Handling Informal Field Observations

January 4, 2024
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CARES 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.

Tonight's topic:

Informal Field Observations

Another Atmospheric River Impact the Region Late Monday through Wednesday

WEATHER RISK OUTLOOK

Risk levels incorporate potential impacts from weather hazards and likelihood of occurrence for a reasonable worse case scenario.

|	Sat 3/11	Sun 3/12	Mon 3/13	Tue 3/14	Wed 3/15	Thu 3/16	Fri 3/17
North Bay Santa Rosa, Napa, San Rafael	Showers Residual Flooding	Showers Residual Flooding	Rain Flooding	Rain Flooding Wind	Rain Flooding Wind	Residual Flooding	Showers Residual Flooding
SF Peninsula SF, SFO, Half Moon Bay, San Mateo	Showers	Showers	Rain Flooding	Rain Flooding Wind	Rain Flooding Wind	Residual Flooding	Showers Residual Flooding
East Bay Oakland, Concord, Livermore	Showers	Showers	Rain Flooding	Rain Flooding Wind	Rain Flooding Wind	Residual Flooding	Showers Residual Flooding
South Bay San Jose, Gilroy	Showers Residual Flooding	Showers Residual Flooding	Rain Flooding	Rain Flooding Wind	Rain Flooding Wind	Residual Flooding	Showers Residual Flooding
Santa Cruz County Santa Cruz, Boulder Creek, Corralitos	Showers Residual Flooding	Showers Residual Flooding	Rain Flooding	Rain Flooding Wind	Rain Flooding Wind	Residual Flooding	Showers Residual Flooding
Monterey & San Benito County	Showers Flooding River Flooding	Showers Flooding River Flooding	Rain Flooding River Flooding	Rain Flooding Wind River Flooding	Showers Flooding River Flooding	Flooding River Flooding	Rain Flooding River Flooding

Risk Levels | Little to None | Minor | Moderate | Major | Extreme
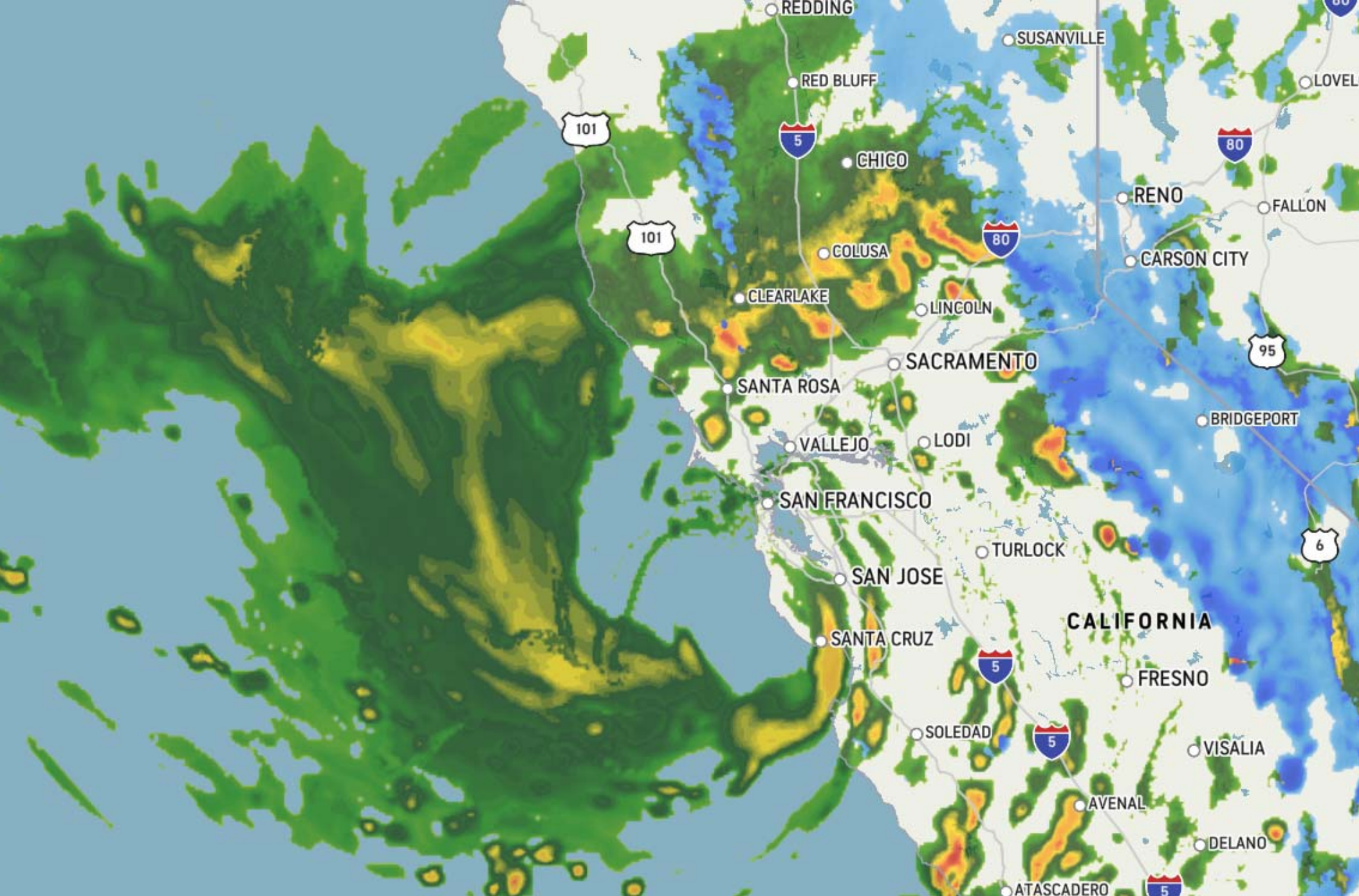
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Could a Bomb Cyclone repeat itself?
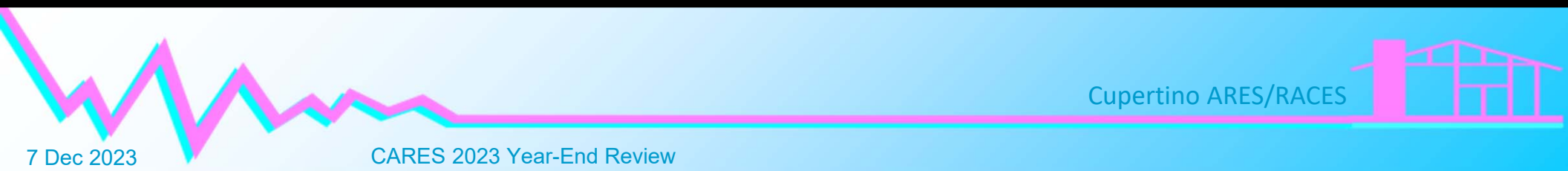
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Summary – Extreme Wind Event

