2016 Earthquake!
Comm Field Deployment Exercise

1 December 2016
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Topics

Drill Introduction… what's the plan?

How the Cupertino ARKs fit into the picture

First ARKnet Test

2016 Earthquake Comm Drill

*** THIS IS DRILL TRAFFIC ***

The Bay Area was rocked by a 7.1 earthquake on the Hayward Fault. Wide-spread damage is reported. Power and communications are out throughout the area.

Mapping Capabilities to Hazards

Response

Hazards	What could go wrong	Requirements	Capabilities
• Dam Failure	• People – Injuries	• Mass care shelters	• Safety Assessments
• Earthquakes	• People – Trapped	• Evacuations	• Shelter Staff
• Power Failure	• People – Homeless	• Field First Aid stations	• Search & Rescue
• Terrorism/WMD	• People – Hungry	• Mass care, feeding	• First Aid
• Wildland Fire	• People – Sick	• DC/Fire Suppression	• Fire Suppression
• Urban Interface Fire	• Structures Damaged	• DC/Prelim Safety	• Watches (creek, fire, traffic, incident, etc.)
	• Structures Burning	• Mass Prophylaxis	• Communications (Field, Shadows, etc.)
	• Utilities – Power	• Search and Rescue	• General resource
	• Utilities – Gas main	• Information Outreach	
	• Utilities – Sewage	• Information Gathering	
	• Utilities – Water	• Assistance Requests	
	• Access problems		
	• Communications loss		

Mapping Capabilities to Hazards
Earthquake Scenario

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Response

CARES Response – what will we do

Earthquake Scenario

1. Preliminary Safety Assessment	CARES collects and reports information about the state of the city immediately after a city-wide emergency or disaster occurred.
2. Field Response	CARES members respond and operate at field assignments during a declared emergency.
3. Infrastructure Safety Assessment	CARES observes and reports on selected Cupertino critical facilities that are deemed to be important to the City or other Agencies.
4. EOC Support	• Staff the Comm Van / Radio Room • Provide situation roll-up of field reports • Support the EOC

CARES Response – what will we do
Earthquake Scenario

1. Preliminary Safety Assessment	CARES collects and reports information about the state of the city immediately after a city-wide emergency or disaster occurred.
2. Field Response	CARES members respond and operate at field assignments with CCC during a declared emergency. • Staff the ARKs and Fire Stations • Support public information outreach • Handle community emergency assistance requests
3. Infrastructure Safety Assessment	CARES observes and reports on selected Cupertino critical facilities that are deemed to be important to the City or other Agencies.
4. EOC Support	• Staff the Comm Van / Radio Room • Provide situation roll-up of field reports • Support the DOC and EOC

2016 Earthquake Drill Introduction
Overview

We will exercise the CARES communication functions through a full field deployment using an Earthquake that the City would face.

