

Cupertino ARK Activation Handbook

Cupertino Citizen Corps

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1 Introduction

This is a guide for starting up the Cupertino ARKs.

The primary function of an ARK is to be the “disaster communication link” between the local community and the City, acting as an information exchange point about existing local hazards and available disaster services. When authorized by the EOC, the ARK can coordinate the local neighborhood response.

The six (6) Cupertino ARKs support two specific activities:

1. *Zone Reporting* is for collecting local status and incident reports, and act as a conduit for passing information from the City to the community.
2. *Incident Command Posts (ICP)* continue with Zone Reporting as well as for coordinating the local neighborhood response.

The transition from a *Zone Reporting* to an *ICP* is authorized by the CCC DOC, and depends on the type of the emergency and the needs of the community. The DOC will determine whether we proceed with setting up an ICP.

ARK Activation Levels

The transition from one activity to another is through three ARK Activation Levels:

1. **Level 1 –Zone Reporting.** Responders start zone report collection; they attempt to contact the DOC to pass local status and for instructions to proceed with Level 2 or an ICP, or shut down Level 1 activities.
2. **Level 2 – Zone Reporting with Communications.** Responders have established communications with the DOC, continue to collect incident reports, and provide summary reports to the City.
3. **Level 3 – ICP Activation with DOC approval.** Responders sign in volunteers, continue collecting incident reports, develop an action plan, and organize teams for the local zone response.

Auto-activations

Definition: Whenever a Citizen Corps member detects items falling off their shelf as caused by an earthquake, they should consider themselves activated.

When you are auto-activated

If this is an earthquake, the first few moments after an earthquake can be disorientating. Once the shaking stops, do the following:

1. Take care of yourself:
 - Determine your condition and assess your immediate safety.
2. Take care of your family:
 - Determine the condition of your family; apply first aid if necessary.
 - Determine the structural soundness of your home; evacuate if necessary.
 - Turn on your radio, listen to Radio Cupertino 1670 AM.
3. Take care of your immediate neighborhood. Offer assistance as necessary up to the level of your training.
4. If you can respond to support the emergency:
 - For CERT: Proceed to your ARK making observations along the way.
 - For CARES:
 - Activate and check into the CARES Emergency Net,
 - Perform and report on the PSA,
 - Receive an assignment.
 - Once at the ARK, proceed to the Level 1 checklist below.

2 Level 1 Activation – Zone Reporting

Introduction

The goal of a Level 1 Activation is to establish Cupertino Zone Reporting locations for collecting reports and determining the extent of the problems that may exist within your reporting zone.

You may not know how bad things are in your reporting zone or elsewhere in the City, and collecting reports from responding volunteers, block leaders, and other residents is a good way to build the picture of your local situation.

You should also attempt to make contact with the DOC to pass an initial situation status message. Attempt to contact them by Cell Phone or Amateur Radio once a CARES member arrives.

Situation

1. You are the first to arrive at the ARK.
2. The ARK is **LOCKED** and you do not have the access code.

Things you should know before you get started

1. This **Level 1 Activation Checklist** includes the minimum list of tasks to help you get your *Zone Reporting* location started.
2. You are the Zone Reporting Leader until you hand off this assignment to someone with more experience (this is your decision).
3. Your supervisor is the Cupertino Citizen Corps DOC.
4. Your job is to complete the Level 1 checklist.
5. It is OK to start collecting volunteer check-ins and incident reports on blank sheets of paper.
6. **You are not alone!** Cupertino EOC and Cupertino Citizen Corps are here to help you get things started at this ARK.

