

After-Action Report

Fourth of July Fireworks 2014



ARES/RACES

1. Overview

Description: July 4th Fireworks

Event Date: 4 July 2014

Report Date: 3 August 2014

Cupertino Event: CUP-14-17T

Santa Clara County Event: XSC-14-02

Control: Cupertino OES

Report Revision: 1.0 **DRAFT**

Submitted By: Allan Gontang, Cupertino ARES/RACES, Cupertino CERT

Requirements for Reporting

Completing an After Action Report is part of the required SEMS reporting process. The Emergency Services Act, Section 8607 (f) mandates that the Office of Emergency Services (OES) in cooperation with involved state and local agencies complete an After Action Report within 120 days after each declared disaster. Section 2450 (a) of the SEMS Regulations states that, "Any city, city and county, or county declaring a local emergency for which the governor proclaims a state of emergency, and any state agency responding to that emergency shall complete and transmit an after action report to OES within ninety (90) days of the close of the incident period as specified in the California Code of Regulations, section 2900(j)."

Additionally, CARES will use the After Action Report format for documenting training drills and exercises.

i. Introduction and Background

Terms

CCC	Cupertino Citizens Corps; composed of CARES, CERT, MRC, and Block Leaders.
CARES	Cupertino Amateur Radio Emergency Service, ARES/RACES organization supporting the City of Cupertino.
CERT	Community Emergency Response Team
CHS	Cupertino High School; site of the 4 th of July fireworks display
Cside	Tactical call abbreviations listed in this report for Creekside
DPW	Department of Public Works
HS/NE	Tactical call abbreviations listed in this report for Hyde School/North East position
ICP	Incident Command Post

MAC	Mutual Aid Communicators; volunteers from throughout Santa Clara County who are registered and trained to provide mutual aid support as required.
MRC	Medical Reserve Corp
NCS	Net Control Station
OES	Office of Emergency
RCS	Recreation and Community Services (formerly Cupertino Parks and Recreation Department), the City function that is sponsoring the event.
SCC	Services Santa Clara County; usually used in conjunction to references of County RACES, County OES, or County EOC
SO	Santa Clara County Sheriff's Office

Introduction

The City of Cupertino (City) requested communications, logistics, and first aid support from Cupertino Citizen Corps during the 2014 Cupertino Fourth of July Fireworks event. To staff the event, Cupertino Office of Emergency Services activated the Cupertino Amateur Radio Emergency Service (CARES), the Cupertino Community Emergency Response Team (CERT), and the Cupertino Medical Reserve Corps (MRC).

From May through June, the Cupertino Recreation and Community Services held 2 event planning sessions. CCC sponsored a walk-through of the sites for CCC and MAC event staff and also presented slides at the RCS briefing for the RCS staff and summer employees who would be participating in the event.

Due to the staffing levels required to fill all required field positions, requests for Amateur Radio operators were made to Santa Clara County RACES and surrounding jurisdictions. In accordance with County RACES policies, County RACES activated Mutual Aid Communicators (MACs) under activation number XSC-14-02. All responding MACs also signed in as Cupertino Disaster Service Workers. Additionally, the City CERT coordinator contacted neighboring cities that maintain active CERT membership to solicit volunteers.

On 4-July, the City of Cupertino initiated a Citizen Corps Training Activation under the designation CUP-14-17T.

This report covers the activities undertaken by responding volunteers in support of this event.

ii. Type/location of Event / Drill / Exercise

Event Type:	City Activation, RACES Activation
Event Identifier:	CUP-14-17T
Event Name:	Cupertino 4 th of July Fireworks
Location:	City of Cupertino

iii. Description of Event / Drill / Exercise

The City of Cupertino sponsored a Fourth of July Fireworks display for city residents. The fireworks were launched from Cupertino High School with viewing locations identified at Creekside Park, Hyde Middle School, and Sedgwick Elementary School.

To maintain the security of the launch site and ensure the safety of the public, the Cupertino H.S. campus was closed between 6 p.m. and 11 p.m., as were the following adjacent streets:

1. Finch Avenue between Stevens Creek Blvd and Phil Lane
2. Calle de Barcelona at Miller Road and Calle de Barcelona at Finch
4. Tilson Avenue between Finch Avenue and Tantau Avenue
5. Phil Lane between Miller Road and Tantau Avenue
6. Stendhal Lane between Phil Lane and Shadygrove Drive

Event resources were provided from the following organizations:

1. Cupertino Recreation and Community Services: A total of 83 full-time and seasonal staff members (same format as last year) were responsible for overall event control, coordination, venue setups, and perimeter control.
2. Santa Clara County Sheriff's Office (SO): 26 Deputies were responsible for overall event security and general law enforcement. SO deployed a mix of patrol cars, motorcycles and bicycles.
3. Santa Clara County Fire District: One Engine Company was positioned adjacent to the launch site and responsible for fireworks safety.
4. CARES and County Communications Mutual Aid Communicators (MACs): Responsible for maintaining communications with all volunteer security teams and viewing location staff. Thirty amateur radio operators responded from the following cities:

Cupertino	15
Campbell, Gilroy, Los Altos, Milpitas, Mountain View, San Jose, Saratoga	15
5. Cupertino MRC and CERT members were divided among the viewing sites, with a lead at each site who provided on-site coordination. These combined MRC/CERT teams were responsible for event first aid. There was 1 member from San Jose, 2 SUVs and 23 members from Cupertino.
7. Logistics for the event was managed by Cupertino OES.

iv. Chronological Summary of Event / Drill / Exercise

Please refer to **Appendix A - Net Control Log** for a chronologic list of events. All events took place on Friday, 4-Jul-14. All times are listed in local time.

