or packet messages from the EOC or served agencies.
- For Packet messages, prints the message for posting.
- For Voice messages, creates a legible message for posting (could be a shared task with CERT depending on your handwriting).

Role of CERT

- Public facing member of the team.
- Maintains the accuracy and freshness of messages posted at the information booth.

Communications Outage Drill
The Plan

The Plan

1. ✓ Deploy Field Teams (CARES and CERT) into the field to take assistance requests from residents; pass message to either County Comm or the EOC.

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      CARES Packet Radio Users Guide (version 2016.01)

3. Additionally …
   1. Equipment to operate packet
   2. Small table and chairs
   3. Sufficient power to support your equipment

Communications Field References

http://www.cupertinoares.org

Communications Field References

2016.01
**Field Communications
Operations Handbook**
Cupertino ARES/RACES

2016.01
Packet Radio Users Guide

Cupertino ARES/RACES

Cupertino ARES/RACES

Communications Outage Drill
The Plan

The Plan

1. ✓ Deploy Field Teams (CARES and CERT) into the field to take assistance requests from residents; pass message to either County Comm or the EOC.

2. ✓ Each Field Team needs to bring…

    1. Standard ICS Forms – ICS 213, ICS 214, ICS 309

    2. Field Manuals:
       CARES Field Communications Handbook (version 2016.01)
       CARES Packet Radio Users Guide (version 2016.01)

3. Additionally …

    1. Small, Portable table and chairs

    2. Sufficient power to support your equipment

    3. Equipment to operate packet

Your Field Office

Power and Packet

Manuals, Mag Mount Antenna

DC Power Distribution

Radio, TNC, Power Supply

Mag Mount Base

Extension Cord
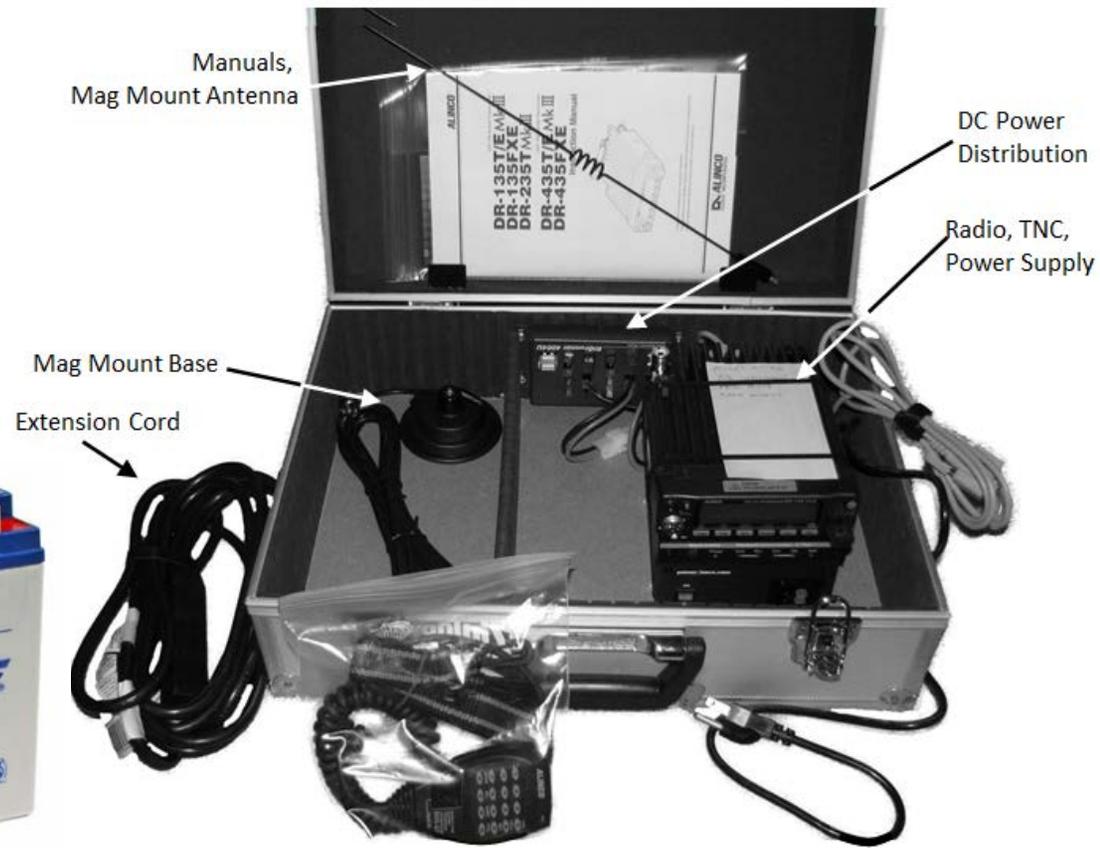
Communications Outage Drill
The Plan

The Plan

3. Each Field Team will…

    a. be assigned a packet station Tactical Call and Message Identifier.

    b. receive a scenario sheet describing encounters with the community that require a message to be sent.

    c. pass 9-1-1 traffic by Packet to County Comm.

    d. pass non-emergency community requests to the Cupertino EOC by voice or packet.

