

Standard Operating Procedures

Cupertino Amateur Radio Emergency Service

30 July 2024

Part 2 Procedures

Contents

6	Roles and Responsibilities.....	2
6.1	Emergency Coordinator	2
6.2	Shift Supervisor	3
6.3	Field Responder	4
6.4	Net Control Operator, Message Net.....	5
6.5	Net Control Operator, Resource Net	6
6.6	EOC Radio Room Operator.....	7
6.7	Resource Coordinator	7
6.8	Communications Engineer	8
6.9	Message Clerk	8
7	Operating Procedures.....	9
7.1	Field Assignment (Rotational) Procedure	9
7.2	Emergency NCO Procedure.....	12
7.3	Preliminary Safety Assessment Procedure	13
7.4	Infrastructure Safety Assessment Procedure	15
7.5	Windshield Survey Procedure	21
7.6	Demobilization Procedure	25
7.7	Mike-Mike Procedure	27
8	Administrative Procedures	30
8.1	Activations.....	30

6 Roles and Responsibilities

The following are the roles and responsibilities for CARES members during a response.

6.1 Emergency Coordinator

The EC/RO has overall responsibility for the CARES response. If the EC/RO is not available, one of the CARES' AEC/DROs, will assume the role of acting Emergency Coordinator during an emergency. If none of the AEC/DROs are available, any CARES member who feels qualified and subsequently designated by the Cupertino OEM director may assume this role until they are relieved.

6.1.1 Increased Readiness Operations

On receiving a request from the City or other Served Agency for increased readiness, the EC/RO will:

- activate the CARES Emergency Net as necessary for information sharing
- work with the City to understand the changes in the emergency situation
- inform CARES members of the potential for an activation

6.1.1 Initial Response Operations / Activation

Upon receiving the request for activation, the EC/RO will:

- mobilize the appropriate personnel for the initial response by activating the Telephone Tree
- assign a Net Control Operator, establish the CARES Emergency Net, and take check-ins
- Staff or assume the position of Shift Supervisor
- inform the CARES membership of the nature of the emergency
- if possible, respond to the EOC site and determine the operational status
- obtain a briefing from the Planning/Intelligence Section Chief
- determine the requirements for field assignments; make initial staffing assignments of CARES members as required
- provide updates and information to CARES members on the status of the emergency and additional resource requirements
- appoint a Resource Coordinator as required
- develop the CARES Communications Action Plan for the first operational period. This plan includes:
 1. Operational Objectives. Summarize the situation and the emergency communications requirements. Develop the Objectives for this Operational Period. Align these objectives with the EOC Operational Objectives. Use Form *ICS 202 Incident Objectives*.
 2. Deployment Plan. Identify the field assignments or stations where CARES resources will be deployed. Identify any special equipment required at each deployment site. Use Form *ICS 204 Assignment List*.
 3. Resource Plan. Develop the list of resources to staff the field assignments or stations for the current and future shifts (next 36 hours). Use Form *ICS 204 Assignment List*.
 4. Frequency Plan. Identify what frequencies are in use and how they are used. Use Form *ICS 205 Incident Radio Communications Plan*.

6.1.2 Extended Response Operations

To support an Extended Response, the EC/RO will:

- Support the Shift Supervisor as needed to update the Communications Action Plan based on current status reports
- monitor general CARES activities to ensure that all appropriate actions are being taken
- as necessary, dispatch Agency Liaisons to provide and maintain effective communication with our served agencies
- participate in operational briefings with the Planning Section Chief on staffing levels, progress toward objectives, etc.

6.1.3 Recovery Operations / Deactivation

When CARES receives the request to DEACTIVATE, the EC/RO will:

- review all forms and logs
- develop an after-action report for submittal to the City
- participate with the EOC Staff in any after-action reviews and reports as appropriate
- check on the readiness of CARES members for subsequent activations

6.2 Shift Supervisor

Individuals who have been qualified as a Communications Team Lead can assume or be appointed to this role during an emergency.

In the event there is no qualified Shift Supervisor available, the EC/RO may assign a CARES member to this role until a qualified replacement is available.

6.1.4 Increased Readiness Operations

The Shift Supervisor position is typically not staffed during this operational phase.

6.1.5 Initial Response Operations / Activation

Depending on the cause of the activation, the EC/RO or other qualified individual may assume the role of Shift Supervisor during this operational phase. To support the Initial Response, the Shift Supervisor will:

- respond to the EOC site as requested by the EC/RO
- obtain an initial briefing from the EC/RO or Planning and Intel Section Chief
- ensure the continuity of operation of the CARES Emergency Net
- log the dispatch, arrival, and departure times of all field responders
- provide regular updates and information to CARES members on the status of the emergency and additional resource requirements
- if the activation looks like it will be prolonged, name a Resource Coordinator to ensure subsequent shift coverage for all staffed positions

6.1.6 Extended Response Operations

To support an Extended Response, the Shift Supervisor will:

- update the Communications Action Plan for subsequent operational periods
- monitor general CARES activities to ensure that all appropriate actions are being taken by responders
- provide direction and guidance for all field responders
- log the dispatch, arrival, and departure times of all field responders
- provide regular updates and information to CARES members on the status of the emergency and additional resource requirements

- brief your replacement at shift change, ensuring that on-going activities are identified and follow-up requirements are known
- participate in operational briefings with the Planning Section Chief on staffing levels, progress toward objectives, etc.

6.1.7 Recovery Operations / Deactivation

When CARES receives the request to DEACTIVATE, the Shift Supervisor will:

- notify the CARES membership of the request to deactivate
- identify any critically staffed CARES positions and develop a resource transition plan with the City
- ensure all field responders acknowledge the deactivation and log out as they secure from their assignment (return to their respective homed)
- update the shift log as appropriate
- manage the shutdown of the CARES Emergency Net as appropriate
- log all shut down events. Collect all CARES-generated event paperwork

6.3 Field Responder

CARES members who have been granted a qualification as a Field Responders can assume a lead role in a field position.

A Field Responder is a volunteer whose primary responsibility is to report for duty when requested or personally motivated to do so. A Field Responder is trained, equipped, and physically prepared to perform this role.

While there are potentially multiple response scenarios, it is important that responders are prepared to handle a wide variety of different situations. For instance, a responder may be requested to go to the City EOC, a shelter, a fire Station, a neighborhood, or some other field assignment.

6.1.8 Preparedness Operations

All CARES members should participate in as many training meetings and exercises as possible. The skills and experiences acquired during Preparedness Operations will directly apply to the response. Field Responder Qualification should be a minimum goal of all members.

6.1.9 Increased Readiness Operations

When the City receives a credible warning of an imminent emergency situation (long-range earthquake forecast, flash flood warning, etc), CARES members may be notified to increase their personal state of readiness.