Comments that constitute feedback are captured in **Appendix B - Feedback Comments**.

v. Response at SEMS Levels (as appropriate):

Include a summary, conclusions, the field response, and other local, operational area, regional, state or federal response.

Not appropriate for this event.

vi. Interacting Systems, Agencies, and Programs:

Include mutual aid systems (law enforcement, fire/rescue, medical, etc.); cooperating entities (utilities, American Red Cross, Sheriff's Office, City Departments, etc.); telecommunications and media interactions.

Cupertino Office of Emergency Services (OES)

OES Citizen Corps Coordinator, Ken Erickson, supported the event as an advisor to the Cupertino Citizen Corps Incident Command staff and as Event Logistics and authorized activation of volunteers under event number CUP-14-17T.

Santa Clara County Sheriff's Office

Sheriff's Office was in charge of area security and overall public safety. Citizen Corps staff acted as eyes and ears for the Sheriff's Office by providing on-site information to the deputies. CARES, acting as Planning and Intelligence Section, established an information flow between CARES Net Control, Volunteer Groups, SO, and Parks and Rec.

Recreation and Community Services

Recreation and Community Services provided regular paid and summer interim staff for the event and established a command post close to the launch site. Interactions with all staff were smooth. Recreation and Community Services uses cell phones to communicate with each other. They did provide city radios (commercial) for the Command Post to interact with Recreation and Community Services and Public Works. CARES maintained contact with RCS Site Supervisor who was at the CP before the fireworks started. We did receive large aerial maps of the venues.

Medical Reserve Corps

MRC volunteers staffed three first aid stations, and were tightly integrated into the overall event command and control. Each site reported responded to first aid requests from the observing public.

Santa Clara County RACES

A formal mutual aid request was submitted from the City of Cupertino to County RACES for Mutual Aid Communicators (MACs). Communicators from 7 city RACES organizations responded with one or more communications volunteers. All MACs demonstrated a high degree of professionalism, flexibility, and skill in their assignment.

Communications Systems

CARES TAC-2 (146.460) Simplex was the primary communications frequency that was used for all volunteer wide-area coverage. The CARES TAC-1 frequency could not be used because of interference from another event in Foster City, and CARES TAC-3 (W6TDM 440 Repeater) was used as backup. Additional frequencies were available from Morgan Hill and Gilroy with permission from their respective ECs.

FRS radios were used by CERT and MRC volunteers between First Aid stations and roving field teams. Frequency assignments were listed in the Event Briefing Packet. When required, First Aid Teams passed information to the Command Center by using FRS to relay information to a local Roving Team, who then used Amateur Radio to pass the traffic on to the Command Center.

vii. Improvements, Conclusions, Recommendations:

As applicable, include a description of actions taken, assignments, associated costs or budget, timetable for completion or correction, and follow-up responsibility.

The following is a summary of the key Improvements, Conclusions, and Recommendations. See Appendix B for additional comments, detailed feedback, and other suggestions.

What worked (Including recommendations from 2013 AAR)

- Overall, radio operation went well; Excellent net control, was very professional
- Dropbox creation for all event Documents and planning
 - Single Spreadsheet with multiple tabs for sorting information very useful
 - List of volunteers continuously updated and available to leadership team
- Utilizing previously developed check-in/check-out process
 - 211B DSWCI pages spread out so multiple people could sign in
 - 211 for MACs different color paper
- T-card holder setup improved and documented
- Eliminating supplying vest and badge to all participants. Volunteers without vests were supplied one from OES inventory. Most volunteers have their own reflective PPE.
- Crossband repeat experiment by K6FJC proved successful for making reception clear to communicators. Test was only for about 30 minutes. Plan to use it next year for better communications.
- Event briefing document sent to volunteers prior to event, so they could read and absorb it before reporting for duty.
- Event Playbook updated with any forms, email notices or other documents used in event planning

- Pre-deployment briefing documented and included Communication section as in past years
- City Radios supplied by RCS (Tom) allowed communication with Public Works and his presence in CP allowed him to have a good view of how the volunteer communications works
- Good Sheriffs presence at all critical locations
- We used two rovers on Finch (2013 AAR recommendation)
- No reported problems with dogs at venues
- Improved Eventbrite signup up menu asked 1) what function(s) volunteers were *qualified* for, 2) what function(s) they were *volunteering* for and 3) what function was their *preferred* function. This year's Eventbrite menu asked the questions recommended from 2013. All relevant information about volunteers was requested, and the Eventbrite menu setup should be recycled for 2015. Many upgrades to Eventbrite menu were made based upon 2013 feedback.

What needs improvement?

- Public Works started removing the barricades on Finch before Fire Marshal gave all clear
- Tactical Call sign: FCC call sign required at the end of transmission
- Low audio by NCS; several comments
- CARES personal at Creekside who were assigned to that CP as CERT or MRC personnel attempting to operate on the net.
- Some responders with a specific assignment were attempting to do some side activity that could have been distracting to their main assignment.

