

**After-Action Report
Fourth of July Fireworks 2019**



ARES/RACES

1. Overview

Description: Cupertino Fireworks
Event Date: July 4, 2019
Report Date: July 16, 2019
Cupertino Event: CUP-19-27T
Santa Clara County Event: XSC-19-03T
Control: Cupertino Citizen Corps
Report Revision: 1.0
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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 follow this requirement for reporting the results and recommendations for this public service event.

i. Introduction and Background

Terms

- CCC Cupertino Citizens Corps; the City’s umbrella organization for CARES, CERT, and MRC.
- CARES Cupertino Amateur Radio Emergency Service; ARES/RACES organization supporting the City of Cupertino.
- CERT Community Emergency Response Team; trained members who can assist others in their neighborhood or workplace following an event when professional responders are not immediately available to help.
- DPW Department of Public Works

- 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; volunteers who are practicing or and retired physicians, nurses and other health professionals, as well as other citizens interested in health issues, who are eager to volunteer to address their community's ongoing public health needs and to help their community during large-scale emergency situations.
- NCO/NCS Net Control Operator / Net Control Station; the control function that ensures the efficient passing of messages between stations on the frequency
- P & R Parks and Recreation, the city department that is sponsoring the event.
- SCCFD Santa Clara County Fire Department
- SCCSO 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 2019 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).

In each of May and June, a CCC representative attended a planning session conducted by the Cupertino Recreation and Community Services that included representatives from P & R, DPW, SCCFD, SCCSO, and CCC.

The June session was held at the event site, Hyde Middle School, and included representatives from P & R, DPW, SCCFD, SCCSO, Hyde Middle School custodial staff, and CCC.

Due to the staffing levels required to fill all required field positions, requests for additional Amateur Radio operators were made to other cities in Santa Clara county by means of the Santa Clara County RACES organization's mutual aid program. In accordance with County RACES policies, these resources operated under activation number XSC-19-03T. All responding volunteers from outside Cupertino also signed in as Cupertino Disaster Service Workers.

On July 4, the City of Cupertino initiated a Citizen Corps Training Activation under the designation CUP-19-27T.

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-19-27T, XSC-19-03T
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 the Hyde Middle School softball field with major viewing locations provided at Creekside Park, Sedgwick Elementary School, and on Miller Avenue. Lighting, music, and first aid stations were provided at each of these three venues.

To maintain the security of the launch site, manage traffic flow, and provide additional viewing space, the following streets were closed to automobile traffic, beginning at 5:00 p.m.

1. Miller Avenue between Phil Lane and Bollinger Road
2. Howard Court
3. Atherwood Avenue between Candlewood Road and Miller Avenue
4. Westbound Phil Lane between Miller Road and Tantau Avenue
5. Finch Avenue between Phil Lane and Tilson Ave
6. Stendhal Lane between Shadygrove Drive and Phil Lane
7. Shadygrove Drive between Stendhal Lane and Tantau Avenue
8. Brookgrove Lane between Shadygrove Drive and Willowgrove Lane
9. Ferngrove Drive between Shadygrove Drive and Willowgrove Lane
10. Willowgrove between Hyde Avenue and Ferngrove Drive

Additionally, the following streets were closed to both automobile and pedestrian traffic.

1. Disney Lane between Miller Avenue and Stendhal Lane
2. Stendhal Lane between Disney Lane and Shadygrove Drive
3. Hyde Avenue between Shadygrove Drive and Bollinger Road

Forty-nine volunteers assisted with crowd safety at the three viewing venues, staffed five street barricades and one parking lot, and maintained communications within these locations and between these locations and the SCCSO's command post. They also provided and staffed three first aid stations for the public. Forty-nine volunteers participated, including Cupertino ARES/RACES, CERT, and MRC, and ARES/RACES volunteers from other cities in Santa Clara County.

This report concerns the responsibilities and actions of these volunteers.