    e. pass field status reports by Packet to the Cupertino EOC.
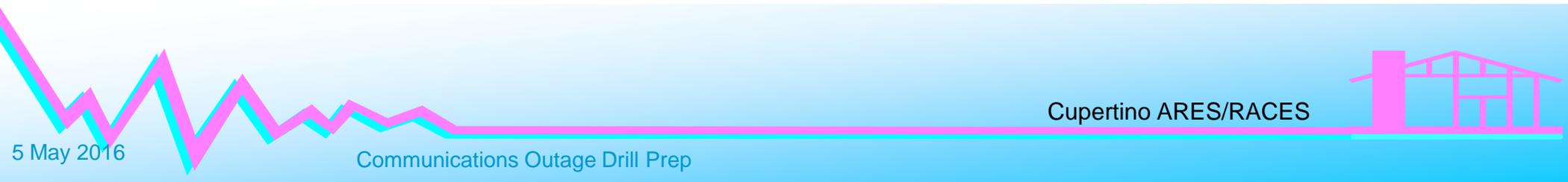
Planned Field Assignments

Where will you be?

Voice Tactical Call	Packet Tac Call	Packet Msg ID
Public Sites		
Senior Center	CUPSEN	SEN
Blackberry Farm	CUPBBF	BBF
Cali Mill Plaza	CUP001	CMP
U.S. Post Office	CUP002	USP
Sears Parking Lot	CUP003	SEA
Main Street	CUP004	MAI
City Hall	CUP005	CIT
ARK Sites		
Hyde ARK	CUPHYA	HYA
Garden Gate ARK	CUPGGA	GGA
De Anza ARK	CUPDZA	DZA
Monta Vista ARK	CUPMVA	MVA
SCC Fire Stations		
Cupertino Station	XSCF71	F71
Seven Springs Station	XSCF72	F72
Monta Vista Station	XSCF77	F77

Cupertino ARES/RACES
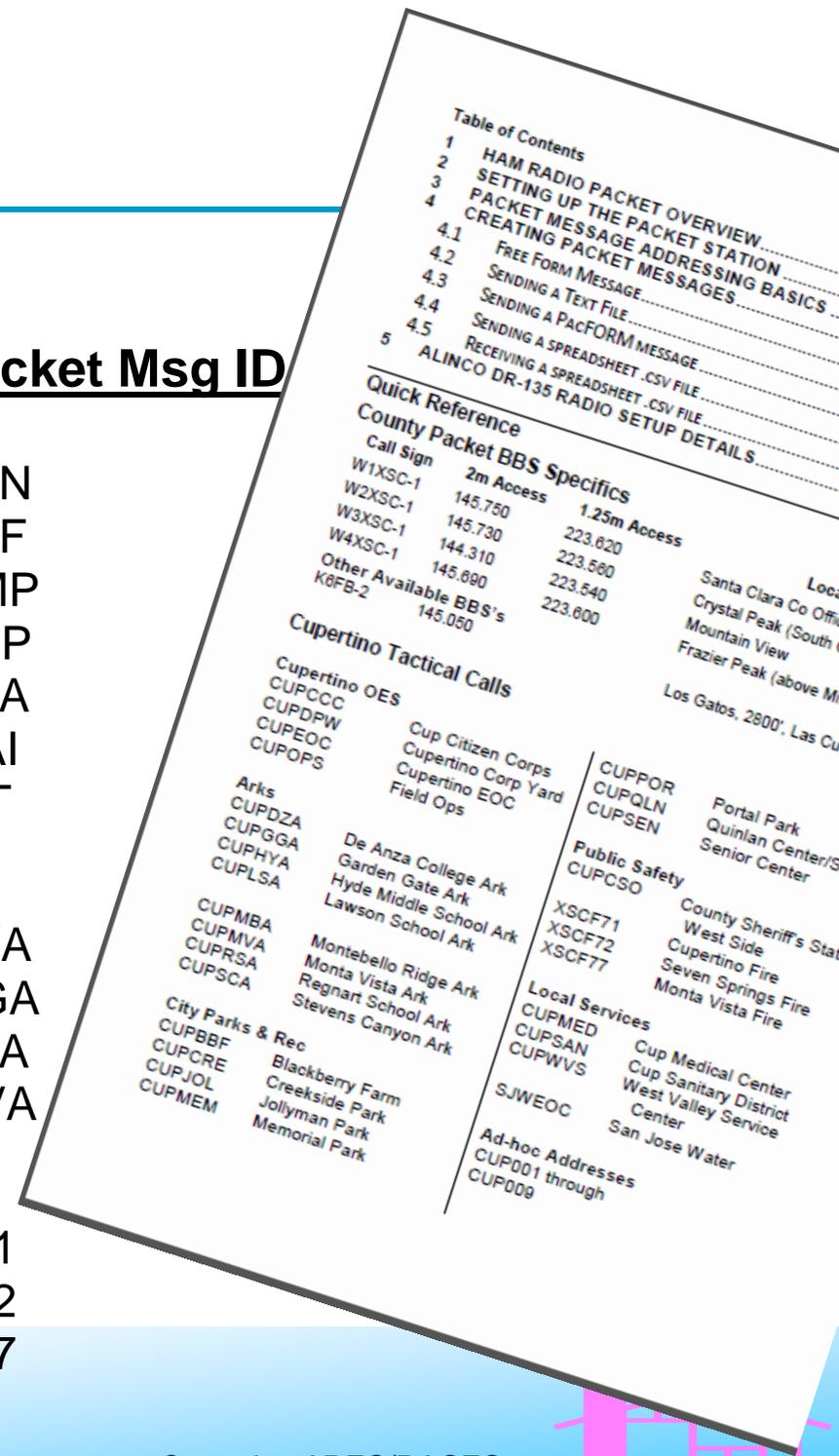
Outpost tactical call setup
Planned Field Assignments

