

Citywide Safety Assessment Exercise
Cupertino CERT
June 6, 2009

Activation Number: CUP-09-24T

Location: Cupertino Citywide Safety Assessment EOC and Six ARKs

Time: 0800-1300

Goal: To have a citywide activation of CERT, CARES, MRC and Block Leaders and have the Safety Assessment function conducted and report to the ARKs. Track the status of each ARK using CARES. The goals of the exercise were to get as many Block Leaders/CERT/MRC and CARES to find their ARKs, see what resources are available, and report status of their neighborhoods.

Results:

This was a very useful exercise demonstrating the feasibility of our citywide plan of getting fast assessment form organized neighborhoods, Citizen Corps members. We accomplished that and more! Our data shows 71 people signed in at the ARKs and 456 houses were accounted for within 1.5 hours (Our model works!) Your comments and suggestions will help us to improve for next time and will be included in the after action report.

Scenario Instructions:

1. Check your family, house and neighborhood and then report to your ARK. The ARK Leaders that have the keys will be doing the same thing so the ARK will open sometime after the 9am notification.

2. This is a safety assessment exercise so any simulated information you bring to the ARK will make it more realistic.

But the goal is to record your path in to the ARK, it will be marked on the map. The map will be the tool to show us where we would need to send a team to complete the safety assessment of the reporting zone. We will not be sending teams out to do safety assessments. The Block Leaders will be bringing the same information for their organized neighborhoods too.

3. Take a tour of your ARK and meet the ARK Leaders and other CERT, MRC and CARES members.

4. Watch the communications process provided by the CARES HAM radio operators and the City Emergency Operations Center. If they are using Packet please ask them about this tool.

The time required is as long as you make it (5 minutes or stay and meet others that come to the ARK till noon if you wish).

As always your observations are needed in order to keep getting better.

Site preparation:

Each ARK opened up when volunteer arrived with their key. The first person to the ARK set up the Check-In/Out area and collected the field reports from the reporting Block Leaders, and CERT members.

Summary:

0800 Citywide activation

1300 Event Concluded

Remarkable Issues:

Overall, the exercise was very successful and met the defined goals. Since this was the first time we included the Block Leaders we found this to be a very good model for getting the citywide assessment in an emergency. The volunteers were very well prepared, energetic and full of great ideas.

Debrief Comments:

1. Exercise notification system did not work. Operator error on setting up the message.
2. Gaining access to the ARKs seemed to be a problem with people arriving and there wasn't a key amongst them.
3. Defining roles of Block Leaders and CERT and if they are both which one should they do first?
4. Block Leaders don't understand how the ARK will be integrated with the Neighborhoods so we should do some presentations on the ARK level emergency response process at Laura Lee's quarterly meetings.
5. Define a communications plan for the FRS and HAM.
6. Have the reporting zones prepare Safety Assessment strategy to maximize their efforts by understanding high density populations in their reporting zones.
7. Define the role of ARK Leader and they are to get the ARK going initially.
8. Just in Time training at the ARKs i.e. Filed Operation Guides (FOG)
9. School sites with ARKs need to define the interaction and site set-up.
10. ARK set up and identification of Section Chiefs
11. Incomplete information given to CARES at ARKs COES105. And how is this information rewritten and radioed or is packet used? Logging of messages and tracking open items.
12. Since the 3N (Everbridge) activation didn't happen there seemed to be a lack of command structure.

Action Items:

1. Seven Springs Fire Station needs to be notified of the new ARK location.
2. GIS to move the ARK site to the lot at the corner of Stelling and Prospect
3. Access to Monta Vista for drills when the engine is on a call.
4. ARK Shelves need to be secured "Cargo Nets"
5. Hyde attach Med cart to the shelves
6. Gas cans at some ARKs were empty
7. HAM radio's at Monta Vista did not have enough range to get to City Hall EOC.
8. Set up a FRS training drill to use radios in the reporting zones back to the ARK
9. Inventory items in the ARKs and publish the specific ARK inventory with location and photos.
10. Determine high density populations in the city.
11. Complete the tubs for all of the sections and distribute to the ARKs. Including office supplies for each.
12. Pump up cart tires
13. CARES would like to have a couple of drills before the October exercise.
14. Better mapping of the ARKs for people being deployed. Some are hard to find.
15. Signs for the ARKs. Laminated maps markers, section chief's identification method.