In response to this notification, CARES members should:

- check your radio equipment (batteries charged, Go-Kit available, etc.)
- inventory your personal response equipment
- monitor the CARES frequency for information
- check into the weekly CARES net for updates
- if you are called during a CARES phone tree activation, execute your portion of the phone tree process

6.1.10 Initial Response Operations / Activation

Immediately after a CARES activation, CARES members should:

- check your immediate situation
- for an earthquake, perform the Preliminary Safety Assessment Procedure

- for all other situations, immediately check into the CARES emergency net

6.1.11 Extended Response Operations

If you are available to participate in a rotational field assignment (shelter, medical, fire station, other), CARES members should:

- notify the Net Control Station of your availability
- if you are asked to accept a field assignment, follow the Field Assignment Procedure

6.1.12 Recovery Operations / Deactivation

When the services of CARES are no longer needed, CARES members should:

- wait for the official notification that the CARES activation has ended
- inventory and clean your equipment as needed
- participate in the recovery as you see fit

6.4 Net Control Operator, Message Net

Individuals who have been granted a qualification as a Net Control Operator (NCO) can assume this role. While the minimum requirement is a station with the ability to communicate with most CARES member stations under emergency conditions, member and resource availability may dictate otherwise. In other words, any operator and station activating the net with marginal performance is better than no net at all.

Two NCO positions may require staffing:

- Message Net: Controls the flow in traffic between deployed field responders and the EOC Radio Room.
- Resource Net: Manages unassigned resources and performs resource planning for multiple shifts.

This position describes the role of the Message Net NCO.

6.1.13 Roles and Responsibilities

The Message NCO is responsible for coordinating the efficient use of a message communication channel. The Message NCO will assure that conflicts arising out of the need to effect multiple communications on the single channel are resolved on the basis of:

- Timeliness (oldest message goes first as soon as a recipient is available)
- Message Priority (EMERGENCY, Urgent, Routine)

In addition, the Message NCO will serve as the administrative focal point for all operations being conducted on the communication channel. In that capacity, the Message NCO will maintain a time stamped log of all operations conducted on the channel and use that log as a basis for:

- keeping track of all stations present on the channel
- cataloging all outstanding communication requests by priority and timeliness
- assisting the originating and recipient stations in establishing contact for purposes of passing message traffic either on the same communication channel or an alternate channel
- determining if the communicating stations can hear one another or if a third station may be required to relay the traffic between them
- noting any unusual conditions that may be affecting the efficiency of communication on the channel

If at all possible, the Message NCO should not get directly involved in the traffic handling process.

6.1.14 Increased Readiness Operations

At the discretion of the EC/RO or AEC/DRO, the Cupertino ARES Emergency Net may be activated for information sharing and to perform a preliminary membership availability assessment. The objective of this net is to keep CARES members up to date on changes to an imminent emergency situation when known.

When communicating any information, keep to the facts that are available. Avoid spreading rumors. Remind CARES members to listen to KCBS 740 kHz AM and Cupertino Radio 1670 AM as commercial sources of information.

If the CARES Emergency Net is activated as part of an Increased Readiness operation:

- Perform the Emergency NCS Procedure, Increased Readiness Operations script.

6.1.15 Initial, Extended Response Operations / Activation

On formal declaration of an emergency, the CARES Emergency Net transitions from information sharing to the command net. The NCO will:

- execute the Net Control Station Checklist.
- pass control to the EC/RO or Shift Supervisor as requested
- transition to the Message Net frequency; check in assigned field responders, and ensure the flow of message traffic is efficient
- perform “Health and Welfare Checks” per the Emergency NCS Procedure as necessary
- if the activation is based on a drill, make “Drill Announcements” per the Emergency NCS Procedure

6.4.1 Recovery Operations / Deactivation

- Participate in consolidating the Resource and Message Net activities at the direction of the Communications Team Lead
- Release all members and secure the net at the direction of the Communications Team Lead. Perform the Emergency NCS Procedure, “Recovery Operations / Deactivation” script

6.5 Net Control Operator, Resource Net

Individuals who have been granted a qualification as a Net Control Operator (NCO) can assume this role. The Resource Net will be staffed out of the EOC using existing equipment.

6.5.1 Roles and Responsibilities

The Resource NCO is responsible for tracking and coordinating the unassigned resources that check into the CARES Resource Net.

The Resource NCO will also serve as the administrative focal point for all operations being conducted on the Resource Net communication channel. In that capacity, the Resource NCO will maintain a time stamped log of all operations conducted on the channel and use that log as a basis for:

- keeping track of all stations present on the channel
- assessing the availability and qualifications of resources on the channel for field assignments
- consult with the Communications Team Lead on aligning resources with field assignments
- develop the staffing plans for subsequent shifts based on the requirements stated by the EOC
- periodically polling all stations checked into the net to determine their status (as the demand for communication time permits)
- noting any unusual conditions that may be affecting the efficiency of communication on the channel

6.5.2 Increased Readiness Operations

There is not activity for the Resource NCO during this operational phase.

6.5.3 Initial, Extended Response Operations / Activation

On formal declaration of an emergency, the CARES Emergency Net transitions from information sharing to the command net. At the discretion of the Communications Team Lead, the Resource Net will be established, and the Resource NCO will:

- execute the Net Control Station Checklist.
- Receive the handoff from the Message Net of all unassigned resources on frequency
- perform “Health and Welfare Checks” per the Emergency NCS Procedure as necessary
- take new check-ins and assess their availability for a field assignment
- continue to assess the need for subsequent shifts, and develop staffing plans as appropriate
- if the activation is based on a drill, make “Drill Announcements” per the Emergency NCS Procedure

6.5.4 Recovery Operations / Deactivation

- Participate in consolidating the Resource and Message Net activities at the discretion of the Communications Team Lead

6.6 EOC Radio Room Operator

Individuals who have been granted a qualification as an EOC Radio Room Operator can assume the role of a Radio Room Operator.

6.6.1 All Operations

The EC/RO or Shift Supervisor will assign the necessary number of Radio Room Operators needed to carry out the mission.

Specific responsibilities include:

- accepts a specific assignment at the EOC
- operates at a named communications position in the EOC
- accurately transmits, receives, transcribes, and logs message traffic using accepted procedures

6.7 Resource Coordinator

Individuals who have been granted a qualification as a Resource Coordinator can assume this role.

During a prolonged emergency a potentially large number of radio amateur volunteers could participate in assisting the city. Multiple shifts will need to be organized to sustain the CARES support for the city.

6.7.1 Preparedness Operations

The Resource Officer maintains up-to-date information on available licensed radio amateur CARES members. The information to be recorded includes training qualification status, DSW registration status, available equipment, field assignment limitations, time available limitations, and special skills.