1. From Outpost, select
   Setup > Identification

2. Enter your call sign and name

3. ☑Check the **Use Tactical Call** box

4. Fill in the rest of the fields…

Voice Tactical Call	**Packet Tac Call**	**Packet Msg ID**
Public Sites		
Senior Center	CUPSEN	SEN
Blackberry Farm	CUPBBF	BBF
Cali Mill Plaza	CUP001	CMP
U.S. Post Office	CUP002	USP
Sears Parking Lot	CUP003	SEA
Main Street	CUP004	MAI
City Hall	CUP005	CIT
ARK Sites		
Hyde ARK	CUPHYA	HYA
Garden Gate ARK	CUPGGA	GGA
De Anza ARK	CUPDZA	DZA
Monta Vista ARK	CUPMVA	MVA
SCC Fire Stations		
Cupertino Station	XSCF71	F71

Station Identification

Identification | BBS UAC

Current Profile:
Outpost

Legal
User Call Sign: KN6PE
User Name: Jim Oberhofer
Message ID Prefix: 6PE   (3 Characters max)

Tactical
☑ Use Tactical Call for all BBS interaction
Tactical Call Sign: CUP004   (6 C
Additional ID Text: Main Street, Cupertino CA
Message ID Prefix: MAI   (3 Characters max)

☐ Show this form on startup   OK   A

Cupertino ARES/RACES

Outpost Send/Receive setup

1. From Outpost, select
   Tools > Send/Receive Settings

2. Select the **Automation** tab,
   Set up the following 2 options:

   ⊙**Scheduled send/receive every** ⏹10⏹ **minutes**

   ☑ **Send a message immediately when it is complete**

3. Select the **Retrieving** tab,
   Check the following option, and uncheck all others

   ☑ **Retrieve Private Messages**

4. Press **Save** when done.

Send/Receive Settings

Automation | Retrieving | Receiving | Printing | Alerts | Other

Automation

○ No Automation. Initiate each send/receive session manua

◉ Schedule a send/receive every [10] minutes (1-999).

○ Schedule a send/receive at "X" minutes past the hour (0-5

Enter 1 or more
minutes separa
(i.e.: 5, 45, 59).

☑ Send a message immediately when it is complete.

Send/Receive Settings

Automation | Retrieving | Receiving | Printing | Alerts | Other

Retrieve these Messages

☑ Retrieve Private Messages.

☐ Retrieve NTS Messages.

☐ Retrieve New Bulletins.

☐ Retrieve Selected Bulletins or xNOS Areas

Enter as a list of filter items (i.e.: QST, KEPS, ARES) separated

XSCEVENT, XSCPERM

☐ Skip (do not retrieve) NTS Messages I send to the BBS.

☐ Skip (do not retrieve) Bulletins I send to the BBS.

Scenario Sheets
For situations you encounter…

- For each assignment, you will receive a scenario sheet with about 8 situations that describe something you see, hear, or someone you encounter.

- At least half of them will be 9-1-1 messages.

- The rest will be messages for the EOC.

- At the appropriate time, read the next scenario and define how you will handle it.

The following is provided as general information for your consideration during this drill.

Location	Post Office Parking Lot, Stevens Creek
General Situation	• It's another cool morning. With no electric heat in many homes, there is a haze hanging over the valley from many homes using their wood burning fireplaces to stay warm. • You checked your home phone and cell phone before you left home… no dial tone. • You heard KCBS on the air on the drive over, and they reported that most of northern California is still in the dark, and now telephone service has been the latest casualty from this incredible blackout that has plagued the west coast. • Radio Cupertino 1670 is on the air and letting residents know what to do if they need to request help. This is where you come in.
Weather:	Weather is current conditions at the time of the drill.

The following are the things you observe on your arrival at your assignment. These are things you see and interactions that you have with the people around you.

INSTRUCTIONS: Write the time you arrived in the blanks below, and pass the message at the appropriate time.

Local Situation on your arrival… this is what you observe.	• The parking lot is empty, and not a lot of traffic on the street. • You check the front door and the post office is open, but it is cold inside. • You see a postal worker and introduce yourself to Dave Richards, letting him know what you will be doing. Dave is relieved and expressed some anxiety about not having any telephone contact with anyone. Tactical Call: **POST OFFICE** Packet Tactical Call: **CUP002** Packet Message ID: **USP**
Instructions	• Set up your radio station. • Simulate placing the "Emergency Communications Here" A-Frame sign out on the street.
_____ + 5 minutes	• When you are all set up, create a brief message letting the EOC know your situation.
_____ +20 minutes	• A woman screeches the brakes on her car on Stevens Creek, and U-turns into your parking lot. You ask her what is she reporting: o Two males trying to break into a neighbor's house on 145 Majestic Way. Her name is Shreya Rajkumar 408-365-5545. • Create a message and pass this traffic as a 911 report.
_____ +35 minutes	• A gasoline truck driver stops and lets you know he has plenty of fuel, but is not getting any calls for refills. If he can help, he's available.

