

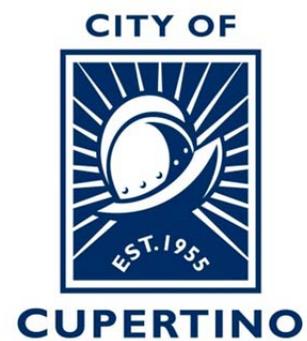
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# Standard Operating Procedures

## Cupertino Amateur Radio Emergency Service

### Part 2 Procedures

February 2013  
Revision 5.0





## Table of Contents

### PART 2– Procedures

|          |  |           |
|----------|--|-----------|
| <b>6</b> | <b>ROLES AND RESPONSIBILITIES</b> .....            | <b>3</b>  |
| 6.1      | EMERGENCY COORDINATOR.....                         | 3         |
| 6.2      | COMMUNICATIONS TEAM LEAD.....                      | 5         |
| 6.3      | FIELD RESPONDER.....                               | 6         |
| 6.4      | NET CONTROL OPERATOR, MESSAGE NET.....             | 7         |
| 6.5      | NET CONTROL OPERATOR, RESOURCE NET.....            | 8         |
| 6.6      | EOC RADIO ROOM OPERATOR.....                       | 9         |
| 6.7      | RESOURCE COORDINATOR.....                          | 9         |
| 6.8      | COMMUNICATIONS ENGINEER.....                       | 10        |
| 6.9      | MESSAGE CLERK.....                                 | 10        |
| <b>7</b> | <b>OPERATING PROCEDURES</b> .....                  | <b>11</b> |
| 7.1      | TELEPHONE TREE PROCEDURE.....                      | 11        |
| 7.2      | PRELIMINARY SAFETY ASSESSMENT PROCEDURE.....       | 13        |
| 7.3      | INFRASTRUCTURE SAFETY ASSESSMENT PROCEDURE.....    | 15        |
| 7.4      | FIELD ASSIGNMENT (ROTATIONAL) PROCEDURE.....       | 17        |
| 7.5      | EMERGENCY NCO PROCEDURE.....                       | 19        |
| 7.6      | CARES WEEKLY NET CONTROL PROCEDURE.....            | 22        |
| <b>8</b> | <b>EMERGENCY NET LOGISTICS</b> .....               | <b>23</b> |
| 8.1      | INTRODUCTION.....                                  | 23        |
| 8.2      | INITIAL RESPONSE OPERATIONS, PRE-EOC STAFFING..... | 25        |
| 8.3      | INITIAL RESPONSE OPERATIONS, EOC STAFFED.....      | 26        |
| 8.4      | EXTENDED RESPONSE OPERATIONS, HIGH TRAFFIC.....    | 27        |
| 8.5      | EXTENDED RESPONSE OPERATIONS, LOW TRAFFIC.....     | 28        |
| <b>9</b> | <b>ADMINISTRATIVE PROCEDURES</b> .....             | <b>29</b> |
| 9.1      | ACTIVATIONS.....                                   | 29        |

### TABLES

|  |    |
|--|----|
| Table 6: Comparison between a Directed and Open Net..... | 24 |
|--|----|

### FIGURES

|  |    |
|--|----|
| Figure 1: General Emergency Net Interaction.....             | 23 |
| Figure 2: Initial Response Operations, Pre-EOC Staffing..... | 25 |
| Figure 3: Initial Response Operations, EOC Staffed.....      | 26 |
| Figure 4: Extended Response Operations, High Traffic.....    | 27 |
| Figure 5: Extended Response Operations, Low Traffic.....     | 28 |

### Revision

| Rev | Date                | Comments  |
|-----|---------------------|---|
| 0.8 | 10/24/98            | Preliminary, ready for broader CARES review   |
| 1.0 | 01/03/99            | 1 <sup>st</sup> Release   |
| 1.1 | 02/26/99            | Updated Section 6 – Emergency Responder   |
| 1.2 | 5/25/99             | Updates to Section 5, 6, 7  |
| 2.0 | 1/3/00              | Updates, rewrites of Sections 6, 7, 8, 9  |
| 3.0 | 9/2/02              | Added CARES Frequency, Section 5.2.1<br>Clarification on EAS stations, Section 7.4.5<br>Updated SVECS Script, Section 7.6<br>Deleted the Section on Packet, Section 8<br>Added Emergency Net Logistics, Section 8<br>Deleted Forms Section 9. Moved to Part 6 |
| 3.1 | 11/7/02             | Inserted Shift Supervisor Roles, Section 6.2<br>Modified to address Open Nets, Section 8  |
| 3.2 | 11/27/03            | Updated SVECS Net Control Script  |
| 3.3 | 3/10/04<br>10/23/04 | Updated Shelter List, 5.2.2<br>Added Admin Procedures, 9.0  |
| 4.0 | 1/26/06             | Section 6: Revised message precedence, updated frequency plan.<br>Section 7: Resource coordinator updates<br>Section 8: Operational change per 2004 SET<br>Section 9: Administrative procedures<br>Removed KSJO as LP station                                 |
| 4/1 | 1/15/06             | Updated EAS stations  |
| 4.2 | 1-May-07            | Added ISA Procedure   |
| 4.3 | 2-Sep-07            | Adjusted Net Operations to reflect changes in Resource Planning<br>Added the definition of the Resource NCO   |
| 4.4 | 1-Nov-08            | Replaced FUZ 2 meter repeater with W6TDM 440 repeater   |
| 5.0 | 2/2/2013            | Moved Section 5 Overview of Operations from Part 2 to Part 1  |

## 6 Roles and Responsibilities

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

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### 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 OES 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

#### 6.1.2 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 Comm Team Lead
- 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*.