Recommendations for Future Events

There are a number of items that are repeats of recommendations in the past. The Citizen Corp volunteers will review those repeated from past years and give that list to the RCS before the first planning session for next year.

Recreation and Community Services

1. RCS should identify a position and responsibilities for an Event Safety Officer.

Public Works

1. Response plan **Work order for barricades** should include leaving Finch closed until Fire Marshal has given the all clear. A City radio is required for that task at CP.
2. At the high school meeting before the event, the CCC Event lead should introduce himself to Public Works to establish that connection for the event.
3. Aerial site map should extend between Stevens Creek Blvd. and Bollinger Ave.

Citizen Corps

1. Signup in Eventbrite should ask for qualification: CERT/MRC/CARES. Tasks will be assigned by the Event Lead based on available resources. (This *was* process used this year)
2. Volunteer qualification should be verified as people volunteer for the event. Individuals unknown to section leads (CERT/MRC/CARES) should be processed before being included in the pool
3. Children accompanying a volunteer need to be at least of high school age. Volunteers under 18 need to be accompanied by a parent throughout the event.
4. Develop and adopt the policy that roughly states that responders accepting an assignment are limited to that assignment; no side-jobs permitted.

viii. Training Needs

1. 4th of July Playbook. Update all sections to incorporate learning's from feedback derived from this event. Reflect the fact that the event organization is in branches, not sections.

ix. Recovery Activities (as applicable)

Recovery Activities were limited to securing equipment and command center shutdown.

x. References: Maps, charts, training materials, etc.

The following material was developed and provided as part of the Volunteer Briefing Packet:

- 2014 Event Summary
- ICS-214 Unit Logs (See sample logs at end of report)
- Aerial Maps including all sites
- MRC checklist (site leaders only)

Appendices:

Appendix A – Command Post Log

Appendix A – Net Control Log

Appendix B – Feedback Comments

Appendix A – Net Control Log

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COMM Log ICS 309-SCCo ARES/RACES		1. Incident Name and Activation Number XSC 14-02		2. Operational Period (Date/Time) From: 1700 To:	
3. Radio Net Name (for NCOs) or Position/Tactical Call NET CONTROL		4. Radio Operator (Name, Call Sign) KE6RQV + W6HW			
5. COMMUNICATIONS LOG					
Time (24:00)	FROM	TO	Message		
Call Sign/ID	Msg #	Call Sign/ID	Msg #		
1730					ASSUMED NET CONTROL
1810					INFORMAL
1815	FITCH 1	NET CONTROL			ALLOWED CARTO EXIT CRAFTDRIVE ONLY
1815	FITCH 1	IC			CUP-100
1820	NET CONTROL	FINCH 1			CUP-101
1826	FITCH & CREEKSIDC	NET CONTROL			CUP-102
1830	NET CONTROL	GREEKSIDC LEAP			INFORMAL AED REQUEST Logistics will chase down AED. LOGISTICS ARRIVED 1830
1832	NET CONTROL	HYDE 2			INFORMAL MESSAGE, SOURCE OF ICE IS PARKS AND RECREATION
—					
1840					
1850					CHECKING ON CREEKSIDC PARK
1852	KI6BYY	NET			AED DEVICES IN ROUTE TO SEDGEWICK, HYDE, + CREEKSIDC
1853	ALL STATIONS NET CONTROL	ALL STATIONS			AED DEVICES EN ROUTE TO SEDGEWICK, HYDE + CREEKSIDC
1856	NET	CREEKSIDC			H4W CHECKS AGAIN
1900	NET CONTROL	ALL H4W			
1901	KJ6LLY	NET			ON STATION, "CREEKSIDC 3"
1906					W6HW takes NC from KE6RQV KAGAHG audio at NC low
1912	Sed wid 1				IC16ADC OK (H4W)
1913	Shift Super				Shift super sent perimeter rover KJ6 BRX to fill
1917	NC	K16DDX			Avoid better with increased gain
1919	Logistics				delivered AED and heading to Sedgwick
1925	rover 2				@ creekside radio check: 5x9
1928	WESTSIDE 2	WESTSIDE 1			GIRL ALREADY has sweat shirt
1934	Tilson				People on Tilson OK on South side walk is ok not in street
1937	Logistics				@ Sedgewick for rest of event
	NC	Southside			same message
6. Prepared By (Name, Call Sign) John Altieri DANIEL TUCKER KE6RQV			7. Date & Time Prepared 7/4/14		8. Page 1 of 5

ICS 309-SCCo ARES/RACES (rev. 2009-Sep-25)