Tue, Mar 14 at 12:51

This is the Santa Clara County Sheriffs Office. Due to the high winds please STAY... https://evb.gg/n#oj444chmpi/0aH1S2fu or Reply with YES to confirm receipt.

- On Tuesday 14 March 2023, Cupertino Office of Emergency Management (OEM) requested CARES to report on city damage caused by the extreme wind that followed an atmospheric river.

- CARES shifted to INCREASED READINESS Operations, then we were activated under Activation #CUP-23-100.

- Due to the risk from blowing debris, detecting damage was limited to observations made from our respective homes. Any wider area assessment was at the discretion of the CARES member.

Summary (continued)

- CARES was asked to identify and report on wind-related damage and situations involving downed trees, down power poles, access problems, and damage to property in a members' immediate neighborhood.

- Over the course of 3 hours, 13 CARES members responded and provided local damage information.

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*** This is not drill traffic ***
Some incoming photos with reports

Woodlark Way

Rae Lane

Cupertino Road

Stevens Creek Blvd
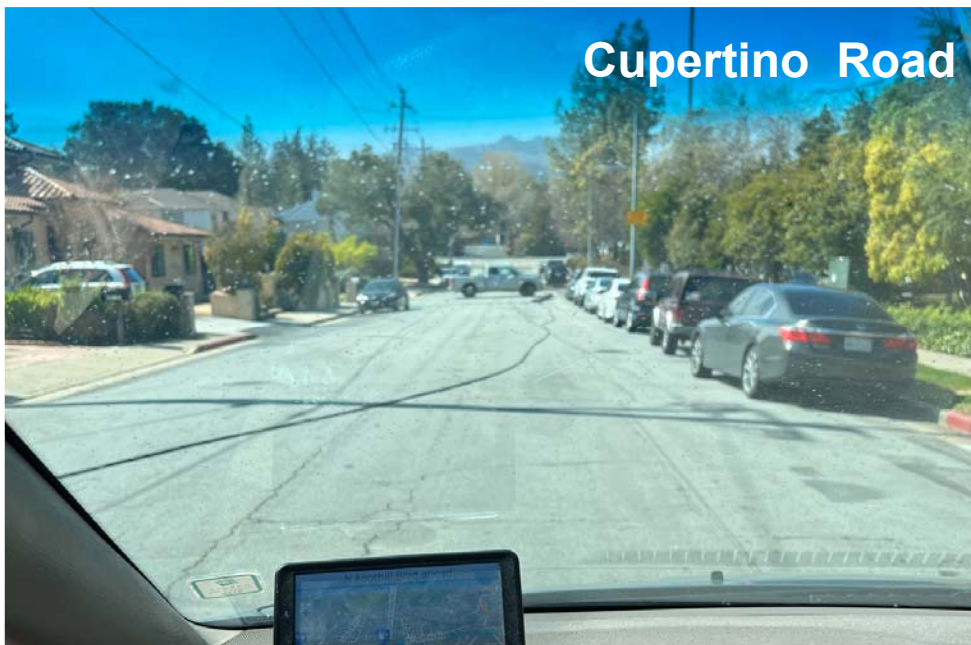
City Hazards ⇨ Planning Scenarios
Where did this activation fit in?

The City adopted the following as hazards of concern:

1. Major Earthquake
2. Wildland/Urban Interface Fires
3. Floods (includes dam failure*)
4. Landslides
5. Drought/Land Subsidence
6. Climate Change (includes severe weather*)
7. Thunderstorms and Lightning
8. Heat
9. Public Health Emergency
10. Technological and Resource Emergency
11. Hazardous Material Incident
12. Terrorism, Complex and Coordinated Attack, & Civil Unrest

Ref: Cupertino Emergency Operations Plan, 2019

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What is the CARES Capability?

Communications… *"we can do that!"*
- Deploy trained communicators to the field
- Come prepared, self-sufficient, and ready to operate
- Practice and follow standard processes
- Operate by voice and packet
- Provide field observations based on the needs of our served agencies
- Pass different types of messages – ALT911, observations, reports, etc.
- Support Cupertino OEM, CERT, Block Leaders, and the community
- Support County OEM, Fire, Sheriff, San Jose Water, CuSD
- Manage our resources
- And more…

These tasks make up our Communications Capabilities

In general, what are Field Observations?

1. For CARES, Field Observations = Damage Observations.

2. Damage observations of interest include:
   - Road closures, access problems from…
     - Downed trees
     - Downed power lines
     - Downed street light poles
     - Landslides
   - Power outages
   - Communications outages, specifically,
     - Cell service
     - Home landline
   - Property damage

Field Observations
The need for details

Unlike the PSA process, we need the details, specifically:

1. Description of the problem
    Tree down blocking the traffic in both directions.
    Power is out in the neighborhood.

2. Address and/or cross-street
    1375 Mistletoe Lane
    Intersection of McClellan and Stelling Road

3. Observed impact; safety, injuries, damage, other risks?
    Electrical line is still active and arcing.

And… keep the message very short!

You found a problem to report, now what?

Taking a layered approach to message passing

1. If you have cell service, then…
    Call 9-1-1 if there are injuries, or the situation is life-threatening or property threatening. And then…

2. ***Report on the CARES Message Net*** – more than likely, CARES was activated and the net is open. Report your observation to Net Control. And then …

3. ***Create a QuickCapture*** – When at the scene of the problem, create a QuickCapture entry with a picture, video, and other text to support the EOC's Situation Status data collection.

1. Call 9-1-1

Be prepared to answer the call-taker's questions which may include:

1. Location of the emergency, including the street address

2. Phone number from which you are calling

3. Nature of the emergency

4. Details about the emergency

Remember, the call-taker's questions are important to get the right kind of help to you quickly.

2. Report on the CARES Message Net

Write down the message to make sure it covers…

1. Description of the problem

2. Address and/or cross-street

3. Observed impact; safety, injuries, damage, other risks?

Examples:

• *Tree down in front of <u>10486 S Stelling Rd</u>. <u>Northbound traffic is blocked</u>.*

• *All <u>power is out</u> at <u>Three Oaks Neighborhood</u>.*

• *<u>Tree and light pole down</u> <u>blocking the road</u> at <u>1375 Mistletoe Lane</u>.*

And… keep your message very short!