6.7.2 Extended Response Operations

To support an Extended Response, the Resource Coordinator will focus on:

- Collect information concerning personnel and equipment availability, including time and number of hours available, physical limitations, use restrictions, etc.
- Identify and process Spontaneous Unaffiliated Volunteers for fit and readiness. Organize the delivery of CARES jump-start training to SUVs. Ensure DSW registration occurs before assignment any SUV to the field.
- Assign personnel and equipment to fixed locations such as hospitals, shelters, etc., for specific tasks and durations; maintains a log of equipment and personnel locations, time out and expected time to return.
- Maintain contact with the Shift Supervisor and served agencies to determine their communications needs. Monitor changing requirements, and allocate resources as necessary to accomplish the required tasks.
- Manage the Resource Net if one is established.

6.7.3 Recovery Operations / Deactivation

On notification and direction from the EC/RO or Shift Supervisor that CARES has been deactivated:

- Update resource tracking records on issues.

6.8 Communications Engineer

The Engineer in Charge assumes the role of Communications Engineer at the time of activation. If he or she is not available, the EC/RO will appoint a Communications Engineer.

Specific responsibilities include:

- ensures the on-going operational integrity of all CARES communication center facilities and assets
- performs communications system maintenance as necessary
- works with the Resource Coordinator to acquire necessary communications equipment, supplies, and other material as necessary to maintain the integrity of the communications system.

6.9 Message Clerk

The EC/RO, AEC/DRO, or Shift Supervisor will assign individuals as Message Clerks.

Specific responsibilities include:

- accepts a specific assignment at the EOC or a field site
- accurately labels, numbers, and delivers message traffic
- may be qualified as a Radio Operator to provide relief during operations

7 Operating Procedures

7.1 Field Assignment (Rotational) Procedure

7.1.1 Introduction

- Task ID** Applies to both 3.7.1 and 3.7.2
- Description:** This procedure describes how CARES members respond to and operate in a field assignment during a declared emergency.
- Op Phase:** Initial Response, Local Resource Support
Extended Response, External Services Support
- Participants:** CARES members holding a Field Responder Qualification will be assigned to lead field positions.
Any CARES Field Responders may perform this procedure.
- Reference:** CARES Field Communications Handbook
- Background:** If you volunteer for a rotational field assignment, you might find yourself in an office-like environment, such as a school, a Red Cross center, shelter, or other similar setting. You may also find yourself in a field location, such as riding a pickup truck near a flooded area, or operating radio equipment at an advance site of the disaster scene.
- Before volunteering to accept a local field assignment, be sure you can answer the following in the affirmative:
1. Is your family or home situation secured? Depending on the duration of the assignment, your family or any dependents must be able to get along without you for the duration of the assignment.
 2. Are you physically able to do the job? Do not respond to locations that will cause you hardship or danger. These include responding to remote locations that require long off-road travel, missing meals, or extended operation without rest.
 3. Do you have the right protective gear? Depending on the assignment, boots, long protective pants, hardhat, heavy gloves, and whatever else the weather warrants (sun, rain) may be essential.
 4. Do you have the right radio equipment? Make sure you understand the communication requirements and can operate in this environment at the field site.
 5. Do you have a minimum food and water supply you can bring? The agency with which you may be working usually feeds you, but the schedule and quality may be erratic. Consider bringing enough to eat and drink during your shift at a local incident.

If you are responding to a mutual aid (distant) assignment, expect to serve anywhere from 12 hours to several days. It is impractical to have short shifts, such as 6 hours, when the work site is many hours of driving time away. If you assume you will be staying long enough to sleep there, assume you will be “camping” and bring a sleeping bag.

7.1.2 Checklist – Field Responder

This checklist is relevant for assignments associated with all CARES responses to earthquakes, flooding, shadowing, and other non-specific CARES activation.

1. Before the event

_____ 1. Pull out the CARES Field Communications Handbook and review its contents.

2. During the event

_____ 2. Check in with Resource Net Control. Net control will give you an assignment.

Departing home

3. When ready to leave, notify Net Control. Tell them:
 - a. Departing from <your location>
 - b. Odometer Reading (last 3 digits of your Odometer)
4. On arrival to your location, notify Net Control. Tell them:
 - a. Arrived at <assignment location>
 - b. Odometer Reading (last 3 digits of your Odometer)

First Shift

If you are establishing the first shift, do the following:

- _____ 5. Inform Resource Net Control that you have arrived. If a message net is in place, check out of the Resource Net before you leave your car.
- _____ 6. If a message net is in place, check into the assigned voice net before you leave your car. Start an **ICS 309 Comm Log** for the voice net.
- _____ 7. Make an **ICS 214 Unit Log** entry.
- _____ 8. Sign in on the site's **ICS 211 Check-in Sheet**. If you are the first to arrive, start the ICS 211.
- _____ 9. Find the supervisor and inform them of your arrival.
- _____ 10. Request a safety and assignment briefing; get details on any site- or event-specific conditions that exist. You need to know:
 - a. Supervisor's Name
 - b. Activation Number
 - c. Operational Period
 - d. Your Tactical Call (may be assigned by Net Control)
11. Find and establish the workspace to set up your radio operations.
12. Begin radio operations. Make **ICS 214 Unit Log** entry

Incoming Shift Change:

If you are relieving someone else, do the following:

- _____ 13. Inform Resource Net Control that you have arrived. Check out of the Resource Net before you leave your car.
- _____ 14. Check into the Message Net.
- _____ 15. Sign in on the local **ICS 211 Check-in sheet**.
- _____ 16. Find the supervisor and inform them of your arrival.
- _____ 17. Request a safety and assignment briefing; get details on any site- or event-specific conditions that exist.

- 18. Find the person you are relieving and receive a shift change briefing (see **Shift Change Information** below).
- 19. Make all relevant shift change entries in your ICS 214 Unit log.

Outgoing Shift Change:

If you are being relieved, then do the following:

- 20. When contacted by your replacement, provide a shift change briefing (see **Shift Change Information** below).
- 21. Complete your **ICS 309 Comm Log(s)** for your shift.
- 22. Turn over all assigned equipment to your replacement.
- 23. Find your supervisor and inform them of the shift change and your departure.
- 24. Make the appropriate shift change entries in your **ICS 214 Unit log**. Complete and sign the form.
- 25. Leave your **ICS 309(s)** for the operator who is relieving you, and turn in all other paperwork to your supervisor.
- 26. Sign out on the site's **ICS 211 Check-in sheet**.
- 27. If there is a Message Net, check out of it. Check into the Resource Net. Inform Net Control what you plan to do (go home, return to EOC, etc.).

7.1.3 Shift Change

Before turning over or accepting a shift, both the in-coming and out-going operators should review as much information as possible, including:

- The purpose of this station.
- To whom you are reporting; how to find and recognize them.
- The radio channel or channels in use.
- Any other radio, power, or antenna details.
- All the tactical call signs and where the stations are located; possibly, also names and FCC call signs.
- What is going on in general? What changes are expected?
- Any pending activity: messages you have sent, replies you expect, and who should get them.
- The location of the toilet, food, water, etc.
- Attend the all-hands briefing that occurs during each shift change if offered.