### **6.1.3 Extended Response Operations**

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

- Support the Comm Team Lead 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.

### **6.1.4 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 Communications Team Lead**

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

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

### **6.2.1 Increased Readiness Operations**

The Comm Team Lead position is typically not staffed during this operational phase.

### **6.2.2 Initial Response Operations / Activation**

Depending on the cause of the activation, the EC/RO may assume the role of Comm Team Lead or assign a qualified member to this position during this operational phase. To support the Initial Response, the Comm Team Lead 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

### **6.2.3 Extended Response Operations**

To support an Extended Response, the Comm Team Lead 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.

### **6.2.4 Recovery Operations / Deactivation**

When CARES receives the request to DEACTIVATE, the Comm Team Lead 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 certification 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.

### 6.3.1 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 Certification should be a minimum goal of all members.

### 6.3.2 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

### 6.3.3 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

### 6.3.4 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

### 6.3.5 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

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## 6.4 Net Control Operator, Message Net

Individuals who have been granted a certification 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.

### 6.4.1 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.

### 6.4.2 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.

#### **6.4.3 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 Comm Team Lead 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

#### **6.4.4 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

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### **6.5 Net Control Operator, Resource Net**

Individuals who have been granted a certification 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

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## **6.6 EOC Radio Room Operator**

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

### **6.6.1 All Operations**

The EC/RO or Comm Team Lead 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

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## **6.7 Resource Coordinator**

Individuals who have been granted a certification 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 certification 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 Comm Team Lead 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 Comm Team Lead that CARES has been deactivated:

- Update resource tracking records on issues.

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## **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.

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## **6.9 Message Clerk**

The EC/RO, AEC/DRO, or Comm Team Lead 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

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### 7.1 Telephone Tree Procedure

#### 7.1.1 Introduction

- Status:** OUT OF SERVICE. This procedure has been retired in lieu of the Cupertino Alert System. No training is currently run on this process.
- Description:** This procedure describes the method for notifying all CARES members of a possible or actual emergency and activation by means of telephone.
- Op Phase:** Increased Readiness, Initial Response
- Participants:** All CARES members may be required to participate in this procedure

#### 7.1.2 Preparedness Operations

- On receipt of an updated CARES Roster, CARES members should make a copy of the phone tree available at all places where they spend a significant amount of time, such as at home, car, school, or work.
- On the roster, locate your name, and note the number in front of your name. This number may change from one version of the roster to another as members are added or removed.
- When CARES is activated, you are requested to call four other members:
  1. the fourth person listed after your name (four down),
  2. the fourth person before your name (four up),
  3. the person listed after your name (one down), and
  4. the person listed before your name (one up)

It is recommended you highlight (with a yellow marker) or circle the names of the individuals you will need to call.

- If your roster number is close to either the beginning or the end of the list, continue counting around to the other end of the list. For instance, if you are Person #1 on the roster out of 77 entries, you would call person #2 (one down) and person #5 (four down), person #77 (one up) and person #74 (four up).

#### 7.1.3 Initial Response Operations / Activation

When CARES is notified to activate, make every effort to contact the individuals that you are responsible for contacting (unless you have already heard from them), then proceed to your assigned task.

1. **Initiating the Phone Tree:** The first person receiving the notification that a CARES response is needed should initiate the Phone Tree. To ensure a high contact rate, the initiator should call no less than 10 members. These names are selected at the discretion of the Phone Tree initiator.
2. **Receiving your call:** When you receive a CARES activation call, write down (i) the name of the person who called you, (ii) the nature of the activation, and (iii) any special instructions.

**NOTE:** because of the redundant nature of the phone tree process, you could receive up to four calls. For anyone who calls you after you receive the first call, inform them you have been contacted.

3. **Making your calls:** In the order shown here, contact the four individuals who have roster numbers relative to yours that are:

- four down
- four up
- one down, and
- one up

NOTE: Unless you are the first person contacted by the City, the person who called you may be one of the four people you scheduled to call (one up, one down, four up four down). Do not call this person back.

When someone answers, ask for the name of the CARES member listed on the roster, identify yourself (name and FCC call-sign), state this is a CARES [emergency or drill] activation, and state any instructions you received (i.e.: check into the net, proceed to a specific location, etc.).

4. **Weekday Activation:** If a BUSINESS phone number is listed on the roster, call this number first, then the HOME number if no one answers.
5. **After Hours or Weekend Activation:** Call the HOME number listed on the roster first, then call the BUSINESS number if no one answers.
6. **If you reach an Answering Machine or Voice Mail:** If an answering machine picks up your call, leave your name and FCC call-sign, the date and time you are calling. State this is a CARES [emergency or drill] activation, and communicate any instructions you received (i.e. check into the net, proceed to a specific location, etc.).
7. **When you have completed your calls.** Follow the directions given to you from the CARES member who called you, or check into the CARES Emergency Net for further instructions.

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## 7.2 Preliminary Safety Assessment Procedure

### 7.2.1 Introduction

- 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:** Preliminary Safety Assessment occurs early during an emergency during an infrastructure damaging event. While the information will undoubtedly be fragmented and incomplete, it is required to help determine the extent of the damage and help the City determine the type of response the City must make to save lives and protect property.
- Early Preliminary Safety Assessment (PSA) reports are essential to assess life threatening situations and initiate timely remedial action. PSA reports should not be delayed by getting mired in detail in an effort to obtain more extensive Damage Assessment information.