Attachments:

Comments:

Citywide Safety Assessment Comments Raw data

Citywide Safety Assessment exercise 6/6/09 9-12 noon

Comments observations:

- Notification didn't work, Looks like it was cancelled just no there anymore? Operator Error
- ARK access system maybe lock box vs. assigned keys
- Seven Springs Fire notify of the ARRK location.
- GIS location of Seven Springs ARK
- Monta Vista ARK access when fire is out on call
- Flares smoke bombs for Heli port
- CERT IDs for the Whittakers
- ARK storage of loose items and marking
- ARK shelf "cargo nets"
- Relocate bleach in ARK or in a safe container
- No CARES at DeAnza
- ID for John Zweig CARES and CERT get MRC DSW form
- Hyde attach med cart to shelf
- Office supplies at each ARK
- Seven Spring build shelves and stock

AAReports

- Signs for ARKs “Emergency Aid Station” something everyone will understand
- web site to have correct map for reporting zones.
- Eagle scout project to build seven springs and move
 - send VanZoeren@gmail go-kit list is it on web site?
 - 1- The ARK at Monta Vista fire station was not accessible due to the fact that there was no one at the Fire Station to open it for us. It was finally opened around 10AM, once the fire fighters returned to the station. (Supposedly, someone could have jumped a high fence on the back to gain access, not an ideal situation, specially after a big earthquake where any fence, particularly brick or concrete, can be a hazard).
 - 2- Once inside the ARK we noticed several areas for improvement: Gas can for generators was empty. Many boxes were unmarked (what is inside each box should be clearly stated to save time and facilitate prompt and orderly response in a real emergency).
 - 3- The HAM radios did not have the needed range to properly communicate with the City Emergency Operations Center. All communication took place through Paul's radio (physically mounted in his motorcycle), what happens if Paul and his bike are not available?
 - 4- Paperwork was a bit confusing. I am both a CERT and a Block Leader, which form do I fill during my initial survey of my neighborhood: “COES 105 Situation Status” or the “Safety Assessment Survey”? Same question for a Block Leader only. (Note: I was under the impression that the only form to complete during the preliminary survey by CERT or Block Leader was “COES 105”. The “Safety Assessment Survey” is the form CERT uses after being dispatched from the ARK for follow up assessments). Upon my arrival at the ARK, I noticed that the majority of the responders (CERT or Block Leader) were confused regarding which forms to use. Suggestion: A short summary of forms to be used when and by whom should be sent to all volunteers as clarification and reminder.

Lawson Notes

Lawson Ark Report – Emergency Drill June 6, 2009

We had 20 responders report in to the Ark. 3 of them were from the Hyde Ark (no one had a key to open it). They were interested in touring the Ark and talking with other Block Leaders about their work.

We had coffee (thanks Marsha for underwriting) and treats made by Doug’s wife Sharon. This turned out to be something the volunteers appreciated and should be a part of all future drills.

FYI, Barbara Jobe said there is 2009 money available that has to be spent /allocated before the end of June. She was going to try an allocate some to canopies. We should allocate some of that money to toilets.

Here are our thoughts on the drill and recommendations for future drills. They are not in any order of priority.