Public Emergency Information Intake

How will we handle a 911-like call?

1. Determine if this is really an emergency message.
   - If this is a real emergency (medical, fire, law), then pass as a 911 message to County Comm
   - If this is a non-emergency request, question, or information, then pass it to the EOC

2. Pass enough information for 911/County Comm to create an actionable and dispatch-able event.

3. Use the standard ICS-213 message form to record all information from the Reporting Person (RP). Ask for specifics as necessary.

4. Tell the RP to return to their home (or wherever) to wait for assistance to arrive if appropriate.

For Situations you scenario
Which message goes where?

you have a message to send

NO — Q: EMERGENCY? — YES

Emergency 911

Q: Msg Type?

Q: Msg Type?
- → Medical →
- → Fire →
- → Road/Utility →
- → Law →

Simple questions,
Brief Status,

Detailed requests,
Info or reports

If DPW is reachable from the EOC

Create a <u>Voice</u> Msg

Create a <u>Packet</u> Msg

Create a <u>Packet</u> Msg

Call EOC
On the Msg Net

To: <u>CUPEOC</u>

To: <u>XSCCCC; CUPCCC</u>
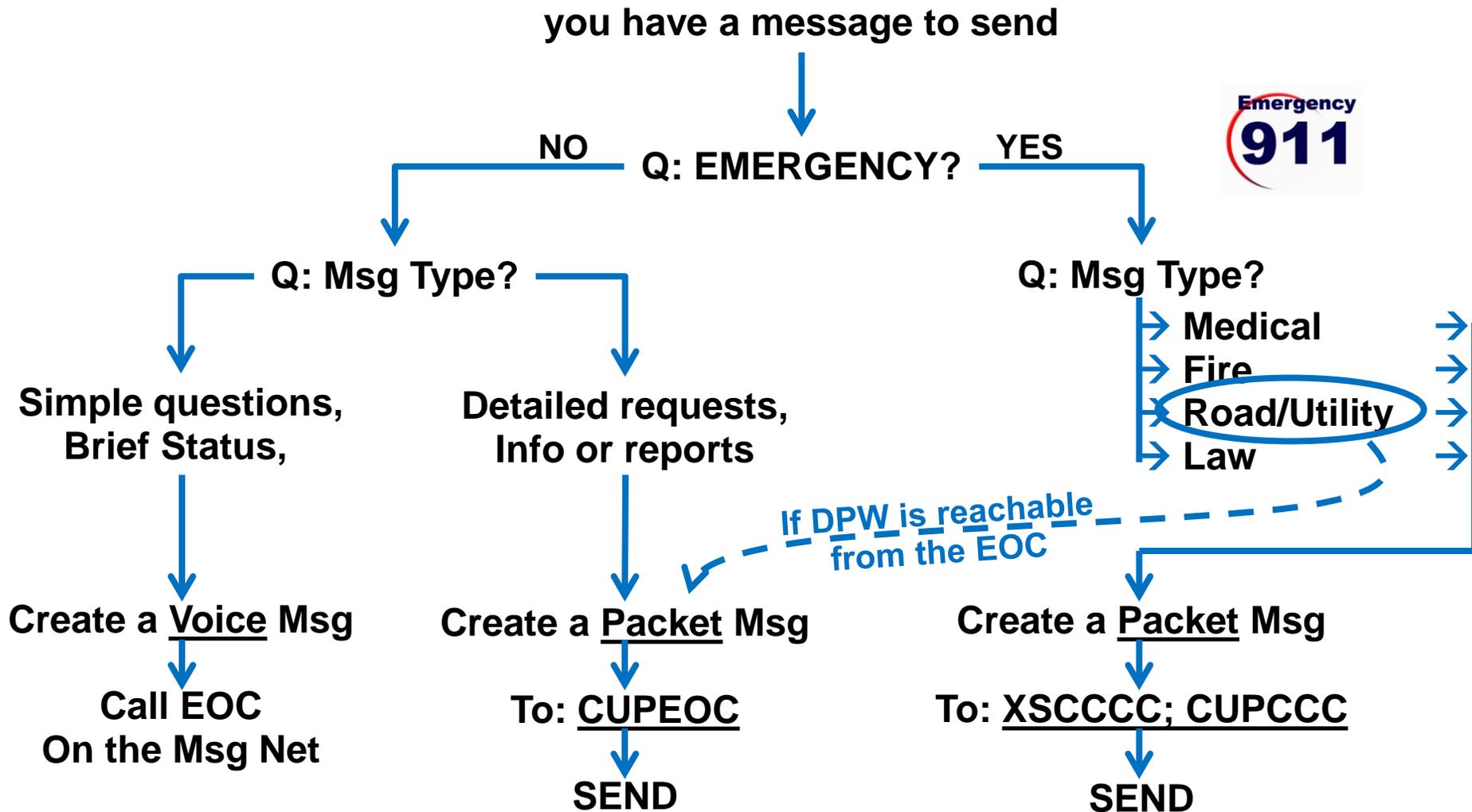
SEND

SEND

Bottom Line: Use your Judgement
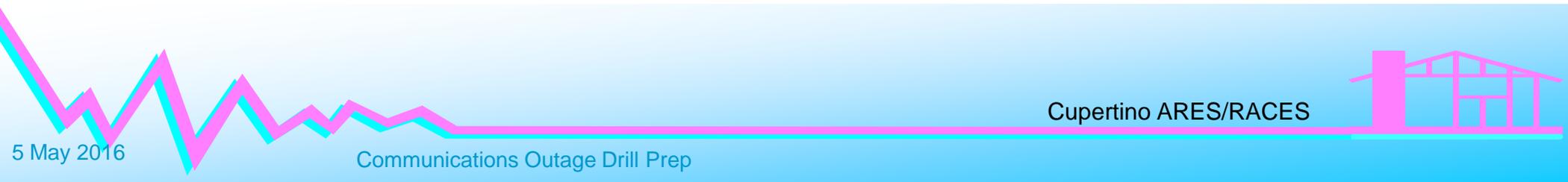
911 and Packet Operations

What's involved?

1. Ask the right questions

2. Gather the right information

3. Create the message

4. Get it addressed to the right place

5. Send it!

Is this an Emergency?
Canned Message List for PSAPs*

First Canned <u>Questions</u>

- 9-1-1, What is the address of your emergency?
- What City?
- What is your Emergency?
- What is your Phone Number?
- What is your Name?
- What is happening now?

* From NENA – National Emergency Number Association (the 9-1-1 Association)

Cupertino ARES/RACES

Is this an Emergency?
Canned Message List for PSAPs

Instructional Canned <u>Statements</u>

- Please use full, simple words   (text-to-911, not in SCC)
- Do not use abbreviations   (text-to-911, not in SCC)
- Do not Text and drive, please pull over   (text-to-911, not in SCC)
- Get out now!
- Wait outside for First Responders
- Please wait, you are being transferred
- Stay calm, help is on the way
- Please call our non-emergency number to report this non-emergency (XXX)XXX-XXXX
- Secure or put away your animals
- Unlock the door
- Turn the outside light on

Is this an Emergency?
Canned Message List for PSAPs

Subsequent Canned <u>Questions</u>

- Are you driving?