Objectives

1. Exercise voice and packet message passing procedures.

2. Exercise ARK Startup procedures.

3. Test ARKnet communications with the EOC.

4. Exercise the amateur radio equipment and procedures at the SCC Fire Stations located in the City.

5. Exercise CCC to DOC information roll-ups.

2016 Earthquake Drill Introduction
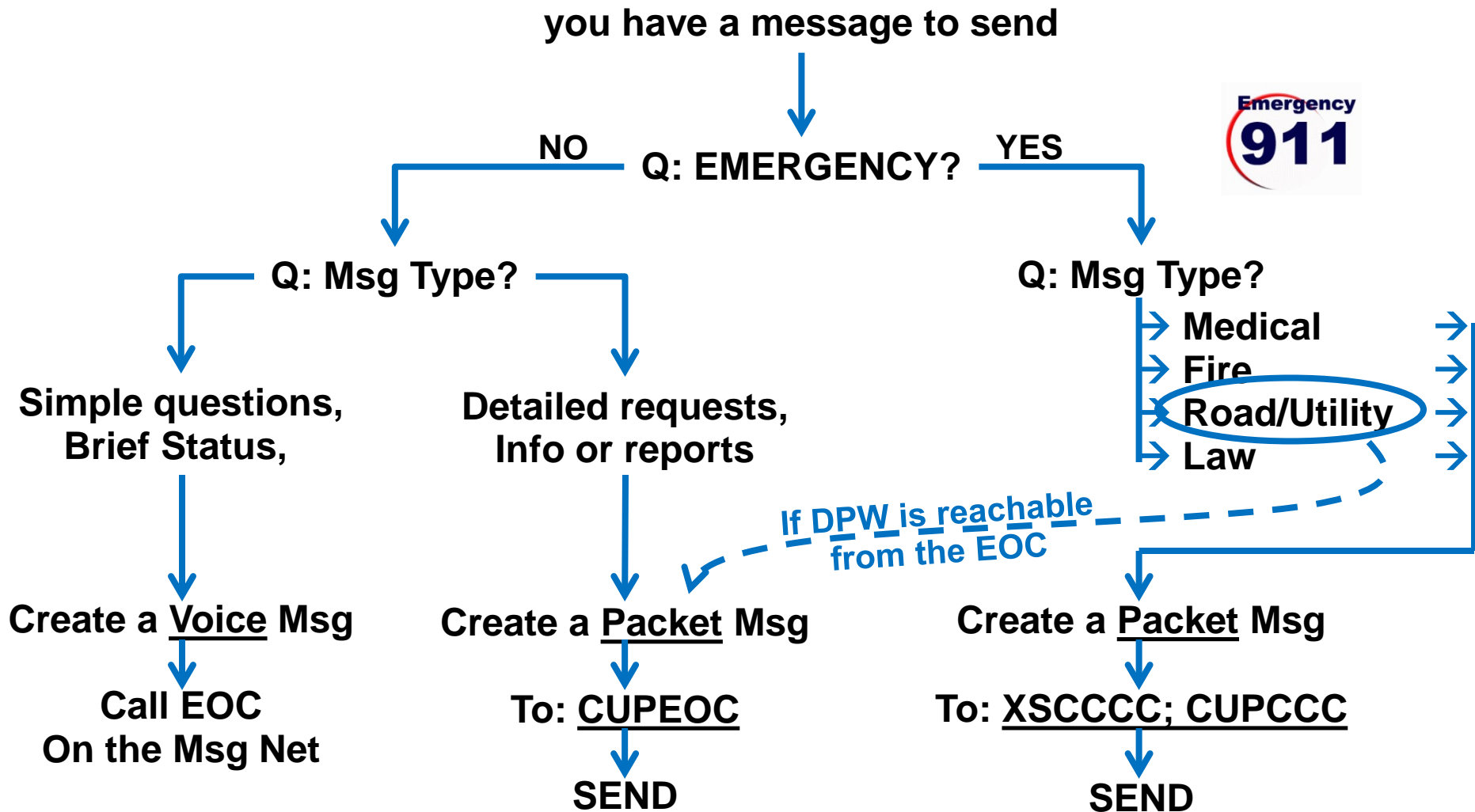## Overview

Concept

This will be a communications functional exercise based on an earthquake event that significantly impacts Santa Clara County.

1. The Exercise will occur over a 4 hour period on Saturday Dec 10, 2016.

2. Assignments are made per the CARES response model, resource availability, and location priority.

3. All ARKs will be activated and staffed with CERT and CARES.

4. Two Fire Stations will be activated and staffed with CERT and CARES.

5. The CCC DOC will be activated and staffed; simulates the EOC response.

6. Formal messages go by Amateur Radio; CERT-DOC inquiries by ARKnet.

7. Drill traffic will originate in the field and passed to Cupertino EOC or County Comm.

Obj #1: Exercise voice and packet message passing

you have a message to send

NO ← **Q: EMERGENCY?** → **YES**

Emergency 911

Q: Msg Type? (NO branch)

- **Simple questions, Brief Status,**
- **Detailed requests, Info or reports**

Q: Msg Type? (YES branch)
- → **Medical** →
- → **Fire** →
- → **Road/Utility** →
- → **Law** →

If DPW is reachable from the EOC

Create a <u>Voice</u> Msg

Call EOC On the Msg Net

Create a <u>Packet</u> Msg

To: <u>CUPEOC</u>

SEND

Create a <u>Packet</u> Msg

To: <u>XSCCCC; CUPCCC</u>

SEND

Bottom Line: Use your Judgement

Obj #2: Exercise ARK startup procedures

Today's approach

ARKs as Incident Command Posts (ICPs)

Staffing levels and training requirements

Scope of the mission

Different Approach

How we use the ARKs changes as the situation evolves

Introducing ARK Activation Levels
Obj #2: Exercise ARK Startup procedures

How does the City use the ARKs?

The primary three functions of an ARK are:

- be the *disaster communication link* between the City and the local community,

- act as an information exchange about existing local hazards and available disaster services, and

- coordinate the local neighborhood response.

Introducing ARK Activation Levels

Obj #2: Exercise ARK Startup procedures

How does the City use the ARKs?

We do this through 2 activities:

- *Zone Reporting* – for collecting local status and incident reports, and act as a conduit for passing information from the City to the community.

- *Incident Command Posts* (ICP) – continue with Zone Reporting as well as for coordinating the local neighborhood response.

Introducing ARK Activation Levels
Obj #2: Exercise ARK Startup procedures

Transitioning from one activity to the next.

***Level 1 – Zone Reporting**. Responders start zone report collection; they attempt to contact the DOC to pass local status and ask for instructions.*

***Level 2 – Zone Reporting with Communications**. Responders continue zone report collection, have established communications with the DOC, and can provide summary reports to the City.*

***Level 3 – ICP Activation**. Responders continue zone report collection, sign in volunteers, develop action plans, set up an Incident Command Post, and organize teams for the local zone response.*

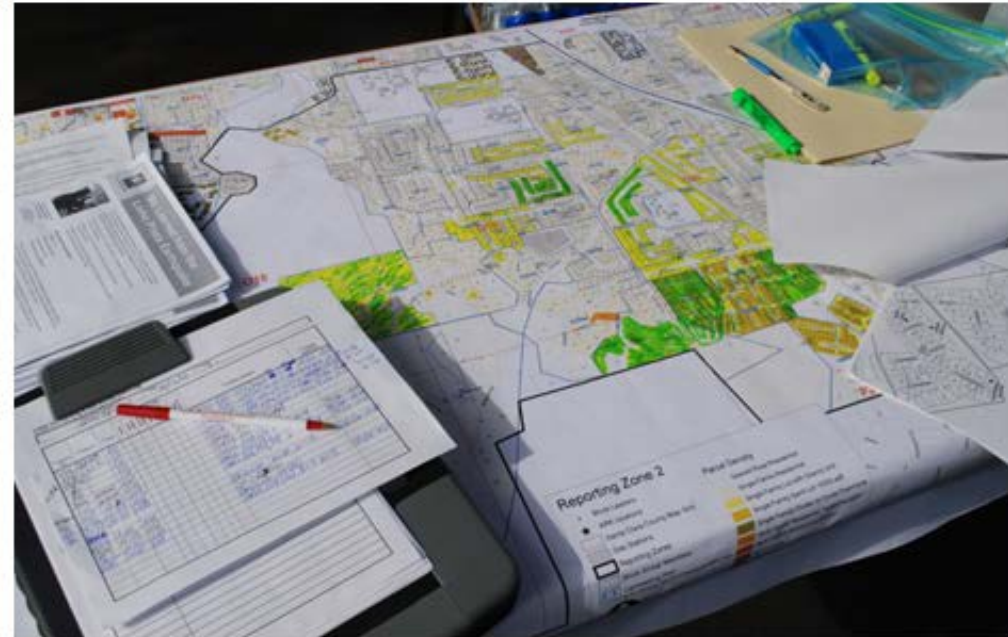# Cupertino ARK Activation Levels

Purpose

1. Activate the ARKs only to a level that aligns with the situation.

   - Extent of the problem

   - Available staffing

   - Training levels

This document is supporting a test of a different approach to activate the ARKs!

Thinking about the response

1. **Take care of yourself:**
   - Determine your condition and assess your immediate safety.