- Schedule a drill on the use of the 2 way radios to communicate in the Ark search area. Organize the drill with some mock damage assessment. We would have signs on lawns indicating either no damage, damage or injuries and the participants would walk the area, fill out the forms and use the 2 way radios to communicate with the Ark.
- Create detailed plan with school for segregating/supervising children if event occurs during school hours. According to the Lawson assistant principal, there are over 800 children at Lawson and the school is only prepared to supervise them for **6 hours or until 6:00 pm** which ever comes first. At that point, the school district expects the City to take over. Given those assumptions and a catastrophic earthquake at 2:00 pm, then we would have to take responsibility for 800 kids at 6:00 pm -- that could be a problem.
- The Ark needs need shade/rain canopies, ground tarps, gas for the generators, and FRS/GMRS radios.
- Equip each Ark with a coffee pot and a couple of large Thermos' bottles. They will be needed when the ARK is activated for a major emergency.
- Block Leaders don't understand how the ARK will be integrated with the Neighborhoods so we should do some presentations on the ARK level emergency response process at Laura Lee's quarterly meetings.
- Establish a unique communication plan for each ARK and its Block Leaders and then each ARK needs to teach its block leaders how to use the FRS radios. There should be a primary and backup frequency for the Block Leaders - ARK communications and another set of frequencies for the each Block Leaders to use to communicate within their Neighborhoods.
- Encourage all block leaders to purchase 2 FRS radios to communicate with the Ark for drills and real emergencies. COSTCO and Radio Shack are 2 resouces.

- Schedule a minimum of 3 training events each year for each Ark Block Leaders, CERTs, MRCs, CARES' -- the people seem to be interested. The training will provide practice and a sense of community.
- Have each ARK prepare a Safety Assessment Strategy for evaluating the high density areas that do not have block leaders. They should also try to recruit block leaders for those neighborhoods.
- Need a toilet system -- Home Depot 5-Gal Buckets, Liners, Seats and curtains would work. School needs some also -- 800 boys and girls without potties would be a major disaster by itself. This should be a high priority item.
- Need to store water for Ark workers -- at least 2-4 5-gal jugs and paper cups. They can be recycled each year.
- Each Ark needs an office supply kit including dry erase pens and a white board to assist with record keeping.
- Consider some portable fencing or equivalent that can use to create an enclosure for dogs -- not sure what we would do about cats, birds, snakes, etc.

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Laura, it is too late to participate in the drill. I was at Garden Gate School searching for the Ark or

drill participants from 8:50 a.m. to 9:10 a.m. June 6th. There was no one there. Also, your June 1 message was the only one I received about the drill. Perhaps I can be put in contact with someone in the Garden Gate neighborhood with responsibility for the Ark? I wish I had known about the drill as well as the actual location of the Ark.

You do a great job, Laura!

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hi ken...

first...thanks for giving me the cupertino oes/cert hat at the moffett exercise...it was such a surprise...and just really touched my heart...i felt so included, acknowledged...i wore it

saturday and people who didn't know me thought i was an official of some sort...amazing how our collective minds work, huh...

so...here are my notes from roving the arks, observing and chatting...and then my notes from the cares debrief...but first a few overview notes...

overview

>i didn't know that cert and mrc were not being activated at all...i kept wondering where they were...it really highlighted how most block leaders are not even pep trained and so just showed up not knowing what to do and were looking for guidance/direction...and apparently cares didn't know that cert and mrc weren't being activated either...

>if ark leaders don't show up at the arks it is really a desperate situation...everyone gets quickly frustrated, antsy and more...

>my observation is that people don't want to be an ark leader because they don't want the responsibility to take care of the ark and definitely don't want to be incident cmdr because they showed up first or have the key...i think we just need to de-couple all of that so that we have lots of people with ark keys...and that the only requirement is that they get the ark going for the cert people who will arrive shortly and provide citizens a point of hope after a traumatic event...something really simple...we can set up a separate but parallel structure for people who are willing to be "long term"/formal ark leaders...and we can make sure people know that they can delegate the incident cmdr job to the next cert person who shows up...i am just saying there are some other ways to work this issue...

>i think having some cert fog's at each ark would be helpful for just-in-time refresher training and training as necessary....the cert fog's aren't the greatest but they will be great after an event...also having a couple cupertino cert training manuals at the ark for reference will be very helpful...