COMM Log ICS 309-SCCo ARES/RACES	1. Incident Name and Activation Number CUPERTINO FIREWORKS XSC - 14-02	2. Operational Period (Date/Time) 7/4/14 From: 1700 To:	
3. Radio Net Name (for NCOs) or Position/Tactical Call TAC 2 (NC)	4. Radio Operator (Name, Call Sign) W6tW John + KE6PQV Dan		
5. COMMUNICATIONS LOG			
Time (24:00)	FROM	TO	Message
1938	NC	all	H4W - all accounted for
1946	WESTSIDE1		relieved by KJ6BRX
1947	@ finch2		bio break (NBHDN)
1948	K6FTC		100 Hz Cross band repeater now set
	JK K6NFZ		Radio check
1955	Rover 2		Cross band repeater working
2000	finch2		back at station
2005	KJ6BRX Rover		KJ6CBR back at Westside1
2006	Creekside1		check in
2007	Standal		needs bio break by KJ6BRX
<hr/>			
2015	H4W ✓ completed		OP CHANGE KE6PQV
2016			SHIFT SUPER - High gain antenna setup
2019	K6PJC		Relocating standal
2023	School Rover		BIO BREAK
	EAST SIDE	NET	Releived BIO (EAST SIDE) ROVER2
2028	ANDY SEP	NET	BIO BREAK
2030	West Side 2		5 tubes necklaces Hyde?
2031	Creekside 2	1	BACK ON STATION
2032	WESTSIDE 2		Requested 5 necklaces
2032	NET	H4PEZ	SOUTH side BIO break
2034	ROVER	NET	ASKED ABOUT SUPPLIES OF NECKLACES
2035	H4PEZ	1	Creekside 2 Battery low, need 5 necklaces
2036	Creekside	1	5 tubes OK'D BY ANDY AA1Q
2036	NET	Creekside tank	THEY WILL BE DELIVERED BY SAFETY OFFICER
2040			SHUT DOWN CROSSBAND
2041	EVAL1	NET	QXV BTB BREAK
2045	QXV	Net	CREEKSIDE RECEIVED 1X BOX necklaces
2046	Creekside 1	NET	Back on station
2049	Phil + Miller	Net	617 Standal "BOOM", offices on scene
2050	Standal		
2100	Finch 1	NET	
	BATSONA ROVER 2	NET	
	NET	ROVER 2	Fill in at BATSONA
6. Prepared By (Name, Call Sign) DANIEL TUCKER KE6PQV		7. Date & Time Prepared 7/4/14	8. Page 2 of 5

COMM Log ICS 309-SCCo ARES/RACES		1. Incident Name and Activation Number CUPERTINO FIREWORKS XSC-14-02		2. Operational Period (Date/Time) 7/4/14 From: 1700 To:	
3. Radio Net Name (for NCOs) or Position/Tactical Call TAC2			4. Radio Operator (Name, Call Sign) John Altier! DANIEL K6PQV W6HW		
5. COMMUNICATIONS LOG					
Time (24:00)	FROM		TO		Message
	Call Sign/ID	Msg #	Call Sign/ID	Msg #	
2105	Finch 2		NET		People coming through barricade AT BARCELONA
2110	Rover 2		NET		Person using ATM no PD needs OP CHANGE
2103	-		-		W6HW now NCO
2104	Finch 1				KK6EWQ back on station
2107	NC		all		no more vehicles allowed on streets at end of fireworks. 15 min
2110	Safety Off				cool down period or 30 min til all safe
2114	Rover 2				@ barcelona
2113	KJ6BRX				? OK checked in 2115
2115	NC	KJ6SEE			KJ6SEE BACK at Barcelona
2115	NC	ALL			H + W check all accounted for.
2125	KN6PE				direct to KN6PE
	eval 1				how many people at each
	K16WEJ				viewing site?
2126	NC	K16WEJ			Hyde 1100 Sedgewick 800 creekside 3000 (500 + 2500)
2130					First fireworks heard.
2133	Tilson				People on high fence sheriff informed @ netcontrol
2135	CreekSide Lead				teenager drunk Sheriff handling
2148	Creekside 1				"(minor) treated by paramedics
2151	KN6PE				Starting resource net
	Finch 1				Luther church medical - no help needed.
	Westside 2				Fireb + Saerson
	NFZ				
	Standby Power				Phil traffic on road
	Rover 2				Saerson + traffic on road
6. Prepared By (Name, Call Sign) DANIEL TUCKER K6PQV			7. Date & Time Prepared 7/4/14		8. Page 3 of 5

ICS 309-SCCo ARES/RACES (rev. 2009-Sep-25)

COMM Log ICS 309-SCCo ARES/RACES	1. Incident Name and Activation Number CUPERTINO FIREWORKS X SC-14-02	2. Operational Period (Date/Time) 7/4/14 From: 1700 To:			
3. Radio Net Name (for NCOs) or Position/Tactical Call TAC 2	4. Radio Operator (Name, Call Sign) John Altieri W6HW				
5. COMMUNICATIONS LOG					
Time (24:00)	FROM	TO	Message		
	Call Sign/ID	Msg #	Call Sign/ID	Msg #	
	KK6 NFZ				Stendal has cars on it possible. 2 way traffic.
	Finch 1				6 Cars on Finch, drove off.
	Met		Finch		DRUNK DRIVER?
2220					4SLN516 Silver escort passed to PD.
	Northside				
2225	Firemarshal/safety officer	NET	ALL		ALL CLEAR
	NET	ALL			
	KI6 EOC				Sheriff on screen of car (4SLN516)
2230	Westside 2	Net			Can we leave yet?
	Shift Super	ALL			Stay on station.
	Net	ALL			Stay on station.
	SY4				Headed to control.
	Hyde 1				HYDE LEAD headed back with rest of Hyde
	Sedgewick 2				
2233	KJ6 LMB	NET			KJ6 LMB wants to check out
2234	NET				KJ6 LMB asked to leave
2235	Tilson				cleared did to contact
	Stendal Rover	Net			OK To return
	AI6 JF				
	SEE				OK TO Return
	Sedgewick 1				
	KI6 AOC				CHECKED OUT
2240	SOUTH SIDE				Headed back
2242	Phil + family				Coming back
2243	WE6 ST				checked Out
2245	N6 HDN				checked out
2247	AE6 EO				checking out
2248	KJ6 ACE				checking out
6. Prepared By (Name, Call Sign) DANIEL TUCKER KE6PAV	7. Date & Time Prepared 7/4/14	8. Page 4 of 5			

