

Cupertino ARK Activation Handbook

Cupertino Citizen Corps

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Table of Contents

1	INTRODUCTION	3
2	LEVEL 3 ACTIVATION – ZONE REPORTING	5
3	LEVEL 2 ACTIVATION – ZONE REPORTING WITH COMMUNICATIONS	7
4	LEVEL 1 ACTIVATION – INCIDENT COMMAND POST	9
5	ARK LOCATIONS.....	11
6	MODIFIED MERCALLI INTENSITY SCALE (MMI).....	15
7	THINGS TO BRING TO THE ARK.....	16
8	CONTACT INFORMATION	17

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1 Introduction

This guide is for starting up the Cupertino ARKs and the Citizen Corps Response. The primary function of an ARK is to be the “disaster communication link” between the local community and the City of Cupertino, 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 3 –Zone Reporting.** Responders start zone report collection; they attempt to contact the DOC to pass local status and receive instructions to either proceed to Level 2 or an ICP, or shut down Level 3 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 1 – 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 by managing as many issues as you have been trained to do and performing a neighborhood safety assessment. Report your neighborhood safety assessment status by completing COES 105 or Quick Capture App and radio your status or go to your closest reporting zone ARK. 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:
 - Check into the CARES Emergency Net
 - Pass in a Mike-Mike Report
 - Receive an assignment
 - Once at the ARK, proceed to the Level 3 checklist below.
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Accessing the ARKS

In General

1. Always notify the Citizen Corps Coordinator whenever you intend to access an ARK for purposes other than an activation.

Accessing ARKS on School Property

2. Responders to ARKS on school sites must coordinate with school officials prior to beginning any Citizen Corps operations. Access to ARK site may be revoked or modified based on the school's operations.
3. To access the ARKS on school property for any reason, Citizen Corps members must do the following:
 - a. When school is in session, report to the local school administration office, present your City DSW badge, register as a visitor, and state the purpose of your visit (City Activation, maintenance, training, etc.).
 - b. Confirm that we have permission to operate from the ARK.

2 Level 3 Activation – Zone Reporting

Introduction

The goal of a Level 3 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 3 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 task 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 3 checklist.
5. It is OK to start collecting volunteer check-ins and incident reports on blank sheets of paper.
6. **Remember... You are not alone!** Cupertino EOC and Cupertino Citizen Corps are here to help you get things started at this ARK.

Level 3 –Things you should immediately do:

_____	1. For school sites, check in at the school administration office to confirm it is ok to operate from the ARK.
_____	2. 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: a. Name b. Address c. Signature d. DSW Class (CERT, MRC, CARES, other) e. Time IN f. Time OUT (filled in if told to shut down operations)
_____	3. Sign yourself in.
_____	4. Start an activity log using the ICS 214a (if you have one) or on a blank sheet of paper. Record significant events and activities only.
_____	5. When other volunteers arrive, have them sign in.
_____	6. When other residents arrive, write down their report and/or observations. Include their name and contact information.
_____	7. Ask other volunteers to help with the sign-in or status report collection activities.
_____	8. 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.
_____	9. If no communications is established with the DOC, remain at Level 3.
_____	10. If you need to leave, or if you have not received any reports for 10-15 minutes (use your own judgement), a. Leave a note at the lockbox or the ARK when you arrived and left (name, date, time). Tape or attach this note to the instruction plaque on the ARK or fence by the lockbox. b. 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 3 activities,
2. maintain two-way communications with the DOC, and
3. pass information, requests, and status on what is happening at your 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 your Zone Reporting capabilities.
2. You should continue to perform Level 3 activities.
3. You are the Zone Reporting Leader until you hand off this task 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. **Remember... 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. For school sites, check in at the school administration office to confirm it is ok to operate from the ARK.
_____	2. For school sites, if the school administration was previously notified of your operations, now inform them that our operation now has radio communication capabilities.
_____	3. Continue to perform the Level 3 activities.
_____	4. 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.