2. Report on the CARES Message Net

Getting ready to create and pass the message

1. These messages are not formal 3rd party messages.

2. These messages are **informal** and we will pass them as ***Operator-to-Operator*** messages.

3. Use either **Form 1** or **COES 213SF** (Short Form).

4. Write down the message, then create 5 word groups.

5. No message numbers are needed.

6. When passing the message, use prowords; figures, initials, etc.

7. Write your name and activation on the paper... This is to be submitted!

8. Log your message on the ICS 309 Comm Log.

And… keep your message very short!

2. Report on the CARES Message Net

Write your message down on…

1. **Form 1**… any piece of paper will do. Pass in 5 word groups. Or…

2. **COES 213SF**… use only the message body. Skip the header.
    Pass in 5 word groups.

Message:
Tree down in front of /10486
South Stelling Rd. Northbound /
traffic is blocked.

All power is out in / the
Three Oaks Neighborhood.

1. Incident Name (Optional):		Priority (E, U, R):	Message No:
2. To (Name and Position):			
3. From (Name and Position):			
4. Subject:		5. Date:	6. Time:

7. Message:

Tree and light pole down /blocking the road at
1375/Mistletoe Lane.

USE SEPARATE MESSAGE FORM FOR SENDING A REPLY. REFERENCE THIS MESSAGE NUMBER

8. Approved by: Name: Signature: Position/Title:

9. Operator Use Only (do not transmit this section with the message):

Action: Sent   Received (circle one)   Operator Call Sign: _____

Method: Telephone   EOC Radio   Courier   Operator Name: _____

Amateur Radio   Packet   Other _____   Date/Time: _____

Signature:

CUP ICS 213SF Short Message Form   v210314

3. Create a QuickCapture

1. QuickCapture is a data collection tool used to help build a Situation Status view of what is going in within the City.

    • Smartphone app – used by Citizens Corps to record and transmit field observations of interest. Supports iOS, Android, and Windows.

    • Backend Dashboard – used by Cupertino OEM to visualize and analyze information, and guide the response of city resources.
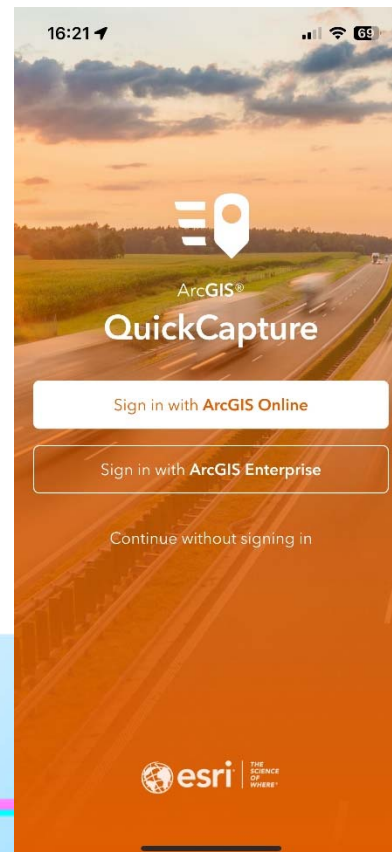
3. Create a QuickCapture
Getting Started

1. Go to the Google Play store for Android devices or the App Store for Apple devices. Search for and download QuickCapture.

2. Run QuickCapture. Press **Sign in with ArcGIS Online**.

3. Use these credentials:
   UserName: Cupertino_Volunteer
   Password: cupe1234
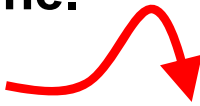
   Watch the Upper and Lower case entries.

   Press **Sign in**.
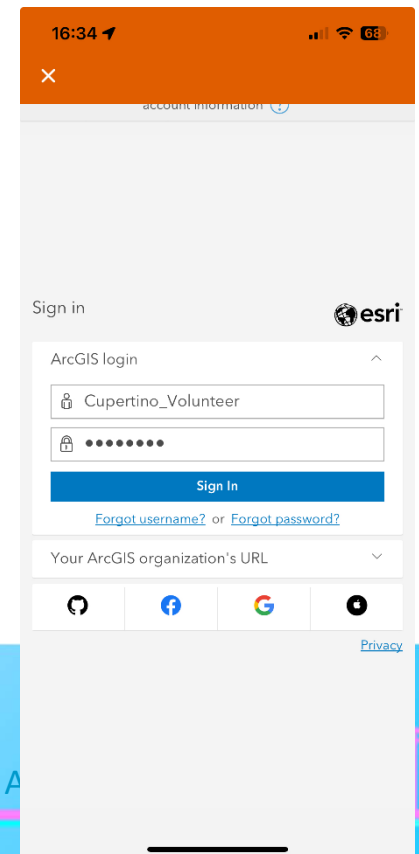
3. Create a QuickCapture
Getting Started

