

After Action Report 2018 Heroes Run



Cupertino Citizen Corps

1. Overview

Description: Heroes Run
Event Date: November 3, 2018
Report Date: December 9, 2018
Citizen Corps Event: CUP-18-29T
RACES Event: CUP-18-29T
Control: Cupertino Citizen Corps
Report Revision: 1.0
Submitted by: Judy Halchin

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, Title 19, s2900(q)."

CARES will follow this requirement for reporting the results and recommendations for this Training Event.

i. Introduction and Background

Terms

CCC	Cupertino Citizens Corps; composed of CARES, CERT, MRC.
CARES	Cupertino Amateur Radio Emergency Service, ARES/RACES organization supporting the City of Cupertino. A component of CCC.
CERT	Community Emergency Response Team. Community Emergency Response Team; trained in light search and rescue, disaster medicine, fire suppression and Help Desk. A component of CCC.
DPW	Department of Public Works
ICP	Incident Command Post. A temporary physical location used for the purpose of on-scene incident command and management at the tactical level.
MRC	Medical Reserve Corps. Volunteers that supplement the existing emergency and public health resources. A component of CCC.
NCS	Net Control Station
OES	Office of Emergency Services

RCS	Recreation and Community Services (formerly Cupertino Parks and Recreation Department)
SO	Santa Clara County Sheriff's Office
VMC	Valley Medical Center Foundation (Race sponsor)

Introduction

The City of Cupertino supports testing the community emergency response plans and ongoing disaster preparedness readiness as an essential component to a successful community disaster response. This report describes the results of an exercise designed to test CCC's ability to perform one type of emergency service.

The purpose of this exercise was to practice skills and procedures that CCC would expect to use if requested to aid in the movement on foot of a large number of people, such as moving a group of people from one shelter to another, taking advantage of the 5K race organized by Valley Medical Center Foundation and the Santa Clara County Sheriff Department . The expected outcome was to identify additional training, planning and supply needs. The CCC response for this event included CERT, CARES and MRC.

The City of Cupertino authorized the drill under training activation number CUP-18-29T. This report covers the activities undertaken by responding CCC members and the findings from that drill.

ii. Type / Location of Event / Drill / Exercise

Event Type: City of Cupertino, Citizen Corps Training Activation
 Event Identifier: CUP-18-29T
 Event Name: Heroes Run
 Location: City of Cupertino Civic Center Plaza and nearby neighborhoods

iii. Description of the Event / Drill / Exercise

CCC exercise objectives:

1. Exercise CARES informal message passing and message net procedures.
2. Practice CERT/CARES inter-communications using FRS radios between CERT and CARES volunteers.
3. Practice crowd safety and management operations in conjunction with the Sheriff and VMC representatives.
4. Practice first aid operations.

The activation response included 23 CCC members and one other city volunteer, as follows.

- 2 Shift Supervisors
- 2 Net Control Operators
- 2 First Aid Station Staff
- 1 Situation Status Staff
- 12 CARES Checkpoint Operators
- 4 CERT Checkpoint Operators
- 1 CARES Shadow for the RCS Lead

Only 12 of a possible 17 checkpoints were staffed because of an insufficient number of volunteers and the fact that 4 of the volunteers were new and had no training yet. These 4 operators were paired with volunteers who could provide on-the-job training.

The response included direct CCC interaction with the following agencies.

1. Valley Medical Center Foundation, Race Sponsor

2. City of Cupertino Public Works. The CCC ICP monitored a Public Works radio, sharing information about the race progress and road closures.
3. Santa Clara County Sheriff's Office. The CCC ICP monitored a Sheriff's Office radio, sharing information about the race progress and road closures.

Performance against Objectives:

1. Exercise CARES informal message passing and message net procedures.

Results: **NEEDS WORK.** The CARES Net Control Operation procedures were followed, and field responders followed net and message passing protocols well, except for maintaining Unit Logs. Informal message passing went smoothly. Of 15 Unit Logs that were submitted, the header fields of only 1 were completed correctly.

2. Practice CERT/CARES inter-communications using FRS radios, tying all field responders together in a single communications network.

Results: **SATISFACTORY.** Along the race course, three stations had CERT volunteers only. Each of these stations had an FRS radio as did the nearest station with a CARES volunteer. The CARES volunteer was responsible for relaying reports and information to and from the CERT volunteer(s).

3. Practice crowd safety and management operations in conjunction with RCS and SO.

Results: **SATISFACTORY.** CCC members were located at 12 stations along the race route. Progress reports were sent to the ICP via radio. Members were also prepared to report problems and to report emergencies by radio if needed, as the Sheriff's Lead requested. CCC had direct communications with SO by means of an SO radio at the ICP, and with DPW by means of a DPW radio at the ICP.