7.2 Emergency NCO Procedure

7.2.1 Introduction

- Task ID** Applies to 3.8.2, 3.8.3, and 3.8.4
- Description:** This procedure describes how the CARES Emergency Net should be operated during Increased Readiness Operations or a declared emergency.
- Op Phase:** Initial Response, Information Gathering
Initial Response, Local Resource Support
Extended Response, External Services Support
- Participants:** Any CARES members could assume the role of NCO. More formal assignments may be made as required.
- Reference:** Net Control Station Handbook
- Background:** The following is an [outline script](#) for running an emergency net. While some liberties with this procedure are allowed, the NCO should ensure the fundamental elements of this procedure are followed.

Refer to Net Control Station Handbook for procedural details.

7.3 Preliminary Safety Assessment Procedure

7.3.1 Introduction

Task ID	3.8.7
Status:	ACTIVE: This procedure is an element of the CARES mission.
Description:	This procedure describes how CARES members will collect and report information about the state of the city immediately after a city-wide emergency or disaster occurred.
Participants:	All CARES Field Responders should perform this procedure
Op Phase:	Initial Response, Information Gathering
Background:	<p>Preliminary Safety Assessment (PSA) usually occurs early during an emergency involving infrastructure damage. While the information will undoubtedly be fragmented and incomplete, it will help determine the extent of the damage and the City determine the type of response they must make to save lives and protect property.</p> <p>PSA reports should not be delayed by getting mired in detail in an effort to obtain more extensive Damage Assessment information.</p> <p>A PSA may be requested for earthquakes, significant weather events, or other situations as requested by the EOC.</p>

7.3.2 Initial Response Operations

NOTE: Your situation will dictate the extent of the assessment that you perform. It should be performed so that does not jeopardize your safety or exceed your physical ability. The assessment could range from surveying houses in your field of view from the front window of your house, to walking the length of your street.

If performing a PSA after an earthquake, do the following:

1. Before the event

- _____ 1. Develop a plan for how you would perform a PSA in your neighborhood. Practice the assessment to gauge the time to complete the task.
- _____ 2. Insure you have the necessary forms and procedures to complete the Demobilization Supervisor task:
 - (i) ICS 211 Unit Log
 - (ii) COES 105 Situation Status / PSA Form

2. During the event

Yourself

- _____ 3. Determine your condition and assess your immediate safety.

Your Family

- _____ 4. Determine the condition of your family; apply first aid if necessary.
- _____ 5. Determine the structural soundness of your home; evacuate if necessary.

_____ 6. Turn on your radio and listen. If you are the first person on the frequency and have the capability to perform as a Net Control Operator, establish the CARES Emergency Net per the Emergency NCO Procedures.

7. Check in to the net when check-ins are requested.

NOTE: Depending on the event, Mike-Mike Reports may be taken to gauge the extend of an earthquake. In other situations, the PSA process may be initiated. Listen for instructions on the net.

Perform the Immediate Neighborhood PSA if directed.

_____ **NOTE:** Different events may warrant only specific Survey Sections to be performed.

8. Use the Form COES105 ‘Preliminary Safety Assessment Form – Field’ to collect the following:

Survey Sections:

Sect.1: Injuries: Number or estimate of obvious injuries

Sect.2: Structural damage: Number and types

Sect.3: Fire: Number or estimate of fires

Sect.4: Hazards: Number or estimate and type of utility hazards

Sect.5: Outages: Number or estimate and power or communication outages

Header:

Survey Size (number of residences – houses, apartments, etc.)

Passing PSA data

NOTE: At this point of the activation, it is unlikely that Net Control has any means of dispatching help. Also, Net Control will always have the responder with this traffic check if they have a dial tone. As a result, we will collect PSA reports with the understanding that we may come back and ask for Life-Threatening traffic once we can disposition it.

_____ 9. Pass all entries in each section. Skip sections that have no observed impact.

Pass sections as follows (assume Section 3 and 4 have no observed problems):

Section 1: 2 0 0 0 break

Section 2: 3 0 0 break

Section 5: 25 1 1, with Details break

Survey size: 35

End of Report. This is <your call>

10. Wait for Net Control to ask for the details.

_____ 11. Wait for any instructions on field assignments.

_____ 12. Turn in all PSA paperwork after being secured.

End of Procedure

7.4 Infrastructure Safety Assessment Procedure

7.4.1 Introduction

Task ID 3.8.8

Status: ACTIVE. This procedure is an element of the CARES mission.

Description: This procedure describes how CARES will find, inspect, and report information about selected Critical Facilities located throughout the City of Cupertino that are deemed to be important to the City or other named Served Agencies.

Participants :

- Field Responders – assigned to perform the assessment
- ISA Staging Supervisor – manages the distribution of assignments at staging sites.
- Net Control – records results, hand off to Shift Supervisor

Op Phase: Initial Response, Information Gathering

Background : The Infrastructure Safety Assessment (ISA) is the next assignment performed after the CARES net is established. The ISA’s focus is to understand the state of water, sanitary, transportation, and other critical assets as identified by Cupertino OEM and our served agencies.

- The EOC needs this information to determine if secondary adverse effects may result due to the loss of a critical facility.
- Served Agencies with infrastructure ownership and maintenance responsibility need this information to help establish priorities when dispatching their resources to address critical problems.

The deployment of CARES on this assignment frees up Served Agencies to respond to problems that are immediately known without tying up resources in performing the assessments themselves.

7.4.2 Terms

ISA:	Infrastructure Safety Assessment
ISA Asset:	A single asset to be inspected. It is described on one or more sheets of paper that includes the description, location, and expected conditions you should look for once you get to the Assignment site.
ISA Identifier:	A unique combination of characters and numbers that identifies an ISA Asset.
ISA Groups	The collection of one or more ISA Assets that are logically grouped based on the number of responders available to perform the assessment.
ISA Control Log:	The document used to record progress and results of performing an assessment of an ISA assignment.
ICS-214, Unit Log:	Log of your general activities in your execution of performing your field work.