3. The Windshield Survey tile is presented. Click on it.

4. Enter your Name. The recommended format is:
    <first name> <cell number>. Then press **Done.**

5. You are now looking at the main data entry form.
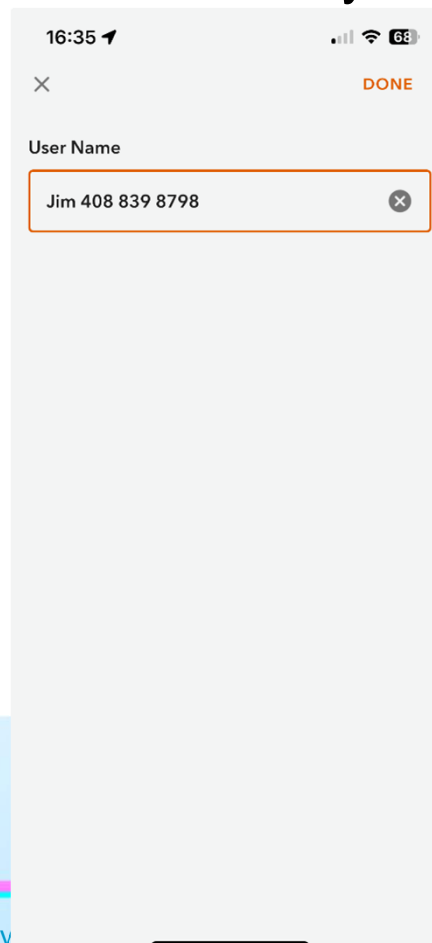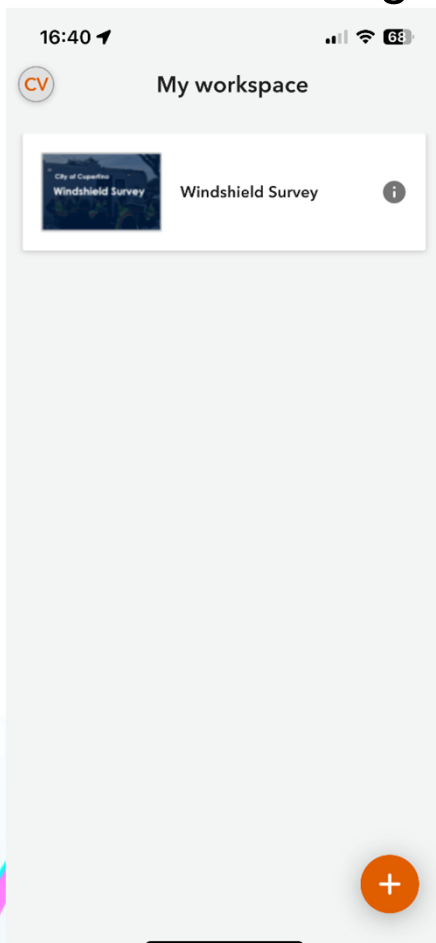
3. Create a QuickCapture
Getting Started

- Full view of the App.

- Take a look at the different categories for making QuickCapture reports.

- These categories line up with what we ask all **C**upertino **C**itizen **C**orps to report on for their Neighborhood assessments.

- When in doubt, use the "other option" for submitting a report.