>one block leader suggested that each block leader have a unique number on the badge as an identifier to make sign in faster and to use in communications as an expedient...

>individual neighborhood maps are needed...can we get the city gis person to make a map for each block leader and also one to store at their local ark...laminated would be nice but into a plastic slipcover works too...

>could we recruit a cert/mrc telephone volunteer...someone with really great phone and interpersonal skills who can make followup calls for you and marsha to cert/mrc volunteers about all sorts of on-going stuff...in this case the phoner would have called all of the ark key holders to get a go/no-go count and such...

>several people at various arks and paul at the cares debrief suggested that an inventory and map of the contents of each ark be in the ark...not all arks are the same size so storage location may vary...and of course stuff goes in and out of some of the arks, but it is still useful...

>whenever we have an event with opening an ark we should test lanterns and flashlights for status and replace batteries as needed...and it gives people soemthing to do/feel productive...

7 springs ark

>no key to open the ark...

>gerd was doing cares until you opened the ark and then he switched hats to ic/ark leader guide...i noticed people really wanted something to do...one woman left at 09:30 quite frustrated...

>daryl from cares and another ham also showed up...

de anza ark

>strong local cert folks showed up early and stayed around...james, richard and others seemed interested to get the ark better organized...but no one seemed willing to do the key thing...though richard has submitted his live scan and apparently is willing to do the key...

>no cares showed up...

>this ark has lots of stuff...but it is a dangerous ark because the shelving units aren't tied down, there is lots of stuff loose (cans of raid on a high shelf to the left as you enter the ark (open the ark and walk into toxic even lethal quantity of sprayed-by-earthquake raid), fire extinguishers stacked at the door and not tied down, medical gear loose, a loaded rolling cart at the back of the ark which could come forward, etc)...

> tires going soft but see no manual tire pumps...

>tp but see no 5 gallon buckets...

monta vista ark

>nothing tied down...

>not much stuff compared to de anza ark...

>excuse me...but peach cans for pee/poop cans???

>no water, generator but no gasoline, map but no magnetic clipboard or board of any sort for the map to be kept flat...

>paul and i see how to get in over the gate...just need 2 people or to be in good shape...

>this is the best organized ark re people with isabel, paul, jack, wynne, etc...they were entering productive conversations and making plans for future actions...need to keep them inspired...can use them as a prototype in some way?...they could encourage people to be willing to have an ark key and take the intial opening actions...maybe do a little mentor training...yes, they could mentor new holders and new ark leaders...

lawson ark

>out there in the field it is really clear that we need shade cover for the ark and ic ops to work under...doug says there are no canopies at this ark...

can we do a grant to meet the 19 june deadline to get large canopies (the 20x20ft type) to put at each ark...say a minimum of 5 per ark plus do we have medical treatment canopies?...would need 3-4/ark for med...i know at earth day marsha said she wanted to buy some new canopies for events because the existing ones are sort of broken...but i think we need some large ones for ops area also

>no cares showed up

>because this ark is at a school we need to have a clear protocol between school and cert ark about keeping the kids in a separate area...away from ops conversations and medical treatment and morgue...this would go for hyde and garden gate also...

garden gate ark

>saw where the ark is...they were buttoned up...

>leroy at the cares debrief said 6-7 people showed up...

hyde ark

>i didn't get there...but during the cares debrief leroy said that he can talk to the city eoc using a frs with a tall antenna...

cares debrief

>people wanted you there to do the cert/block leader side of the debrief..

>comment about not enough ics vests...do we have enough cert vests at each ark...does the incident cmdr wear the solid yellow vest...or what?...

>nancy burnett (holds an ark key) showed up at her ark without the ark key, handed in a paper, said she was busy and promptly left...fair amout of acrimony over this...

