



**Cupertino Amateur Radio Emergency Service
Year 2000 Response Plan
December 31, 1999**

1 Introduction

1.1 Overview

The purpose of this plan is to describe how the Cupertino Amateur Radio Emergency Service (CARES) will operate in support of the City of Cupertino, identified local city agencies, and city neighborhoods during the Year 2000 (Y2K) transition.

This plan is designed to assist CARES emergency responders with elements of Y2K emergency planning and response in the event of an activation request.

This plan is for use by several groups. The CARES organization will use this plan as the basis for planing their activities leading up to and immediately after the Y2K transition. Emergency preparedness personnel at the City of Cupertino and other served agencies will also use this plan to understand how best to deploy CARES if required.

1.2 Mission

The standing mission of CARES applies to this plan: to provide communication services during a declared emergency to the community in a positive and professional manner. In this instance, a declared emergency may result from adverse consequences caused by or during the Y2K transition. The two standing CARES objectives in support of this plan are:

- Preparation - CARES members prepare for activation by taking part in communications system planning and operation, training, and exercises.
- Response - CARES members deliver backup and emergency communications to our city, served agencies and our neighbors.

1.3 Overview

This plan includes the following:

- A review of the state of the City, the contracted or resident city services, and their plans for Y2K readiness
- A description of the CARES activities in support of this plan, including:
 - √ Preparedness activities
 - √ Plan for Increased Readiness
 - √ Review of Initial Response Scenarios

1.4 Revision

This plan may change to reflect changes in the needs of the City. Any changes to this plan will be distributed to all members and served agencies.

Revision	Date	Comments
0.9	24-Oct-1999	Draft, ready for review with the Membership
1.0	11-Nov-1999	Incorporates feedback from 4-Nov CARES meeting
1.1	31-Dec-1999	Includes changes to reflect County SVECS plans



2 General Readiness

The following is a general review of the City, contracted or resident city services, and their plans for Y2K readiness as of October 20, 1999.

Service	Situation / Response Plan	Contingency
City of Cupertino	<ul style="list-style-type: none"> • Y2K Ready – all corrective action has been taken with fleet, alarms, elevators • EOC will not be open 	Unknown
Santa Clara County Sheriff's Department	<ul style="list-style-type: none"> • Y2K Ready – all corrective action has been taken • County EOC will be opened with Administrative Staff 	Unknown
Santa Clara County Fire Department	<ul style="list-style-type: none"> • Y2K Ready – all corrective action has been taken 	Unknown
Pacific Gas and Electric	<ul style="list-style-type: none"> • Y2K ready. • PGE Emergency Center will be staffed 	Unknown
Pacific Bell	<ul style="list-style-type: none"> • Y2K Ready • Concern is with E911 system overload. 	Unknown
Santa Clara Valley Water District	<ul style="list-style-type: none"> • Y2K Ready • Water District EOC on standby 	2 weeks of water available to district customers (gravity fed)
Cupertino Sanitary District	<ul style="list-style-type: none"> • Y2K Ready • However, CuSD is dependent on electricity to remain operational (pumps) 	Unknown
DeAnza College	<ul style="list-style-type: none"> • Eight generators on campus • Campus will be closed that weekend 	Unknown
CARES	<ul style="list-style-type: none"> • All radio equipment is Y2K Ready • CARES EOC packet system is Y2K Ready, however, both the PC and the TNC will require a manual time-change. • CARES will move to Increased Readiness Operations on 31-Dec-99. 	See Section 5, this plan



3 Preparedness Operations

3.1 Definition

Refer to the CARES SOP for additional information about Preparedness Operations.

Preparation is the operational phase in which CARES members will spend the bulk of their time. It is best characterized as a period when no emergency situation exists or is imminent. CARES will take advantage of this time for planning, training, and practice. In each case, different CARES members can be involved as time, expertise, and interest allow.

The following is the list of activities that CARES will perform to support this operational phase.

