



# First Arrivers

## SSEPO.org

### *Knowledge Replaces Fear*

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South Skyline Emergency Preparedness Organization – SSEPO.org

OCTOBER 2020

# First Arrivers Workshop - 2020

- **Thomas Hempel**, Mountain Neighbor; President SSEPO; Tech Guru
- **Frances Mann-Craik** – Mountain Neighbor; SSEPO Board; NO professional credentials –happy to share research
- **Dr. Rich Lee** – Mountain Neighbor; SSEPO Board; MD
- **Judith Watson** – Mountain Neighbor; SSEPO Board; RN
- **YOU & YOU & YOU & YOU** – you good people who stop to help!

# Agenda – First Arrivers Workshop – 3 Parts

## ➤ Part 1:

- Incident control “First on Scene”
- 911 – what to know before you call
- Where am I???

## ➤ Part 2:

- `First Aid for First Arrivers – Rich
- Scenario Reviews

## ➤ Part 3: (in person... some day)

- Role playing

# Part 1: Incident control “First on Scene”

- <https://community.fema.gov/until-help-arrives>. (Minute 0 to 6.20)

## Learn five simple steps that may save a life

- Call 911... but first...
- Stay Safe
- Stop the Bleeding
- Position the Injured
- Provide Comfort

**KEEP THEM ALIVE UNTIL EMTS ARRIVE!**



# Incident Control – First on Scene

## ► Your safety comes first

- Park in a safe location and turn on your blinkers
- Put on your safety vest and mask / grab your Trunk Kit
- Breathe and prepare



# Incident Control

- **Check out the accident**
  - If in harms way, move victims to safety
- **Recruit volunteers**
  - Traffic control
  - Communications

# Incident Control – First on Scene

## ► **Volunteers to control traffic**

- Instruct helpers to park safely and come to help
- Give helpers a safety vest
- Give them flares / caution triangles to set up 50 feet out in oncoming lane
- Ask them to flag / stop traffic

# Incident Control

- **Call or ask volunteer to call 911** – be ready with this information:
  - Personal info
  - Injuries – number of people hurt and extent of injuries
  - **Where the accident is located**
  - Fire?
  - # of vehicles involved

# Incident Control -

## ➤ Assistance at the scene

- Be calm and controlled
- Tell each person your name and let them know help is on the way
- Make sure all occupants of vehicles are accounted for and in a safe place
- Don't attempt to remove anyone with injuries from the vehicle, unless their life is being threatened (by fire for example)

# Incident Control

## ➤ Assistance at the scene

- If accident victim is unconscious, check for breathing and airway obstructions. If not breathing start CPR (if you are trained)
- If conscious... but looking iffy – ask for their information while conscious (name, age, medical conditions, allergies), give this info to EMTs
- If breathing – leave them where they are and watch them
- Don't get between an undeployed airbag and injured or trapped person
- If it is safe, turn off the ignition
- Provide first aid (more from Rich next week)

# Incident Control

## ► Assistance at the Scene:

- Stay calm, reassure help is on the way (Deadman's curve – 38 minutes; John Nicholas trail – 90 minutes)
- Remain until EMTs arrives (Note EMTs will start from scratch, as if you didn't exist)
- If asked, identify yourself as "the reporting party" – "I'm the one who called 911"
- Provide additional info if requested



# Incident Control

- **Gather Trunk Kit materials**
- **Quietly slip away**
- **Replace used supplies from Trunk Kit**
- **Breathe!**

# FEMA Video

- **Course Overview / Call 911** <https://community.fema.gov/until-help-arrive>  
(8 min - 10:25)

Once safe, call 911

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## ➤ Part 3: (in person... some day)

- Role playing

## Goal – Get EMS to the Scene Faster

- In South Skyline Area - not six to nine minutes... more like 30 – 90 minutes
- “Call Center Dispatchers don’t know where you are. It’s not like TV!”  
Lorraina, Dispatch Supervisor, CHP Golden Gate Division Dispatch Center, Vallejo, CA

# 911 Call Routing – Injury Incident

- Call 911 goes to the “Call Box Dispatch Center” (Santa Clara and San Mateo Counties contracted private call center in East Bay)