2. **Take care of your family:**
   - Determine the condition of your family; apply first aid if necessary.
   - Determine the structural soundness of your home; evacuate if necessary.
   - Turn on your radio, listen to **Radio Cupertino 1670 AM**.

3. **Take care of your immediate neighborhood.**
   - Offer assistance as necessary up to the level of your training.

4. **If you can respond to support the emergency:**
   - For CARES:
     - Check into the CARES Emergency Net; perform the PSA; receive an assignment.
   - For CERT:
     - Proceed to your ARK, making observations along the way.
   - Once at the ARK, proceed with the Level 1 checklist below.

Level 1 – Zone Reporting

Goal

The goal of a Level 1 Activation is to establish Cupertino Zone Reporting locations for collecting reports and determining the extent of the problems that may exist within your reporting zone.

Situation

1. You are the first to arrive at the ARK.

2. The ARK is LOCKED and you do not have the access code.

Things you should know before you get started

1. *Level 1 Activation Checklist* describes tasks to get you started.

2. You are the Zone Reporting Leader.

3. Your supervisor is the Cupertino Citizen Corps DOC.

4. Your job is to complete the Level 1 checklist.

5. It is OK to use blank paper to start collecting volunteer check-ins, reports

6. *You are not alone!*

Checklist

Level 1 – Zone Reporting

NOTES:
- More than likely, CERT will be the first ones at the ARKs.
- This Level 1 Checklist will help get the first responders started.

Level 1 – Things you should immediately do:

_____	1. **Start a check-in sheet** using the ICS 211B Sign-in Sheet (if you have one) or a blank sheet of paper with these columns: a. Name b. Address c. Signature d. DSW Class (CERT, MRC, CARES, other) e. Time IN f. Time OUT (filled in if told to shut down operations)
_____	2. Sign yourself in.
_____	3. **Start an activity log** using the ICS 214a (if you have one) or a blank sheet of paper. Record significant events and activities only.
_____	4. When other volunteers arrive, have them sign in.
_____	5. When other residents arrive, record their report and/or observations. Include their name and contact information.
_____	6. Ask other volunteers to help with the sign-in or status report collection activities.
_____	7. Attempt to contact the DOC by cell phone or wait for a CARES member to arrive. Once voice communications is established by either means, proceed to the Level 2 checklist.
_____	8. If no communications is established with the DOC, remain at Level 1.
_____	9. If you have to leave, or if you have not received any reports for 10-15 minutes (use your own judgement), a. Leave a note at the lockbox or the ARK when you arrived and left (name, time, date). Tape or attach this note to the instruction plaque on the ARK or fence by the lockbox. b. Drop off anything that you wrote down or collected from anyone else at the City Hall Reception Desk and address it to "Citizen Corps Coordinator" during the next business day.

Level 2 – Zone Reporting
with Communications

Goal

The goals of a Level 2 activation are:

1. continue Level 1 activities,

2. maintain two-way communications with the DOC, and

3. pass information, requests, and status on what is happening at this location.

Situation

1. One or more CCC members have arrived and established communications with the EOC/DOC.

2. The ARK can now be UNLOCKED and opened by requesting the lockbox access code from the DOC.

3. Reports continue to come in from residents about situations in their neighborhoods.

4. Other volunteers (CCC members or untrained volunteers) are arriving and offering to help.

Checklist

Level 2 – Zone Reporting with Communications

NOTES:
- CARES has arrived and made contact with the EOC.

Level 2 – things you should do immediately

_____	1. Continue to perform the Level 1 activities.

_____	2. CARES should establish contact with the DOC to:
	  a. Request an activation number.
	  b. Get the ARK lockbox access code if the decision is to open the ARK.

_____	3. Once opened, look for the *ARK Logistics Binder* (clearly marked) on a shelf near the file boxes. Make a log entry for whatever equipment is removed from the ARK.
_____	4. Only remove the items you absolutely need for shelter, safety, and operations.

_____	5. For communications and volunteer sign-in, set up the following:
	  a. 2 table, 4 chairs, 1 generator, extension cord.
	  b. Voice and Packet communications with the EOC.
	  c. Tents, depending on available shade.

_____	6. Create a Status Report for the DOC, include:
	  a. Location of this Zone Reporting location
	  b. Inform them that this location is at Level 2
	  c. Number of volunteers present by type (CERT, MRC, CARES)
	  d. Summary of initial reports
	  e. State of packet radio operations
	
	Have the CARES member send the report to the DOC.

_____	7. If a Level 3 Activation is not required, then remain at Level 2.

_____	8. If a Level 3 Activation is not required and this ARK is to be shut down, then
	  a. Break down the setup and return all material to the ARK.
	  b. Make a log entry for the equipment returned.
	  c. Make notations if any repairs are needed or supplies to be replenished (e.g.: gas for the generator).
	  d. Return the *ARK Logistics Binder* to where you found it.
	  e. Lock up the ARK and return the key to the lockbox.
	  f. For anything that you wrote down or collected from anyone else, drop off at the City Hall Reception Desk and address it to "Citizen Corps Coordinator"

Level 3 – Incident Command Post

Goal

The goal of a Level 3 Activation is to establish a formal Incident Command Post at this location.

Moving to Activation Level 3 / ICP requires a decision between you and the DOC. The discussion would include:

1. Confirmation that you are operating at level 2.

2. Identify and agree on the action plan for the initial Operations Period.

3. Identify the Incident Commander.

4. Confirm the resources available as needed to support ICP operations.

Other resources

Obj #2: Exercise ARK Startup procedures

ARK maps

Contact Numbers

Recommended CERT Go-Kits

How do we test this process?
Obj #2: Exercise ARK Startup procedures

WHO: CERT and CARES

WHAT: Field Communications Drill, All ARKs

WHEN: 10-December, 8:00am to 12:00pm

WHERE: Your local ARKs, Cupertino & Seven Springs Fire Station

HOW:
1. CERT responds to the ARK, Begin Level 1 Activation.
2. CARES finally shows up; begin Level 2 activation (makes contact with the EOC/DOC, gets the ARK lockbox codes)
3. Open the ARK and do the Level 2 Setup
4. Set up Voice and Packet communications
5. Simulate receiving walk-ups from the Community
6. Pass City and 911 message traffic (drill traffic).