- Are you traveling on foot?
- Are you on public transportation?
- Are you in a vehicle?
- Location of suspect?
- Are there any weapons?
- Is anyone hurt?
- What does the person look like?
- What are they wearing?
- What is the nature of the injuries?
- Is the person breathing?
- Is the person awake?
- How old is the person?

- What kind of house?
- Where is the fire?
- What floor is on fire?
- Are there any people inside?
- Do you need the Police?
- Do you need Fire Trucks?
- Do you need an Ambulance?
- Do you have any further information, or need additional help?
- An ambulance will be dispatched.
- A fire/rescue crew will be dispatched.
- Law enforcement will be dispatched.

Is this an Emergency? ... *Yes*
What does 911/County Comm minimally need to know?

What is your emergency?

Medical Assistance
1. Age: How old is the person?
2. Gender: Male or Female
3. Medical problem (difficulty breathing, unconscious, severe bleeding, etc.)
4. *How long ago did you see the person? (hours, minutes)*
5. *Location (address)*
6. *Reporting Person's (RP) name, contact phone number*

Public Emergency Information Intake
Medical Emergency – Write it down

1. Incident Name (Optional):	Priority (E, U, R): E	Message No:

2. To (Name and Position):	9 1 1

3. From (Name and Position):	Post Office

4. Subject: Medical Emergency	5. Date: 5/7/2016	6. Time: 9:34am

7. Message:

84 year old male with chest pains.

He is conscious and talking, saw him 10 minutes ago.

Address is 10061 Adriana Avenue, Cupertino

RP: Anna Smith, 408-252-7310

8. Approved by: Name **Jim KN6PE**   Signature: _____ Position/Title:

9. Reply:

10. Replied by: Name   Signature: _____ Position/Title:
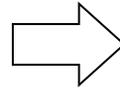
COES 213   Date/Time:

REV 140605

Addressing a message
Embedding a voice message into packet

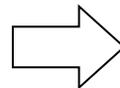We want to "embed" this message into a packet message with additional addressing information

➡️

BBS: W1XSC-1
From: CUP002
To: XSCCCC; CUPCCC
Subj: USP-043P: Medical Emergency

From: Post Office, Cupertino
To: 911/County Comm
Subj: Medical Emergency

84 year old male with chest pains.
He is conscious and talking,
saw him 10 minutes ago.
Address is 10061 Adriana Avenue,
  Cupertino

RP: Anna Smith, 408-252-7310

➡️

From: Post Office, Cupertino
To: 911/County Comm

84 year old male with chest pains.
He is conscious and talking,
saw him 10 minutes ago.
Address is 10061 Adriana Avenue,
  Cupertino

