

2016 in Review and the Plan for 2017

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Cupertino ARES/RACES



Topics

A look back at 2016

What's on the to-do list for 2017



1/5/2017

2016 Earthquake! Comm Field Deployment Exercise

How'd we do in 2016?

CARES definitely has a busy event year!

	CARES / CERT
Preliminary Safety Assessment	13
Big Bunny Fun Run!	20 / 10
Comm outage exercise	25 / 8
Field Day	18
Sheriff's Heroes Run	21 / 6
CCC Zone 6 Assessment Drill	15 / 25
Earthquake Exercise	31 / 29

How'd we do in 2016?

Big Wins

1. Continued to build the partnership with CERT
2. Confirmed packet is best for 9-1-1
3. Growing packet proficiency
4. All ARKS opened at the same time!

How'd we do in 2016?

And, a final look at the 2016 Earthquake drill

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.

This drill covered a lot of ground and we got plenty of good feedback on what worked and what needs improvement.

Question: how do we determine where we should spend our time over the next year?

Thinking about 2017 a little differently

- **Our mission**
- **City hazards are really our planning scenarios**
- **Scenarios dictate the tasks we perform**
- **Getting the tasks defined ensures we support the mission**
- **The collection of tasks defines our capability**

CARES mission

The mission of Cupertino ARES is to train and maintain Amateur Radio volunteers capable of providing professional emergency communications, increasing the City's emergency response effectiveness, and speeding the recovery effort.



City Hazards ⇒ Planning Scenarios

What we plan to address

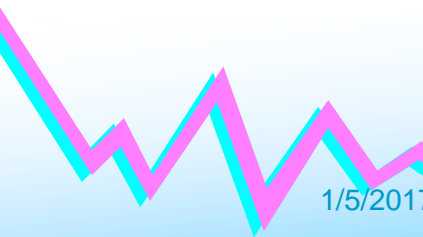
The City has listed the following as hazards of concern:

1. Civil Disturbance
2. Dam Failure
3. Earthquake
4. Power system disruption (Power Failure)
5. Water system disruption (no potable water)
6. Floods
7. Hazardous Materials
8. Landslides
9. Transportation Accidents
10. Terrorism/Weapons of Mass Destruction
11. Wildland/Urban Interface Fires

Ref: Cupertino Emergency Operations Plan, 2005

Mapping Capabilities to Hazards/Scenarios

Hazards	What could go wrong	Response	
		Requirements	Capabilities
<ul style="list-style-type: none"> • Dam Failure • Earthquakes • Power Failure • Terrorism/WMD • Wildland / Urban Interface Fire 	<ul style="list-style-type: none"> • People – Injuries • People – Trapped • People – Homeless • People – Hungry • People – Sick • Structures Damaged • Structures Burning • Utilities – Power • Utilities – Gas main • Utilities – Sewage • Utilities – Water • Access problems • Communications loss 	<ul style="list-style-type: none"> • Mass care shelters • Evacuations • Field First Aid stations • Mass care, feeding • DC/Fire Suppression • DC/Prelim Safety • Mass Prophylaxis • Search and Rescue • Information Outreach • Information Gathering • Assistance Requests 	<ul style="list-style-type: none"> • Safety Assessments • Shelter Staff • Search & Rescue • First Aid • Fire Suppression • Watches (creek, fire, traffic, incident, etc.) • Communications (Field, Shadows, etc.) • General resource
<p>Other Scenarios</p> <ul style="list-style-type: none"> • Missing Person • Evacuations 			



What is the CARES Capability?

Communications... “we can do that!”

- Deploy trained communicators to the field
- Come prepared, are self-sufficient, ready to operate
- Practice and follow standard processes
- Pass different types of messages
- Operate by voice and packet
- Manage our resources on a Radio Net
- Support Cupertino OES, CERT, and the community
- Support County Fire, Sheriff, San Jose Water, CuSD, County RACES
- And more!

These tasks make up our Communications Capability!

Critical Tasks

Eleven (11) things we do to address the hazards

Critical Tasks	Dam Failure	Earthquakes	Power Failure	Terrorism/ WMD	Wildland Fire
9-1-1 Operations		✓	✓		
ARK Operations		✓	✓		?
County EOC Comms		✓	✓		✓
Event Management	✓	✓	✓	✓	✓
Field Communications	✓	✓	✓	✓	✓
Message Net Ops	✓	✓	✓	✓	✓
Resource Net Ops	✓	✓	✓	✓	✓
Safety Assessments		✓			
SCCFD Station Ops		✓	✓		✓
Van/EOC Ops	✓	✓	✓	✓	✓
Watches					✓



Critical Tasks

Eleven (11) things we do... Definitions



Critical Tasks	Definition
9-1-1 Operations	Taking and passing community 9-1-1 requests
ARK Operations	Setup and operate out of the ARKs
County EOC Comms	Backup voice and digital comms for the City with County OES
Event Management	Manage people and resources during a response
Field Communications	Radio operations in the field
Message Net Ops	Control the activities on the message net
Resource Net Ops	Track resources in transit; checks availability for future shifts
Safety Assessments	Perform reviews of locations and assets for served agencies
SCCFD Station Ops	Setup and operate out of the SCC Fire Stations
Van/EOC Operations	Manage communications between the EOC, Field, and County
Watches	Assignments where we make and report specific observations



Critical Task Elements

What exactly do we do?