4. Practice first aid operations.

Results: **SATISFACTORY.** No problems reported. Some minor injuries were treated with bandaids or similar.

iv. Chronological Summary of Event / Drill / Exercise

CARES ran this exercise under activation number CUP-16-33T. The following is a summary of the activities as reported on ICS-214s that were submitted after the event. All times listed here are in local time. The following is a very high level summary.

Time	Description, Notes, Comments
0600	Staff arrived to begin set-up
0650	CARES Resource Net opens
0700-0730	Volunteers arrived and signed in
0740	Safety briefing and assignments began
0800	Briefing and assignments completed Tactical Net opened Field responders began to depart for assignments
0848	All field responders were at their assignments
0911	Race began
1013	Started recall of each field responder after ascertaining that all runners had passed
1021	Checkpoint 1 released. Last inbound checkpoint.
1023	All field responders returned to ICP, Tactical Net closed.
1104	Last volunteer signed out, exercise ended

v. Response at SEMS Levels (as appropriate):

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

Participating CCC members reported to the ICP located in parking lot behind Library for exercise briefing and assignments. The following specifics are noted here:

- A slightly relaxed buddy system was in effect for field responders along the race route, with buddies being nearby, but not always beside, each other.
- 12 checkpoint stations, one shadow position, and one medical location were staffed, all with radio communications.

Neither the EOC nor DOC were staffed during this drill.

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.

The following agencies and departments were involved in the public service event and interacted with CCC in its exercise.

Valley Medical Center Foundation

VMC is the primary agency in charge of the event. CCC communicates with VMC lead through a CARES shadow operator provided to the race coordinator.

Public Works (DPW)

Public Works was responsible for placing barricades and directional signs along the race course and closed streets. They worked with the SO to dynamically close busy streets during the race and reopen them after runners pass. PW used their own discretion regarding the reopening of closed roads.

Sheriff's Office (SO)

The Sheriff's Office provided traffic control at six intersections most problematic for the race. A CARES shadow was provided for the SO's PIO. Additionally, there was personal interaction between the deputies and CCC members at these six intersections.

Communications Systems

CARES operated a tactical net on VHF TAC 2 simplex, and a resource net (tracking travel) on VHF TAC 1 simplex.

CERT and CARES communicated between some stations with FRS radios. The team reported that the communication from CARES to CERT via FRS worked and did not have any problems.

Commercial radio. CPW and the CCC ICP communicated by means of a city radio on the sign shop channel. The CCC ICP listened in on a SO radio.

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 Conclusions and Recommendations. These are taken from participant feedback forms and oral feedback from some participants. Note that some of these were corrections to the AAR for the Big Bunny Fun Run 2016 which follows the same course.

What worked

- Teamwork between CERT and CARES.
- Communications using FRS radios.
- Participant Documentation Package- Course Map with Operation instructions on back, 214 with specific events times to be recorded
- Having a city radio to communicate with DPW and and SO radio to report emergencies to SO if necessary.
- No stuck microphones
- Course Map provided to all volunteers
- Experienced CARES members providing mentoring for new CARES and CERT volunteers

What didn't work / needs improvement

- Of 15 ICS 214 Unit Log that were turned in, only one had the header fields completed correctly.
- CCC was assured several times that the SO would perform a sweep; however, a sweep was performed only after the Shift Supervisor located the SO Lead during the race and informed him that no sweep was being performed. A sweep was then performed but it travelled the course in reverse order and skipped some portions of the course.
- The CCC Shift Supervisor needed to attend the SO's briefing. This took quite a while, as the briefing began about 20 minutes late. There was another capable shift supervisor present who stepped in, but often this would have left the ICP without supervision.
- The SO didn't supply CCC with one of their radios until about halfway through the event.

Recommendations

- Additional training on how to complete an ICS 214 Unit Log. This should maybe include a sample that the volunteers will be asked to bring with them to drills to use as an example.
- We should always plan to perform a sweep that meets the needs of the CCC, no matter what the SO says they plan to do.
- A plan is needed to provide supervision while the Shift Supervisor (or maybe someone else?) attends the SO briefing. This occurs sometime between 0700 and 0730.
- A few improvements to the map handout for volunteers might include the following.
 - Checkpoint 8 isn't marked on the map
 - All checkpoints should be marked with the same shape marker. Indicating which are for CARES and which for CERT can be confusing when it doesn't match the assignments. This seems to happen more often than not.
 - Add an outline showing the location/shape of the Library and Community Hall to make it easier to orient oneself on the map.
 - Remove "MRC" from the legend and mark the First Aid location with a red cross to reduce clutter.

viii. Logs, attachments:

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