NEXT

- EMS for location you (or they) identified

AND

- CHP Golden Gate Dispatch Center, Vallejo

# 911 Calls – Dispatchers' Challenges

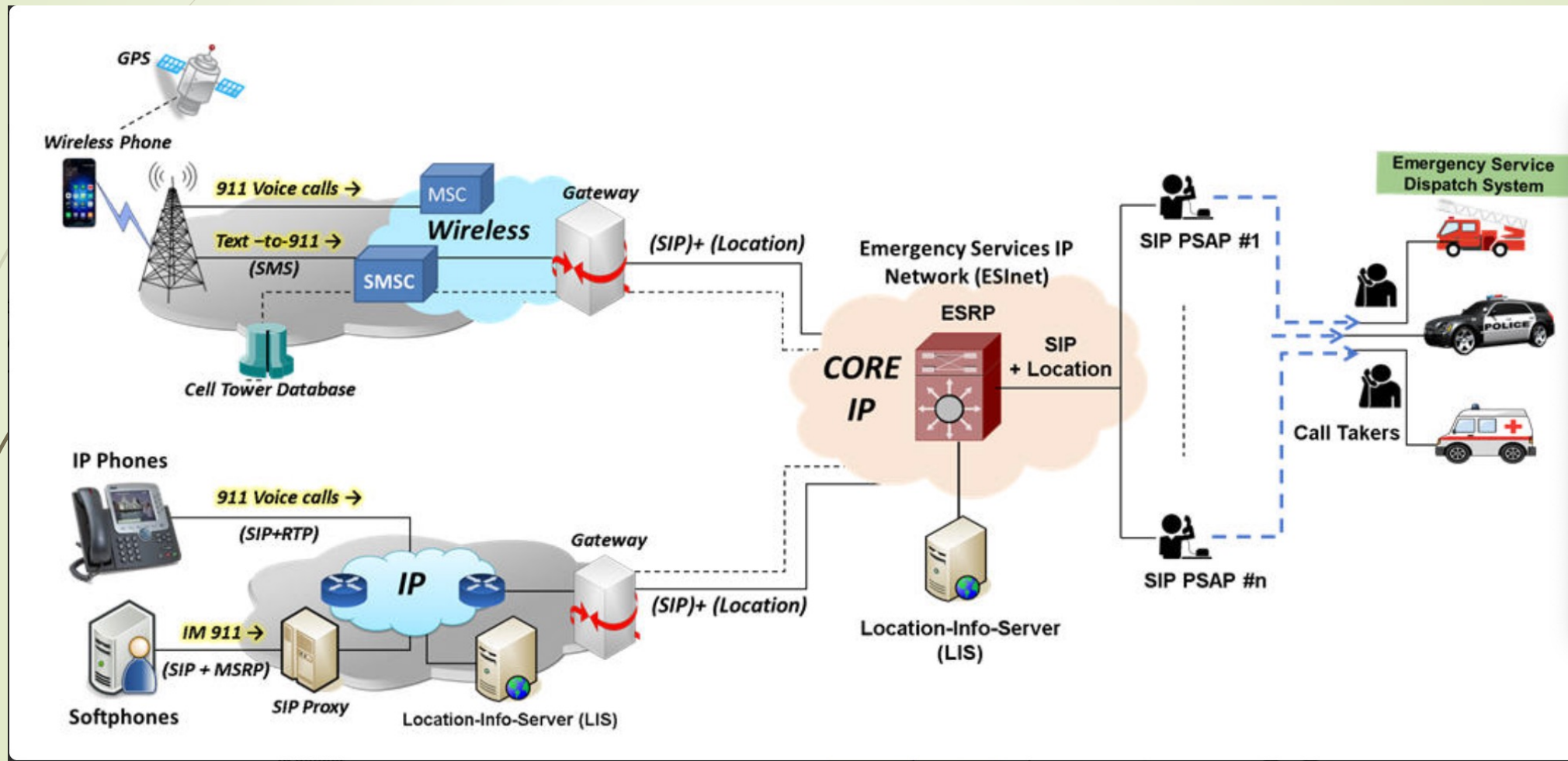
- The Call Box Dispatch Center **DOES NOT KNOW WHERE YOU ARE LOCATED**
  - The call box # you are calling from does not appear on a computer system
  - Your cell-phone coordinates do not appear
  - They are in the East Bay
  - They do not know the local land marks (but can note them)