### 7.2.2 Initial Response Operations

The first few moments after an earthquake can be disorientating. Once the shaking stops, perform the following:

1. Yourself:
  - Determine your condition and assess your immediate safety.
2. Your family:
  - Determine the condition of your family; apply first aid if necessary.
  - Determine the structural soundness of your home; evacuate if necessary.
3. Your immediate neighborhood: Once your family is secure, perform the Preliminary Safety Assessment.
  - The extent of the assessment that you perform will depend on your situation. The assessment should be performed in a manner that does not jeopardize your personal safety or exceed your physical ability to perform the assessment.
  - 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.
  - However you perform the assessment, use the Form COES105 ‘Preliminary Safety Assessment Form – Field’ to collect the following information:
    - Number or estimate of obvious injuries
    - Number of types of structural damage
    - Number or estimate of fire hazards
    - Number or estimate and type of utility hazards (downed power lines, broken water mains, obvious gas leaks)

- Number or estimate of access hazards (roads blocked or impassable)
  - Number or estimate of houses that are included in this survey
4. Check in to the Emergency Net:
- 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 in Section 7.5.
  - Check in to the net when check-ins are requested.
5. Report your Preliminary Safety Assessment:  
The Net Control Operator will request Preliminary Safety Assessment reports in the following order:
- EMERGENCY / LIFE-THREATENING
  - URGENT
  - Routine

If you have a mix of different message priorities, deliver the specific message priority (EMERGENCY/Life Threatening) when called. Deliver the balance of the report (Priority and Routine) when called.

## 7.3 Infrastructure Safety Assessment Procedure

### 7.3.1 Introduction

- Status:** ACTIVE. This procedure is an element of the CARES mission.
- Description:** This procedure describes how CARES will observe and report information about selected Cupertino Critical Facilities (CCFs) located throughout the city that are deemed to be important to the City or other named Served Agencies.
- Participants:** CARES Field Responders assigned to perform this procedure.
- Op Phase:** Initial Response, Information Gathering
- Background:** The Infrastructure Safety Assessment (ISA) is the next assignment after the Preliminary Safety Assessment is complete. The ISA's focus is to understand the state of water, sanitary, power, transportation, and other critical assets as identified by Cupertino OES.
- 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.

### 7.3.2 Terms

|                                |   |
|--------------------------------|---|
| <b>ISA:</b>                    | Infrastructure Safety Assessment  |
| <b>ISA Assignment:</b>         | A single assignment 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. |
| <b>ISA Identifier:</b>         | A unique combination of characters and numbers that identifies an ISA Assignment.   |
| <b>ISA Assignment Package:</b> | A collection of one or more ISA Assignments that are logically grouped by type, position, or special requirements.  |
| <b>ISA Control Log:</b>        | The master document used to record progress and results of performing an assessment of an ISA assignment.   |
| <b>ICS-214, Unit Log:</b>      | Log of your general activities in your execution of performing your field work.   |

### 7.3.3 Initial Response Operations

- The activities leading up to the ISA are:
  - Check into the Emergency Net
  - Perform and report your Preliminary Safety Assessment

- Determine your availability to accept a field assignment.
- Determine the availability of a built-in partner.
- Notify Net Control if you are available to accept a Field Assignment. Provide your map coordinates of your current position.

2. Accepting an ISA assignment

- When given an ISA assignment, do the following
  - start a Unit Log (ICS 214)
  - record the event activation number
  - Receive the ISA Assignment Package from the EOC and record the ISA Package Number
  - get the name of your partner if one is being dispatched

3. Performing an ISA assignment

- Open the ISA Package and inventory the package contents against the documentation list
- Review the ISA Assignment sheet for details on individual locations, points for observation, and expected nominal conditions.
- On arrival at an ISA Assignment location, inspect the item in question and the general area for unusual conditions or safety hazards.
- When done with the inspection, update the ISA Control Log.
- Report the following 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.

4. After Completing an ISA Assignment

- Collect all ISA Assignment forms and return them to the ISA Package.
- Update and close-out the Unit Log. Insert the Unit Log into the envelope.
- Return the ISA Assignment Package to the EOC as soon as possible.

**7.3.4 Recovery Operations**

1. Review all ISA assignments with the appropriate Served Agency, and make updates as necessary.
2. Re-assemble and re-seal all PSA Packages.
3. Provide any feedback to the Served Agency on discrepancies detected during your inspection.

**7.3.5 Considerations**

None.

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## 7.4 Field Assignment (Rotational) Procedure

### 7.4.1 Introduction

**Description:** This procedure describes how CARES members respond 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 Certification will be assigned to lead field positions.  
Any CARES Field Responders may perform this procedure.

**Reference:** Field Responder Checklist

**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 might 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.

#### 7.4.2 Procedure

This Rotational Field Assignment Procedure is relevant for assignments associated with all CARES responses supporting earthquakes, flooding, shadowing, and other non-specific CARES activation.

If you accept a field assignment and you are establishing the shift (first shift), do the following:

- Check in with Net Control and inform them that you have arrived.
- Find and inform the Individual in Charge at the field post of your presence.
- If required, find or establish the workspace and set up any equipment and processes.
- Establish the local event log (ICS 214).
- Check in with Net Control and inform them the position is staffed.

If you accept a field assignment and are relieving someone else, do the following:

- Check in with Net Control and inform them that you have arrived.
- Find the person you are relieving and receive a turnover of information and status.
- Find the Individual in Charge at your field post and inform them of your presence.
- Familiarize yourself with the work space, any equipment, and process.
- Make the shift change notation in the local event log (ICS 214).
- Check in with Net Control and inform them of the shift change.