Level 1 – Things you should immediately do:

_____	1. Start a check-in sheet using the ICS 211B Sign-in Sheet (if you have one) or a blank sheet of paper with these columns: <ol style="list-style-type: none">NameAddressSignatureDSW Class (CERT, MRC, CARES, other)Time INTime OUT (filled in if told to shut down operations)
_____	2. Sign yourself in.
_____	3. Start an activity log using the ICS 214a (if you have one) or a blank sheet of paper. Record significant events and activities only.
_____	4. When other volunteers arrive, have them sign in.
_____	5. When other residents arrive, record their report and/or observations. Include their name and contact information.
_____	6. Ask other volunteers to help with the sign-in or status report collection activities.
_____	7. Attempt to contact the DOC by cell phone or wait for a CARES member to arrive. Once voice communications is established by either means, proceed to the Level 2 checklist.
_____	8. If no communications is established with the DOC, remain at Level 1.
_____	9. If you have to leave, or if you have not received any reports for 10-15 minutes (use your own judgement), <ol style="list-style-type: none">Leave a note at the lockbox or the ARK when you arrived and left (name, time, date). Tape or attach this note to the instruction plaque on the ARK or fence by the lockbox.Drop off anything that you wrote down or collected from anyone else at the City Hall Reception Desk and address it to “Citizen Corps Coordinator” during the next business day.

3 Level 2 Activation – Zone Reporting with Communications

Introduction

The goal of a Level 2 Activation is to:

1. continue Level 1 activities,
2. maintain two-way communications with the DOC, and
3. pass information, requests, and status on what is happening at this location.

Situation

1. One or more CCC members have arrived and established communications with the EOC/DOC.
2. The ARK could now be **UNLOCKED** and opened after requesting the lockbox access code from the EOC/DOC by radio.
3. Reports continue to come in from residents about situations in their neighborhoods.
4. A few volunteers (other CCC members or untrained volunteers) are arriving and offering to help.

Things you should know before you get started

1. This **Level 2 Activation Checklist** includes the minimum list of tasks to help you expand the Zone Reporting capabilities.
2. You should continue to do Level 1 activities.
3. You are the Zone Reporting Leader until you hand off this assignment to someone with more experience (this is your decision).
4. Your supervisor is the Cupertino Citizen Corps DOC.
5. Your job is to work with those who are there to complete the Level 2 checklist.
6. **You are not alone!** Cupertino EOC and Cupertino Citizen Corps are here to help you get things operational at this ARK.

Level 2 – things you should do immediately

_____	1. Continue to perform the Level 1 activities.
_____	2. CARES should establish contact with the DOC to: <ol style="list-style-type: none"> a. Request an activation number. b. Get the ARK lockbox access code if the decision is to open the ARK.
_____	3. Once opened, look for the <i>ARK Logistics Binder</i> (clearly marked) on a shelf near the file boxes. Make a log entry for whatever equipment is removed from the ARK.
_____	4. Only remove the items you absolutely need for shelter, safety, and operations.
_____	5. For communications and volunteer sign-in, set up the following: <ol style="list-style-type: none"> a. 2 table, 4 chairs, 1 generator, extension cord. b. Voice and Packet communications with the EOC. c. Tents, depending on available shade.
_____	6. Put out “Emergency Reporting Station” A-Frame signs
_____	7. Create a Status Report for the DOC, include: <ol style="list-style-type: none"> a. Location of this Zone Reporting location b. Inform them that this location is at Level 2 c. Number of volunteers present by type (CERT, MRC, CARES) d. Summary of initial reports e. State of packet radio operations <p>Have the CARES member send the report to the DOC.</p>
_____	8. If a Level 3 Activation is not required, then remain at Level 2.
_____	9. If a Level 3 Activation is not required and this ARK is to be shut down, then <ol style="list-style-type: none"> a. Break down the setup and return all material to the ARK. b. Make a log entry for the equipment returned. c. Make notations if any repairs are needed or supplies to be replenished (e.g.: gas for the generator). d. Return the <i>ARK Logistics Binder</i> to where you found it. e. Lock up the ARK and return the key to the lockbox. f. For anything that you wrote down or collected from anyone else, drop off at the City Hall Reception Desk and address it to “Citizen Corps Coordinator”
_____	10. If a Level 3 Activation / ICP Setup is requested by the DOC, proceed to the following section.
_____	11. If you have to leave, for anything that you wrote down or collected from anyone else, please drop off at the City Hall Reception Desk and address it to “Citizen Corps Coordinator.”