Obj #3: Test ARKnet communications with the EOC

Quick ARKnet Recap…

- ARKnet is Cupertino's ***emergency wireless network*** that connects critical City locations together.

- ARKnet will be ***used during emergencies*** by the Cupertino Citizen Corp and other City staff.

- It will provide the City with ***accurate and timely information*** of the field situation that will…

- …**accelerate decision-making and speed the recovery**.

- ARKnet is not a general public internet service.

- ARKnet operates as a Part 15 service with commercial gear, not Part 97 and Amateur Gear.

ARKnet Project Goals

What is ARKnet

1. Deploy the **Cupertino Emergency Intranet** to all ARKs, EOC, City sites, and fire stations.

2. Support the following user groups:
   - Cupertino Citizen Corps
   - Cupertino EOC staff
   - City emergency responders and staff at City sites

3. Use familiar applications on the network
   - ✓ VoIP telephone system
   - ✓ File Sharing
   - Instant Messaging
   - Web page serving and information downloads
   - ✓ Video streaming
   - End-user messaging
   - WebEOC data entry and access

ARKnet Site Map
What is ARKnet
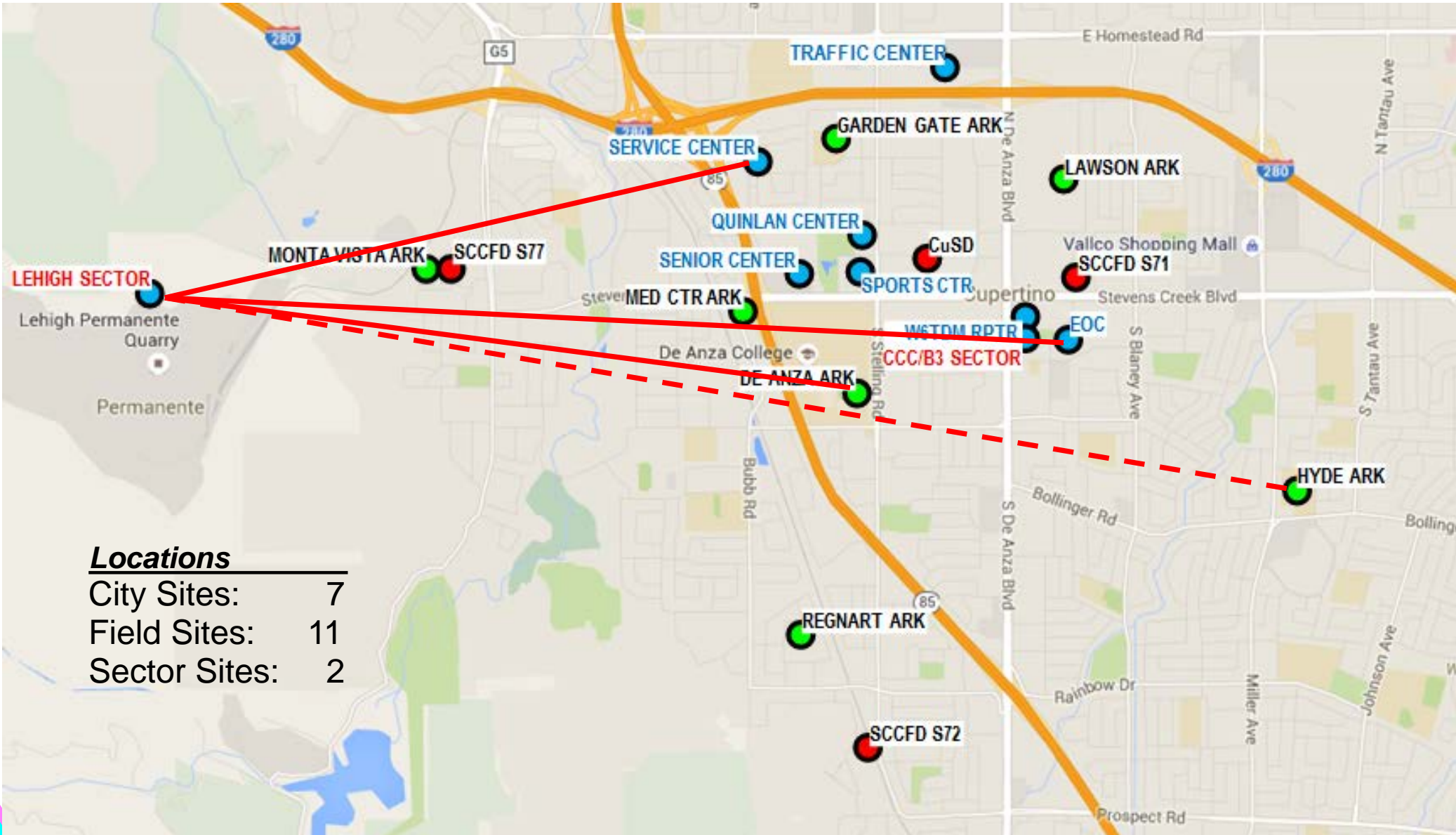
ARKnet Deployment
De Anza ARK… on line!

What's up (and running)?
- VoIP Telephone
- Video Streaming

Radio

Wireless Access Point

WebCam

Mast

Solar Panel

20'

8' 6"

8'

