

CUPERTINO CITIZEN CORPS AFTER ACTION REPORT

Name of Event: Citywide Earthquake Exercise **Activation Number:** CUP-09-30T

Date of Event: October 17-18 2009 **Location of Event:** Cupertino

Goals and Objectives ARK Incident Commander:

- Achieve ARK Goals/Objectives established by EOC to maximum extent possible, while maintaining a Safe and Secure Environment for ARK personnel and equipment.
- Maintain applicable documentation for all work performed and deliver documentation to incoming IC or EOC at the end of shift.
- Build / maintain ARK Team from volunteers that report to the ARK.
- Coordinate all ARK activities – assist volunteers as required to perform ARK Management and Administration Functions.
- Report ARK Status to EOC as required via CARES operator, telephone, FRS Radio or Runner.

Executive Summary (brief explanation of purpose of the Activation):

- Deliver Emergency Readiness and Green Living information (in lieu of supplies) to all households in Cupertino.
- Evaluate the Cupertino Citizen Corps' ability to perform a multiday emergency operation involving all ARKs, multiple organizations (CARES, CERT, MRC, Child Care, Animal Care, Neighborhood Block Leaders, Boy Scouts, Girl Scouts, Tzu Chi, etc), high school students and neighborhood volunteers.

Remarkable Issues (anything out of the ordinary that happened – good or bad):

- We were able to deliver information to about 40% of the households.
- The ARK Incident Command System was effective but not efficient.
- All of the organizations and volunteers were able to work together effectively.
- Based on 2nd hand comments, it appears that the Fire Department is receptive to using the Citizen Corps if an emergency occurs.
- Residents and especially young children are very interested in the ARK's contents and the emergency response plans.

Learning Points/Comments from Participants (strengths/weaknesses/observations):

- We do not have any written plan on how we will help the city when a major emergency occurs. Define the Citizen Corps' role relative to other (primary) emergency responders (fire, sheriff, etc) and then prepare general, citizen corps response plans relative to various emergencies (avian flu, earthquake, massive fire, chemical spill, etc.). Coordinate all plans with the applicable primary responders.

- We do not have enough people to staff an ARK at the level that the ARK ICS envisions. Reevaluate and revise the ARK ICS so that it will be both effective and efficient in all anticipated operating environments.
- We need to improve our ability to perform the ICS management functions. Require all CERT members who are interested in being an ICS Manager (IC, PIC, OC, LC) to complete annual training in the applicable function(s). ICs must be qualified to perform all functions.
- Some of the ICS functions were too complicated. Simplify the function if possible and create simple, short, easy-to-read guidebooks for each function. Also, create Clip Boards for each ICS function that contains a quick-reference checklist and all applicable forms for that position.
- Organize, Inventory and Document each ARKs contents. Insure that the ICS readily available and easy to find.
- Generally, people work better in teams that have a common objective. Consider creating a unique/dedicated Team for each ARK that is responsible for the ARK's contents, ICS training of CERT members who will staff the ARK, creation of MRC, Animal Care and Child Care teams for the ARK, coordination of ARK activities with Neighborhood Block Leaders, promoting the creation of a NBL for each "Polygon" on the city map, creating an FRS communication plan for the ARK, etc. People might be more willing to volunteer if they know they will be supporting their neighborhood. ARK teams could have ARK Parties in the summer recruit new volunteers by introducing residents to the ARK team and their emergency response plans.
- If you create independent ARK teams then you will need to create an EOC team that will coordinate ARK activities to insure consistency between ARKs, training of ARK leaders, etc.

Attachment(s) (supplies used-needing replacement, sign in sheet, patient logs, etc)

- None

Corrective Action Plan

- Overall this was an excellent exercise but there is much to be done so we can do it better next year.

Completed by: Doug Frieson

Date: 12/14,2009