

October Drill 2012 Debrief

1 November 2012
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Cupertino ARES/RACES



Scenario

- A large weather system moves over central California and slowly shifts eastward. Several days of different rain fronts saturate the ground; runoff swells streams and rivers over most counties.
- Cupertino has a moderate level activation (Level 2) of its EOC to monitor their local situation.
- Emergency services are running hard with above-trend call volume.
- On Saturday 27-Oct at about 0638, reports start reaching the City EOC of large amounts of water, and some flooding, near the city border with Mountain View and Sunnyvale near Hwy 280.
- There is a large area of the city from which there has been no information regarding the status of the area in and around Blackberry Farm.
- There are no city-based emergency resources available.
- The decision is made to activate the Citizen Corps to Blackberry Farm to report on the conditions there and, if necessary, lend assistance until the mutual aid resources can arrive.



Cupertino OES Objectives

- Planning decision to use Citizen Corps
- Notifications processes
 - Cupertino Alert System
 - SCC Alert
 - 1670 AM
 - “Phone Tree” for critical positions (Management/Command, and General staff)
- Simulation Cell for Exercise Conduct
- Use of the City Radio frequency/system



CERT Objectives

- Establish Remote Incident Command Post (ICP)
- CERT skills exercises
 - Safety Assessment
 - Cribbing
 - Search & Rescue
 - Medical Triage
 - First Aid
 - Fire Suppression



CCC DOC Objectives

- Activation and Management of Citizen Corps
 - Mission – defined/established
 - Resources -allocated
 - Information flow <-> ICP, ARK, EOC (simulated)
- Action Planning process
 - Facilitate the Incident Action Plan for field resources (may be simulated)
 - WebEOC
- Shift Change
- Demobilization
- Interaction with CARES
 - Policy & Procedure Manual



CARES Objectives

- Communications support of the EOC
- Communications support of the DOC Exercise by Voice and Packet
- Field support based on resource requests
- Focused Infrastructure Safety Assessment – based on City and MOU requirements (opportunistic)