>cares was being given incomplete info from ark leaders or cert people and cares people didn't want to send the info because it was incomplete.....

and related to that i seemed to hear cares saying that they take what info cert ops gives them on paper and put the info onto a cares form before sending it...while that may provide some logging reimbursement data, in after an emergency event there will not be enough scribes to do this...this will create a backlog nearly immediately...if this is true then the purpose needs to be examined and re-worked.....

and related to that was when messages get dropped (sent but never get an answer) and how the sender (ham and ops person) needs to have a logging system to know what got answered and what needs to be re-sent...especially the hot traffic...

>cares felt that because cert wasn't activated, and therefore no command structure up, that there wasn't any glue...and everything seemed difficult and helter-skelter...

>jim, the meeting leader, indicated that he felt cares needed 2-3 more drills to get their stuff worked out and enough push-to-talk experience before the october event...

>a major confusion was discovered and/or created in the haregrove?/fairgrove neighborhood (an "organized neighborhood" that does not use block leaders near the hyder ark)...i am not clear what all is involved, and i am sure jim can fill you in...

> need a better map of the locations of the arks...to include street address and exact location of the ark on the grounds...some hams had trouble finding their reporting location, like i did trying to use the cert training manual map to find the arks...again the city gis person can provide this...

that's it...almost...

i have a little project in my mind...

and i talked to sharon frieson (sp?) and richard at de anza ark about it..."what if we brought pep and then cert training to your neighborhood"...in sharon's case they already use a local church just a block away for meeting...sharon would definitely like to have it brought and richard was a yes also...in my recent state of the art research about getting people to attend training, recruiting volunteers, retention rates, etc. one of the key things is that you take the knowledge directly to them and at times that work for them (it worked for tupperware for awhile but they lost their niche)...using this technique we could train alot, alot, alot of people in short order...the hinge point then becomes do we have enough trainers?!...we could definitely test market it with these 2 neighborhoods...there's lots of science and some art to tailoring this delivery technique that i can explain to you in conversation later...here i just plant a seed!

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here are some of my thoughts from the last two weekend

1. big laminated wall poster to mark first 10 must steps (e.g. 1. sign-in 2. ics leader 3. ics team 4. comm to eoc 5 form s&r teametc)
2. big laminated wall poster to mark location and inventory of material in the ark
3. ics color coded vest in each ark
4. how to safely store gas for the power generator
5. a 5 0w mobile ham radio with power supply at each ark pre-program to tac 1/2/3/4
6. 10 frs radio with extra battery and charger
7. power supply socket to charge ham radio, frs radio, and flash lite
8. wall size laminated zone map with multi-color erasable markers to mark surveyed areas
9. 10 sets of min supply for survey team (flash lite, whistle, map, pen, and window hammer) i think marsha has a auto emergency 5-in-1 tool to do this
- 10.super bright multi-led light with stands for ark works

hope this helps,

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One of the items in this weeks Safety Assessment was the inability of the 0.5 to 5.0 watt radios to communicate with the EOC at City Hall. We were able to rapidly fix it with the application of more power to allow us to punch through the QRM. As far as I can tell, this brute force technique will not work digital D-Star type radio communications.

There is a small group of people that are pushing to force D-Star radios (ONLY made by ICOM) as an alternative to the present analog systems that for the most part are working well.

I have gone on record (as have others with far more experience and knowledge) as totally opposed to this change. I see it as a disaster for cities, counties and state organizations.

It appears that more and more people are also deciding that the marketing claims of Digital / D-Star do not work reliably in the real world. Cities are walking away from multi million dollar investments and re initiating their analog systems that work. The following URL's are for a seminar on the Perils of Digital Radio and a listing of articles on the multi million dollar and possible human life failures of these digital / D-Star radio systems.

<http://www.hamrepeater.org/digitalradioseminar.pdf>

<http://blog.tcomeng.com/index.php/digital-trunked-radio/>

I believe that the push by NARCC (www.narcc.org) to force a change in all frequency assignments in the bay area is disaster for all emergency services organizations and will lead to less safety, not increased safety.

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June 8, 2009 updated