Volunteer organization objectives:

1. Track all volunteers using ICS 211 forms and T-cards, and track radio operators travelling to and from the event on the Resource Net using our standard procedures.
2. Operate a network of FRS and amateur radios, using our standard procedures, to enable communications between all volunteers and the SCCSO's command post.
3. Evaluate and treat people requesting help at first aid stations for minor injuries or health problems.
4. Report problems and emergency situations promptly to P & R venue leads or SCCSO command post, as specified by those agencies.
5. Assist SCCSO with crowd movement on Miller Avenue, and with other situations as may be requested during the event.

Performance against objectives:

1. Track all volunteers using ICS 211 forms and t-cards, and track radio operators travelling to and from the event on the Resource Net using our standard procedures.

Results: **NEEDS IMPROVEMENT.** All volunteers signed in and out on ICS 211's, and T-cards were filled out for all volunteers. The incoming Resource Net was operated from the event and the outgoing from the home of the Net Controller. Both ran smoothly. However, 14 of 25 radio operators who should have used the Resource Net did not do so.

2. Operate a network of FRS and amateur radios, using our standard procedures, to enable communications between all volunteers and the SCCSO's command post.

Results: **SATISFACTORY.** Almost all radio communications were efficient and followed standard procedures. Venue leads on one occasion assisted with radio programming prior to deployment.

3. Evaluate and treat people requesting help at first aid stations for minor injuries or health problems.

Results: **SATISFACTORY**. All first aid stations were staffed continuously by trained personnel during the event. Two members of the public requested assistance and were treated for a 1) minor leg injury and 2) minor stomach issues.

4. Report problems and emergency situations promptly to P & R venue leads or SCCSO command post, as specified by those agencies.

Results: **SATISFACTORY**. There were no 911-level emergency situations.

5. Assist SCCSO with crowd movement on Miller Avenue, and with other situations as may be requested during the event.

Results: **SATISFACTORY**. The Sheriff's Office requested a deployment change to breakdown the Willowgrove roadblock at Brookgrove and move the ARES / CERT team to the entrance to Miller School to resolve an unauthorized access issue from reoccurring at approximately 18:00. Reports from volunteers on Miller Avenue indicated that the significant congestion that had been reported in 2018 did not occur this year due to volunteer efforts to urge people to move to the North end of the venue. There was some minor congestion shortly before 21:30, and some confusion among volunteers about whether the public could walk long the emergency lane, but neither caused significant problems. Issues at street barricades were resolved via radio communications between the volunteer barricade staff and the SCCSO's command post. As requested by the SCCSO, all volunteers at barricades kept the barricades in place at the end of the event until the SCCSO gave the word to open them.

6. Record significant actions, events, and communications on the appropriate ICS forms.

Results: **SATISFACTORY**. Net Control logs were maintained and completed correctly. 14 of 25 radio operators completed an ICS 214, and many also completed an ICS 309 (others logged occasional traffic on the ICS 214). Almost all these forms were completed correctly, and all included appropriate entries. While 11 operators did not turn in any forms (5 from Miller venue), it's not clear how many failed to complete a form and how many failed to turn it in. In either case, we need to work on that aspect.

iv. Chronological Summary of Event / Drill / Exercise

The following is a high-level summary of the event as reported on ICS-214's and ICS-309's that were submitted.

15:13 Inbound Resource Net opened
 15:40 to 16:25 Barbeque dinner served
 16:00 SCCSO briefing
 16:18 Inbound Resource Net closed
 16:36 Volunteer briefing
 17:05 Message Net opened, volunteers began travelling to their assignments
 18:32 All volunteers were checked in at their final assignments
 19:28 Elderly Man with leg cuts at Creekside venue
 21:30 Fireworks began
 21:50 Fireworks ended
 21:55 Outbound Resource Net opened
 21:58 First volunteers were released from their assignments
 22:05 Young Man with Stomach issues at Creekside venue
 22:25 Fire Marshall gave the all clear; all street barricades to be opened
 23:15 Last volunteers signed out on ICS-211
 00:10 Outbound Resource Net closed

v. Response at SEMS Levels (as appropriate):

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

Cupertino ARES submitted a mutual aid request to Santa Clara County RACES, requesting Field Operators and Net Control Operators. This was accompanied by an entry on the County RACES website where individuals could register for these positions and for Event Staff and MAC Evaluator. The request was granted under the activation number XSC-19-03T. 9 radio operators responded to the request by registering, and 8 of those took part in the event. These included 3 Cupertino ARES members, with one each from the cities of Saratoga, Mountain View, Los Altos Hills, Palo Alto and the last one from Santa Clara county.