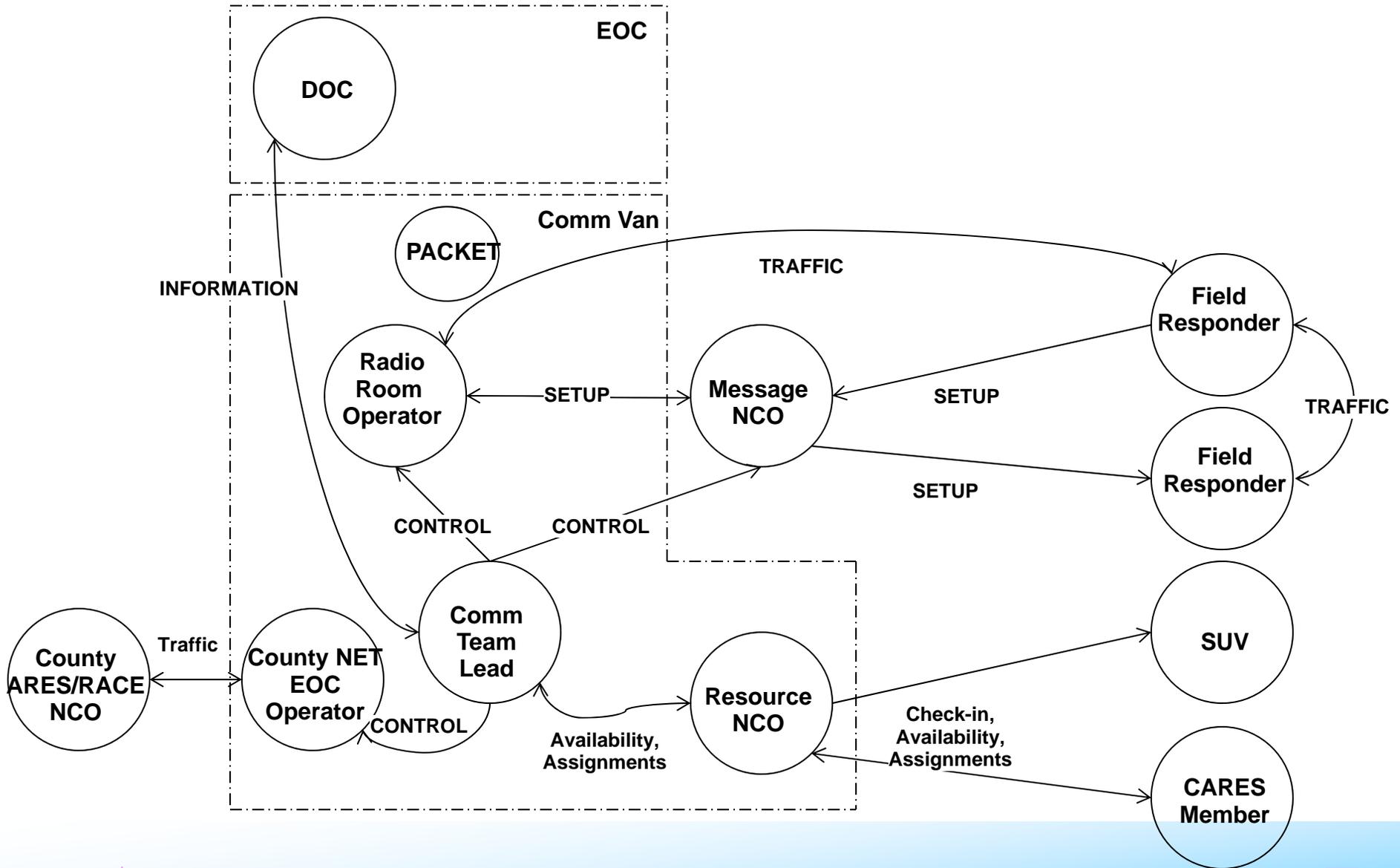


Unique aspects of this drill for us

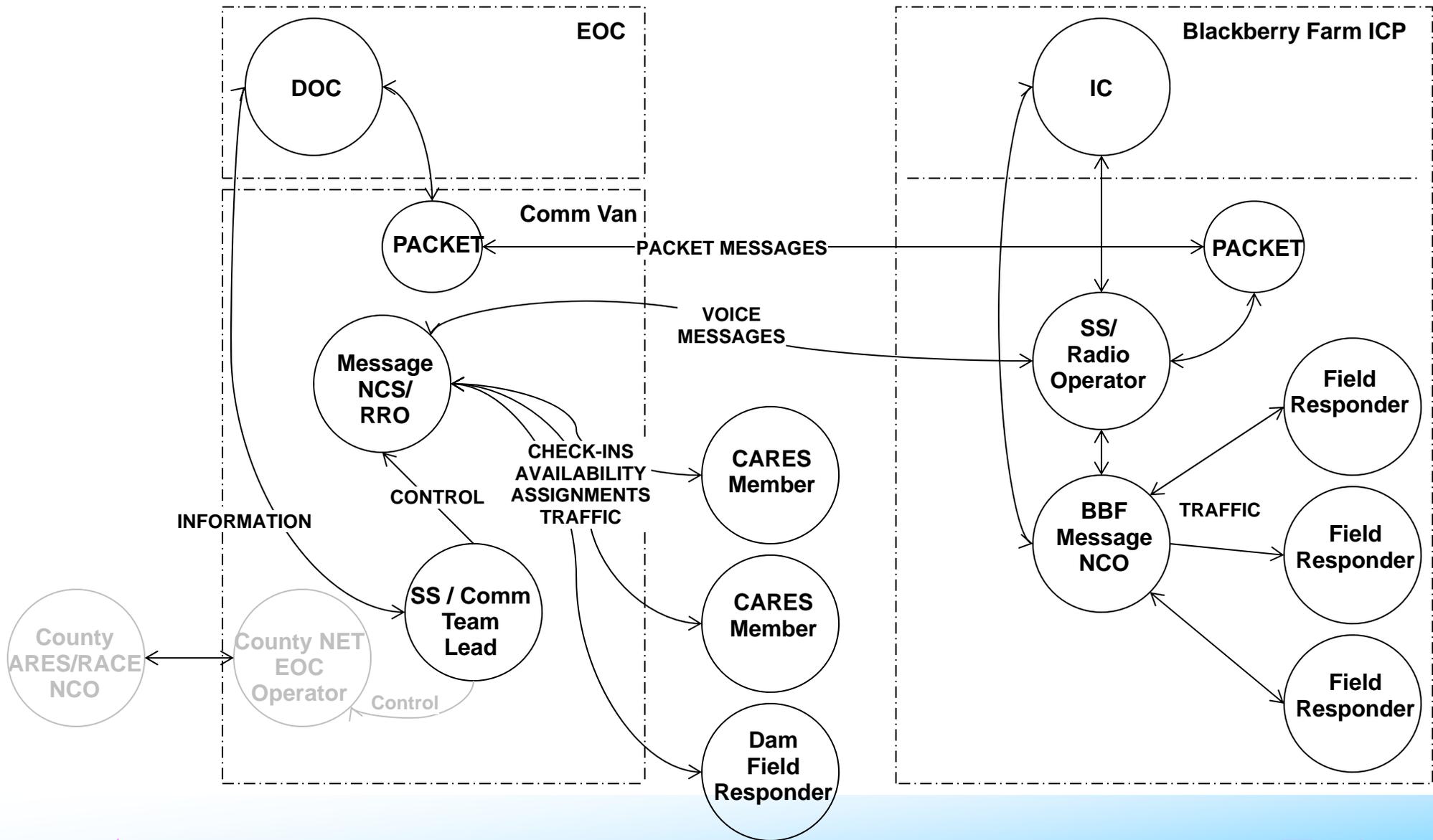
1. Deployed a complete intact Field Communications Team
 1. Field Shift Supervisor
 2. Local Message Net Control Operator
 3. Field Responders