20'
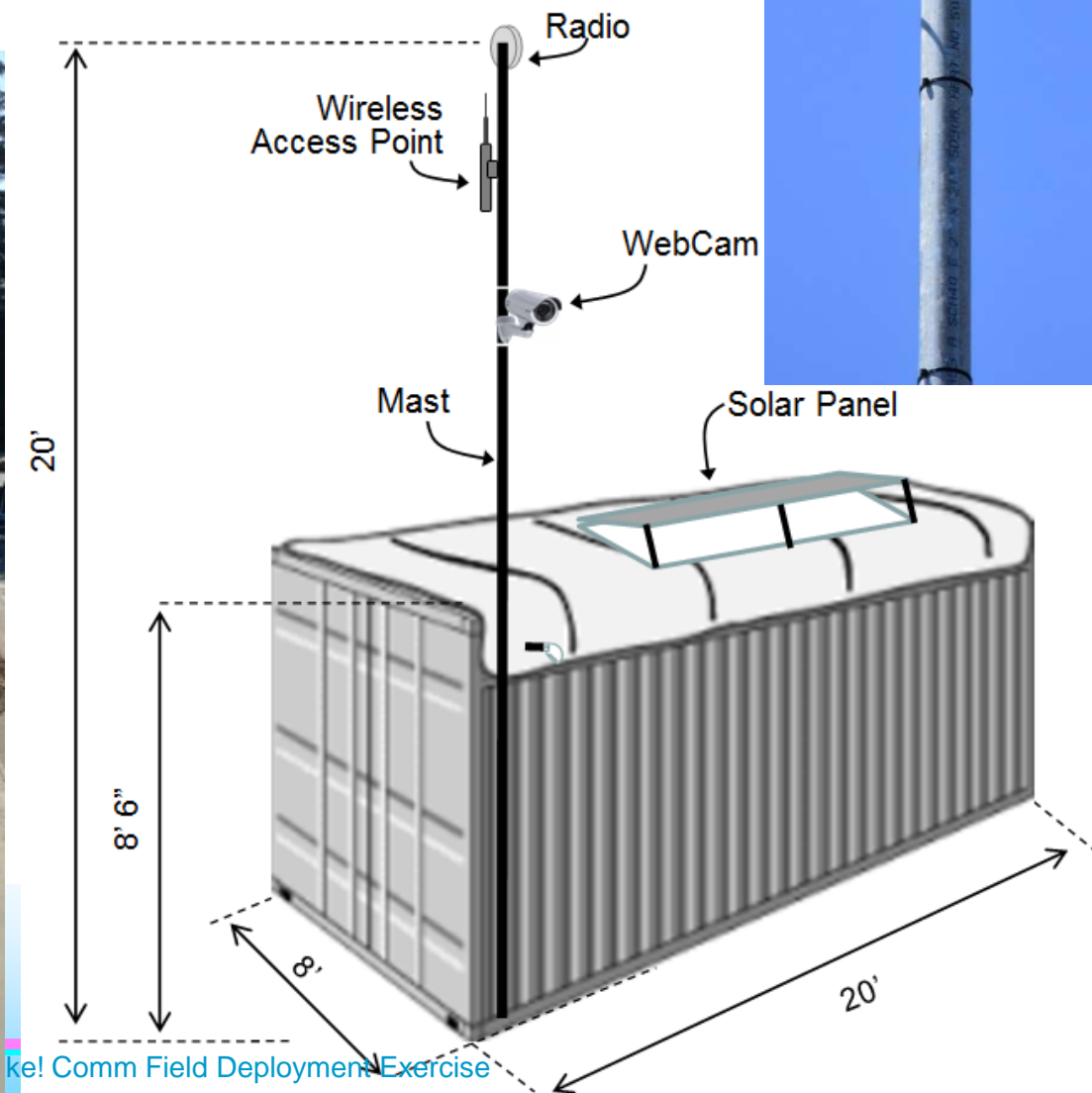
ARKnet: how will we use it?
Obj #3: Test ARKnet communications with the EOC

The big attraction… a Phone!

But, ARKnet is NOT for…

1. Formal message passing. Like any conversation, it is hard to document what was requested or agreed to after the fact.
2. General public use. ARKnet is strictly for support of the emergency response.

ARKnet can be used for…

1. City Staff when other communications fail.
2. Tactical and administrative discussions between ARK ICP Staff and the DOC/EOC.

Amateur Radio continues to be …

1. the communications method for official Field-to-Doc messaging due to the discipline that we follow.

How do we test ARKnet?

Obj #3: Test ARKnet communications with the EOC

WHO: CERT and DOC

WHERE: De Anza ARK, EOC

HOW:

1. A Phone Server is in place and phone numbers have been set up for De Anza ARK and the EOC.

2. CERT can make a call to the DOC via ARKnet.

3. DOC can make a call to the De Anza ARK via ARKnet.

4. Consider the type of communications that would pass by ARKnet.

Earthquake Exercise

The Plan

1. Deploy Field Teams (CARES and CERT) to the ARKS and Cupertino and Seven Springs Fire Stations to take assistance requests from residents; pass message to either County Comm or the EOC.

2. Each Field Team needs to bring…

    1. Standard ICS Forms – ICS 213, ICS 214, ICS 309

    2. Field Manuals:
       CARES Field Communications Handbook (version 2016.01)
       CARES Packet Radio Users Guide (version 2016.01)

Earthquake Exercise

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Communications Field References

Cupertino ARES/RACES
Providing emergency and public service communications for the City of Cupertino, California

Welcome!

Home

About us

Operations

Training

Exercises & Events

Docs & References

Projects

Cupertino Citizen Corps

County RACES

City of Cupertino

Member Log in (TEST)

Field References

Name	Description, Content
Field Communications Operations Handbook Manual | Booklet, Jan 2016	PDF, This Handbook is a compilation of several SOP areas as well as key procedure training. This handbook should be carried by all CARES members. **Note:** The *Booklet* file is formatted to create a 5½" x 8½" booklet when printed with a 2 sided printer. See the printing instructions here.
Packet Radio Users Guide Manual | Booklet, Jan 2016	PDF, This Handbook introduces packet radio, the CARES Packet Kits, and procedures for creating, sending, and receiving packet messages. **Note:** The *Booklet* file is formatted to create a 5½" x 8½" booklet when printed with a 2 sided printer. See the printing instructions here.
Comm Van Reference Manual | Booklet, Dec 2015	PDF, This manual covers most information and procedures needed to deploy and operate the communications van. The intended user is the Van Supervisor and Van Sups-in-Training. **Note:** The *Booklet* file is formatted to create a 5½" x 8½" booklet when printed with a 2 sided printer. See the printing instructions here.
Comm Van Radio Reference Manual | Booklet, Dec 2015	PDF, This manual is a quick reference for most of the radio equipment installed in the van. Paper copies of the manufacturer's manuals are available for in the van as well. **Note:** The *Booklet* file is formatted to create a 5½" x

Upcoming Activities

5 May 2016, General Meeting
Packet as part of a field deployment, Drill Prep, 7:30pm to 9:00pm, EOC, City Hall

7 May 2016, Comm Outage Exercise
This is a repeat of our Nov 2015 drill, but will do it again by Packet. 8:00am - 12:00pm
  More Details...