3.2 Planning

CARES will develop a Y2K Response Plan that will contain the operational elements found in this document. Once finalized, the Plan will be distributed to all CARES members with the December 1999 meeting announcement.

3.3 Orientation Training

Orientation training will be held for the CARES organization on various aspects of Y2K. This training will be presented during the November 4, 1999 regular CARES meeting and will cover the following topics:

Topic	Discussion points	Handouts
1. State of Industries Y2K readiness	<ul style="list-style-type: none"> Highlight state of readiness of critical industries 	Spectrum, July 1999 Y2K Interim Report, IEEE
2. Review the state of the City response	<ul style="list-style-type: none"> Review city handout Review response plans of resident utilities 	City of Cupertino Year 2000 Status Report
3. Review the state of Amateur Radio Y2K readiness	<ul style="list-style-type: none"> Review equipment list for Y2K readiness 	QST April 1999 Y2K readiness of Amateur Radio equipment, ARRL
4. Review proposed CARES response plan	<ul style="list-style-type: none"> Discuss Increased readiness operations Discuss initial response operations and scenarios Refine the plan 	CARES Y2K Response Plan (this document)

3.4 General Preparedness

- All members should perform a thorough equipment check, including battery checks, radio checks, supplies, etc.
- CARES members are encouraged to check in to the weekly CARES net for updates to the Y2K Plan and other information.

3.5 Resources

- Identify CARES members who will be available for a potential response during the Year 2000 transition weekend. Use the weekly CARES Net and e-mail for identifying and passing information to CARES members.
- Identify CARES Net Control Operators to run the Increased Readiness Nets.
- Identify CARES members who will periodically monitor international news channels.



4 Increased Readiness Operations

4.1 Definition

Refer to the CARES SOP for additional information about Increased Readiness Operations. In general, the objectives for Increased Readiness Operations are:

- All CARES members have been alerted and are ready to respond.
- CARES members are kept up to date on changes and developments regarding the potential emergency

On receipt of a warning, the observation that an emergency situation is imminent or likely to occur soon, or at the request of the City, the EC/RO will initiate actions to increase the readiness of CARES to respond.

The following are the activities that CARES will perform to support this operational phase.

4.2 Planned Activities

Because the Year 2000 transition will progress from east to west throughout the world, CARES will periodically monitor the transition and assess the risks and impact to Cupertino as the local transition hour approaches.

CARES will initiate an increased state of readiness prior to the Year 2000 transition. The following describes the specific activities in which CARES will engage.

NOTE: At any time, CARES may be activated to support a potential or occurring problem. In this event, refer to *Section 5 Initial Response Operations* in this document for more information.

Step	Date/Time (local time)	Activity	Participants
1	12/31/1999, 0700 Friday	<ul style="list-style-type: none"> • CARES transitions to an operational phase of Increased Readiness. • Establish the watch on the CARES Frequency. 	EC initiates
1A	12/31/99 1200 Friday	RACES Activation, mission number XSC-99-2	County, City RACES
1B	12/31/99 1500 Friday	Santa Clara County EOC Amateur Radio Nets are activated. Tactical: 146.115+ PL=100 EC-to-DEC 440.100+ PL=100 Packet 223.66, KB6UOO-1	Unless activated, CARES EC, AECs will participate in EC-to-DEC net as appropriate.
2	12/31/1999, 1600 Friday	Monitor international news services about Y2K impacts in Europe (8 hour difference)	EC, other members
3	12/31/1999, 1630 Friday	Activate the CARES Emergency net. <ul style="list-style-type: none"> • Take check-ins • Pass information about any reported Y2K problems in Europe and locations already experienced the New Years 	All CARES Members
4	12/31/1999 2100 Friday	Monitor national news services about Y2K problems on the US East Coast (3 hour difference)	EC, other members
5	12/31/1999, 2130 Friday	Activate the CARES Emergency net. <ul style="list-style-type: none"> • Take check-ins • Pass information about reported Y2K problems on the East Coast 	All CARES Members