- Here's an example… I click on Flood…

3. Create a QuickCapture
Entering an Observation

6. Add Media? To add a picture or video, Press **Add**.

7. Take the picture or video. Select it when done.

8. Enter any notes on what you see. Press **Done**.
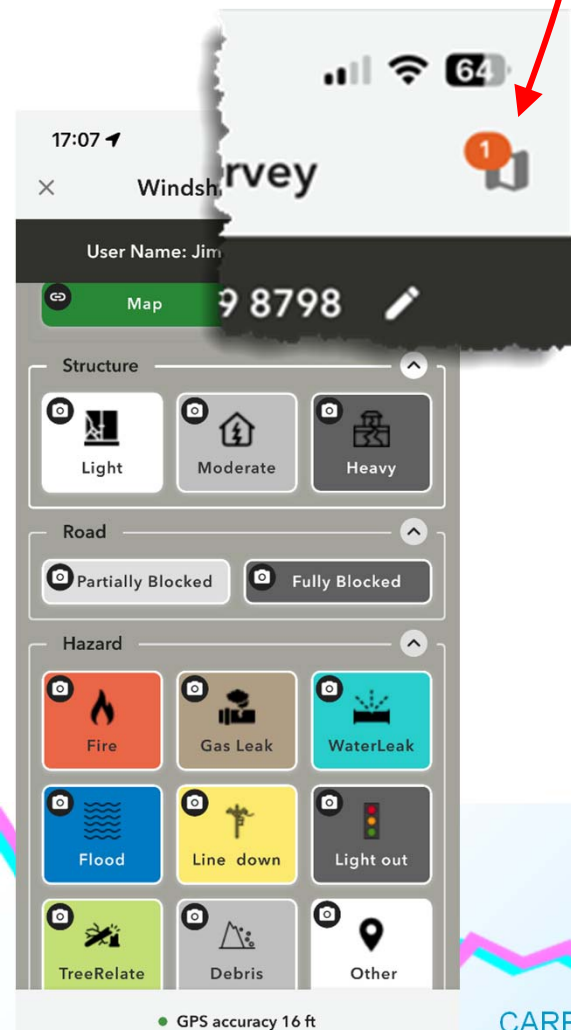
9. Your record should be sent.
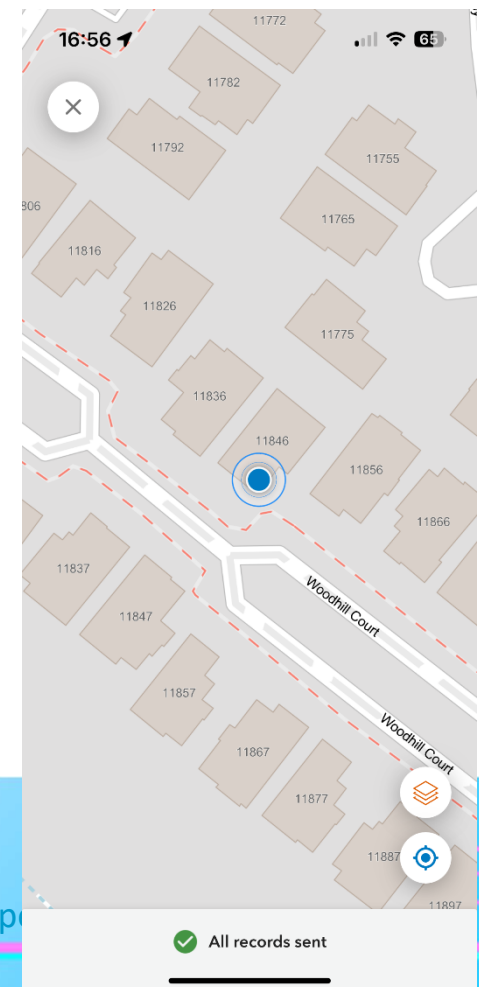