2 Jun 2016, General Meeting
Comm Outage exercise followup and Field Day Prep. 7:30pm to 9:00pm, EOC, City Hall

25 Jun 2016, Field Day
a.k.a. "Emergency Field Comms Drill," includes HF operations, demos, and community outreach. 8:00am to 5:00pm, Torre Ave between City Hall and the Library.

10 Sep 2016, Silicon Valley Fall Festival
9:00a to 5:00p, Memorial Park
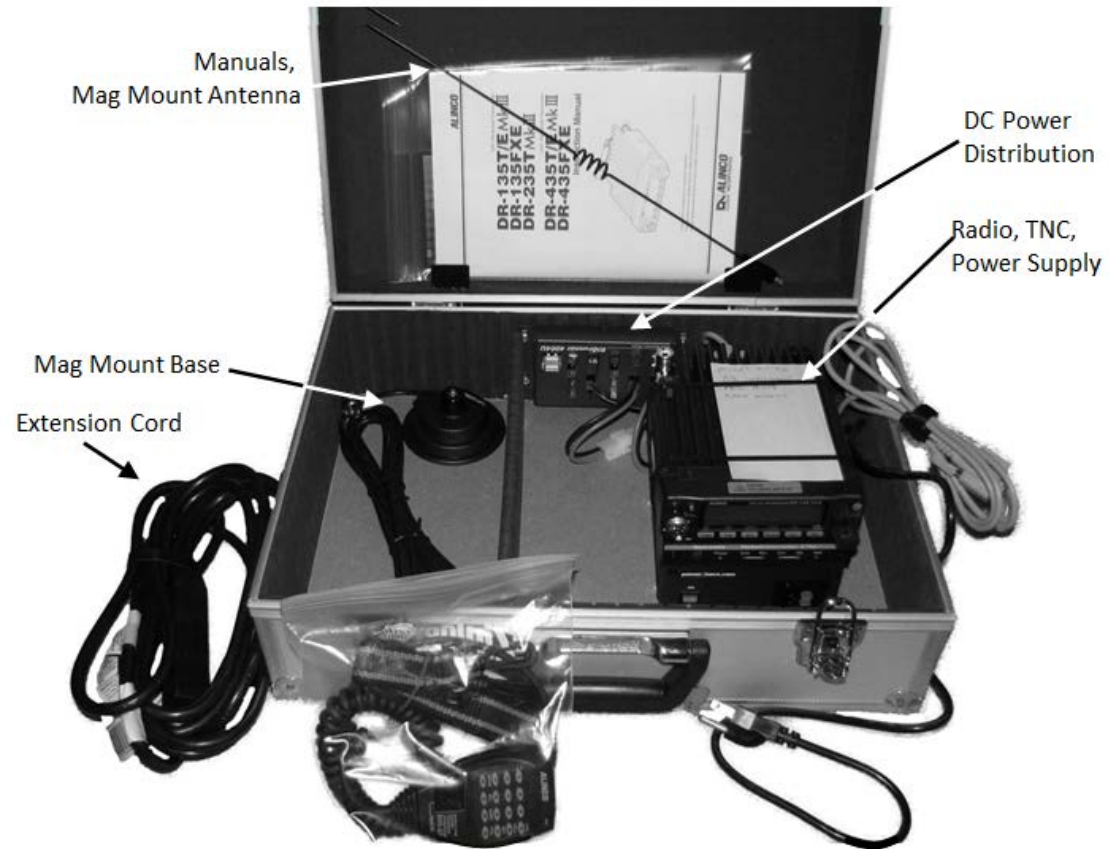
Communications Field References

2016.01
Field Communications Operations Handbook
Cupertino ARES/RACES

2016.01
Packet Radio Users Guide
Cupertino ARES/RACES

Power and Packet

Manuals, Mag Mount Antenna

DC Power Distribution

Radio, TNC, Power Supply

Mag Mount Base

Extension Cord

Earthquake Exercise
The Plan

The Plan

3. Each Field Team will…
   a. be use a packet station Tactical Call and Message Identifier.
   b. find your scenario sheet describing encounters with the community that require a message to be sent.
   c. request the access code from the EOC for access to the ARK.
   d. determine how you both will work together with your CERT partner.
   e. pass 9-1-1 traffic by Packet to County Comm.
   f. pass non-emergency community requests to the Cupertino EOC by voice or packet.
   g. pass field status reports by Packet to the Cupertino EOC.

Planned Field Assignments
Where will you be?

Voice Tactical Call	Packet Tac Call	Packet Msg ID
ARK Sites		
Monta Vista ARK	CUPMVA	MVA
Regnart ARK	CUPRSA	RSA
Garden Gate ARK	CUPGGA	GGA
De Anza ARK	CUPDZA	DZA
Lawson ARK	CUPLSA	LSA
Hyde ARK	CUPHYA	HYA
SCC Fire Stations		
Cupertino Station	XSCF71	F71
Seven Springs Station	XSCF72	F72
Monta Vista Station	XSCF77	F77

