

After Action Report

Sheriff's Heroes 5K Run 2019

Cupertino Citizens Corps
2-November-2019

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Overview

Description: Heroes 5K Run Course Communication
Event Type: City of Cupertino Activation
Event Name: Heroes 5K Run 2019
Activation No: CUP-19-29T
Managing Entity: Cupertino Office of Emergency Services
Event Date: 2-Nov-2019
Report Date: 11-Nov-2019
Report Revision: 1.5
Submitted by: Steve Hill, KK6FPI

Requirements for Reporting¹

Completing an After-Action Report is part of the required California 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)."

Background and Timeline

Introduction

The purpose of an After-Action Report (AAR) is to analyze the management and/or response to an incident, exercise or event by identifying the strengths to be maintained and built upon, as well as the potential areas for improvement.

The focus of this AAR is on the Cupertino Amateur Radio Emergency Service (CARES) response to the 2019 Heroes 5K Run and is submitted to Cupertino OES by Cupertino Amateur Radio Emergency Service (CARES) as a record of our findings, planned follow-up activities, and recommendations to the City.

Summary

The Santa Clara County Sheriff's Office (SO), Santa Clara County Fire and Valley Medical Center (VMC) conduct a fundraising 5K race on the first Saturday of November. For the past few years the event has been staged in Cupertino. The course is the same as Cupertino's Big Bunny 5K Fun Run in the spring.

<http://heroesrunsc.com/>

Historically, CARES has placed CARES and CERT volunteers along the course for both events to monitor the race and report problems with safety or injuries. This year, the SO event manager planned to use deputies along the course exclusively. CARES would not be needed.

¹ <http://www.caloes.ca.gov/cal-oes-divisions/planning-preparedness/after-action-corrective-action-reporting>;
<http://temp.caloes.ca.gov/PlanningPreparednessSite/Documents/01%202450.pdf>

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Three days before the event, the SO received a request from Sonoma County to send some deputies for relief of local Sonoma County deputies who worked the wildfires. The compliment of race deputies was diminished. The SO event manager contacted CCC Coordinator, Ken Ericksen, to provide CARES members. On three-day notice, we recruited 6 CARES and 4 CERT volunteers. This is about half the number we normally get.

With the smaller contingent and no access to the Communications Van #469, the CARES event coordinator elected to set up the Incident Command Post (ICP) in Wilson Park. The park is near the center of the race. The close proximity meant CERT members with FRS radios could communicate directly to the ICP using FRS radios. It also meant we could communicate with CARES members using a handheld radio.

The ICP was staffed with two net control operators, one for CARES using an amateur radio and one for CERT using a handheld FRS radio. This setup gave the CERT volunteers experience with field communications and the CCC leadership a chance to observe how CERTs handle this new activity.

The volunteer CARES net control operator supplied a mobile radio and push-up mast to ensure reliable radio communication.

Key Findings

The specific findings from this event are:

1. **CCC Resource Availability.** CCC resource turn-out on short notice was higher than expected. We were able to cover 8 of the course field locations, with deputies covering most of the rest.
2. **Wilson Park for ICP Location.** Wilson Park proved to be a desirable location for the ICP. It is recommended we use this location for future 5K races.

Advantages over using the City Hall parking lot are:

- a. Shorter walking distances to field locations. As the Table 1, below, illustrates, walking distances are considerable shorter. Many of them reduced round trip walking distances by over one mile. (Walking distances determined using Google Maps.)

Table 1. Comparison of Walking Distances between ICP Locations

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Field Location	City Hall		Wilson Park		Wilson Park Advantage	
	Feet	Via	Feet	Via	Feet	Miles
1	1,982		3,737	Blaney	(1,755)	(0.33)
2	2,875		3,381	Blaney	(506)	(0.10)
3	3,386	Blaney	2,786	Blaney	600	0.11
4	2,241		1,749	Blaney	492	0.09
5	1,765		1,813	Portal-Price	(48)	(0.01)
6	2,762		816		1,946	0.37
7	3,644	Wilson Park	1,312		2,332	0.44
8	4,382	Wilson Park	702		3,680	0.70
9	5,068	Wilson Park	1,388		3,680	0.70
10	5,291	Stevens Crk	2,202		3,090	0.59
11	5,046	LaMar	1,663		3,383	0.64
12	4,373	LaMar	964		3,409	0.65
13	4,521	LaMar	1,732		2,789	0.53
14	4,849	LaMar	2,057		2,792	0.53
15	4,694	LaMar-Glenview	2,753		1,941	0.37
16	4,826	Blaney-Clifford	3,020		1,806	0.34
17	3,995	Blaney-Clifford	3,099	Pineville	896	0.17