RP: Anna Smith, 408-252-7310

Creating the packet message
Enter it into a new message form

1. Incident Name (Optional):	Priority (E. U..
	E

2. To (Name and Position):	**9 1 1**	
3. From (Name and Position):	**Post Office**	
4. Subject:		5. Date:
	Medical Emergency	**5/7/2016**

7. Message:

84 year old **male** with **chest pains.**

He is **conscious and talking**, saw him **10 minutes ago.**

Address is **10061 Adriana Avenue**, Cupertino

RP: **Anna Smith, 408-252-7310**

8. Approved by: Name **Jim KN6PE**   Signature:_____ Position/

9. Reply:

10. Replied by: Name   Signature:_____ Position/

COES 213   Date/Time:

New Packet Message

File   Edit   Actions   Window   Help

Send   Print   Save   Delete   Close | Urg | Pvt | Bul | NTS

Urgent, Private Message

Bbs: **W1XSC-1**

From: **CUP002**

To...

Subject: **USP-043P:**

From Outpost,
1. Press **New** to start a new message

Cupertino ARES/RACES

Creating the packet message
Enter it into a new message form

Enter the Address for County Comm & CCC →

Enter the subject after the Message ID →

Create the Message FROM and TO Text →

Type in the Message →

Press the URGent button →

Within the New Packet Message window:

New Packet Message

File   Edit   Actions   Window   Help

Send   Print   Save   Delete   Close   [Urg]   Pvt   Bul   NTS

Urgent, Private Message

Bbs: W1XSC-1
From: CUP002
To... XSCCCC; CUPCCC
Subject: USP-043P: Medical Emergency

```
FROM: Post Office, Cupertino
TO: 911/County Comm

84 year old male with chest pains.
He is conscious and talking, saw him 10 minutes ago.
10061 Adriana Avenue, Cupertino

RP: Anna Smith, 408-252-7310

*** THIS IS DRILL TRAFFIC ***
```

When done,
1. Press **Send** on this form

Is this an Emergency? ... Yes
What does 911/County Comm minimally need to know?

What is your emergency?

Fire Report
1. What is burning (Car, building, etc.)
2. Are there any people inside?
3. What is happening now (everyone is safe/trapped, heavy smoke, etc.)
4. *How long ago were you at the fire? (hours, minutes)*
5. *Location (address)*
6. *Reporting Person's (RP) name, contact phone number*

Public Emergency Information Intake
Report of a Fire – Write it down

1. Incident Name (Optional):		**Priority (E, U, R):** **U**	**Message No:**
2. To (Name and Position): **9 1 1**			
3. From (Name and Position): **Sears Parking Lot**			
4. Subject: **Truck Fire**		**5. Date:** **5/7/2016**	**6. Time:** **10:50am**

7. Message:

Truck Fire on **Stevens Creek Blvd, East Bound.**

Closest cross street: East Estates Drive.

No injuries. 2 right lanes are blocked as of 5 minutes ago.

RP: Linda Ying, 408-263-8421

8. Approved by: Name **Jim KN6PE**   Signature: _____ Position/Title:

9. Reply:

10. Replied by: Name   Signature: _____ Position/Title:

COES 213   Date/Time:

REV 140605

Creating the packet message
Enter it into a new message form

New Packet Message

File Edit Actions Window Help

| Send | Print | Save | Delete | Close | Urg | Pvt | Bul | NTS |

Urgent, Private Message

Preloaded → Bbs: **W1XSC-1**

Preloaded → From: **CUP003**

Enter the Address for County Comm & CCC → To... **XSCCCC; CUPCCC**

Enter the subject after the Message ID → Subject: **SEA-005P: Truck Fire**

Create the Message FROM and TO Text →

```
FROM: Sears Parking Lot, Cupertino
TO: 911/County Comm

Truck Fire on Stevens Creek Blvd, East Bound.
Closest cross street:  East Estates Drive.
No injuries.  2 right lanes are blocked
as of 5 minutes ago.

RP: Linda Ying, 408-263-8421

*** THIS IS DRILL TRAFFIC ***
```

Enter in the Message →

Press the URGent button →

When done,
1. Press **Send** on this form

Cupertino ARES/RACES

Is this an Emergency? ... Yes
What does 911/County Comm minimally need to know?

What is your emergency?

Law Report
1. Type of problem (suspicious person, fight, accident, break-in, etc.)
2. What is happening now (suspicious car on street, heard broken glass, etc.)
3. *How long ago did you observe this situation (hours, minutes)*
4. *Location (address)*
5. *Reporting Person's (RP) name, contact phone number*

Public Emergency Information Intake
Public Disturbance – Write it down

1. Incident Name (Optional):	**Priority** (E, U, R): **U**	**Message No:**
2. To (Name and Position): **9 1 1**		
3. From (Name and Position): **Main Street**		
4. Subject: **Public Disturbance**	**5. Date:** **5/7/2016**	**6. Time:** **11:15am**

7. Message:

Fight at **Brewski's Bar and Grill.**

4 males involved, observed 10 minutes ago

Address is 19359 Stevens Creek Blvd.