2016 Earthquake! Comm Field Deployment Exercise
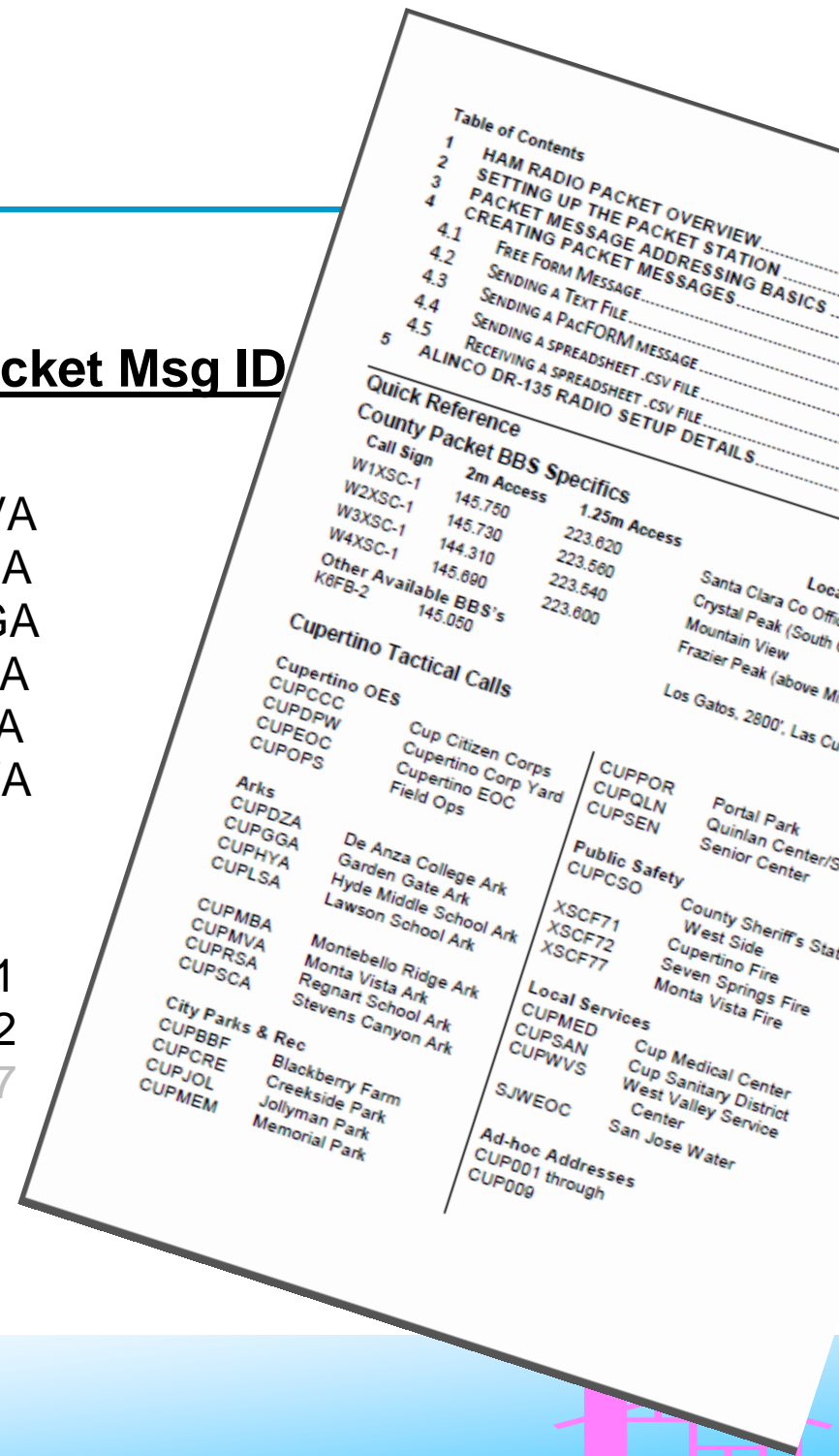
Simulating the event
Earthquake Exercise

1. All field responders will receive a scenario sheet for your specific assignment.

2. It will include the current conditions, what you see, what you hear, and when it occurs.

3. At the assigned time, read that item, and take the necessary action.

The following is provided as general information for your consideration during this drill.

Location	Monta Vista Ark, Stevens Creek Blvd and South Foothill Blvd
General Situation	• Power has been out throughout the city since the 7.5 earthquake at 6:00am. No estimate as to when the power will be restored. • The wired and cell phone network is overloaded – no dial tone the last time you checked. • You filled a water bottle when you left your house and observed that the water pressure was low. • KCBS is on the air, one of the few stations still broadcasting. They report that there was heavy damage from Napa to Carmel. No word of a Tsunami – that is on everyone's mind… but it is still early☺.
Weather:	Weather is current conditions at the time of the drill.

The following are the things you observe on your arrival at your assignment. These are things you see and interactions that you have with the people around you.

INSTRUCTIONS: Write the time you arrived in the blanks below, and pass the message at the appropriate time.

| Local Situation on your arrival… this is what you observe.	• As you arrive at the Ark, it is still being set up. There are only a handful of CERT members covering all positions; 2 more walk in right after you. Not all ICS positions have been staffed, and some ICS members are covering multiple positions. • As you arrived, you feel a good-sized aftershock -- you think this was about 4.5. • Getting to the Ark was not difficult. Even though the traffic lights were out, there wasn't much traffic on the roads, only the constant wail of sirens. • Fire Units Engine 7 and Battalion 7 are not there. The station is locked. • YOUR TACTICAL CALL IS **MONTA VISTA ARK**.
_____ + 5 minutes	• You see several PG&E trucks heading West on Stevens Creek in the direction of what looks like smoke rising up from what you think is the PG&E Substation. CREATE a brief informational message and send to the EOC.

Timeline
Earthquake Exercise

Saturday, 10 December

- 0730 County Comm packet station is staffed
- 0730 Comm Van at EOC
- 0800 CARES net activated; check-ins, field assignments
- 0845 All field responders at their posts
- 1045 Secure field operations, pack up the ARKs, travel back to the EOC for debrief
- 1130 Hold debrief
- 1230 End of the Event