# So why can Uber find me, but 911 can't?

- Smartphones knows your location because you signed up for the app and are using the app's mapping infrastructure
- 911 *from the same phone* – a general area you are calling from – geo-location and tower pinging
- The problem isn't the phones... they have the information
- The problem is the fragmented and aging 911 system, designed for landlines
- 240 million 911 calls a year; 80% from mobile devices



# 911 Systems are Changing... but...



# 911 – How to call for help

## ➤ How to call:

- **Landline** – communication and location ID: shows the physical location of the fixed telephone to 911 Dispatcher
- **Call boxes** – communication not location ID:
  - The Call Box Dispatch System does NOT automatically show the location; however, if you tell them the Call Box # they can find it
- **Cell phones** – communication not location ID well:
  - **If you don't know where you are**, dispatch will try to use GPS and Radiolocation (from towers) to get **near** your location – not great
  - COMING SOMEDAY – Rapid SOS – GPS locating system - Will plug cell phone location into 911 mapping system – depends on carrier and phone

# 911 – Know before you call - LOCATION

## ➤ Trail

- County
- Park
- Trail Name
- Roadway you are closest to
- Distance from something they can ID (roads are good)
- Latitude and Longitude coordinates (GPS coordinates – from your phone on Map apps)

Add: The nearest EMS to me is:

- **Cal Fire Saratoga Summit Station 21 OR**
- **San Mateo County Fire Dept Station 58**

**“Please call their emergency line and deploy them”**

# 911 – Know before you call – LOCATION

- Highway or roadway accident:
    - Highway you are on
    - County (not as easy as it sounds)
    - Accident's distance from nearest cross street
    - Accident's distance from call box
    - Latitude and Longitude coordinates (GPS coordinates)
    - Add: The nearest EMS to me is:
      - **Cal Fire Saratoga Summit Station 21** OR
      - **San Mateo County Fire Dept Station 58**
- “Please call their emergency line and deploy them”**





# 911 – How/Who to call for help - notes

- 911 Call Center Dispatchers don't care about mile marker info (but CHP Call Center does)
- Calls directly to County Dispatch #s? – Same operator, lower priority
- What about Cal Fire Direct? – Public phone # is not their priority call line (911 people have the emergency #)
- After calling 911 - Three honks at Cal Fire, MROSD station

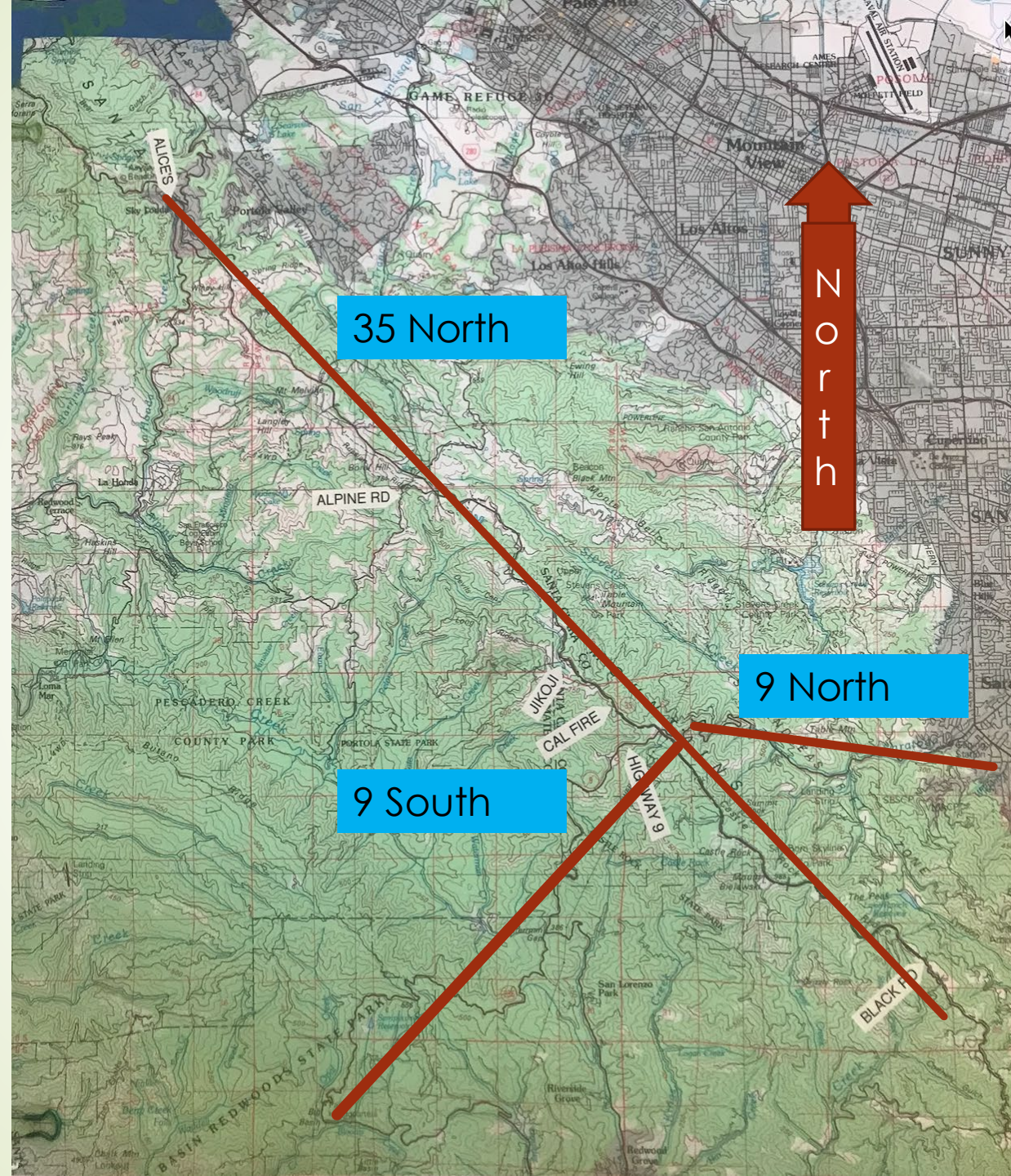
# WHERE AM I?