How we typically operate



How we handled this event

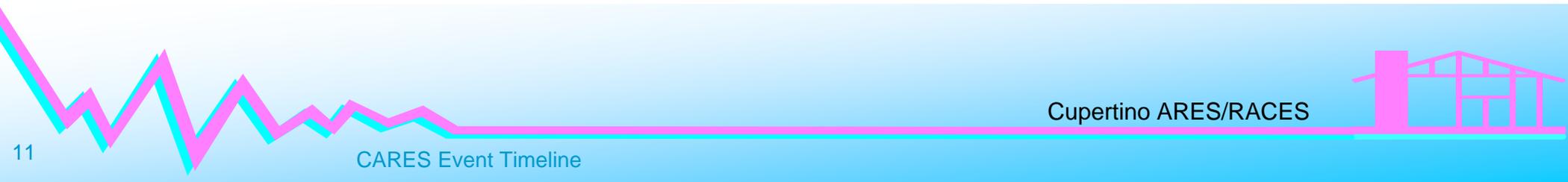


Unique aspects of this drill for us

1. Deployed a complete intact Field Communications Team
 1. Field Shift Supervisor
 2. Local Message Net Control Operator
 3. Field Responders
2. Role as a Communicator with a field team
 - Message volume (or lack thereof) – could this be real?
3. Actually exercised a shift change in the field
4. DOC-to-Comm Van network connectivity
 1. Instant Messaging between DOC, Shift Supervisor, Packet Station, other EOC Staff
 2. (Almost) automated message passing from DOC to Packet



DOC to Comm Van Connectivity



Team Feedback



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CARES Event Timeline

EOC Shift Supervisor

What worked?

- The IM setup worked well between the DOC and the Van.
- Van as a radio room seems to be complete.
- Packet worked well with getting longer messages (or any messages) from BBF to Van to DOC.
- The Check-in process and assignments went smoothly. Scheduling the second shift went without a hitch.

What didn't work?

- Need to use of T-cards, include call signs and names as people check in.

Other Observations

- ...



EOC NCS – TAC 1

What worked?

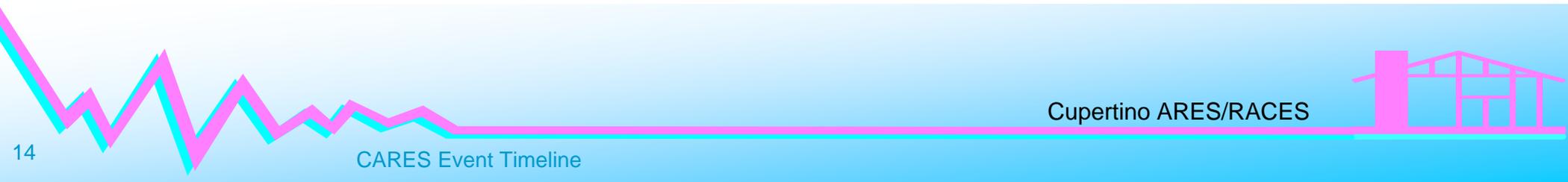
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What didn't work?

- Blackberry Farm to EOC/Com Van VHF link was very marginal
- Field assignment shift changes, Com Van operation

Other Observations

- ...



Blackberry Farm Shift Supervisor

What worked?