If you are being relieved from a field assignment, do the following:

- When contacted by your replacement, review all relevant information and status.
- Find and inform the Individual in Charge at the field post of the shift change and your departure.
- Make the appropriate shift change notation in the local event log.
- Check in with Net Control and inform them what you plan to do (check out, go home, return to EOC, etc.).

#### 7.4.3 Information for a shift change

Before turning over or accepting a shift, it is important that an exchange of information takes place. Both the in-coming and out-going operators should attempt to review as much information as possible, minimally covering the following:

- 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
- If a telephone is accessible, its location and phone number
- The officials or others you are serving; how to find and recognize them
- The purpose of the station
- 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

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## 7.5 Emergency NCO Procedure

### 7.5.1 Introduction

- 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:** NCO Checklist
- 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.

### 7.5.2 Increased Readiness Operations

“This is < your name >, < your call >. Attention all stations on the frequency. Please stand by for traffic on a pending emergency. Attention all stations on the frequency. Please stand by for traffic on a pending emergency.”

(Pause 5 to 10 seconds)

“Attention all stations on the frequency. This is < your name >, < your call >, net control for the Cupertino ARES Emergency Net. This is an announcement of a pending (drill / city emergency). This is a directed net. All CARES member stations are asked to stand by and check in when requested.”

“The < REQUESTING AGENCY > has just determined that there may be <BRIEF DESCRIPTION AND LOCATION OF THE PENDING EMERGENCY>.”

“CARES member check-ins will be called by Call Sign Prefix: Alpha thru Juliet, Kilo through Quebec, then Romeo thru Zulu.”

“All CARES member stations please check in now; Alpha thru Juliet only.”

Call for CARES member check-ins. Log all check-ins. Call two or three times.

Call for CARES member check-ins by RELAY. “CARES members who tried to check in but were not acknowledged, please announce your call and say RELAY. Please go now. <pause> Are there any relays?” Log all check-ins by RELAY.

Request members who wish to leave the net to check out with the NCO. Release people from the net as required. Secure the net and announce any follow-up net times if appropriate.

### 7.5.3 Initial Response Operations / Activation

“This is < your name >, < your call >. Attention all stations on the frequency. Please stand by for emergency traffic. Attention all stations on the frequency. Please stand by for emergency traffic.”

“This is (a drill / an actual emergency). This is < your call >.”

(Pause 5 to 10 seconds)

“Attention all stations on the frequency. This is < your name >, < your call >, net control for the Cupertino ARES Emergency Net. This is (a drill / an actual emergency). This is a directed net. All stations not connected with the emergency are asked to please stand by. All CARES member stations are asked to stay on frequency until the close of the net. Please give your current availability when you are polled.”

“CARES has been activated by < REQUESTING AGENCY >. There is <BRIEF DESCRIPTION AND LOCATION OF THE EMERGENCY>.”

Call for CARES members check-ins. Log all check-ins. Call two or three times.

Call for CARES members check-ins by RELAY. “CARES members who tried to check in but were not acknowledged, please announce your call and say RELAY. Please go now. <pause> Are there any relays?” Log all check-ins by RELAY.

Give a second call for late or missed members, but take no visitors. The AEC/DRO or EC/RO will be copying down the status of each member as the net progresses.

Following the check-ins, the EC/RO or AEC/DRO will make announcements on the net and direct the resources to their assigned locations. They may also request some people on the net to telephone others to come on the frequency if additional personnel are needed.

When done the EC/RO or AEC/DRO will turn the net back to the NCO.

### 7.5.4 Establish the Frequency Guard

Depending on the situation, the NCO should establish one or more guards on specific Amateur Radio and Commercial frequencies.

The NCO will request one member to monitor the Santa Clara County Resource Net. This net operates on the following frequency:

- AA6BT 146.115+, PL=100.0

The NCO will request one or more volunteers to listen to the following Emergency Alert System (EAS) Local Primary (LP) stations and stations of interest to monitor for reports for five minutes, then return to this net and report on what was heard:

- KCBS 740 KHz LP1, National Primary EAS Station
- KFBK 1530 KHz CA State Primary EAS Station
- KLIV 1590 KHz Public AM station (local CNN News)

Other Amateur Radio stations of interest:

- K6FB 145.450- PL=100 High-level repeater, Sierras to coast.
- W6ASH 145.270- SPECS; Mtn View to Redwood City

### 7.5.5 Preliminary Safety Assessment Data Collection

Preliminary Safety Assessment (PSA) reports should not be sent until the EOC Radio Room Operator (RRO) is on station, or the EC/RO directs it to some other location.

Until the RRO is on station, the NCO should develop the list of stations that have EMERGENCY / LIFE THREATENING and PSA traffic to pass. Then, once the EOC Radio Room is staffed, direct the EMERGENCY traffic to the EOC, then the PSA traffic.

**Call for EMERGENCY Traffic.** “We will first call for EMERGENCY / LIFE THREATENING Traffic, then PSA Traffic.

“Stations with EMERGENCY Traffic ONLY, please identify now.” Collect only the EMERGENCY Traffic first.

**PSA Reports.** “We will now call for Preliminary Safety Assessment Traffic. Stations with PSA Traffic, please identify now.”

Collect all PSA Traffic, counts only.

**NOTE:** Additional traffic priorities, and details on PSA reports will be called at the direction of the EOC staff.

### 7.5.6 Health and Welfare Checks

During an Extended response, the NCO will poll all field-deployed responders every 30 minutes.