ICS 309-SCCo ARES/RACES (rev. 2009-Sep-25)

Appendix B – Feedback Comments

The following detailed feedback was received from CERT, MRC, CARES, and RACES Mutual Aid responders. 16 volunteers responded. The comments align with the following 9 topics:

1. Overall Event execution (how you think the City did)
2. RACES Event execution/Radio Operations (how you think RACES all did)
3. MRC & CERT Event execution/Field Operations
4. Event Planning
5. Resource and Logistics
6. Interactions with any Cupertino City Staff (i.e.: Parks & Rec or other)
7. Interactions with the members of the Sheriff's Office/County Fire
8. Interactions with the public
9. Other areas or comments?

The following detailed feedback was received from CERT, MRC, CARES and RACES Mutual Aid Communicators. 19 Volunteers responded. Responses are inserted into the questionnaire, with names and personal data removed.

***** #1: I am asking all participants to take a couple of minutes and send me any thoughts you may have on the event in terms of (i) what worked, (ii) what didn't work, and (iii) what would we do different next time. Please consider the following areas as fair game for comments:**

1. Overall Event execution (how you think the City did)

- [1] Overall event was a success.
- [2] The fireworks display itself went quite well.
- [5] Seemed to go very smoothly.
- [6] The event was well run and fun to participate in.
- [7] Overall it was an excellent operation.
- [8] I arrived at about 16:00h at the check in desk, at that time the folks at the table where not able to give me information about my assignment nor able to point me to someone who knew. It would be nice to get that information when one is checking in particularly since the information is already known.
- [10&10a] It is was a pleasure to see so many volunteers CARES, MRC, CERT working together. Residents and guests had a memorable fun afternoon of having picnics and playing on the ground.
- [11] Street blockages worked.
- [13] Great.
- [14] The event was very well organized. I think you all did a very good job.
- [15] As usual, it was a well planned and executed event.
- [16] The event went well with no major disruptions, injuries or emergencies occurring. As usual, there were problems that were handled well by the different participating organizations and staff at the venues.

2. RACES Event execution/Radio Operations (how you think the ARES/RACES teams did)

- [2] There was confusion regarding the use of ham radios during the event. Although not explained in the briefing, Net Control was emphatic that TAC2 was to be used ONLY for CARES operations and other qualified Citizen Corp members who were not operating specifically as CARES communicators were not to use the channel.
- [5] Generally went quite well.
- [5] It might help to arrange to put the event-net antennas out along the back side of the building, a bit further away from the parking lot. This might mitigate the problem whereby everybody checking out of the Resource Net was heard on the TAC-3 repeater radios (both were overwhelmed by people keying up a few feet away from the antennas).
- [7] There were several CARES personal at Creekside who were assigned to that CP as CERT or MRC personnel and were also included in the NC Health and Welfare Checks -- this included Walt, Gracie, Judy and myself. Andy was the IC and CP Radio operator. Walt did the FRS NC job for the site. It seems to me that when a CARES person is assigned to a CP to perform CERT duties you could reduce the load on the RACES NC operator if they were taken out of his/her H&W check list.
- [8] Good reception on TAC2 after the Net-Control adjusted Audio level. I was assigned the job of unit Net-control for Creekside Park utilizing FRS radios for the sub network of the patrol teams. I suggest that the FRS radios are equipped with earphones to make communication more reliable.
- [9] Went as expected except problem communicating with Creek Side. Some of the operators had poor radio procedure.
- [10&10a] {edited} Three teams able to go on rounds at venue. Excess of hams useful for covering the complete area. FRS radios used for site communication.
- [11] We had enough volunteers without having to beg. There were two no-shows.
- [12] Excellent net control very professional.
- [12] Modify the Comm plan to address the loss of reception form inbound TX to ICP hand helds.
(Mark's plan worked well) [Editor: refers to CrossBand Repeat test by K6FJC]
- [13] Net Control volume was very low. When we turned up our volume to hear NC, everyone else was much too loud. Turned our volume down and did not hear NC. At the end of the shift when returning to NC station, I noticed that a NC operator had on a headset with attached mike. Could this be part of the problem?
- [14] Radios worked very well. Every person at Creekside worked perfectly.
- [15] Overall, radio operation went well. However, between Net Control's low audio, and the MAC evaluations taking place, all three of the hams at Sedgewick experienced problems maintaining contact (mostly responding to queries / health&welfare checks/etc). Although it is very important to perform the MAC evaluations during an actual drill, it might be better to move that traffic over to the secondary frequency. At Sedgewick (I can't talk to others) all three of us mentioned to each other that we were constantly having to turn up the volume on our radios in order to hear Net Control, then being blasted by someone else's reply. Also, the MAC evaluations added considerably to the amount of radio traffic. At the viewing venues (where you are interacting with many members of the public), the low audio of Net Control and the almost constant chatter on the radio made it very difficult to keep track of when you should be paying attention to an incoming message.
- [16] Radio operations functioned but there were some problems:
a- Radio signal check between venues and CP were initially spotty with no one relating to CP that communications had low audio so H&W requests and regular attempts (at sedgewick and creekside) went unanswered. As communicators check into the event, make sure they do a radio check with net control immediately following the site check-in process. Each radio

should have frequencies already programmed in from the Event Summary sheet sent out before the event.