("I'm going to die" video clip)

# Where AM I???

- What directions do the Highways go?
- Which County am I in?
- Where is the nearest cross street?
- Where is the nearest Call Box?
- Where is the nearest EMS?





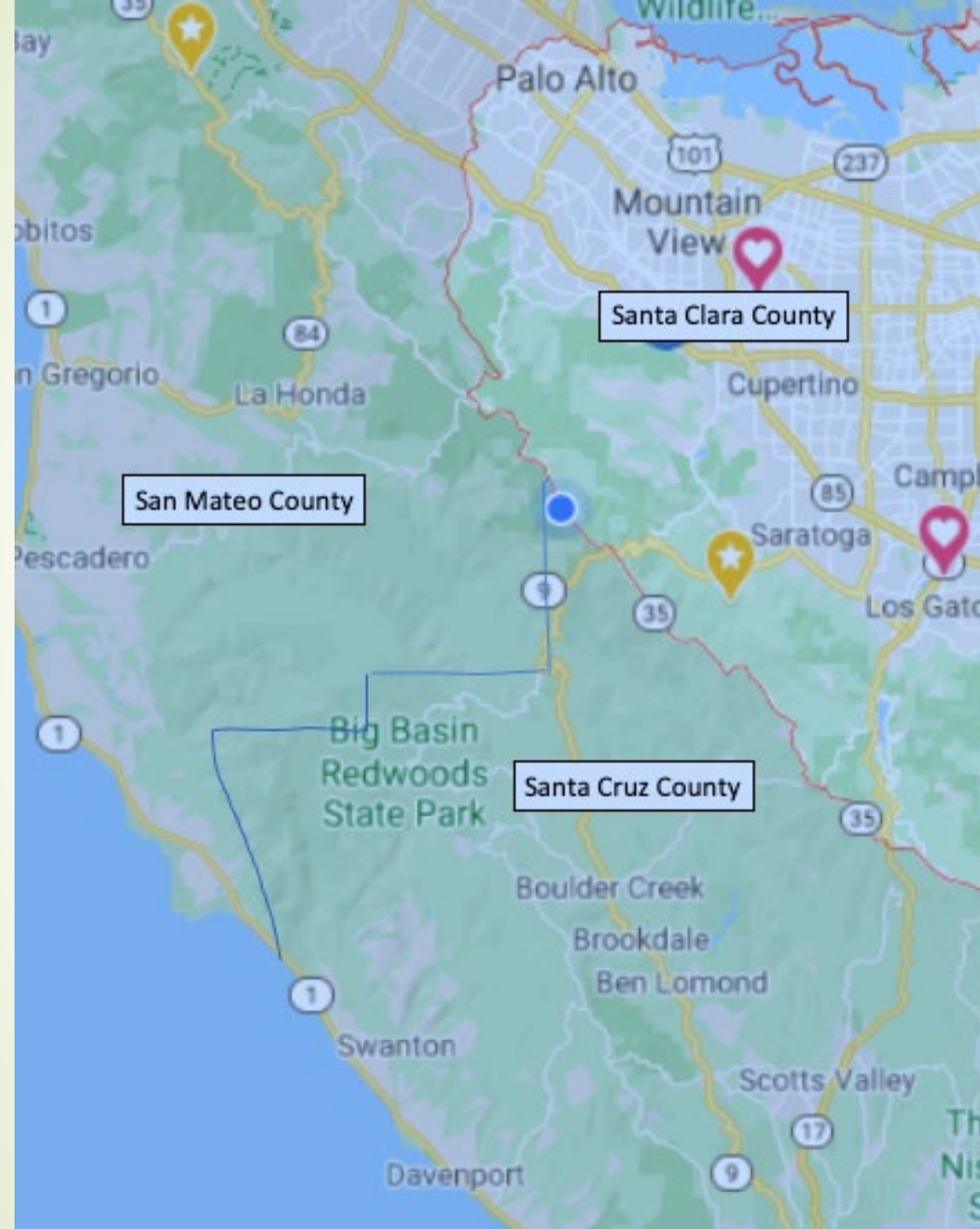
Highway  
Directions  
are Tricky

CHP:

- Highway 35  
is North  
South

- Highway 9  
Is North  
South





County Lines are Tricky – just when you think you've moved into San Mateo County, Palo Alto, in Santa Clara County, inserts itself!