“This is the Cupertino Net Control calling for a welfare check. When responding, please give your FCC Call Sign.”

(Call each Field Unit by tactical call; wait for an acknowledgment).

“This is < your call >.”

### 7.5.7 Announcements during a drill

For drills, a periodic announcement should be made to ensure all non-participating listeners know this is only a drill. This announcement should be made every 15 minutes.

“This is Net Control for the Cupertino ARES, with a city-wide (simulated emergency) test in progress. All traffic should be considered simulated emergency traffic. The time is < give the time >. This is < your call >.”

### 7.5.8 Recovery Operations / Deactivation

“This is < your call >. I would like to thank all stations for participating in the net. This frequency is now returned to regular amateur use.

“This is < your call >, Clear.”

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## 7.6 CARES Weekly Net Control Procedure

**Description:** This procedure describes how the weekly CARES Net should generally be run whenever CARES is in Preparedness Operations.

**Op Phase:** Preparedness

**Participants:** Any CARES members could assume the role of NCS. More formal assignments may be made as required.

“Good evening.

“This is < your name >, < your call >, net control for the Cupertino Amateur Radio Emergency Services Net for Tuesday, < date >.

“Before beginning, is there any emergency traffic for this frequency?” [ pause ]

“Just a reminder, this net may be broken at any time for emergency traffic.”

“This net meets on this frequency, 147.570 MHz simplex, every Tuesday evening at 1945 hours local time to conduct the Cupertino ARES roll call and pass traffic of interest about Cupertino and County ARES.”

“We will first take CARES station check-ins, call for any relays, then take Guest check-ins. We will then call for announcements and QSTs.”

“CARES members wishing to check in, please go now.” [ pause ] Repeat the call for member check-ins until no more are heard.

“CARES members who tried to check in but were not acknowledged, please announce your call again and say RELAY. Please go now. <pause> Are there any relays?”

“Guests are also welcome to check in. Guest stations wishing to check in, please go now.” [ pause ]

“Stations with announcements or QSTs, please IDENTIFY now.” [ pause, then call each station with a QST ]

[ continue to poll for check-ins ]

### When closing the net

“The next CARES meeting will be held Thursday, < date > at 7:30 pm in Conference Rooms C in the basement of the Cupertino City Hall.”

“Are there any other check-ins for the Cupertino ARES Net?” [ pause ]

“Just a reminder: you are invited to listen to the SVECS net on 146.115+ with a PL=100, then the training session beginning at 2030 hours local time.”

“If there is no other business, this concludes tonight's Cupertino ARES net. This is < your name >, < your call >, net control returning the frequency to regular use.”

“Good evening.”

[ Monitor the frequency for late check-ins before shifting to the SVECS NET ]

## 8 Emergency Net Logistics

### 8.1 Introduction

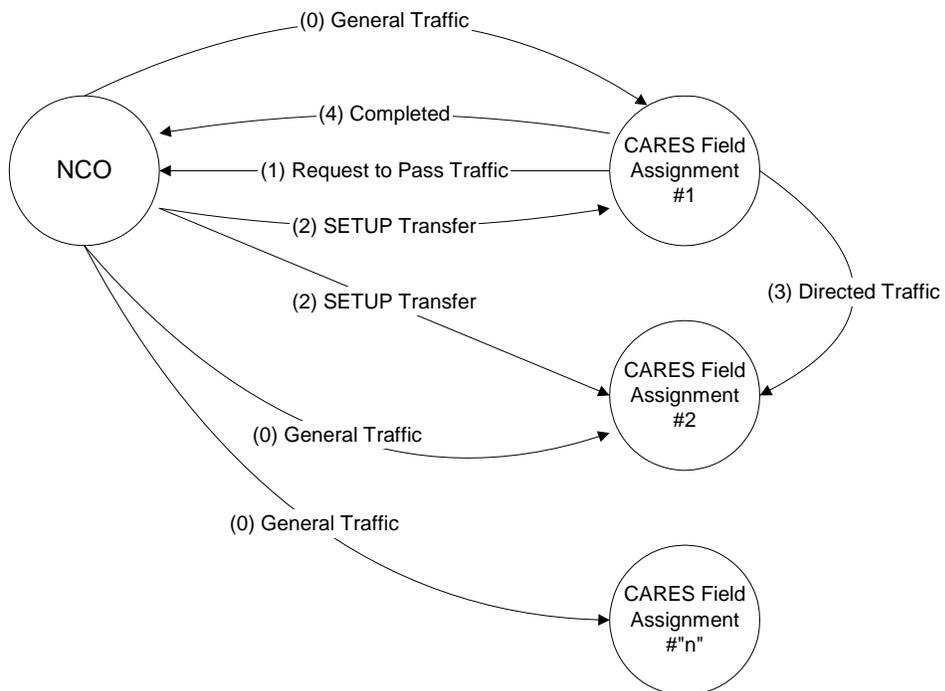
#### 8.1.1 Directed Net

In most cases, CARES will operate its Emergency Net as a Directed Net. This type of net is a formal net and stations having non-incident related traffic will be asked to stand by or move to another frequency.

Specifically, the NCO will determine who will use the frequency at any given time, acknowledging those stations first that may have incident related traffic in priority order. Conversations between stations are kept at a minimum, and tactical call signs are assigned to support efficient traffic handling.

