Standard Operating Procedures

Cupertino Amateur Radio Emergency Service

Part 2, Section 7.7 Windshield Survey Area (City ISA) Assessment Procedure

4 October 2024
Revision 1.4

Revision

Rev	Date	Comments
1.0	10/29/2020	First draft
1.1	11/3/2020	Second Review
1.2	07/30/2024	First Update
1.3	09/29/2024	Update to reflect process discussion, name clarification
1.4	10/3/2024	Process corrections based on discussion.

7.7 Windshield Survey Area (City-ISA) Procedure

7.7.1 Introduction

Task ID tbd

Status: REVIEW: This procedure is under review to be adopted as a new element of the CARES response mission.

Description: The goal of this procedure is to report on the state of city-managed roads that are for Sheriff, Fire, EMS access, and City Services.

CARES will perform an initial city-wide access assessment during the period immediately after an earthquake. Detected problems will be reported to the EOC as well as Department of Public Works (DPW) as a means to jumpstart the DPW response activities.

Participants:

- Field Responders – assigned to perform the survey
- Net Control – records results, hands off to Shift Supervisor, to DOC

Op Phase: Initial Response, Information Gathering

Background: About 74% of the Public Works staff resides at least 20 minutes away from the city on a good traffic day. Given the extent of damage that city residents and staff may experience at their respective homes from an earthquake, it is possible that Service Center resources will not be quickly available to respond to the city damage reports. Once available, their first task would be to assess the state of city assets, with facilities and roads being the top two priorities.

The focus of the CCC WSA is to look at all 142 miles of City streets and selected city facilities with the intent of identifying and submitting problem reports to jump-start the city response process. The survey priorities are:

- Access to and from Fire Stations (SCCFD #70, #71, #77, SJC #15)
- Access to and from Hospitals (Kaiser on Homestead)
- Access on all major roads throughout the city
- Access over all I-280 and Rt 85 overpasses
- Residential streets
- Structures: City-owned sites, others as requested.

Forms:

- COES 312 WSA Control Log
- WSA Map Book

7.7.2 Terms

FLA:	First Look Assessment, Original name of this process.
City ISA	Interim Name until the WSA is formally adopted and incorporated into the Volunteer Annex.
Map book:	List of all Zone and Area maps covering all 142 miles of city streets. Includes assets of Interest to be reviewed.
Control Log:	WSA Control Log; the document used to record the assignment, completion, and results of an assigned survey area.
ICS-214, Unit Log:	Log of your general activities in your execution of performing your field work.

WSA:	Windshield Survey Area. New name for this process.

7.7.3 WSA Process

1. Shift Supervisor makes survey assignments
   - Determines the number of field teams available to deploy.
   - Makes assignments per the CARES response priorities –Comm 469, WSA, ISA, ARK.
     - For a small resource pool, assign members to the ISA Process to survey major city boulevards and avenues
     - For a large process resource pool, assign members to survey all city streets
     - Responders may recommend survey areas close to their location.
2. Membership activities leading up to the WSA are:
   - Check into the Emergency Net.
   - Determine your availability to accept a field assignment.
   - State the availability of a responder partner (Buddy, CERT, family member, etc.).
   - Let Net Control know your availability to accept a Field Assignment.
3. Members accept a WSA assignment as a Field Responder
   - Start an ICS 214 Unit Log. Note your assigned survey area number
   - record the event activation number
   - retrieve the appropriate area map from the WSA Map Book.
   - receive the safety briefing
4. Performing a WSA assignment
   - Follow all instructions from the Emergency Net control operator.
   - Record Keeping
     - On your ICS 214 Unit Log, record your survey area
     - On your assigned Map Book page, record the survey start time, end time, start odometer reading, ending odometer reading.
   - Review the assignment and survey area.
   - Select the method for covering the assignment area: automobile, bike, etc.
   - Inspect all streets within your assigned area.
     - For side streets that are dead ends, there is no need to drive that street provided you can see all the way down the street to confirm it is drivable and no requested facilities are on that street.
   - Indicate on the assigned area map all roads that are inspected (suggested yellow or color highlighter).
   - While street access is the priority, note and report on any observed hazards, dangerous situations, or property or life safety issues.
   - Report immediately
     - any life-threatening or dangerous situations: power lines down, fires, smell of gas, major road problems, etc.
   - Report when completed the assigned survey area.
     - The area just surveyed.
     - all roads are passable (an ambulance or fire apparatus can get through), or
     - any observed access problems (road is not passable: poles or trees down, landslide, etc.).
   - Create and submit a QuickCapture report for all identified problem areas.
5. After Completing a WSA assignment,
   - Update your ICS 214 Unit Log.
   - Follow all instructions from the Emergency Net control operator.
6. After the activation
   - Review your WSA Map Book and replace used pages as necessary.