# SSEPO - FIRST ARRIVERS HIGHWAY 35 08-2020

**Santa Clara County**

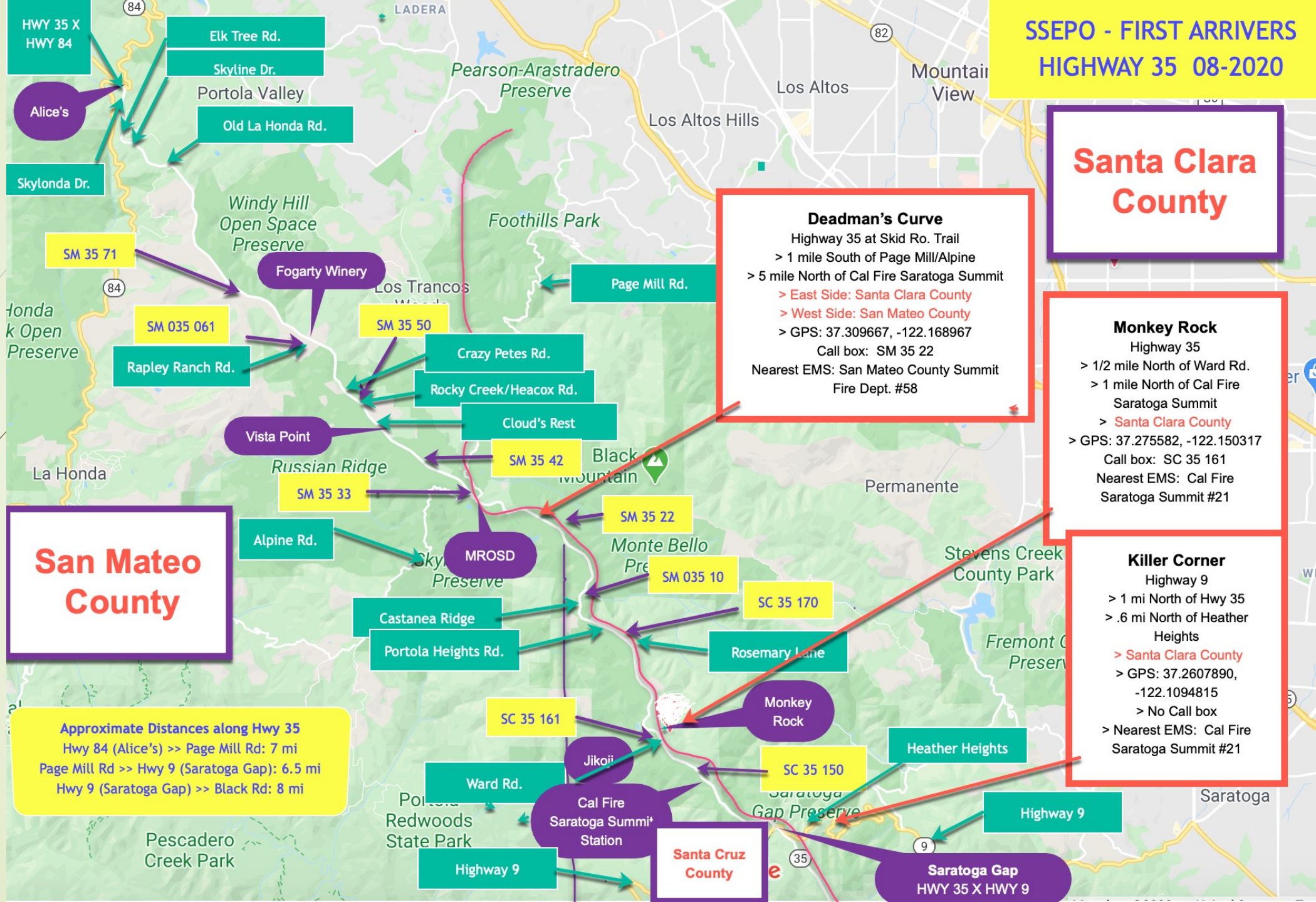
**Deadman's Curve**  
 Highway 35 at Skid Ro. Trail  
 > 1 mile South of Page Mill/Alpine  
 > 5 mile North of Cal Fire Saratoga Summit  
 > East Side: Santa Clara County  
 > West Side: San Mateo County  
 > GPS: 37.309667, -122.168967  
 Call box: SM 35 22  
 Nearest EMS: San Mateo County Summit Fire Dept. #58