Step	Date/Time (local time)	Activity	Participants
		and locations already experienced the New Years <ul style="list-style-type: none"> Update resource availability through the weekend 	
5A	1/1/2000 0300 Saturday	Secure the Santa Clara County EOC Amateur Radio Nets	
6	1/01/2000, 1945 Saturday	Activate the CARES Emergency net. <ul style="list-style-type: none"> Take check-ins Pass information about reported Y2K problems 	All CARES Members
7	1/02/2000, 1945 Sunday	Activate the CARES Emergency net. <ul style="list-style-type: none"> Take check-ins Pass information about reported Y2K problems 	All CARES Members
7A	1/3/2000 1200 Monday	Secure from RACES Activation	County, City RACES
8	1/03/2000, 1945 Monday	Activate the CARES Emergency net. <ul style="list-style-type: none"> Take check-ins Pass information about reported Y2K problems 	All CARES Members
9	1/04/2000, 1945 Tuesday	Activate the Weekly CARES Emergency net. <ul style="list-style-type: none"> Take check-ins Pass information about reported Y2K problems Secure from Increased Readiness Operations Secure the watch of the CARES frequency. 	All CARES Members

4.3 General Preparedness

- CARES members are requested to carry your radio and, if possible, monitor the CARES frequency (147.570s) for any notifications.
- If you have limited battery capacity and need to conserve battery power, CARES members should check the CARES frequency for traffic at the beginning each hour for five minutes.
- The following is the list of cities and when they experience Y2K relative to our local time.

<u>City</u>	<u>our local time</u>
Auckland	03:00
Sydney	05:00
Tokyo	07:00
New Delhi	10:30
Berlin	15:00
London	16:00
New York	21:00
Chicago	22:00
Denver	23:00



5 Initial Response Operations / Activation

5.1 Definition

Refer to the CARES SOP for additional information about Initial Response Operations.

The operational objectives for this phase are:

1. CARES is formally activated.
2. The City EOC management team receives a preliminary damage assessment.
3. The Extended Response Plan is developed and approved.

The CARES activation and initial response is triggered by a local declaration of an emergency by the City's Director of Emergency Services. This activation may take place before, during, or immediately after an emergency situation occurs. Regardless of the time of the activation, the initial CARES response will most likely take place in the field.

5.2 Planned Activities

In the event CARES is activated, the CARES response will depend solely on the problem presented to the city.

In general, it is anticipated that CARES will be asked to provide backup communications for city officials, agencies, and contract services. This would most likely involve providing "shadowing" support and staffing at fixed and portable field locations where communications is required.

While multiple failure scenarios could exist, the following outlines CARES' general response to a non-specific failure:

1. If phone service IS available, a designated City Official will contact the CARES EC by PHONE and the CARES Phone Tree procedure will be initiated. Members will be directed to check into the CARES Emergency Net.
2. If phone service IS NOT available, a designated City Official with Amateur Radio capability will contact the CARES EC by RADIO. The CARES EC will make a general announcement of a CARES activation on the CARES frequency.
3. The CARES Emergency Net will be established and member check-ins taken. A check of resource availability will be made. Additional information about the activation will be provided by the CARES EC.
4. A readiness report will be made to the Initiating City Manager. The Cupertino EOC radio room will be staffed as directed.
5. CARES resources will be dispatched as directed.
6. As directed, prepare for Extended Response Operations.
7. As directed, secure from Initial Response Operations (See Section 6).



6 Recovery / Deactivation

6.1 Definition

Refer to the CARES SOP for additional information about Initial Response Operations.

The operational objectives for this phase are:

1. CARES has accomplished its assigned mission and is directed to stand down.

Recovery activities are mainly executed by the City and involve restoring services to the public and rebuilding affected areas.

6.2 Planned Activities

In the event CARES was activated, then deactivated, our activities may include, but are not limited to:

- Performing an inventory, replenishment, and maintenance on personal equipment
- Assisting neighbors, relief agencies, or the city in non-communications recovery activities
- Transition to Preparedness Operations will be made at the next general meeting following a debrief and critique of the event.