_____	5. 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.
_____	6. Only remove the items you absolutely need for shelter, safety, and operations.
_____	7. For communications and volunteer sign-in, set up the following: <ul style="list-style-type: none"> a. 2 tables, 4 chairs, 1 generator, extension cord. b. Tents, depending on available shade. c. Voice and Packet communications with the EOC.
_____	8. Put out the “Emergency Reporting Station” A-Frame signs.
_____	9. Create a Status Report for the DOC, include: <ul style="list-style-type: none"> a. Location of this Zone Reporting location (ARK name) b. Inform them that your ARK 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>
_____	10. If a Level 1 Activation is not required, then remain at Level 2.
_____	11. If a Level 1 Activation is not required and this ARK is to be shut down, then: <ul style="list-style-type: none"> a. Break down 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”
_____	12. If a Level 1 Activation / ICP Setup is requested by the DOC, proceed to the next section.
_____	13. 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 1 Activation – Incident Command Post

Introduction

The goal of a Level 1 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 1 / ICP requires a decision by you and the DOC. The discussion would include:

1. Confirmation that you are operational 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 to support ICP operations.

Situation

1. ARK Level 2 Zone Reporting is in operation.
2. Things are bad enough to proceed with the Level 1 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 1 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 1 Activation and do not have the desire to staff this position, request the DOC to assign an experienced Incident Commander 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. Organized neighborhoods are independent entities with their own Incident Command System.
6. If you enter an organized neighborhood, make contact with the neighborhood Incident Commander.
 - a. Ask if they have reported their status to the local ARK.
 - b. Ask what they need.

- c. If they are OK, see if neighborhood residents can come to the ARK, register as City volunteers, and help in other neighborhoods.
 - d. Radio communications using FRS/GMRS radios is preferred way of reporting neighborhood status.
7. **Remember... You are not alone!** Cupertino OES and Cupertino Citizen Corps are here to help you get things started at this ARK.

Level 1 – things you should do immediately

_____	1. For school sites, check in at the school administration office to confirm it is ok to operate from the ARK.
_____	2. For school sites, if the school administration was previously notified of your operations, now inform them that our operation now has radio communication capabilities.
_____	3. Develop the Action Plan with the DOC.
_____	4. Continue communications activities.
_____	5. 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: If present, request authorization from the fire crew on duty to access and set up the location. 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.

NOTE: Access is by the side door only.



Zone 4 – Lawson Middle School ARK

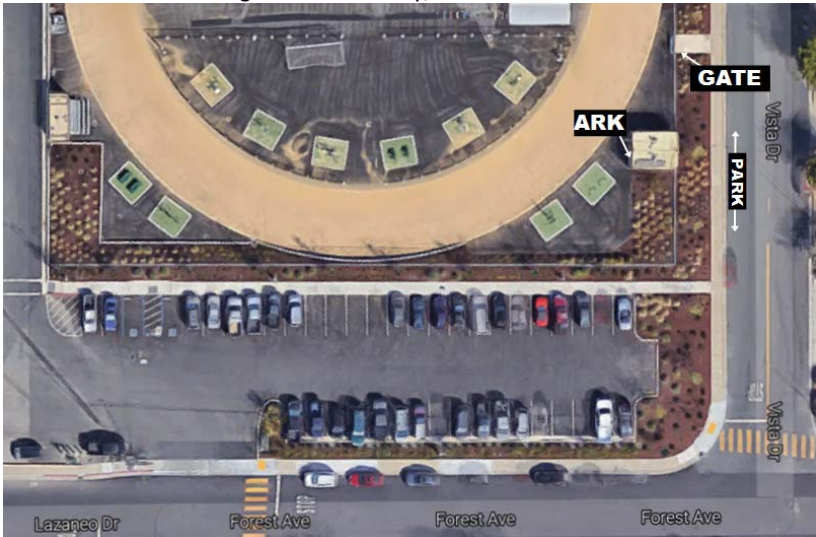
Closest Address: across from 10304 Vista Drive

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, Lot C

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.

NOTE: Contact the campus police and let them know who we are, that we are on site, our scope of operations, and estimated departure time.