These tasks seem to be general enough to describe what we do... but how exactly do we define them?

Task Elements	Description
Planning	Develop policies, plans, procedures, strategies, and mutual aid agreements.
Organization/Leadership	How we provide the guidance necessary to accomplish the mission and the assigned tasks.
Personnel	Members who are qualified to perform assigned tasks.
Equipment & Systems	Equipment, supplies, facilities, and systems necessary to accomplish the mission and the assigned tasks.
Training	Content and training methods necessary to address assigned tasks.
Exercises	Table-tops, drills, exercises, and actual events that provide opportunities to demonstrate, evaluate, and improve the capability of the above elements to accomplish the mission and the assigned tasks.

Critical Task Elements

9-1-1 Operations – specifics



Task Elements	Activities
Planning (policies, plans, procedures, strategies, and agreements.)	<ol style="list-style-type: none">1. County Comm site access procedure2. E2E Message Process (Community to County Comm)3. 9-1-1 message content definition4. Interacting with County RACES and a MAC response5. Field operations power plan6. Equipment check plan
Organization/Leadership (guidance)	<ol style="list-style-type: none">1. County RACES / MAC deployment2. CARES Training / content delivery
Personnel (qualified members)	<ol style="list-style-type: none">1. City Field Responder qualification2. SCC RACES MAC F3, P3 qualification
Equipment & Systems (Eq, supplies, facilities, systems)	<ol style="list-style-type: none">1. County amateur radio system (voice, packet, power)2. City equipment (packet, power)3. Personal equipment (HT, packet, laptop, printer, power)4. Field Ops Communications Handbook
Training (Content and training methods)	<ol style="list-style-type: none">1. 9-1-1 Message Handling Procedures2. SCC RACES F3, P3 classes
Exercises (Table-tops, drills, exercises, and events)	<ol style="list-style-type: none">1. Check into the weekly County Packet Net2. 9-1-1 message passing exercises

Critical Task Elements

ARK Operations – specifics



Task Elements	Activities
Planning (policies, plans, procedures, strategies, and agreements.)	<ol style="list-style-type: none">1. ARK Strategy and Operations Plan2. ARK Activation (L1, L2, L3) Definition3. ARK inventory and replenishment process
Organization/Leadership (guidance)	<ol style="list-style-type: none">1. Citizen Corps / ARK oversight2. CARES Training / content delivery
Personnel (qualified members)	<ol style="list-style-type: none">1. City Field Responder qualification
Equipment & Systems (Eq, supplies, facilities, systems)	<ol style="list-style-type: none">1. ARK Activation Handbook
Training (Content and training methods)	<ol style="list-style-type: none">1. ARK introduction2. Level 2 ARK Communications Overview3. ARK open events
Exercises (Table-tops, drills, exercises, and events)	<ol style="list-style-type: none">1. ARK Level 2 Communications Exercises2. ARK Level 3 Citizen Corps Drill



Critical Task Elements

County EOC Communications – specifics



Task Elements	Activities
Planning (policies, plans, procedures, strategies, and agreements.)	
Organization/Leadership (guidance)	
Personnel (qualified members)	
Equipment & Systems (Eq, supplies, facilities, systems)	
Training (Content and training methods)	
Exercises (Table-tops, drills, exercises, and events)	



Critical Task Elements

Event Management – specifics



Task Elements	Activities
Planning (policies, plans, procedures, strategies, and agreements.)	<ol style="list-style-type: none">1. Shift Supervisor (COML) Procedure definition2. Resource management and characterization3. Resource provisioning process4. Resource tracking process (T-Cards)
Organization/Leadership (guidance)	<ol style="list-style-type: none">1. CCC-EC, EC, AECs / Job definition
Personnel (qualified members)	<ol style="list-style-type: none">1. Shift Supervisor qualification
Equipment & Systems (Eq, supplies, facilities, systems)	<ol style="list-style-type: none">1. Member roster, annotated2. Pre-printed T-cards
Training (Content and training methods)	<ol style="list-style-type: none">1. Process, tools discussion / workshops
Exercises (Table-tops, drills, exercises, and events)	<ol style="list-style-type: none">1. Resource Provisioning table top2. Resource Tracking table top3. Incorporate into all drills