Further, when responses are not heard from sites (Creekside and Sedgewick), find out why by asking for signal check from each site and using cell phone connections when sites are not responding. To have no one reply from Creekside when there were four CARES assigned people means there was a technical radio problem and/or a training problem of the communicators and/or a site operations problem, i.e. communicators were busy doing non-communication tasks with no one assigned to lead.

<< The following comments out of numerical order because of length>>

[6] My comments are mostly from the field perspective and therefore items NC would not be aware of. In other words, they did a nice job.

[6] The resource net before the event had low audio on W6ASH. I mentioned this to Mark L. once I arrived & he said the audio on AA6BT was fine. Mark suggested this could have been a problem with the volume settings on the link(s). I am not sure if he was going to follow up.

[6] Communications with Creekside was problematic. Specifically, NC called them repeatedly, including “any Creekside ham”, without response. This was an issue throughout the event. I made the following observations.

- a. It appeared all the hams there were using HTs with the original rubber duck.
- b. A large part of this is RF related. Mark L setup a cross-band repeater running 5W output on both frequencies in front of the school office(?) / main entrance and this situation was greatly improved. He was using his truck with a roof top magnetic mount antenna. In other words, nothing fancy. This appears a location issue. No experiments were done regarding raising the height of the antennas that were used by NC next to the band room. (As I recall, Mark's location was roughly where the antennas were before the school re-construction.)
- c. The Creekside venue is noisy. I did not pay attention to see how many of the operators were using earbuds or headsets. I did observe one ham has using an iPod style ear bud that sits on the earlobe and allows ambient noise in. This has limited benefit in noisy environments.
- d. I observed one ham who's HT & rubber duck were lying flat on the table. He did not respond when NC was calling: I'd guess he did hear anything.
- e. I was using an Ed Fong style in a PVC pipe on the back of my bike. NC said my signal was great.
- f. I observed one ham who was also running the FRS net. Perhaps it would be better to have one ham whose only responsibility is to listen to the ham net. I suggest this ham use an earbud or headset suitable for a noisy environment and a mast mounted antenna. This doesn't need to be a complex setup, just something better than the rubber duck & above body height.
- g. I believe a better RF setup at NC would go a long way to resolving the issue. A cross-band repeater solved the issue but that seems to me to be more complex than should be necessary. (Of course it was easy to implement once the event was underway! Input on 2m, output on the repeater's output.)

[6] RF issues also appeared with the ham stationed at Tantau & Phil. I do not know if the cross-band repeater helped NC to hear the ham. (This location was not noisy and the operator had far fewer distractions...)

[6]. NC had exceptionally low audio. This of course affected the ability of field stations in noisy locations to hear NC. After comments from one of the field operators, the level improved significantly but was still low (rather than very weak). An additional 2 or 3 comments were made before the problem was actually identified and resolved. This included a ham who was in the crowd and not working the event! I heard (ahem) the issue was one of the NCs was using his own microphone. The following suggestions come to mind:

- a. Remind all the hams to give feedback to NC regarding things such as NC's audio quality, level, etc. This is especially important for items that the NC has no practical way of monitoring! (I recall CB sets having a meter or LEDs than indicate modulation level; ham

- radios do not.) The field operators naturally tried to limit their traffic to the essentials and were reluctant to provide feedback. Get ‘em involved!
- b. Do not use gear that has not been appropriately tested before the event, such occurred in this case.
 - c. NC should ask “has this solved the issue or merely improved things?” rather than “is this better?” The first corrective comment resulted in the NC speaking closer to the mic and/or louder which did improve things significantly: he asked ‘is this better?’ and got the honest answer ‘yes’. However the audio was still low. The question implies the NC was checking if he was working in the right area to resolve the issue (like an eye doctor better or worse?), not that the NC was done!
 - d. The fact it took so many comments before full corrective measures were taken is unfortunate.