**Monkey Rock**  
 Highway 35  
 > 1/2 mile North of Ward Rd.  
 > 1 mile North of Cal Fire Saratoga Summit  
 > Santa Clara County  
 > GPS: 37.275582, -122.150317  
 Call box: SC 35 161  
 Nearest EMS: Cal Fire Saratoga Summit #21

**Killer Corner**  
 Highway 9  
 > 1 mi North of Hwy 35  
 > .6 mi North of Heather Heights  
 > Santa Clara County  
 > GPS: 37.2607890, -122.1094815  
 > No Call box  
 > Nearest EMS: Cal Fire Saratoga Summit #21

**San Mateo County**

**Approximate Distances along Hwy 35**  
 Hwy 84 (Alice's) >> Page Mill Rd: 7 mi  
 Page Mill Rd >> Hwy 9 (Saratoga Gap): 6.5 mi  
 Hwy 9 (Saratoga Gap) >> Black Rd: 8 mi





# Santa Mateo County

**Shingle Mill Rd**  
> Highway 9  
> 2.3 mi. So. of Hwy 35  
> .6 mi So. Of Call Box:  
SZ 09 252  
Nearest EMS: Cal Fire  
Saratoga Summit #21

35

**SARATOGA GAP**  
35 X 9  
Working Pay Phone

Highway 9

# Santa Clara County

9

Highway 9

Indian Trail Rd

SZ 09 268

SC 35 140

SZ 09 252

SC 35 131

Snow Crest

Vista Point

Fox Run

SZ 09 234

Castle Rock  
State Park

Summit  
Rock

Sanborn  
County Park

SC 35 100

Sunnyvale  
Mountain

SC 35 96

SZ 9 209

Highway 236

SZ 09 222

Las Cumbres Rd.

Skyline Ridge Rd.

Oak Ridge Rd.

Black Rd.

Goat Trail

Lexington  
Reservoir  
County Park

Bear Creek Rd.