The typical sequence of events for passing traffic is as follows:

1. One station requests to pass traffic to another station. It makes the request to the NCO.
2. NCO calls the receiving station and ensures that station is available and ready to receive the traffic from the originating station. It then directs the originating station to send the traffic.
3. The originating station contacts the receiving station and passes the traffic.
4. Once the traffic is passed, the originating station returns control to the NCO.



**Figure 1: General Emergency Net Interaction**

### 8.1.2 Open Net

CARES may also shift its Emergency Net to an Open Net. This type of net is used when both the amount of traffic or the number of stations needing to communicate are low.

During an Open Net, the NCO monitors the frequency and provides minor coordination between stations. Field assignment logging, general event announcements, and other information sharing are some of the NCO responsibilities during an Open Net.

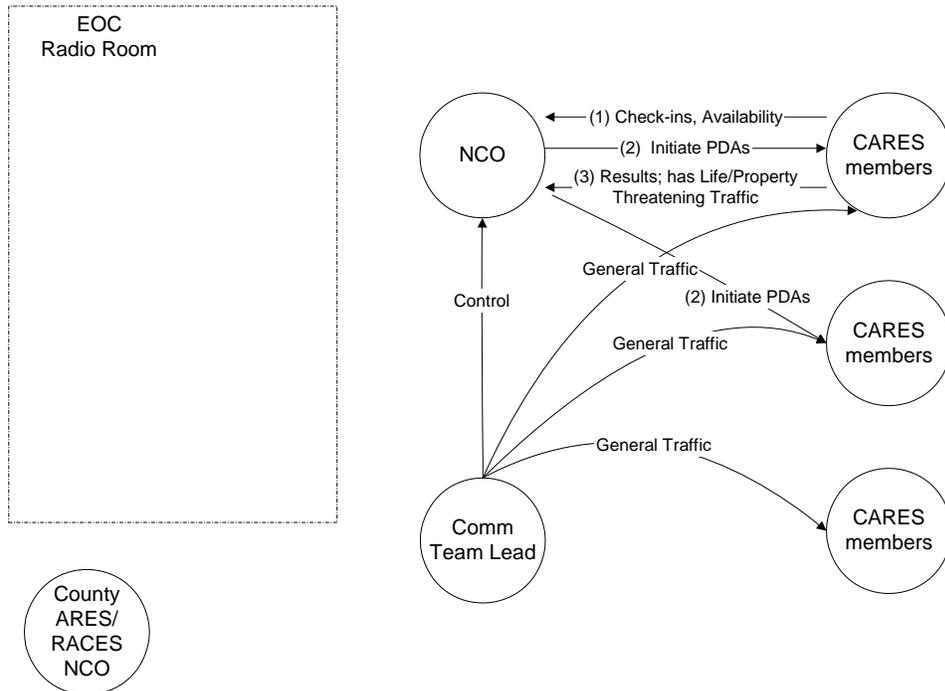
Field Stations essentially self-manage the communication exchanges between each other. Conversations between non-participant responder stations are allowed. Tactical Call signs are assigned and used to support efficient traffic handling.

In the event of a need for tighter net management or in the event of emergency traffic, the Communications Team Lead may direct the NCO to shift the net from an Open Net to a Directed Net.

**Table 1: Comparison between a Directed and Open Net**

|                            | <b>Directed Net</b>                                      | <b>Open Net</b>  |
|----------------------------|--|--|
| Net Control Operator       | Required Participant<br>Controls channel access and flow | Optional Participant<br>Monitors the channel<br>Offers assistance as necessary |
| EOC Radio Room Operator    | Participant in the net                                   | Optional<br>Participant in the net   |
| Field Responders           | Requests permission to pass traffic                      | Self-originates traffic  |
| Traffic volume             | High   | Low  |
| No. of Stations            | High   | Low  |
| Non-Participating Stations | Asked to stand by  | OK to use the frequency  |

## 8.2 Initial Response Operations, Pre-EOC Staffing



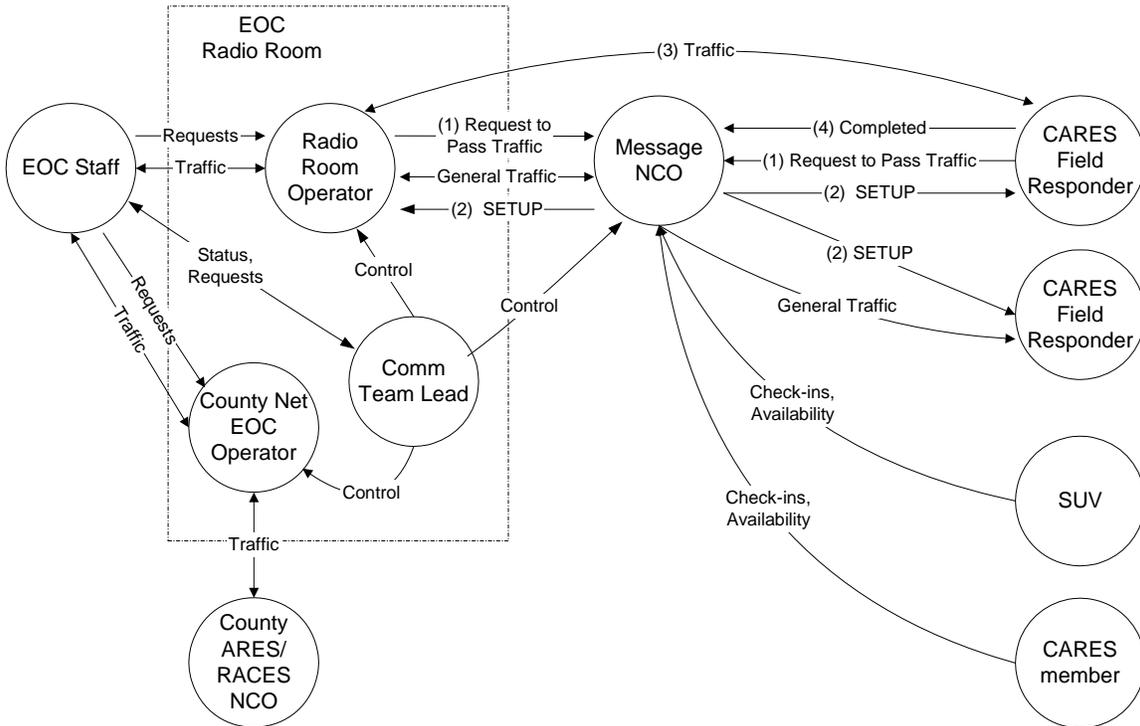
**Figure 2: Initial Response Operations, Pre-EOC Staffing**