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 Parks and Recreation Department

A combination of full-time and seasonal staff members had primary responsibility for the event, including planning, financing, coordination, venue setups (lights and music), and advertising. At each viewing venue, they had a Venue Lead as well as additional personnel assisting with crowd safety.

Cupertino Office of Emergency Services (OES)

OES Citizen Corps Coordinator, Ken Erickson, supported the event as an advisor to the Cupertino Citizen Corps staff and as Event Logistics and authorized activation of volunteers under event number CUP-19-27T.

Santa Clara County Sheriff's Office

The Sheriff's Office was in charge of area security and overall public safety. Officers staffed street barricades and viewing venues and patrolled on foot and bicycle. Captain Urena served as Incident Commander for the SCCSO, working from a command post in the Hyde Middle School gymnasium. The SCCSO also provided a barbeque dinner for their officers, P & R, and the volunteers.

Santa Clara County Fire District

An SCCFD Fire Marshall was on site at Hyde School from mid-morning until about 11:00 p.m. An Engine Company was positioned adjacent to the launch site, on Hyde Avenue, from about 9:00 p.m. until 10:30 p.m. Together, they were responsible for fireworks safety.

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.

What worked

- 1) Logistics delivered supplies for Creekside on July 3, putting them inside the building. On July 4, shortly before Miller was closed at 5:00 pm, he dropped off the trailer of supplies at Sedgewick, then drove the truck with the Miller supplies to Miller and left it there. This freed up the driver to come to Hyde gym to assist, knowing that all the supplies were secure.
- 2) Volunteer venue leads introducing themselves to the P & R venue leads seemed to help establish good working relationships between the venue leads.
- 3) Maps emailed out to volunteers (one showing all volunteer positions, the other from the city web page advertising the fireworks) were helpful in answering the public's questions, especially for people not from Cupertino.

4) The volunteers at barricades did a good job of following their instructions to remove the barricades only when given permission by the SCCSO and to ignore conflicting instructions from Public Works.

5) As with last year, having one or more CARES members as part of the fireworks crew ensured that we received a timely notification of the all-clear. We'd been told that the notification would come to the command post through the Sheriff's Office.

6) Having the volunteers who worked at Hyde parking staff return to the gym when the fireworks show ended to staff the check-out table worked well. It helped avoid the need for special check-in/out staff.

What didn't work / needs improvement

1) The ARK's Honda generator to be used at Miller first Aid was stolen prior to Comm 469 arriving at Hyde Gym, the generator was staged at Hyde Gym. (See recommendation A)

2) CCC Briefing – IC forgot to give out maps and survey sheets (See recommendation B)

3) Check out was a little confusing in the Gym and at this time, we distributed survey sheets and collected ICS forms. The IC performed the checkout function where venues seemed to work well and ICS 214's covered CERT people – no issues but could be improved (See recommendation C)

4) There was one roadblock where the placement of the roadblock was different from what was given by S.O. and map – the placement was obvious, no issues resulted. (see recommendation D)

5) FRS radios had some low batteries installed -need to replace batteries, additionally some CERT personnel had issues in proper manipulation of volume control to hear the venue lead and call button is close to PPT button – this caused confusion. (see recommendation E)

Recommendations for Future Events

A) Maintain watch over equipment staged at Hyde Gym, can not leave equipment unattended.

B) Add hand out of maps and survey sheet to briefing script or hand out maps and survey sheets and check in.

C) Staff check out at Hyde Gym more robustly – as soon as Hyde teams are released.

D) Ask S.O. for detailed map of all road closures or get Public works to print out readable maps.

E) Have a bag of extra batteries as spares for each of the venue leads to facilitate the venue lead in resolving issues with the FRS radios.

F) We need more training for radio operators that they are all expected to complete and turn in an ICS 214 form, even for public service events. We should have the person staffing the check-out process remind everyone to turn in all their paperwork. This should be done at the gym and at each of the venues.