- b. Placing the ICP in the middle of the course means we can conduct radio operations without requiring the Communications Van #469.
- c. Picnic tables were used for the net control operators, in lieu of the 6-foot tables and plastic chairs normally used.
- d. The reduced logistics requirement and not requiring the Communications Van lowered the event logistics workload for the CCC team. Setup and demobilization were faster.
- e. The faster setup and demobilization, coupled with shorter walking time, reduced the overall volunteer time required without impacting our race coverage.

Response Resources

CCC was activated under activation number CUP-19-29T. Insurance for volunteers under a DSW activation.

1. **Cupertino ARES/RACES.** CARES is a volunteer organization of FCC-licensed amateur radio operators who will respond to requests from the city during times of emergencies. Their focus is on understanding risks facing the city, putting plans, and communications processes and tools in place to respond to these risks. Six (6) CARES members participated.
2. **Cupertino CERT:** CERT is a volunteer organization of residents that want to assist the community during and after an activation. CERT participated in the community outreach to the effected residents and businesses. Four (4) CERT members participated.

CCC established an ICP at Wilson Park, at [N37.319106, W122.019144](#).

Timeline

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Time	Event
8:10 AM	CCC volunteers have arrived at Wilson Park (east side) Safety Briefing
8:30 AM	Field responders are deployed from ICP
8:45 AM	Field responders are on station
9:00 AM	Simulated migration (5K Run/Walk) begins
~9:30 AM	SO bicycle sweep duo begins to pass our field locations. Volunteers are released from their duty as the sweeps pass by.
~10:10 AM	Race ends. ICP demobilized.

Observations and Recommendation

ICP Location for 5K Races

Wilson Park should be used in the future for the two annual 5K races.

Siting the ICP along the racecourse places the event leaders in a position to observe a portion of the race and respond faster to volunteer issues.

Workload for setup and demobilization are significantly reduced.

Volunteer walking and duty time are reduced.

CERT members can work at the same level as CARES volunteers, where they radio directly to a CERT net control operator at the ICP.

Restrooms are close by the ICP location.

CERTs Need FRS Communication Training

The CERT volunteers were enthused by using an FRS radio at a real event. The concept of working through a net control operator was new and some of them could have benefited from more coaching before the race.

Eventbrite Had Glitches

Some volunteers reported issues with signing up on Eventbrite.

The CCC event leader needs to trouble shoot and fix the problems.

<https://heroes-run-tickets-2019.eventbrite.com>

Conclusion

The 5K race gives volunteers valuable experience with PTT (push-to-talk) time. Volunteers are part of an actual civic event performing a useful public service while reinforcing their training.

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Terms

AAR	After Action Report; a document intended to capture observations of an exercise and make recommendations for post-exercise improvements. The final AAR and Improvement Plan (IP) are printed and distributed jointly as a single AAR/IP following an exercise.
AAR/IP:	Improvement Plan; identifies specific corrective actions, assigns them to responsible parties, and establishes targets for their completion.
CAP:	Corrective Action Plan; FEMA; HSEEP: actions identified during activations or exercises that are tracked to completion, ensuring that exercises yield tangible preparedness improvements.
CCC	Cupertino Citizens Corps; CARES, CERT, MRC. Managed by Citizens Corps Coordinator.
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.
Comm 469:	City of Cupertino Public Safety Communications Vehicle #469.
DPW	Department of Public Works
FRS	Family Radio Service, as defined by the Federal Communications Commission FCC
H&W:	Health & Welfare; used within the context of a Health & Welfare Check. Usually check of field teams to sure they are OK.
IC:	Incident Commander, the person responsible for all aspects of an emergency response at an ICP.
ICP:	Incident Command Post; the physical location of the tactical-level, on-scene incident command and management organization.
MRC	Medical Reserve Corps; a network of community-based units established by local organizations to meet the public health needs of their communities. A component of CCC.
NCO	Net Control Operator
OES	Office of Emergency Services
SO	Santa Clara County Sheriff's Office
VMC	Valley Medical Center, county hospital