7.4.3 Initial Response Operations

1. The activities leading up to the ISA are:
 - Determine your availability to accept a field assignment.
 - Determine the availability of a responder partner (CERT, family member, etc.).
 - Check into the Emergency Net.
 - Make your Mike-Mike report on your observed intensity of the shaking.
 - Notify Net Control if you are available to accept a Field Assignment.
2. ISA Staging Supervisor assignment
 - a. Accepting this position requires previous approval given the requirement to hold CARES confidential information. Interested members should contact the EC if interested in accepting an ISA Staging Supervisor role.
3. Accepting an ISA assignment (Field Responder)
 - When assigned to perform ISA reviews, do the following
 - start a Unit Log (ICS 214)
 - record the event activation number
 - Travel to your assigned ISA staging area.
4. Making ISA assignments (Shift Supervisor)
 - Determine the number of ISA survey teams available to deploy.
 - Depending on the number of teams available, one or more ISA Groups can be assigned to a team.
 - Distribute the following:
 - ISA Control Log for the specific ISA Group
 - ISA Asset Sheets
5. Performing an ISA assignment
 - Receive the Safety Briefing.
 - Listen to net control for instructions as to the net on which you should operate.
 - Review the ISA Assignment sheets for details on individual locations, points for observation, and expected nominal conditions.
 - Plan your route.
 - On arrival at an ISA Asset location, inspect the asset and the general area for unusual conditions or safety hazards.
 - Record your findings on the ISA Control Log.
 - Report your findings to the EOC:
 - The ISA Identifier just surveyed
 - State that either (a) All conditions normal, or (b) the problems or abnormal conditions that you observe.
 - Proceed to the next ISA Assignment.
6. After Completing an ISA Assignment
 - Update your ICS-214 Unit Log.
 - Return all ISA issued and created paperwork and logs to the EOC as soon as possible.
 - Listen to net control for instructions on additional assignments or actions.

7.4.4 Recovery Operations

The EC or designate will perform the following:

7. review all ISA asset sheets with the appropriate Served Agency; make updates as necessary.
8. Inventory, re-assemble, and re-seal all ISA forms and logs.
9. Provide any feedback to the Served Agency on discrepancies detected during your inspection.

7.4.5 ISA Field Assignment Checklist

1. Before the event

- _____ 1. Attend the ISA Training sessions during the monthly CARES meetings.
- _____ 2. Assess your personal comfort for field work. Some ISA reviews include some physical effort.

2. During the event

- _____ 3. When checking into the Emergency Net, state your availability for taking an ISA assignment.
- _____ 4. Begin and maintain a Unit Log (ICS-214).
- _____ 5. Respond to the ISA Staging area as directed by Net Control. Bring your City Volunteer emergency vest and your City Volunteer Identification Card.
- _____ 6. Receive your ISA Assignment Group. Make sure you have the following items:
 - (i) ISA Field Assignment Checklist (this sheet)
 - (ii) ISA Control Log; list of the assets assigned to you.
 - (iii) One or more ISA Assignment sheets. The number and ID of the forms included must match the ISA IDs on the ISA Control Log.
 - (iv) ICS-214 Event Log
 - (v) ICS-309 Communications Log

NOTE: Notify The EC of any discrepancies with your ISA Assignment Group.

- _____ 7. Do not leave the staging area without a buddy if you request or require one.
- _____ 8. Notify Net Control of your departure from ISA Staging. Report with your Tactical Call.
- _____ 9. Listen to net control for instructions as to the net on which you should operate.

For each ISA Assignment

- _____ 10. Review the ISA Assignment sheet for details on location, points for observation, and expected nominal conditions.
- _____ 11. On arrival at the Assignment, observe or inspect the item, structure, and/or general area for unusual conditions or other safety hazards.
- _____ 12. When done with the inspection, update the ISA Control Log for this ISA ID.
- _____ 13. Report the following to the EOC:
 - (i) The ISA Identifier just surveyed
 - (ii) State that either (a) All conditions normal, or (b) the problems or abnormal conditions that you observe.
 - (iii) Report to NCO where you are going next: ISA location.
 - (iv) Log your report on the ICS-309
- _____ 14. Proceed to the next ISA Assignment, and repeat steps 8, 9, 10, and 11.

When done with all ISA Assignments

- _____ 15. Collect all ISA Assignment sheets and additional notes.

- _____ 16. Return all ISA Assignment forms and logs to the EOC as soon as possible.
- _____ 17. Listen to net control for instructions on additional assignments or actions.
- _____ 18. Update, close-out, and sign the Unit Log.

7.4.6 ISA Staging Supervisor Checklist

1. Before the event

- _____ 1. Review the ISA assignment binder for completeness.
- _____ 2. Insure you have the necessary forms and procedures to complete the ISA Staging Supervisor task:
 - (i) ICS 214 Unit Log,
 - (ii) ICS 211 Check-In Sheet,
 - (iii) ICS 211D Driver Information Form,
 - (iv) COES 205A ISA Control Package (binder)
 - (v) SOP Part 2, Section 7.4 ISA Procedure (this document; minimally page 18)
- _____ 3. Material supplies: Table or other work surface (hood or trunk of car, etc.), pens, weights or clipboards

2. During the event

- _____ 4. Respond to the ISA Staging area identified by Net Control.
- _____ 5. Notify net control on arrival at the Staging location. Set up ISA Staging. Notify Net Control when the staging site is ready.
- _____ 6. Begin and maintain a Unit Log (ICS-214).

For each ISA Responder

- _____ 7. On arrival of a Field responder for an ISA assignment, have them do the following:
 - (i) Sign in on the ICS 211 Check-in Sheet.
 - a. Mark 'Solo' or 'Buddy' in the **Additional Information** section.
 - b. If using a buddy, list the Buddy Name.
 - (ii) DRIVERS ONLY: Fill in the ICS 211D Driver Information Form
 - (iii) Confirm their DSW status (City Identification Card)
- _____ 8. Review ICS 211D for eligibility for a driving assignment. Do not make any assignment for expired driver's license or no auto insurance.

9. Select the assignment per their Solo/Buddy plan accordingly.

ISA Grp	Pri	Name	Solo/Buddy	Distribution Point	Assigned to (Call Signs)
4		Foothill	Buddy	22100 Stevens Creek Blvd	
1	H	Homestead	Solo	22100 Stevens Creek Blvd	
2	H	Stevens Creek	Solo	22100 Stevens Creek Blvd	
9	H	Phar Lap	Solo	22100 Stevens Creek Blvd	
8		Cristo Rey	Buddy	Cristo Rey	
3		McClellan	Buddy	Jollyman Park	
10		Regnart	Buddy	Jollyman Park	
5	H	Stelling	Solo	Jollyman Park	
6	H	DeAnza	Solo	Jollyman Park	
7	H	Miller	Solo	Jollyman Park	
11		Valley Water	either	either	

10. For each assignment made, do the following:

- (i) Issue the responder the selected ISA Assignment Set
NOTE: If performing an ISA during working hours, responders should SKIP city facilities.
- (ii) Review the ISA Safety Briefing Addendum individually or in groups.
- (iii) Notify Net Control of the assignment (ISA Groups); ask for the Tactical Call or recommend a Tactical Call (i.e.: Team-11, Team-4... if multiple groups are given to one team, use the higher ISA Group number as the Team Number).
- (iv) On your ICS 214, Record the Team Name (i.e.: Team-11), and Group assignment(s) that was made.
- (v) Check out of Staging on the ICS-211b.