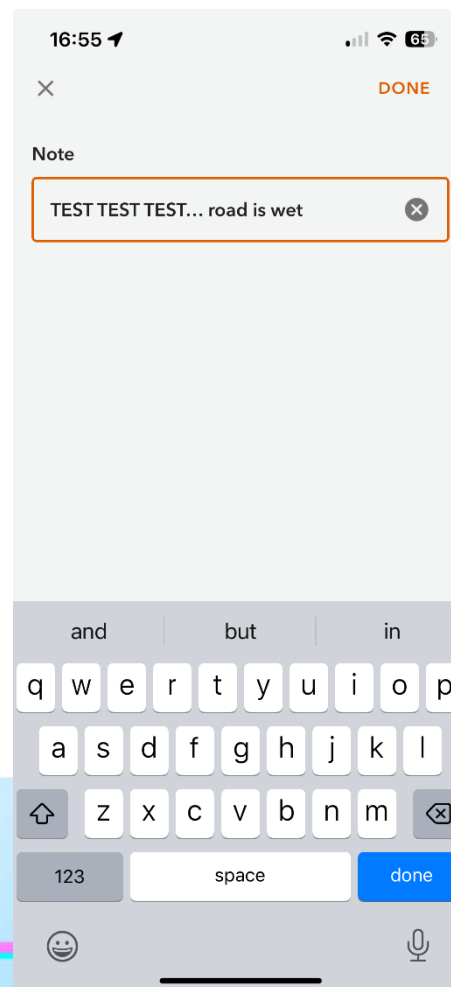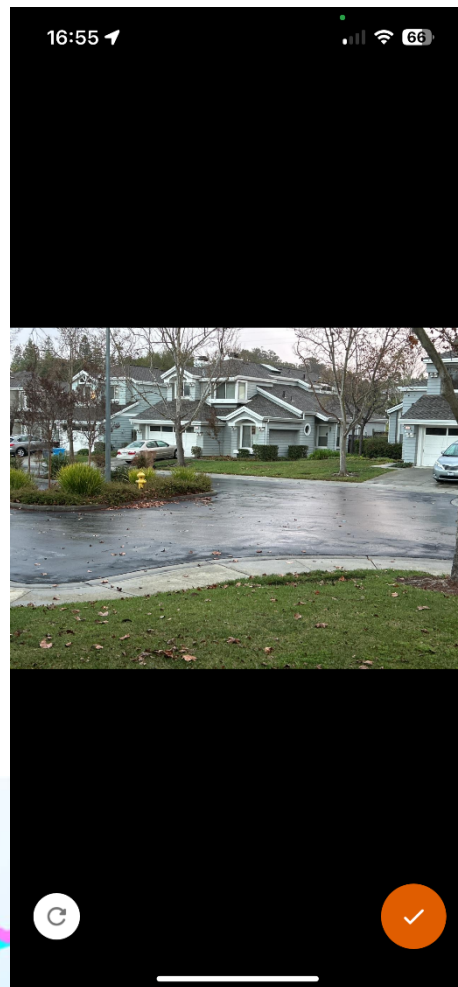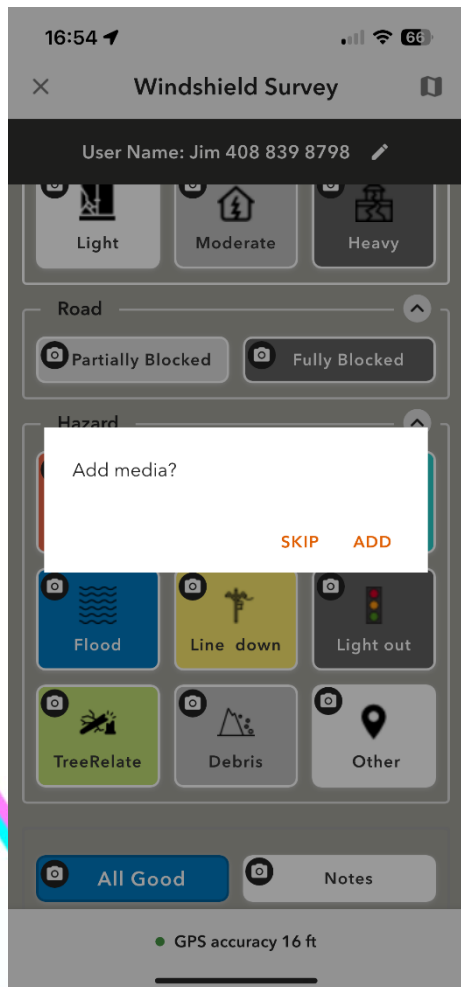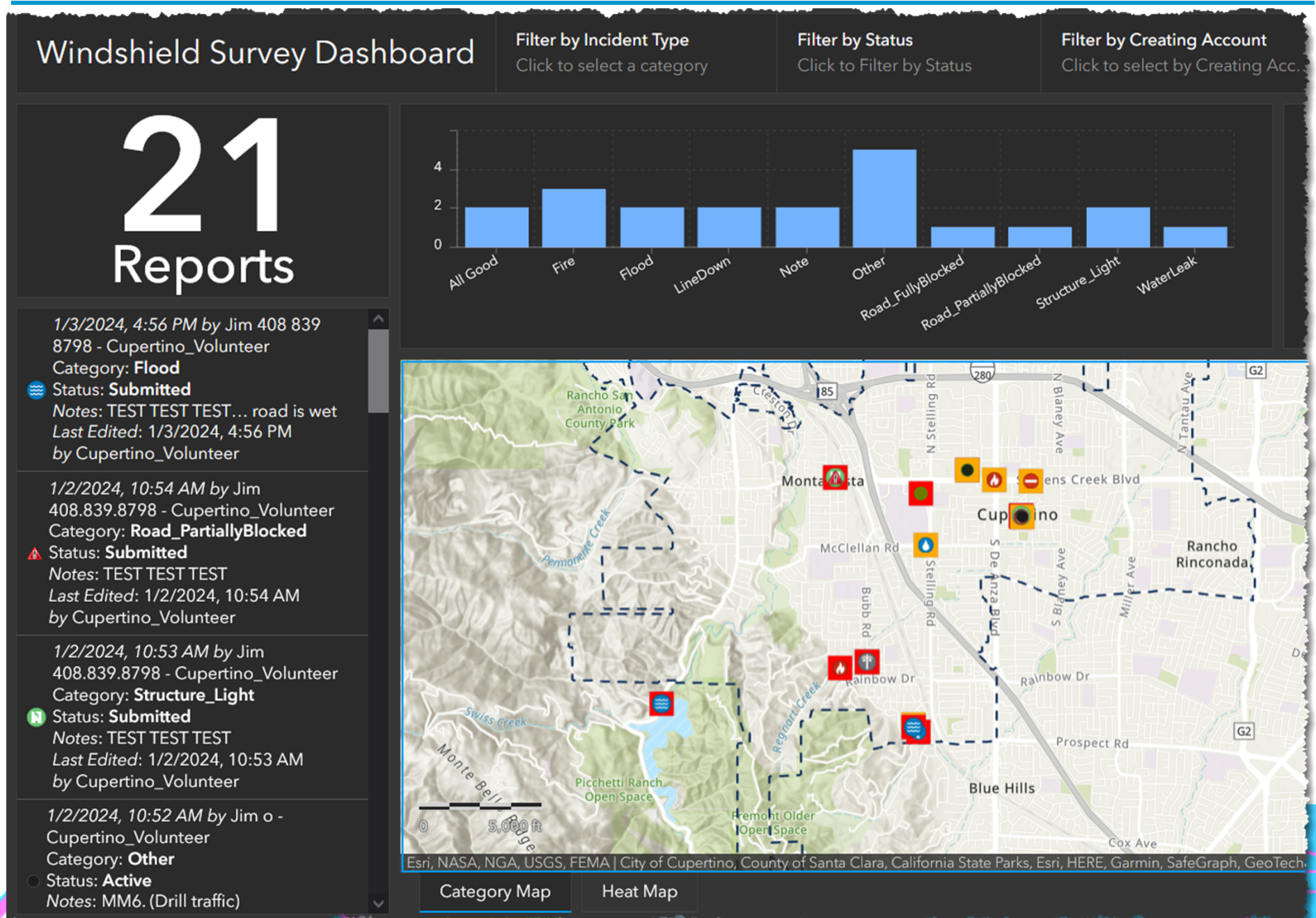
3. Create a QuickCapture
If you see this…