4 Level 3 Activation – Incident Command Post

Introduction

The goal of a Level 3 Activation is to establish a formal Incident Command Post at this location.

The decision to set up an ICP would likely follow reports of wide-spread damage and injuries throughout the City, or at least in your reporting area. Citizen Corps resources will be tasked with organizing and deploying teams for the zone response.

Moving to Activation Level 3 / ICP requires a decision made by you and the DOC. The discussion would include:

1. Confirmation that you are operating at level 2.
2. Identify and agree on the action plan for the initial Operations Period.
3. Identify the Incident Commander (it could be you if you agree).
4. Confirm that resources are available necessary to support ICP operations.

Situation

1. ARK Level 2 Zone Reporting is in operation.
2. Things are bad enough to proceed with the Level 3 ARK ICP setup.
3. You have established communications with the DOC and other ARKs, and there are reports of damage in your area.
4. Reports continue to come in about situations in the surrounding neighborhoods.
5. There are enough volunteers available to support the ICP and the zone response.

Things the Incident Commander should know before you get started

1. The **Level 3 Activation** requires an Incident Commander who has a detailed understanding of ARK processes and procedures; this description is beyond the scope of this document. If you are asked by the DOC to proceed with a Level 3 Activation and do not have the desire to staff this position, request from the DOC that an experienced Incident Commander be assigned to your location.
2. You are the ARK Incident Commander (IC) as assigned by the DOC.
3. Your supervisor is the Cupertino DOC.
4. Your job is to establish the ARK ICP and manage the local zone response. **Familiarity with all appropriate *Just-in-Time* training and ARK operations material is required.**
5. **You are not alone!** Cupertino OES and Cupertino Citizen Corps are here to help you get things started at this ARK.

Level 3 – things you should do immediately

_____	1. Develop the Action Plan with the DOC.
_____	2. Continue communications activities.
_____	3. Implement the Action Plan.

5 ARK locations

Zone 1 – Monta Vista Fire Station ARK

Address: 22590 Stevens Creek Blvd

Location: In the Fire Station utility garage (right side of building as you face it)

Cross-Street: Stevens Creek Blvd and Prado Vista Ave

Parking: on Prado Vista Ave

Access: Lockbox is located on left sill of the garage. Key opens the door to your left and then the interior door to the garage.



Zone 2 – Regnart Elementary School ARK

Closest Address: next to 1134 Yorkshire Drive

Location: inside the school field gate on Yorkshire Ave just as the road bends.

Cross-Street: Yorkshire Drive and Rainbow Avenue

Parking: on Yorkshire Drive

Access: Lockbox RIGHT of gate with Gate Key; second lockbox on the side door of ARK.



Zone 3 – Garden Gate Elementary School ARK

Closest Address: next to 21103 Greenleaf Drive

Location: School yard, facing Greenleaf Drive

Cross-Street: Greenleaf Drive and N Stelling Road

Parking: School parking lot to the LEFT.

Access: Lockbox on the gate with Gate Key; Second Lockbox on the side door of ARK.