3. MRC & CERT Event execution /Field Operations

- [1] {Csida CAS} Getting the information to sign up for Cupertino emergency response system was slow due to I Pads not working, May be next year we can try rovers to sign-up during the field round, which was really fun when I & Ina decided to do so as people really didn't have to line up, both of us had signup sheets.
- [2] CERT at Creekside was fully engaged in the CAS enrollment and glow stick necklace distribution process by Public Safety Commission, contrary to what was stated at the Citizen Corp Steering Committee meeting.
- [2] At Creekside, just at the beginning of the fireworks display, we were notified of an inebriated female minor. It could have become a major event beyond the capacity of MRC personnel but fortunately Sheriff deputies stepped in and solicited a response from the SCCFD paramedics. MRC responded properly within the capacity of the volunteers.
- [5] Nothing notable.
- [8] I estimate about 1000 people where on both fields at Creekside Park
- [10&10a] CERT/CARES/MRC rotated duties to have good coverage of grounds.
- [13] Worked very well.
- [14] Andy and Isabel did a very good job. They organized all perfectly. The incident that we had was well controlled by and and the sheriffs.
- [15] CERTs & M seemed well prepared
- [16] Incidents at sites were apparently handled. Incident at Creekside (young girl hurt from fall) ultimately handled by Deputy calling for Ambulance and EMT support.
- [16] Combined with NetControl signal problem, focus on CAS signups seemed to distract CERT/MRC Site leads should make sure that there is at least one person focusing on the function of CERT/MRC/CARES, specifically CARES as the CERT/MRC are local to the venue.

4. Event Planning

- [11] The self-service check-in and checkout process set up worked wonderfully. It made check-in and checkout efficient. More than one person could be checking out at a time. This system, coupled with dispensing the use of volunteer vests meant check in event lead staff were free to interact with people checking out, asking about their experience and thanking them for volunteering. This gave a cordial touch point as they left the command center. We were also able to pull T-cards as they checked out.
- [11] The T-card holder was mounted early with the site locations set up with colored T-cards. We began placing T-cards in the holder during the check-in process. It gave leadership an ongoing visual status of the sign-ups and help identify holes left from people who did not show up. Before dinner started, Allan was able to reassign people to cover the holes from no-shows.

- [11] The T-cards were color-coded according to function, CARES, CERT and MRC. This enhanced the utility of the T-card holder as a management tool.
- [16] CARES handling MAC registration into Eventbrite helped with building of the spreadsheet for all event participants.
- [16] a. Steve did a great job of organizing and keeping control of all documents generated using Dropbox and versioning and archiving documents as they were delivered and worked on
- b. By sending out a softcopy of the Event Summary sheet (twice) before the event, kept questions and time for CCC briefing short since most of the questions are usually answered on the summary sheet.
- [16] Check-in: LaNelle and Leroy did a GREAT Job handling the check-in process. MAC check-ins signed MAC 211 and Cup 211.
- [16] Parks and Rec need a second driver capable of attaching and moving the CCC trailer.

5. Resources and Logistics

- [1] More light is needed at incident command post (Csde) as we had trouble signing up {CAS} when it got dark, using torch light took longer for signups.
- [2] Late arrival of the AEDs (although prior to dark).
- [5] Probably should bring more/larger bottles of water - by the time I went to get one to take out to my assignment there were none left. I did have a full flask with my kit, of course, but having a bottle of cold water to carry along would have been nice.
- [8] Two out of three Light batons failed shortly after first use due to prematurely discharged batteries. No charging capability was available.
- [9] For RACES, no issues. West Side was quiet. Public works removed barriers too soon causing confusion after fireworks at WestSide.
- [10&10a] Did not estimate that there so many people interested in signing up for CAS or getting freebies. Needed additional necklaces.
- [11] Using Dropbox among the leaders worked well to keep everyone onboard and allowed them to add/share their own documents. However, Dropbox is for file sharing, and not *optimized* for collaboration. Example: One time Allan and I opened the same file to do editing. The application did not warn us of this conflict.
- [12] MRC trauma bag at Creekside was lacking essential equipment when needed (BP cuff) - All bags need to be opened visually inspected, inventoried, and refreshed as needed.
- [13] No First Aid kit at Sedgewick at start of shift.

6. Interactions with any Cupertino City Staff (i.e.: Parks & Rec or other)

- [2] Little interaction with Parks & Recs at Sedgwick.
- [5] Pleasant interactions with Parks & Rec at all times - both the young guy posted near my station and with the barricade-truckdrivers.
- [8] Went well.
- [9] West Side Parks and Recreation were not prepared for the colder weather at night.
- [10&10a] CCC volunteers checking for public welfare with Parks & Rec personnel checking for public compliance of pets and sound system.
- [11] Tom Walters was friendly, approachable and willing to meet our requests
- [11] The Sheriff's Office made two requests for Public Works that should be included in 2015's PW work order.
 - 25 cones at Bollinger and Miller.
 - A no left turn sign at Miller and Howard with 10 cones.
- [11] Get a map of the planned field locations of P&R staff.
- [13] Limited interaction. Everyone was busy with their own duties.
- [16] Having Tom Walters (or any P&CS supervisor) in the CP to see how SO and CARES operate and

be able to answer questions or take actions (send someone for more ice) can be done quickly.

- [16] Having city radios to talk with Public Works, e.g. SO request for traffic cone delivery to Miller and Bollinger for post event traffic control. However, Returning the City radios before event was done and all clear given was a mistake. Public works started to remove barricades before Fire gave the all clear and we had no way to contact them . This caused cars to be on Finch before the all clear was given.