Critical Task Elements

Field Communications – specifics



Task Elements	Activities
Planning (policies, plans, procedures, strategies, and agreements.)	<ol style="list-style-type: none">1. Field responder procedures2. Message type definition and handling procedures
Organization/Leadership (guidance)	<ol style="list-style-type: none">1. CARES Training / content delivery
Personnel (qualified members)	<ol style="list-style-type: none">1. City Field Responder qualification
Equipment & Systems (Eqt, supplies, facilities, systems)	<ol style="list-style-type: none">1. Personal equipment (HT, packet, laptop, printer, power)2. City equipment (packet, power)3. Field Ops Communications Handbook
Training (Content and training methods)	<ol style="list-style-type: none">1. Message handling
Exercises (Table-tops, drills, exercises, and events)	<ol style="list-style-type: none">1. Check in to the weekly CARES Net2. Message passing simulation3. Incorporate into all drills



Critical Task Elements

Message Net Control Operations – specifics



Task Elements	Activities
Planning (policies, plans, procedures, strategies, and agreements.)	1. Message NCO Process Definition
Organization/Leadership (guidance)	1. CARES Training / content delivery
Personnel (qualified members)	1. Net Control Ops qualification
Equipment & Systems (Eq, supplies, facilities, systems)	1. Personal equipment (radio/HT, power) 2. NCO Communications Handbook 3. Field Ops Communications Handbook
Training (Content and training methods)	1. Overview for Message NCOs 2. Operating on a Message Net for Field Responders
Exercises (Table-tops, drills, exercises, and events)	1. Take a turn at running the weekly CARES Net 2. Message passing simulation 3. Incorporate into all drills



Critical Task Elements

Resource Net Control Operations – specifics



Task Elements	Activities
Planning (policies, plans, procedures, strategies, and agreements.)	1. Resource NCO Process Definition
Organization/Leadership (guidance)	1. CARES Training / content delivery
Personnel (qualified members)	1. Net Control Ops qualification
Equipment & Systems (Eq, supplies, facilities, systems)	1. Comm Van radio equipment 2. NCO Communications Handbook 3. Field Ops Communications Handbook
Training (Content and training methods)	1. Overview for Resource NCOs 2. Operating on a Resource Net for Field Responders
Exercises (Table-tops, drills, exercises, and events)	1. Resource Net simulation 2. Incorporate into all drills



Critical Task Elements

Safety Assessments – specifics



Task Elements	Activities
Planning (policies, plans, procedures, strategies, and agreements.)	<ol style="list-style-type: none">1. PSA Process definition2. ISA Process definition3. Agreements with San Jose Water, Cup Sanitary District4. Information Security procedures
Organization/Leadership (guidance)	<ol style="list-style-type: none">1. CARES Training / content delivery2. EC / ISA information confidentiality
Personnel (qualified members)	<ol style="list-style-type: none">1. City Field Responder qualification
Equipment & Systems (Eq, supplies, facilities, systems)	<ol style="list-style-type: none">1. Radio equipment, mobile/portable2. Field Ops Communications Handbook
Training (Content and training methods)	<ol style="list-style-type: none">1. Damage Assessment2. START – Simple Triage and Rapid Treatment3. PSA Process overview4. ISA Process overview
Exercises (Table-tops, drills, exercises, and events)	<ol style="list-style-type: none">1. Annual PSA Drill2. Bi-Annual ISA / Comm Exercise

Critical Task Elements

SCCFD Station Operations – specifics



Task Elements	Activities
Planning (policies, plans, procedures, strategies, and agreements.)	<ol style="list-style-type: none">1. SCCFD ACES program definition2. Fire Station qualification definition3. Fire Station Access procedure4. Agreements with SCC Fire Department5. Station equipment check plan
Organization/Leadership (guidance)	<ol style="list-style-type: none">1. SCCFD / Program Owner, oversight2. CARES Training / content delivery
Personnel (qualified members)	<ol style="list-style-type: none">1. City Field Responder qualification
Equipment & Systems (Eq, supplies, facilities, systems)	<ol style="list-style-type: none">1. SCCFD Radio equipment2. Personal Laptop, Printer3. SCCFD ACES Handbook4. Field Ops Communications Handbook
Training (Content and training methods)	<ol style="list-style-type: none">1. SCCFD Station Orientation2. SCCFD Station Operations Overview
Exercises (Table-tops, drills, exercises, and events)	<ol style="list-style-type: none">1. Quarterly equipment check2. SCCFD Station activation3. Incorporate in all appropriate drills