11. If more than one ISA Staging site is set up, listen for Net Control repeating what assignments were made by other sites and mark the above table accordingly.

12. Proceed to the next Team assignment, and repeat steps 8, 9, 10, and 11.

When done with making all ISA Assignment

13. Shut down your ISA staging and let Net Control know your status and/or intentions (request a Field Assignment, proceeding to the EOC, going home, etc.); wait for instructions.

14. Before checking out of the event, proceed to Demob:

- (i) Return all documentation.
- (ii) Identify any ISA documentation that requires replenishment.

7.4.7 Safety Briefing Addendum

The following information should be included with the Safety Briefing:

1. Ensure you do have your City Volunteer (CARES) ID with you.
2. Wear your CARES Vest to clearly identify you.
3. Drive carefully. A city or drill activation does not exempt CARES members from any of the rules of the road.

4. When arriving at an ISA site, pull to the side of, or off the road and out of the main stream of traffic; park safely.
5. Understand what obvious problems look like: water spilling on the road, sewage bubbling up from access ports, equipment or surface deformations around an asset, etc.
6. If you have to walk on private property, be polite to any resident you may encounter; explain who you are and what you are doing. If asked to leave, and then leave; let the EOC know the situation.
7. Know your limitations.
8. Physical exertion may be required (climbing hills).
9. **Proceed with Caution:** some sites may be slippery when wet (moss).
10. Driving in some areas of the city may result in loss of contact with the EOC. Periodically check in with Net Control.

7.4.8 ISA Field-to-EOC Data Handoff Checklist

The Net and ISA process may be initiated in the field until Command Transfer can be executed. If a field NCO received and recorded ISA reports, they must be handed off to the EOC prior to securing the Field NCO position.

1. When handoff is required

- _____ 1. Field NCO is notified that C469 is operational and ready for the Command and Data Transfer.
- _____ 2. Field NCO states the ISA data transfer is next. Pass information in groups of 3:
<ISA ID>, < ok | fail | pending >, <description if there is a problem>
First pass: Send all the Assets that are OK, 5 at a time.
Second pass: Send all the assets that failed, one at a time.

End of Procedure

7.5 Windshield Survey Procedure

7.5.1 Introduction

- Task ID** tbd
- Status:** REVIEW: This procedure is under review to be adopted as a new element of the CARES response mission.
- Description:** The goal of this procedure is to ensure city-managed roads are clear for Sheriff, Fire, EMS access, and City Services.
- CARES will perform an initial city-wide access assessment during the period immediately after an earthquake. Detected problems will be reported to the EOC as well as Department of Public Works (DPW) as a means to jumpstart the DPW response activities.
- Participants:**
- Field Responders – assigned to perform the survey
 - Net Control – records results, hands off to Shift Supervisor
- Op Phase:** Initial Response, Information Gathering
- Background:** About 74% of the Public Works staff resides at least 20 minutes away from the city on a good traffic day. Given the extent of damage that city residents and staff may experience at their respective homes from an earthquake, it is possible that Service Center resources will not be quickly available to respond to the city damage reports. Once available, their first task would be to assess the state of city assets, with facilities and roads being the top two priorities.
- The focus of the CCC Windshield Survey is to look at all 142 miles of City streets with the intent of identifying and submitting problem reports to jump-start the city response process. The survey priorities are:
- Access to and from Fire Stations (SCCFD #70, #71, #77, SJC #15)
 - Access to and from Hospitals (Kaiser on Homestead)
 - Access on all major roads throughout the city
 - Access over all I-280 and Rt 85 overpasses
 - Residential streets

7.5.2 Terms

FLA:	First Look Assessment, Original name of this process.
Map book:	List of all Zone and Area maps covering all 142 miles of city streets.
Control Log:	Windshield Survey Control Log; the document used to record the assignment, completion, and results of an assigned survey area.
ICS-214, Unit Log:	Log of your general activities in your execution of performing your field work.

7.5.3 Windshield Survey Process

1. Shift Supervisor makes survey assignments
 - Determines the number of field teams available to deploy.
 - Makes assignments per the CARES response priorities –Comm 469, ISA, Windshield Survey, ARK.
 - For a small resource pool, assign members to the ISA Process to survey major city boulevards and avenues
 - For a large process resource pool, assign members to survey all city streets
2. Membership activities leading up to the Windshield Survey are:
 - Check into the Emergency Net.
 - Determine your availability to accept a field assignment.
 - State the availability of a responder partner (CERT, family member, etc.).
 - Let Net Control know your availability to accept a Field Assignment.
3. Members accept a Windshield Survey assignment as a Field Responder
 - Start an ICS 214 Unit Log. Note your assigned survey area number
 - record the event activation number
 - retrieve the appropriate area map from the Windshield Survey Map Book.
 - receive the safety briefing
4. Performing a Windshield Survey assignment
 - Follow all instructions from the Emergency Net control operator.
 - Record Keeping
 - On your ICS 214 Unit Log, record your survey area
 - On your assigned Map Book page, record the survey start time, end time, start odometer reading, ending odometer reading.
 - Review the assignment and survey area.
 - Select the method for covering the assignment area: automobile, bike, etc.
 - Inspect all streets within your assigned area.
 - For side streets that are dead ends, as long as you can see all the way down the street to confirm it is drivable, there is no need to drive that street.
 - Indicate on the assigned area map all roads that are inspected (suggested yellow or color highlighter).
 - While street access is the priority, note and report on any observed hazards, dangerous situations, or property or life safety issues.
 - Report immediately
 - any life-threatening or dangerous situations: power lines down, fires, smell of gas, major road problems, etc.
 - Report when completed the assigned survey area
 - The area just surveyed
 - all roads are passable (an ambulance or fire apparatus can get through), or
 - any observed access problems (road is not passable: poles or trees down, landslide, etc.).
5. After Completing a Windshield Survey assignment,
 - Update your ICS 214 Unit Log.
 - Follow all instructions from the Emergency Net control operator.

6. After the activation
 - Review your Windshield Survey Map Book and replace used pages as necessary.
 - Provide any feedback to the CARES Staff on discrepancies or improvements on the Windshield Survey process or Map book.

7.5.4 Windshield Survey Checklist

1. Before the Event

_____	1. Review the current Windshield Survey process.
_____	2. Update CARES, CERT, and Block Leader location map.
_____	3. Annual check with Cupertino DPW for changes to the city that should be included in the Windshield Survey.
_____	4. All Field Teams have a paper copy of the Windshield Survey Map Book as part of their go-kit.