Zone 6 – Creekside Park ARK

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



6 Modified Mercalli Intensity Scale (MMI)

I	Not felt	Not felt except by a very few under especially favorable conditions.
II	Weak	Felt only by a few persons at rest, especially on upper floors of buildings.
III	Weak	Felt quite noticeably by persons indoors, especially on upper floors of buildings. Many people do not recognize it as an earthquake. Standing motor cars may rock slightly. Vibrations similar to the passing of a truck. Duration estimated.
IV	Light	Felt indoors by many, outdoors by few during the day. At night, some awakened. Dishes, windows, doors disturbed; walls make cracking sound. Sensation like heavy truck striking building. Standing motor cars rocked noticeably.
V	Moderate	Felt by nearly everyone; many awakened. Some dishes, windows broken. Unstable objects overturned. Pendulum clocks may stop.
VI	Strong	Felt by all, many frightened. Some heavy furniture moved or overturned. Dishes, glassware, knickknacks, and books fall off shelves. Weak plaster, adobe buildings, and some poorly built masonry buildings cracked. Damage slight. Trees and bushes shake visibly.
VII	Very Strong	Negligible damage in buildings of good design and construction. Slight to moderate in well-built ordinary structures. Considerable damage in poorly built or badly designed structures. Weak chimneys broken at roof line. Fall of plaster, loose bricks, stones, tiles, cornices, unbraced parapets and porches. Some cracks in better masonry buildings. Waves on ponds.
VIII	Severe	Steering of cars affected. Extensive damage to unreinforced masonry buildings, including partial collapse. Fall of some masonry walls. Twisting, falling of chimneys and monuments. Wood-frame houses moved on foundations if not bolted; loose partition walls thrown out. Tree branches broken.
IX	Violent	General panic. Damage to masonry buildings ranges from collapse to serious damage unless modern design. Wood-frame structures rack, and, if not bolted, shifted off foundations. Underground pipes broken.
X	Extreme	Poorly built structures destroyed with their foundations. Even some well-built wooden structures and bridges heavily damaged and needing replacement. Water thrown on banks of canals, rivers, lakes, etc. Rails bent.
XI	Extreme	Few, if any, (masonry) structures remain standing. Bridges destroyed. Broad fissures in ground. Underground pipe lines completely out of service. Earth slumps and land slips in soft ground. Rails bent greatly.
XII	Extreme	Damage total. Lines of sight and level are distorted. Objects thrown into the air.

7 Things to bring to the ARK

Bring your “go kit”; should include:

1. Current Citizen Corps ID
2. Protective clothing
3. Vest
4. Heavy closed-toe shoes
5. Hard hat
6. Goggles
7. N95 mask
8. Whistle
9. Leather gloves
10. Personal first aid kit
11. Water and food
12. Sun block as needed
13. Clipboard
14. Pens (2)
15. Pad of 8.5” x 11” paper
16. ICS Forms: 211, 213, 214
17. Cupertino Forms: COES 105, 106
18. Flashlight and Batteries
19. AM Radio (portable)
20. FRS or GMRS Radio
21. Tape (i.e.: blue painters’ tape)
22. This booklet
23. Whatever else you may need

8 Contact Information

Telephone Numbers

Fire, Ambulance, other Emergency	9-1-1, or 408-299-3233
Cupertino City Office:	408-777-3200
Emergency Manager:	408-777-1310
Citizens Corp Coordinator / DOC:	408-777-3176
Cupertino Public Works Support (After Hours)	408-299-2507

FRS/GMRS Channels and Frequencies

Function	Ch/Tone	Notes
Monta Vista ARK	1 / 21	2w, Zone 1 CERT Net
Regnard ARK	2 / 22	2w, Zone 2 CERT Net
Garden Gate ARK	3 / 23	2w, Zone 3 CERT Net
Lawson ARK	4 / 24	2w, Zone 4 CERT Net
DeAnza ARK	5 / 25	2w, Zone 5 CERT Net
Creekside ARK	6 / 26	2w, Zone 6 CERT Net
EOC Trailer	7 / 27	2w, Trailer
CERT TAC 1	8 / 0	0.5w
CERT TAC 2	9 / 0	0.5w
CERT TAC 3	10 / 0	0.5w
CERT TAC 4	11 / 0	0.5w
CERT TAC 5	12 / 0	0.5w
CERT TAC 6	13 / 0	0.5w
CERT TAC 7	14 / 0	0.5w
Comm 469	15 / 35	50w, ICP, EOC
City-Wide Repeater	20R / 31	50w, Tone=192.8Hz

Commercial Radio 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:

Radio Cupertino	1670 AM	<i>LISTEN HERE FIRST</i>
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	1590 AM	CA State Primary EAS Station

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