The 1<sup>st</sup> phase of the Initial Response Operations undoubtedly will happen in the field. There is no one at the EOC.

CARES initiates Initial Response Operations either by phone tree or automatically if it is a self-evident emergency event (i.e.: Earthquake). The first NCO-qualified CARES member on frequency assumes the role of Net Control Operator, opens the net, and operates from his/her initial location (home, mobile, the field, etc.). The first qualified CARES member assumes the role of Communications Team Lead.

1. The Emergency Net will operate as a Directed Net.
2. The NCO Initial Response Procedure and NCO Checklist are followed, member check-ins are taken, frequency guard assignments are made, and message queues are created for EMERGENCY/Life-threatening and PSA traffic.
3. The Communications Team Lead directs members to start their Preliminary Safety Assessment (PSA), and makes initial staffing assignments, including dispatching an EOC Radio Room Operator.
4. All Emergency and PSA traffic is held by the reporting station until the EOC Radio Room Operator position is staffed. This traffic will only be passed to the EOC. No intermediate handoff will occur.

### 8.3 Initial Response Operations, EOC Staffed



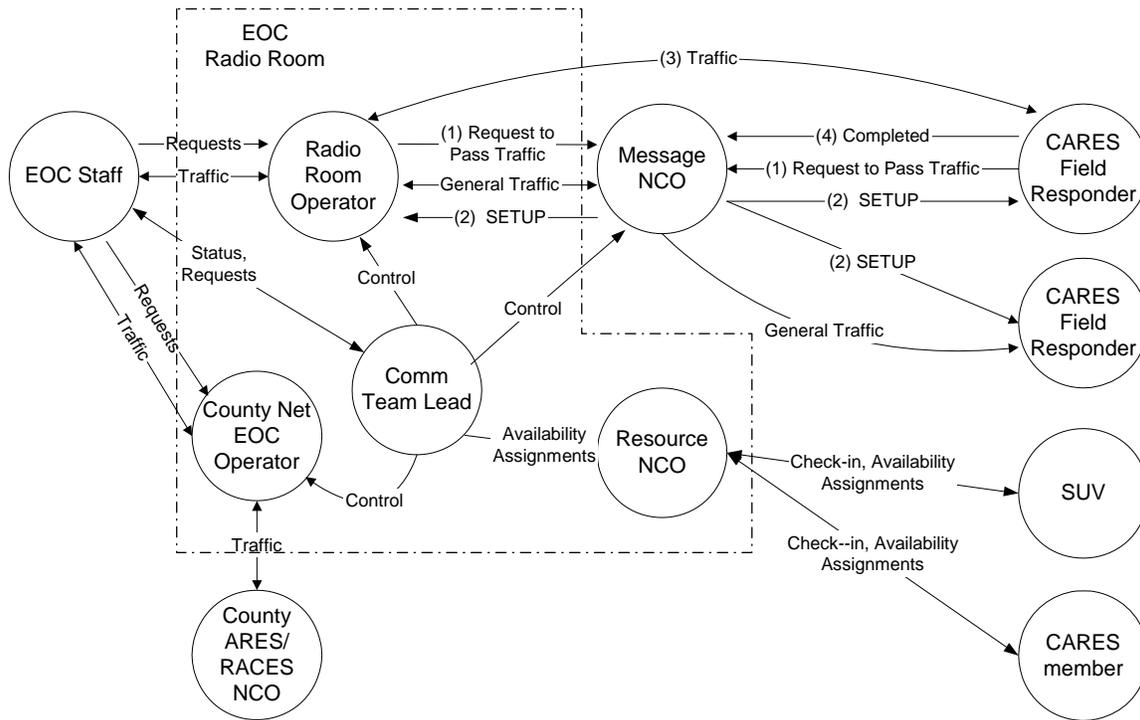
**Figure 3: Initial Response Operations, EOC Staffed**

The 2<sup>nd</sup> phase of the Initial Response Operations occurs once EOC staffing begins. Some City or other volunteer staff may begin to set up the EOC.

CARES participates by staffing the EOC with a Comm Team Lead and Radio Room Operator (RRO). Once the RRO has checked into the Emergency Net and reports that the EOC Radio Room is operational, the RRO can begin receiving EMERGENCY/Life-Threatening traffic, and then PSA reports.

1. The Emergency Net continues to operate as a Directed Net.
2. The Communications Unit Log is started in the EOC Radio Room.
3. The Communications Team Lead directs all CARES activities, participates in any EOC briefings, and makes decisions on field assignments.
4. The NCO continues to operate from the initial Net Control Station location.
5. The EOC Radio Room Operator position is staffed.
6. The CARES NCO directs stations with EMERGENCY / Life Threatening Traffic to send it to the EOC. On completion, stations with Preliminary Safety Assessment (PSA) reports are requested to pass their traffic.