2. During the Event – CARES

On detection of an earthquake that could impact Cupertino:

_____	5. CARES members check into the CARES Emergency Net
_____	6. CARES members pass their observed Mike-Mike report.
_____	7. Identify checked-in individuals within each survey area. Assign them to perform the survey for a specific area.
_____	8. Each CARES Field Team uses a specific map page for their assignment. Maps should be marked sufficiently to reflect their progress.
_____	9. Standard Reporting: On completion of a survey area, CARES Field Teams report their completion and survey findings to the EOC.
_____	10. Critical Issue Reporting: If critical situations are discovered (water main breaks, sewage line breaks, fires, major road problems), CARES Field Team immediately reports the issue to the EOC.
_____	11. EOC makes additional assignment to CARES Field Teams depending on need and resource availability.

3. During the Event – CERT/ Block Leaders

On detection of an earthquake that could impact Cupertino:

_____	12. EOC may contact activated ARKs, check for available CERT and Block Leader resources to perform some of the Windshield Survey assignment. Unassigned survey areas are handed off to the local ARKs for their management.
_____	13. Standard Reporting: On completion of an area survey, CERT/BL Field Teams report their completion and findings within to the ARK by FRS radio; this is relayed to the EOC.
_____	14. Critical Issue Reporting: If critical situations are discovered (water main breaks, sewage line breaks, fires, major road problems), CERT/BL Field Team immediately reports the issue to the ARK by FRS radio. This is immediately related to the EOC.
_____	15. Repeat until all survey areas are covered.

4. After the Event

_____	16. Review effectiveness of the Windshield Survey Process. Make recommendations for adjustments.
_____	17. All Field Teams replenish Windshield Survey Map Book pages (paper) as necessary.

7.5.5 Safety Briefing Addendum

The following information should be included with the Safety Briefing:

11. Ensure you do have your City Volunteer ID with you.
12. Wear your vest to clearly identify you.
13. Drive carefully. A city or drill activation does not exempt you from following the rules of the road.
14. If you are a solo driver and need to make an immediate report, pull to the side of the road out of the main stream of traffic and park safely before operating the radio.
15. Driving in some areas of the city may result in loss of contact with the EOC. Periodically check in with Net Control.

7.6 Demobilization Procedure

7.6.1 Introduction

- Task ID** 3.8.18
- Status:** ACTIVE: This procedure is an element of the CARES mission.
- Description:** Demobilization ensures that resources checking out of an incident have completed all appropriate incident business and provides the Planning Section information on resources released from the incident. Demobilization is a planned process and all assigned assists during an event.
- Participants:** All CARES Field Responders should follow this procedure. The process should be complete enough for any CARES member to take the role of Demob Unit Leader.
- Op Phase:** Recovery; This process is for all field responders who reach the end of their field assignment and are to be or request to be released.
- Background:** CARES will perform the Demobilization process for all deployed resources. The FEMA ICS 221 form was adapted to the size and scope of Cupertino Citizen Corps activities.
- Distribution:** Distribution of this form is to (i) Comm 469, (ii) ICP Planning Tub.

7.6.2 Process Details, Demob Supervisor

1. Before the event

- _____ 1. Review the Demobilization Process.
- _____ 2. Insure you have the necessary forms and procedures to complete the Demob Unit Leader task:
 - (i) ICS 214 Unit Log
 - (ii) COES 221 Demobilization Check-Out Form, in sufficient numbers.
- _____ 3. Material supplies: Table or other work surface, pens, weights or clipboards

2. During the event

- _____ 4. The Incident Commander (ICP) or Shift Supervisor (Comm) will identify one or more persons as the Demob Unit Leads to review any resource being released.
- _____ 5. All field responders will return to the place of their assignment or other location as directed by the Shift Supervisor.
- _____ 6. The named Demob Unit Leader will assemble ICS 211 Demobilization Check Out forms a head of time. Forms will be available in Comm 469 or at ARK ICPs.
- _____ 7. For each resource to be Demobilized, the Demob Unit Leader will check for the following:
 - (i) If an injury occurred, notify the Citizen Corps D.O.C. (City Incident Report).
 - (ii) Verify the individual has checked out of the Resource Net.
 - (iii) Collects all city-issued equipment.
 - (iv) Identifies city-issued consumables to be replenished.
 - (v) Identifies member-supplied consumables to be replenished.
 - (vi) Document any requests for personal reimbursement.

- (vii) Collect and verify the legibility of all forms and logs.
- (viii) Verify completeness of all forms and logs including, but not limited to:
 - a. ICS 213 Message forms
 - b. ICS 214 Unit Log
 - c. ICS 309 Comm Log
 - d. ICS 211D Drivers Attestation Form; name, Call sign, CDL expiration, Insurance expiration, License #, Signature (ISA Staging Supervisor)
 - e. All issued paperwork returned
 - f. Check out on any remote check-in list
 - g. Signatures on all forms where required.

_____ 8. All missing items or incomplete documentation must be dispositioned prior to releasing the resource.

_____ 9. Demob Unit Leader signs off and releases.

3. After the event

_____ 10. At securing the Demobilization Process, Demob Unit Leader turns in all COES 221 Forms and all collected Field Responder paperwork to the Shift Supervisor.

End of Procedure

7.7 Mike-Mike Procedure

7.7.1 Introduction

- Task ID** 3.8.17
- Status:** ACTIVE: This procedure is an element of the CARES mission.
- Description:** Method for reporting the intensity of an earthquake.
- Participants:** All CARES Field Responders should follow this procedure.
The process should be complete enough for any CARES member to take the role of Demob Supervisor.
- Op Phase:** Recovery; This process is for all field responders who reach the end of their field assignment and are to be or request to be released.
- Background:** The severity of an earthquake can be expressed in terms of both *intensity* and *magnitude*. *Intensity* is based on the observed effects of ground shaking on people, buildings, and natural features. It varies from place to place within the disturbed region depending on the location of the observer with respect to the earthquake epicenter. The Modified Mercalli Intensity Scale is used to equate a number with the observable, experienced effects caused by an earthquake.
Along with Santa Clara County RACES, CARES will use the Modified Mercalli Intensity Scale for efficient and standardized reporting of earthquake damage.
- Distribution:**

7.7.2 Process Details, all CARES members

1. Before the event

- _____ 1. Familiarize yourself with the Modified Mercalli Intensity Scale.
- _____ 2. Insure you have copies of the Mike-Mike Scale:
 - (i) CARES Field Comm Handbook
 - (ii) SCC RACES field scale

2. During the event (earthquake)

- _____ 3. Check into the Emergency Net and listen for instructions.
- _____ 4. Check the Mike-Mike chart and find the best match for your experience.
- _____ 5. If directed to pass Mike-Mike reports, listen for instructions from Net Control, for the format to pass the Report:
“<call sign>, <ARK Name>, Mike-Mike ###, <call sign>.”
- _____ 6. When all Mike-Mike Reports are received, wait for further instructions on field assignments or securing the net.