RP: Harry Doyle, 408-274-9532

8. Approved by: Name **Jim KN6PE**   Signature: _____ Position/Title:

9. Reply:

10. Replied by: Name   Signature: _____ Position/Title:

COES 213   Date/Time:

REV 140605

Cupertino ARES/RACES

Creating the packet message

Enter it into a new message form

New Packet Message

File   Edit   Actions   Window   Help

`Send`   `Print`   `Save`   `Delete`   `Close`   `Urg`   `Pvt`   `Bul`   `NTS`

Urgent, Private Message

Preloaded → **Bbs:** W1XSC-1

Preloaded → **From:** CUP004

Enter the Address for County Comm & CCC → **To...** XSCCCC; CUPCCC

Enter the subject after the Message ID → **Subject:** MAI-002P: Public Disturbance

Create the Message FROM and TO Text →
```
FROM: Main Street, Cupertino
TO: 911/County Comm

Fight at Brewski's Bar and Grill.
4 males involved, observed 10 minutes ago.
Address is 19359 Stevens Creek Blvd.
```
Enter in the Message →
```
RP: Harry Doyle, 408-274-9532

*** THIS IS DRILL TRAFFIC ***
```

Press the URGent button →

When done,
1. Press **Send** on this form

Is this an Emergency? ... Yes
What does 911/County Comm minimally need to know?

What is your emergency?

Road, Utility Report
1. Type of problem (tree/pole down, water main break, etc.)
2. What is happening now (road is blocked, power line arcing, street flooding, etc.)
3. *How long ago did you observe this problem (hours, minutes)*
4. *Location (address, cross-street)*
5. *Reporting Person's (RP) name, contact phone number*

Public Emergency Information Intake
Road, Access, Utility problem – Write it down

1. Incident Name (Optional):		Priority (E, U, R): **U**	Message No:
2. To (Name and Position): **EOC**			
3. From (Name and Position): **Senior Center**			
4. Subject: **Tree Down**		5. Date: **5/7/2016**	6. Time: **12:03am**

7. Message:

Tree down and blocking the street

in front of 7706 Orogrande Place, Cupertino.

One lane of traffic open. Observed 15 minutes ago.

RP: Al Foster, 408-749-5323

8. Approved by: Name **Jim KN6PE**   Signature: _____ Position/Title:

9. Reply:

10. Replied by: Name   Signature: _____ Position/Title:

COES 213   Date/Time:

REV 140605

Creating the packet message
Enter it into a new message form

Is the EOC in contact with Public Works?
- If YES – Send this msg to CUPEOC
- If NO – Send this msg to XSCCCC (911/County Comm)

Enter the Address for Cupertino EOC →

Enter the subject after the Message ID →

Create the Message FROM and TO Text →

Enter in the Message →

Press the URGent button →

When done,
1. Press **Send** on this form

New Packet Message

File Edit Actions Window Help

[Send] [Print] [Save] [Delete] [Close]   [Urg] [Pvt] [Bul] [NTS]

Urgent, Private Message

Bbs: W1XSC-1
From: CUPSEN
To... CUPEOC
Subject: SEN-011P: Tree Down

```
FROM: Senior Center, Cupertino
TO: Public Works/Cupertino EOC

Tree down and blocking the street
in front of 7706 Orogrande Place, Cupertino.
One lane of traffic open. Observed 15 minutes ago.

RP: Al Foster, 408-749-5323

*** THIS IS DRILL TRAFFIC ***
```

Timeline
Communications Outage Scenario

Friday, 6 May

- 3:00pm – A joint press conference was held with County OES, PG&E, and several telephone/internet carriers. Digital phone service will run down tonight. At that point, home phone service for a most of the County will be out.

- 4:00pm – The City Manager requested CARES and CERT to activate Saturday if they wake up to no telephone service at home. The request is to do the following:

  1. Set up communications outreach points throughout the City to receive and report on any resident requests for help.

  2. Support the EOC with the CCC DOC.

- 4:15pm – A CAS message is sent to all CARES members with these instructions:
  i. CARES & CERT is activated Saturday morning under "CUP-16-40T"
  ii. Available responders are to report to the EOC Saturday morning at 8:00am for a briefing and assignments.
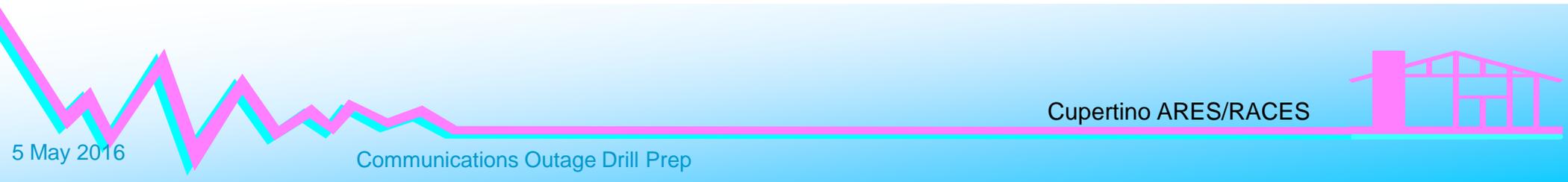 iii. the Resource Net will be activated at 7:30am to track responders to the EOC.