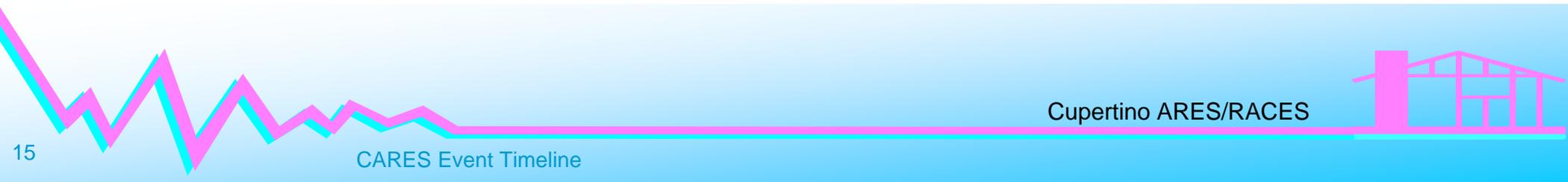
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What didn't work?

- Antenna Placement for TAC1 communication. This was a challenge

Other Observations

- ...



Blackberry Farm NCS – TAC 2

What worked?

- Net Control was where the action was.
- Good Transition of 8 CARES members from TAC 1.
- Good use of SUV for MRC Med Comm. On the air training was needed.
- Knew where everyone was and their assignments if not working directly for CARES. Only pertained to person who checked into TAC 2
- CARES members became part of CERT teams.
 - All reports (victims etc.) were sent to Net Control. A runner provided the info to the IC. No need for FRS radio communication.
- Net Control had landline power. Were able to conserve on battery usage.

What did not work?

- Not all CARES members signed into TAC 2
- Could not always contact people due to terrain and other factors.

Other comments:

- Your GO-kit needs to have everything you might need for at least an 8 hour shift.
 - Extra battery
 - Battery charger or battery eliminator
 - Food and Water



Field Responders

What worked?

- The set up and communication protocol
- This local NCS worked very well. Knew where everyone was at all times.
- Network and deployment
- It was a good refresher exercise about search and rescue procedures

What didn't work?

- Felt that this was purely a CERT event.
- There was no definition of what kind of information was to BE passed back, if any, and to whom
- Getting food and water to CARES when everyone else is getting the same
- Overall we need to improve on Operations Planning and Execution

Other Observations

- ...



DOC Feedback

- Activation via CAS worked well.
- DOC setup went well (with a little bit of improvising).
- Cooperation with CARES went extremely well: professional and effective.
- Communication with CARES van via IM worked well, with considerations...
- Establishing packet communications with the ICP took a little longer than I had anticipated.
- The EOC was not staffed but we were able to review a couple scenarios with Ken Foot, and we got valuable feedback out of this.
- The IC at BBF was overwhelmed and therefore did not respond to many of the information, messages, and scenarios initiated by the DOC.
- CERT/MRC had requested CARES support for field operations. It appears that the local CARES net worked very well, but CERT/MRC didn't make much use of this capability.



Recommendations

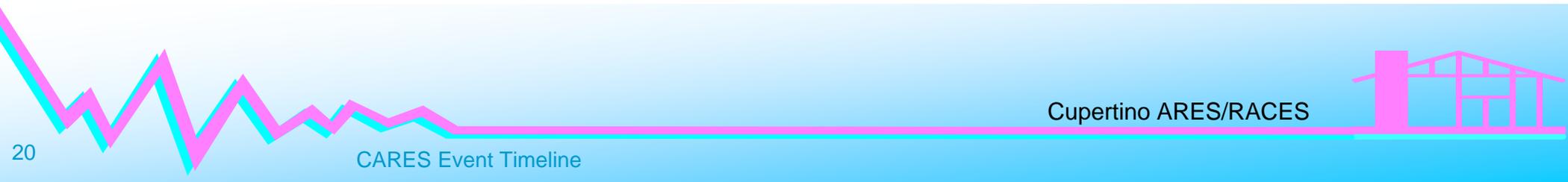
1. Help members to complete Field Responder and NCS/RRO quals.
2. Familiarize Net Control/Radio Room Operators with Van operations (essentially, our new radio room)
3. More opportunities for communications practice
 1. Voice message passing
 2. Packet
 3. Proposed (tentative) training dates is:

November:	NCS/RRO simulation	10-Nov
December:	Hands-on Packet	8-Dec
January:	PSA Drill, Voice	19-Jan
February:	Hands-on Packet	16-Feb
March:	NCS/RRO simulation	16-Mar
April:	Hands-on Packet	6-Apr
May:	Spring Comm Field Drill	18-May



Thank you

Any Questions?



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CARES Event Timeline