Critical Task Elements

Van Operations – specifics



Task Elements	Activities
Planning (policies, plans, procedures, strategies, and agreements.)	<ol style="list-style-type: none">1. Van Qualification definition2. Van Operations & Deployment Plan3. VanNet Setup & Operations Procedures4. VAN equipment check plan
Organization/Leadership (guidance)	<ol style="list-style-type: none">1. City DPW Fleet supervisor2. EC
Personnel (qualified members)	<ol style="list-style-type: none">1. Van Operator qualification
Equipment & Systems (Eq, supplies, facilities, systems)	<ol style="list-style-type: none">1. Communications Van Operations Manual2. VanNet Operations Handbook3. Communications Radio Reference Handbook4. Field Ops Communications Handbook
Training (Content and training methods)	<ol style="list-style-type: none">1. Driver skills training2. Van Setup Hands-on
Exercises (Table-tops, drills, exercises, and events)	<ol style="list-style-type: none">1. Incorporate in all appropriate drills

Critical Task Elements

Watches – specifics



Task Elements	Activities
Planning (policies, plans, procedures, strategies, and agreements.)	<ol style="list-style-type: none">1. Creek Watch Plan (locations, etc.)2. Ember Watch Plan (locations, etc.)3. Message content definition
Organization/Leadership (guidance)	<ol style="list-style-type: none">1. CARES Training / content delivery
Personnel (qualified members)	<ol style="list-style-type: none">1. City Field Responder qualification
Equipment & Systems (Eq, supplies, facilities, systems)	<ol style="list-style-type: none">1. Radio equipment, mobile/portable2. Field Ops Communications Handbook
Training (Content and training methods)	<ol style="list-style-type: none">1. Wildland Fire Overview2. Local Flooding Overview
Exercises (Table-tops, drills, exercises, and events)	<ol style="list-style-type: none">1. Wildland Fire Threat exercise2. Local Flooding / Creek Watch table top



Action Items for 2017

... from EQ'2016 drill feedback

Resource Net Control Operations

1. Review and adopt/adapt County RACES Resource Tracking procedures.
2. Investigate SCC RACES Travel Tracking Form; Table top exercise to evaluate.
3. Add Travel Net procedures to Cupertino 5K Run events.

Message Net Control Operations

4. Revisit, update Message NCO, contact procedures.
5. Evaluate, adopt ICS 309 for NCO logging; Table top exercise to evaluate.

Action Items for 2017

... from EQ'2016 drill feedback

Field Communications

6. Revisit Message Handling procedures.
7. Formalize on message types, approach for passing; Table top exercise to evaluate.

9-1-1 Operations

8. Finalize County Comm message handoff process.
9. Finalize message format.
10. Refine packet check-in procedures.
11. Check, correct all packet kit radio frequency memory programming.
12. Check in on the weekly County Packet net.

ARK operations

13. Finalize ARK Activation Level Guide w/ CCC; publish and distribute

Action Items for 2017

... from EQ'2016 drill feedback

SCCFD Station Operations

14. Finish Monta Vista Station Setup.
15. Finalize ACES program definition and qualification.

Van Operations

16. Correct VANnet PC/network setup problem.
17. Check all packet radio and voice radio frequency memory programming.

Event Management

18. Define procedures, tools for resource provisioning; Table top exercise to evaluate.

Plan for the first half of 2017

There are too many Action Items!

Here's how you can help...

1. Help with Table Top exercises
 - Travel Tracking Form
 - Using ICS 309 for NCO logging
 - Formalize message types and passing
 - Resource Provisioning
2. Confirm the frequencies in your radio memories
3. Check in on the weekly county Packet Net
4. See anything else of interest? Let us know!

Plan for the first half of 2017

<i>Date</i>	<i>Activity</i>
5-January	General Meeting: Plan for 2017
28-January	Annual PSA Exercise
2-February	General Meeting: tbd
2-March	General Meeting; Forms Review
6-April	General Meeting; San Jose Water and Emergency Prep.
4-May	General Meeting; ISA Drill Prep
13-May	Infrastructure Safety Assessment Drill

PSA Exercise Homework...

1. Print Form: *PSA Form COES 105 Preliminary Safety Assessment, Field*
<http://www.cupertinoares.org/ccf/forms/index.html>
2. Review: *Damage Assessment Material*, pages 23 thru 59
http://www.cupertinoares.org/docs/050203-START-Triage_DamageAssesment.pdf
3. Watch: *Simple Triage and Rapid Treatment* (START, ~15 minutes)
<https://www.youtube.com/watch?v=73kJ-4gEsnA>
4. Watch: *Preliminary Safety Assessment* (PSA, 17 minutes). Print the COES 105 form before starting.
<https://www.youtube.com/watch?v=tmm-2IBKiQQ>
5. Join us for the PSA Drill from your home!



Questions?