7.7.3 Process Details, Command Staff

1. Before the event

- _____ 1. Review the Mike-Mike Process.
- _____ 2. Insure you have the necessary forms and procedures to collect Mike-Mike reports:
 - (i) ICS 214 Unit Log
 - (ii) [COES 311 Mike-Mike Summary](#)

2. During the event

- _____ 3. NCO calls for a Shift Supervisor (SS) to briefly describe what is known.
- _____ 4. NCO confirms Shift Supervisor is ready to copy Mike-Mike Reports.
- _____ 5. NCO calls for check-ins. State the format for net participants to pass the Mike-Mike Report: "*<call sign>, <ARK Name>, Mike-Mike ###, <call sign>.*"
- _____ 6. Within 30 minutes. Shift Supervisor will
 - (i) Evaluate MM reports
 - (ii) Decide to ether initiate an Initial Response Ops (ISA, C469 deployed, ARK deployments) or stand down.
 - (iii) Attempt contact the CCC Coordinator or Emergency Manager on the situation and our response intentions.
 - (iv) Pass (or delegate passing) the Mike-Mike summary report to County RACES
- _____ 7. NCO calls the SS to make announcements about our next steps

3. After the event

- _____ 8. Turn in all paperwork including COES 311 Mike-Mike Summary Form to the Shift Supervisor.

4. Handoff to Cupertino OEM

Cupertino OEM requests a Mike-Mike summary as follows:

Zone	ARK	MM 1-3	MM 4	MM 5	MM 6	MM 7	MM 8
1	Monta Vista ARK						
2	Regnart ARK						
3	Garden Gate ARK						
4	Lawson ARK						
5	DeAnza ARK						
6	Creekside ARK						
	TOTAL						

5. Handoff to SCC RACES

Instructions for transmitting the summary data on this form to another operator:

	Script
CUPEOC:	I have Mike-Mike Summary data to transmit.
SCC	Go Ahead
CUPEOC:	Incident Name _____ Date _____ Time _____
SCC	Go Ahead
CUPEOC:	Cupertino figures <MM1-3 total> figures <MM4 total> figures <MM5 total> figures <MM6 total> figures <MM7 total> figures <MM8 total> End of summary
SCC	Mike-Mike Summary Acknowledged

End of Procedure

8 Administrative Procedures

8.1 Activations

The following methods will be used to escalate CARES' operational status.

8.1.1 Self-announcing Natural Disasters

The following direction is authorized per the following reference:

Emergency Operations Plan, City of Cupertino, Part I Basic Emergency Plan, Section XI Volunteers and Disaster Service Workers, page 43.

- During self-announcing natural disasters, CARES members may self-dispatch and commence windshield surveys to provide situation status and Preliminary Safety Assessments provided it is safe to do so.
- CARES members may also respond to Mutual Aid requests and may become part of the Santa Clara County Operational Area ARES/RACES team.
- For all other events (natural and man-made), requests for DSWs will be announced via telephone, courier, radio, and television.
- Volunteers will not respond to any act of terrorism unless specifically requested by the EOC or their City contact person.

8.1.2 Activation based on City directive

CARES will transition to INCREASED READINESS OPERATIONS or an Emergency Response posture (INITIAL RESPONSE or EXTENDED RESPONSE OPERATIONS) on verbal or written notification from the Cupertino Director of OEM or Cupertino Director of Emergency Services.

CARES will document the change in Operations as part of the overall Event Log.

A prerequisite for CARES to be activated is receipt of a formal activation request from a competent City authority. The request for activation will include the following information:

- a definition of the emergency
- a preliminary assessment of the nature of services required from CARES
- the name of the person declaring the emergency
- a RACES activation number (for declared emergencies)
- the name of the person to whom CARES should report

8.1.3 Activation for Training Events

The following is the process for how CARES/CERT/MRC will be activated by the City of Cupertino to respond to training events:

1. A Training Event is any event where CARES, CERT, and/or MRC volunteers respond into the field for the purpose of practicing their respective skills.
2. A Training Activation is required for all Training Events where DSW coverage is required by CARES, CERT, and/or MRC volunteers from the City of Cupertino.
3. An official Request for Training Activation is submitted in writing to the Director of Cupertino OEM.
4. On receipt of a Training Activation request, the Director of Cupertino OEM will either (i) approve the request and declare the Training Event to be an officially city-sponsored event, or (ii) reject the request.
5. All Training Event participants must present a valid and current DSW Card at the time of event sign-in or have a current DSW registration on record at the Cupertino OEM.

6. Event managers must log in all volunteer participants at the time of the volunteer’s arrival at the training event site, or when dispatched by radio from a home location. Event Managers must also log volunteer participants out at the end of their participation in the drill.
7. Travel to and from the Training Event is not covered as part of the Training Activation.
8. An After-Action Report of the Training Event will be produced and forwarded to Cupertino OEM.

8.1.4 Request for Activation

The following information is required for CARES to request activation from the Cupertino OEM. No Activation Request form currently exists. This information may be formatted in an email and submitted electronically for review and disposition.

Field	Description
1. Request date/time:	The date and time that the request is submitted.
2. Requesting Entity:	The Agency or organization that is submitting the request for activation. For CARES-requested activations, “CARES” will be the requesting entity.
3. Requested By:	The name, title, and organization of the individual completing this information and submitting it for approval.
4. Operational Area:	The operational area in which the activation will occur. This will usually be “Santa Clara County.”
5. Jurisdiction:	The local jurisdiction in which the activities involved with the activation will occur. This will usually be “City of Cupertino.”
6. Type:	The type of activation will either be <ul style="list-style-type: none"> ▪ Training (drills, exercises, community events, etc.), ▪ City Emergency, ▪ for Served Agency, or ▪ (iv) Mutual Aid (to support another jurisdiction).
7. Description:	A short description of the nature of the activation. For training activations, include the exercise or event plan. Include the duration of the activation if known.
8. Resource Request:	The types and numbers (estimates) of resources requested. This could include, but not limited to: <ul style="list-style-type: none"> ▪ CARES ▪ CERT ▪ MRC ▪ SCC Mutual Aid Responders ▪ other jurisdiction Mutual Aid Responders ▪ other resources
9. Reporting Location:	The location where responders should report. For training or community events, this will be a specific location. Otherwise, enter N/A.
10. Activation Date, Time:	The date and time of when the activation will occur. For training or community events, this will be a future date/time.
11. Disposition:	Either approved or declined
12. Dispositioned by:	The name, title, and organization of the person who approved or declined this request

Field	Description
13.Assigned Activation Number:	<p>The activation number, in the form. For CARES initiated activations, this will be in the form: CUP-YY-##T, where:</p> <p>YY last 2 digits of current year</p> <p>## Sequential 2-3 digit number beginning with [0]01 at the beginning of each new year.</p> <p>T Indicates a training activation. No character means this is an actual activation.</p>

8.1.5 Declaration of Activation

The Cupertino OEM is responsible for generating the necessary declaration documentation in accordance with City, County, and State OEM requirements.