7. Interactions with the members of the Sheriff's Office

- [2] Very cordial and respectful. Deputies appeared to be sincerely grateful of the Citizen Corp presence.
- [5] The deputies reacted *very* quickly when somebody set off a huge firecracker a couple of driveways away from my location. By the time I finished calling it in to Net Control, there were two motorcycle officers, two on bicycles, and one in a van pulling up to the driveway in question.
- [8] Went well.
- [9] Polite and courteous.
- [10&10a] Many deputies responded when called. Deputies not able to communicate with paramedics to establish condition of girl inside. Sheriffs not able to help MRC get in.
- [11] Interaction was professional, effective and amicable. Having ARES and SO share a CP worked well operationally.
- [13] They were at our station or not far away most of the night., Very good interaction.
- [15] Sheriffs assigned to Sedgewick were great to work with.
- [16] colocation at CHS was great for communication with SO. They could hear what was going on and respond immediately as well as responding to SO request for cones with Public Works. Sgt. McCoy handled all of the surprises well and responded immediately. The SO did a great job of keeping everything under control

8. Interactions with the public

- [1] I had lots of fun interacting with people(specially kids) .
- [2] Very friendly (as long as we had glow stick necklaces).
- [3] One thing that I thought of that would be a help is having a copy of the mailer that was sent to the neighbors. This would be a reminder that they are past curfew on entry to their home.
- [5] Pleasant. There were the usual few people who were somewhat impatient about the 30-minute all-clear period, or who apparently hadn't been aware of the road closure at all. Nothing severe - all interactions ended gracefully :-)
- [8] No problem, except for a drunken minor.
- [9] In general, the public complied with requests
- [10&10a] Giving directons, recommendations for best view. Asking if they were having fun.
- [13] Most of the assigned staff walked around and talked with the people.
- Two of our staff were out walking around the school grounds when they were notified that someone had lost their child. The staff called it in on their FRS radio. We called the sheriff over to get the details and the mother arrived to report that her child had been found by our staff.
- [15] Public seemed very appreciative of our helping out.

9. Other areas or comments?

[4] Please see link below for video of my event experience. Feel free to pass it on.

<https://m.youtube.com/watch?v=v0Ao7Uu9efs>

[5] Will do it again next year if at all possible. Seemed like a better fireworks show/selection this year compared to last year.

[6] The map was great except that some of the street names along Finch were covered by the needed and well done notes/highlights. This was an issue for me as a rover when a report came in that somebody had fallen at the intersection of Finch and (blocked name). A tweak to the label locations would resolve this.

[6] Lastly, I'd say the Resource Net Operator on the homeward leg had it way too easy.

[8] None.

[11] Three volunteers walked back from Sedgewick to collect their cars at the high school, after Finch had been closed to traffic.

[11] After the shoot ended, some cars circumvented the blockades by going through an apartment parking lot and then heading northbound on Finch right past the high school.

[12] Check in process was streamlined and very efficient to process all inbound personnel ..The pre populated T cards made management very simple.

[12] 1-Street closures went well..premature opening of Finch closures allowing vehicles to travel North/Southbound before "All Clear" was given by FD.

2-Identify exact location of breach made to Finch closures via condo/apt. complex..Form a mitigation plan to address this issue for future events.

3-Signage needs to make all vehicles aware that the Finch road closure will be in effect until the "all clear" is given approx. 30 mins after the show has ended.

[13] We were assigned to Check-In. Conclusion is that 3 people are needed to man the tables. 2 people monitoring and helping people who are checking in and 1 person pulling T-cards and taking them to T-Card Holder and placing in proper pockets.

Taping separate 211-B sheets to the table worked very well allowing more than one person to check in at the same time. Need to separate T-cards into stacks that correspond with each individual check-in sheet. Can then notify volunteer where they will be assigned as they check in.

Did not use the second label on the T-Card because it was a duplication of the information on the 211-B.

[13] Steve Hill did a great job and was fun to work with.

[14] Thank you for letting me practice with you.

[15] During check-out, I was never asked to turn in my 214. Since Sedgewick was relatively uneventful, I'll give the highlights here:

- 16:04 - check in CUP high school
- 17:20 - arrive Sedgewick, assigned as Sedgewick 1
- 22:15 - vehicle w/possible inebriated driver seen parking on Phil
- 22:17 - informed Sheriff of vehicle
- 22:30 - checked out

[16] Agenda at venues to do CAS signups conflicted with focus of CCC. Although it apparently did work for getting people signed up, the precedent that using CCC volunteers for a task other than their charter (at an event) confuses the focus of what CCC should be doing and sets the precedent that volunteers can be used for tasks other than what they signed up for.

***** #2: Please state what your initial assignment was (tactical call is fine) and the name (first name is ok, if you remember it) of the person with whom you were partnered.**

- [1] MRC1 at Creekside
- [2] MRC2 at Creekside
- [3] Phil at Tantau
- [4] MRC at Hyde
- [5] Stendahl Rover
- [6] CP Rover & MAC Evaluator
- [7] Creekside 3 Communicator
- [8] Creekside 1 communicator
- [9] CHS Westside 1
- [10] MRC3 at Creekside
- [11] Event Lead
- [12] Event Co-lead
- [13] Check-in & Sedgewick Lead
- [14] Creekside 2 communicator
- [15] Sedgewick 1 communicator
- [16] Comm. Shift supervisor

***** #3: Lastly, for those who were at a viewing venue (official or unofficial -- essentially any place where anyone stopped to watch the Fireworks), please reply with the location and any final 9:30pm attendance count that you may have made or deduced.**

End of Report.