Timeline
Communications Outage Scenario

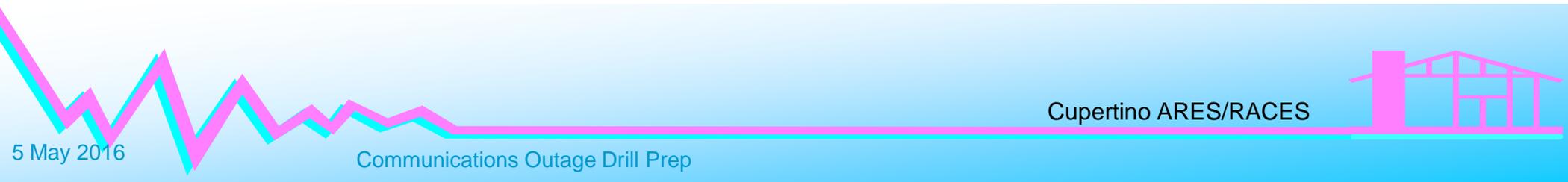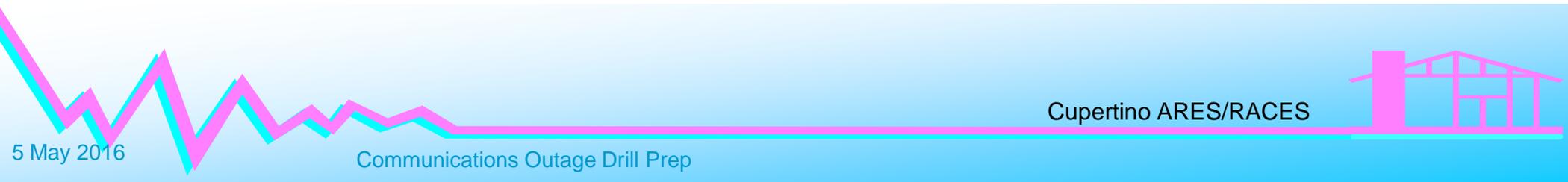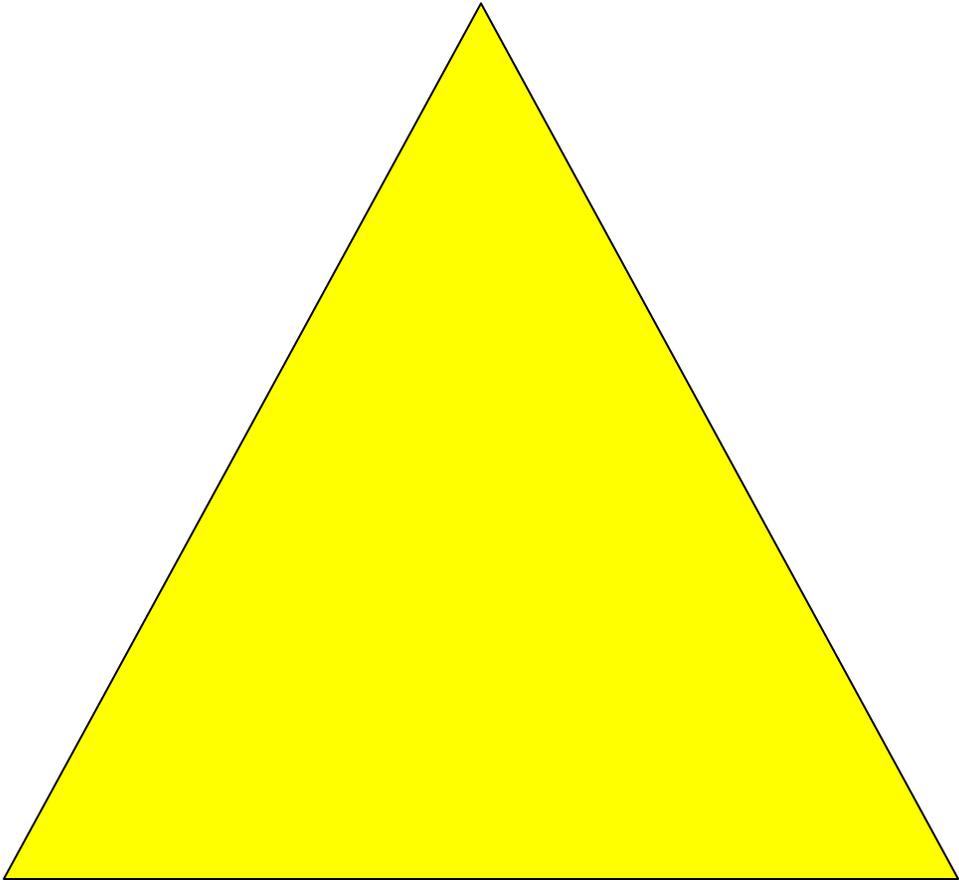**Saturday, 7 May**

- 0700 911 packet station operational.
- 0730 Comm Van at EOC
- 0745   Sign in at the EOC.
- 0800 Safety Briefing, make Field Assignments
- 0900 All field responders at their posts.
- 1100 Secure field operations, travel back to the EOC for debrief.
- 1130 Hold debrief.
- 1230 End of the Event.

Cupertino ARES/RACES

Questions