10. Click on upper right reference for an **unsent** records.

11. The map is shown. Press **Send**.

Records on device: 1

SEND

Cupertino ARES/RACES

CARES 2023 Year-End Review
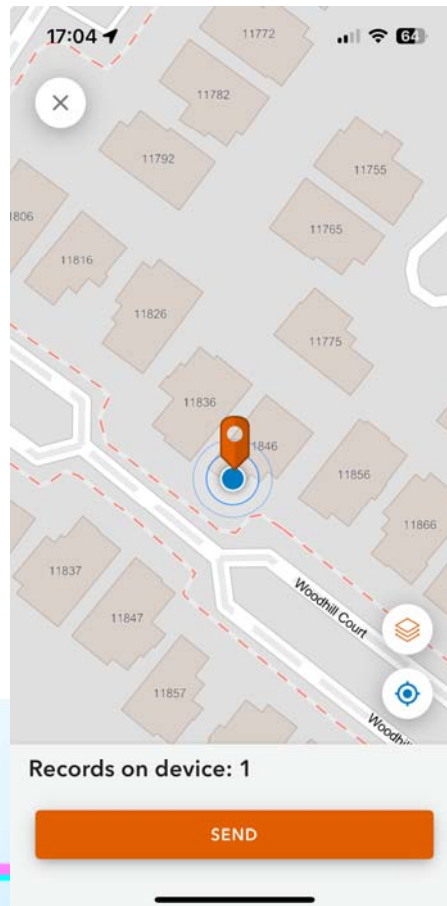
FYI… what does the EOC see?

FYI… what does the EOC see?

Summary

1. We will use Informal Field Observations whenever CARES is called on to assist the city.

2. This could be for…
   - extreme weather events
   - evacuation support
   - crowd observations
   - Other?

3. Flexibility with our response will be key since the type of information we are asked to gather may change depending on the situation.

4. Are we ready?

Ready to give this a try?

1. We will hold a short, home-based exercise based on a scenario that requires CARES to report what we see in our neighborhood.

2. We will use informal message-passing with one or two messages to pass per member.

3. While Cupertino does not usually experience dramatic conditions, we will design it so that everyone has a chance to participate.

4. Details to follow!

Thank you
Any Questions?

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