Zone 4 – Lawson Middle School ARK

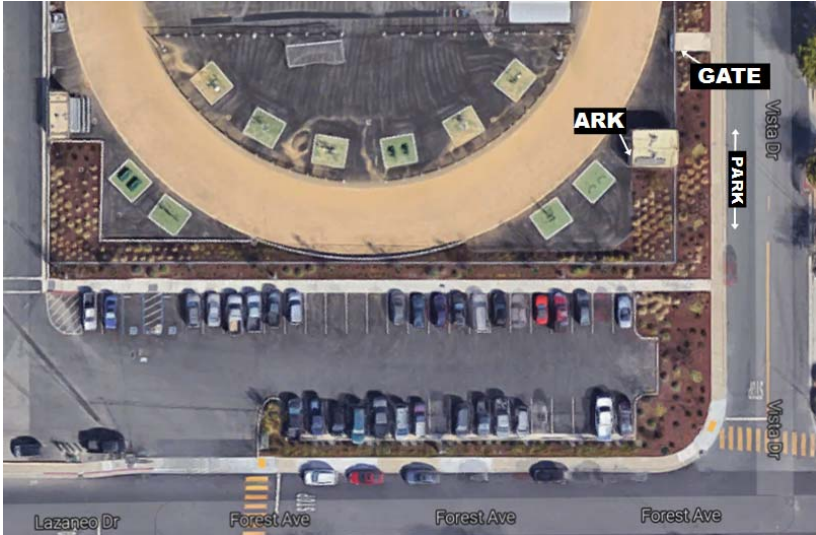
Closest Address: across from 10304 Vista Drive

Location: School yard, next to Track, against exterior fence.

Cross-Street: Vista Drive and Lazaneo Dr / Forest Ave

Parking: on Vista Drive

Access: Lockbox on the gate with Gate Key; Second Lockbox on the front door of ARK.



Zone 5 – De Anza College ARK

Closest Address: 10400 S Stelling Road

Location: De Anza College

Cross-Street: S Stelling Road and McClellan Road

Parking: Employee parking area where ARK is located.

Access: Lockbox is located on the front of the ARK.



Zone 6 – Hyde Middle School ARK -- **CURRENT**

Closest Address: next to 850 Stendhal Lane

Location: School yard, behind baseball field

Cross-Street: Miller Ave and Disney Lane

Parking: on Disney Lane and Stendhal Lane

Access: Lockbox on the front door of ARK



Zone 6 – Creekside Park ARK – *PLANNED*

Closest Address: 10505 Miller Ave, Cupertino, CA 95014

Location: North side of the Park, behind 19475 Calle De Barcelona

Cross-Street: Miller Ave and Calle De Barcelona

Parking: Creekside Park Parking Lot

Access: Lockbox on the front door of ARK



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6 Information Sources

Contact Numbers

- 9-1-1 Alt: Fire, Ambulance, other Emergencies.....408-299-3233
- CCC, EC: Ken Ericksen (cell/text)408-215-8459
- EOC/DOC: Bob Cascone (cell/text)408-515-2899
- CARES EC: Jim Oberhofer (cell/text)408-839-8798

Cupertino Information Commercial Radio Stations

For Cupertino-specific instructions on the state of the emergency, check this station first:

- Radio Cupertino 1670 AM Listen here first

Emergency Alert System (EAS) Stations

The Emergency Alert System (EAS) is a national public warning system used during both national and regional emergencies to provide the public with life-saving information quickly. Specific commercial broadcast stations participate in this system. Listen to one of the following EAS stations whenever there is an emergency in progress:

- | | | |
|--------|---------|--------------------------------|
| • KCBS | 740 AM | Local Primary #1, EAS Station |
| • KSOL | 98.9 FM | Local Primary #1s, EAS Station |
| • KQED | 88.5 FM | Local Primary #2, EAS Station |
| • KJSO | 92.3 FM | Local Primary #2, EAS Station |
| • KFBK | 1530 AM | CA State Primary EAS Station |

Things to bring to the ARK

Bring your “go kit”, which should include:

- | | |
|----------------------------|-------------------------------------|
| 1. Current CCC ID | 11. Water and food |
| 2. Vest | 12. Sun block as needed |
| 3. Protective clothing | 13. Pens (2) |
| 4. Heavy closed-toe shoes | 14. Pad of 8.5” x 11” paper |
| 5. Hard hat | 15. Flashlight and Batteries |
| 6. Goggles | 16. AM Radio (portable) |
| 7. N95 mask | 17. Tape (i.e.: blue painters tape) |
| 8. Whistle | 18. This booklet |
| 9. Leather gloves | 19. Whatever else you may need |
| 10. Personal first aid kit | |

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