## 8.4 Extended Response Operations, High Traffic



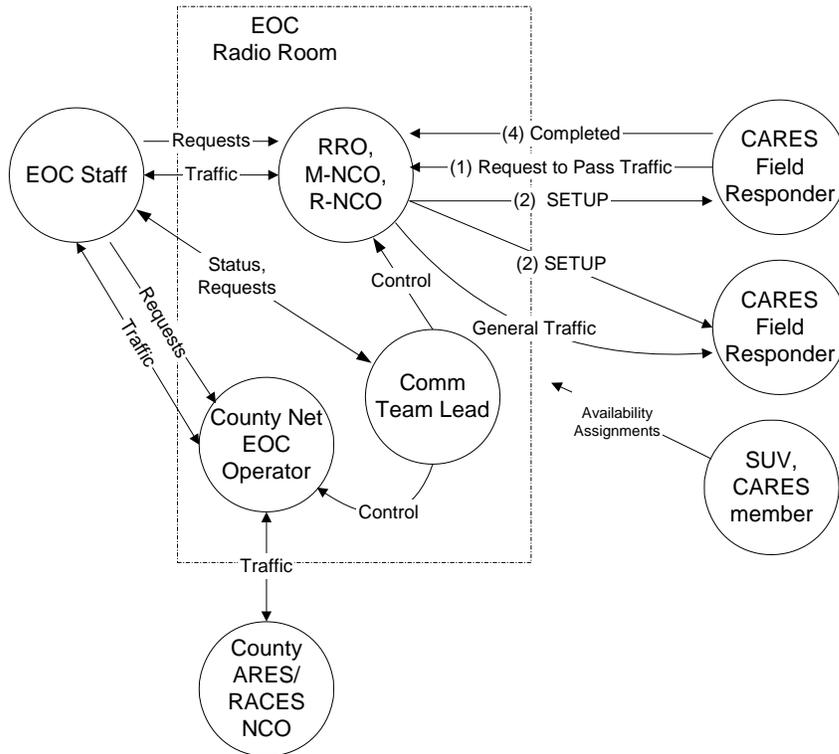
**Figure 4: Extended Response Operations, High Traffic**

If the magnitude of the event is determined to be significant in terms of duration and resource needs, CARES will shift into Extended Response Operations. The EOC is now fully operational.

CARES splits NCO responsibilities and establishes a separate Resource and Message Net. All new responding CARES members and SUVs check into the Resource Net. CARES members are staffing field assignments, successive CARES shifts are planned, and city and response services are deployed. Traffic flow to and from CARES members in the field can be expected to be heavy.

1. The Communications Team Lead requests that a Net Control Operator report to the EOC to establish the Resource Net on CARES Tac 1.
2. Once the Resource Net is staffed and operational on Tac 1, the original Net Control Station assumes the role of the Message Net on CARES Tac 2, and continues to operate from his/her initial location.
3. Resource planning begins to fill subsequent shifts.
4. The Communications Team Lead works with the Resource NCO on field assignments.
5. The CARES Resource NCS is co-located at the EOC to support a more coordinated resource management.
6. The Communications Team Lead reviews staffing plans, updates assignments, and coordinates CARES resources requests with the EC and EOC staff.

## 8.5 Extended Response Operations, Low Traffic



**Figure 5: Extended Response Operations, Low Traffic**

CARES is still in an Extended Response Operations of an event. Traffic flow between the EOC and CARES members in the field is relatively light. The EOC is fully operational, off-shift CARES members have checked out of the net, and City staff and response services are moving into recovery mode.

1. The Message and Resource Emergency Nets may be consolidated into a single net, and may operate as an Open Net.
2. The Communications Team Lead directs all CARES activities.
3. At the discretion of the Communications Team Lead, the NCO may also assume the additional role of EOC Radio Room Operator to reduce staffing levels.
4. If the NCO is assigned to a station not at the EOC Radio Room, then a Radio Room Operator at the EOC is still required.
5. The Communications Team Lead reviews staffing plans and coordinates CARES resources with the EOC staff. Directs the Recovery Operations for CARES members based on requirements from the EOC.

## 9 Administrative Procedures

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### 9.1 Activations

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

#### 9.1.1 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.

#### 9.1.2 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 OES 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

#### 9.1.3 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 OES.

4. On receipt of a Training Activation request, the Director of Cupertino OES 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 OES.
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 OES.

#### 9.1.4 Request for Activation

The following information is required for CARES to request activation from the Cupertino OES. 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"> <li>▪ Training (drills, exercises, community events, etc.),</li> <li>▪ City Emergency,</li> <li>▪ for Served Agency, or</li> <li>▪ (iv) Mutual Aid (to support another jurisdiction).</li> </ul>           |
| 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"> <li>▪ CARES</li> <li>▪ CERT</li> <li>▪ MRC</li> <li>▪ SCC Mutual Aid Responders</li> <li>▪ other jurisdiction Mutual Aid Responders</li> </ul> |

| <b>Field</b>                    | <b>Description</b>  |
|---------------------------------|---|
|                                 | <ul style="list-style-type: none"> <li>▪ other resources</li> </ul>   |
| 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   |
| 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 digit number beginning with 01 at the beginning of each new year.</p> <p>T      Training activation</p> |

### 9.1.5 Declaration of Activation

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