Questions?
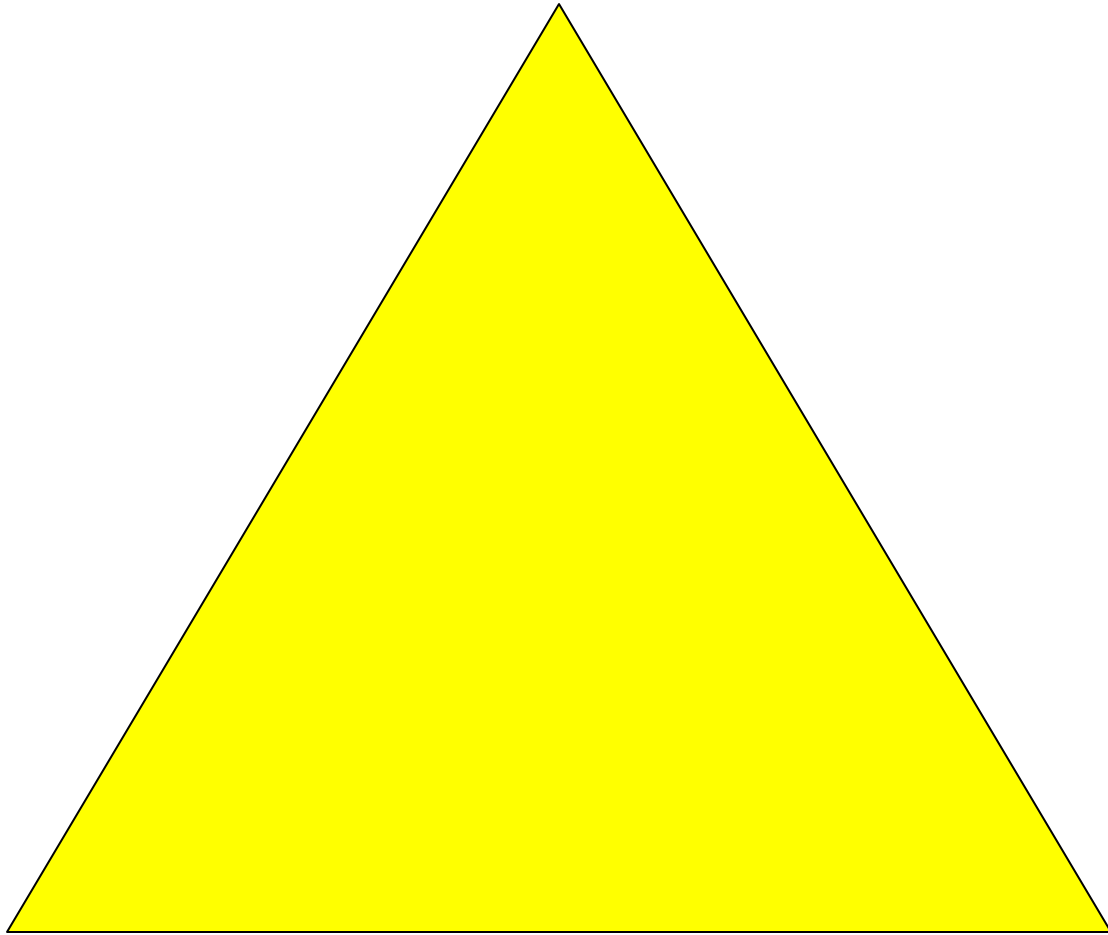
Activation…
The ideal deployment ☺

- Large earthquake with plenty of damage – all CERT and CARES members have minimal (if any) property damage.

For CARES…

- 80% of the membership immediately come up on the CARES emergency net (the rest are out of the area).

- The Preliminary Safety Assessment is performed and the City EOC has a snapshot of the city within 45 minutes.

- All CARES members volunteer for a field assignment.

For CERT…

- Go-Kits are ready, CERT members proceed to the ARKs.

- CERT members record all kinds of issues as they proceed to their respective ARK.

Staffing…
The ideal deployment

In the EOC, we have staffed…

- City employees have set up and have staffed the EOC.

- CARES EOC support is fully staffed

  - Shift Supervisor in place.

  - Two CARES Radio Room operators cover the CARES message and County message net

  - Two CARES Net Control Operators manage the CARES Resource and Message Nets.

Total: 5 per shift

Staffing…
The ideal deployment

In the Field, at the (6) Arks and (2) Fire Stations

- CERT members open the ARKs and set up an Incident Command at each ARK.

- All ARK ICS positions are staffed and operating seamlessly.

- Each ARK and Fire Stations have 2 CARES members:
  - Field Responder on the (voice) message net
  - Packet Radio operator
  - we also monitor FRS for any ARK-deployed teams

- There is no need County MAC responders; all positions and shifts are staffed

Total: 16 per shift

Staffing…
The ideal deployment

In the Field, Infrastructure Safety Assessment

- We put 6 ISA teams in the field, each made up of two CERT and one CARES member.

NOTE: Assumes a one-time ISA. For significant aftershocks, may need to repeat the ISA.

Total: 6, one time event

Operations…
The ideal deployment

Voice Traffic

- There is no interference from Foster City RACES (we share 147.570 with them).

- SUVs are quickly brought up to speed and successfully deployed to cover field positions.

- Everyone passes messages in 5 word blocks and there are no requests for repeats!

- ARK ICS teams understand what we do and we are integral to the success of the activation.

Packet Traffic

- Every Ark has a functioning packet station

- All packet messages get through on the first try

Activation…

What we can expect (worst case) ☹

- Large earthquake with plenty of damage – CERT and CARES members are not exempt from the damage. We struggle with the basics of family and home recovery just like everyone else.

- And, its 10:00pm at night; power is out; the streets are dark.

- Only a handful of CERT members make it to the ARKs.

- Only a few CARES members immediately come up on the emergency net.

- The CARES Preliminary Safety Assessment takes several hours to complete.

Staffing…
What we can expect (worst case)

In the EOC

- The EOC is not staffed; no city employees have made it in.

- Only a CARES Shift Supervisor and Radio Room operator are at the EOC… for several hours.

- One Net Control Operator covers both the resource and message net.

In the Field

- Some ARKs are not opened due to staffing.

- Not all ARKs have a CARES Field Responder on the message net.

- There are no resources available for the ISA.

- There are no County MAC responders available since their own cities are just as badly hit.

Operations…
What we can expect (worst case)

Voice Traffic

- Foster City RACES is booming into Cupertino on TAC 1. Even turning on tone-squelch does not work well.

- SUVs or inactive CARES members come up on our frequencies and have no clue what we are doing or how we do things.

- There are plenty of SUVs wanting to help, but not enough CARES members to get them trained up. The SUVs get frustrated.

Packet Traffic

- Every other city comes up on packet with their 3 to 6 hams (each) who are also on packet, and message throughput drops.