- Provide any feedback to the CARES Staff on discrepancies or improvements on the WSA process or Map book.

7.7.4 WSA Checklist

1. Before the Event

_____	1. Review the current WSA process.
_____	2. Update CARES, CERT, and Block Leader location map.
_____	3. Annual check with Cupertino DPW for changes to the city that should be included in the WSA process.
_____	4. All Field Teams have a paper copy of the WSA Map Book as part of their go-kit.

2. During the Event – CARES

On detection of an earthquake that could impact Cupertino:

_____	5. CARES members check into the CARES Emergency Net
_____	6. CARES members pass their observed Mike-Mike report.
_____	7. Identify checked-in individuals within each survey area. Assign them to perform the survey for a specific area.
	8. Each CARES Field Team uses a specific map page for their assignment. Maps should be marked sufficiently to reflect their progress.
_____	9. **Standard Reporting**: On completion of a survey area, CARES Field Teams report their completion and survey findings to the EOC.
_____	10. **Critical Issue Reporting:** If critical situations are discovered (water main breaks, sewage line breaks, fires, major road problems), CARES Field Team immediately reports the issue to the EOC. Create and submit a QuickCapture Report for all identified problems.
_____	11. EOC makes additional assignment to CARES Field Teams depending on need and resource availability.

3. During the Event – CERT/ Block Leaders

On detection of an earthquake that could impact Cupertino:

_____	12. EOC may contact activated ARKs, check for available CERT and Block Leader resources to perform some of the WSA assignment. Unassigned survey areas are handed off to the local ARKs for their management.
_____	13. Standard Reporting: On completion of an area survey, CERT/BL Field Teams report their completion and findings within to the ARK by FRS radio; this is relayed to the EOC.
_____	14. Critical Issue Reporting: If critical situations are discovered (water main breaks, sewage line breaks, fires, major road problems), CERT/BL Field Team immediately reports the issue to the ARK by FRS radio. This is immediately related to the EOC. Create and submit a QuickCapture Report for all identified problems.
_____	15. Repeat until all survey areas are covered.

4. After the Event

_____	16. Review effectiveness of the WSA Process. Make recommendations for adjustments.
_____	17. All Field Teams replenish WSA Map Book pages (paper) as necessary.

7.7.5 Safety Briefing Addendum

The following information should be included with the Safety Briefing:

1. Ensure you do have your City Volunteer ID with you.
2. Wear your vest to clearly identify you.
3. Drive carefully. A city or drill activation does not exempt you from following the rules of the road.
4. The vehicle driver is responsible for the safe operation of the motor vehicle.
5. The responder partner (Buddy) is responsible for making observations, route navigation, and record-keeping.
6. Driving in some areas of the city may result in loss of contact with the EOC. Periodically check in with Net Control.

COES 312 WINDSHIELD SURVEY CONTROL LOG	
1. Activation Number:	2. Date:

Zone	Area	Assigned to:	Start Time/milage	Complete Time/milage	Status
1	1				
1	2				
1	3				
1	4				
1	5				
1	6				
1	7				
1	9				

Zone	Area	Assigned to:	Start Time/milage	Complete Time/milage	Status
2	8				
2	10				
2	13				
2	14				
2	15				
2	16				
2	21				

Zone	Area	Assigned to:	Start Time/milage	Complete Time/milage	Status
3	11				
3	17				
3	18				

Zone	Area	Assigned to:	Start Time/milage	Complete Time/milage	Status
4	22				
4	23				
4	25				
4	29				

Zone	Area	Assigned to:	Start Time/milage	Complete Time/milage	Status
5	12				
5	19				
5	20				

Zone	Area	Assigned to:	Start Time/milage	Complete Time/milage	Status
6	24				
6	26				
6	27				
6	28				
6	30				
6	31				
6	32				
6	33				

7. **Discrepancy** (List survey area and description of problems)

COES 312	PREPARED BY:	DATE	TIME