Bear Creek  
Redwoods  
Open Space  
Preserve

Lexington  
Hills

San Lorenzo

9

Highway 9

Redwood  
Grove

Bracken Brae

Forest Park

Boulder Creek

## Frequent Flips

- > Highway 35
- > Between Las Cumbres Rd.  
And Skyline Ridge Rd.
- > .2 mi South of Las Cumbres  
Rd
- > .4 mi North of Nearest Call  
Box: SC 35 79  
Nearest EMS: Cal Fire  
Saratoga Summit #21

35

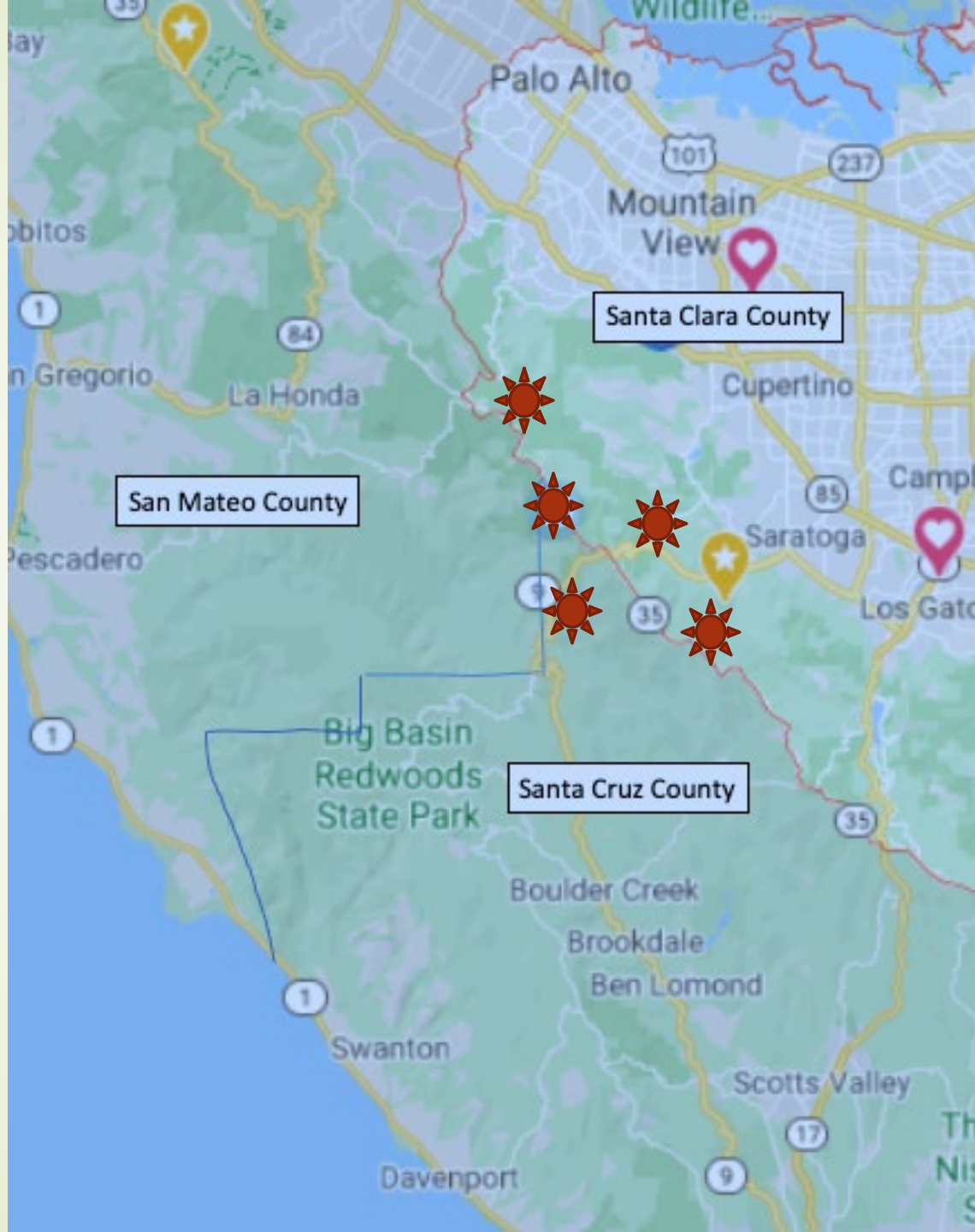
**SSEPO FIRST ARRIVERS**

**HWY 35 08-2020**

manncraik@gmail.com

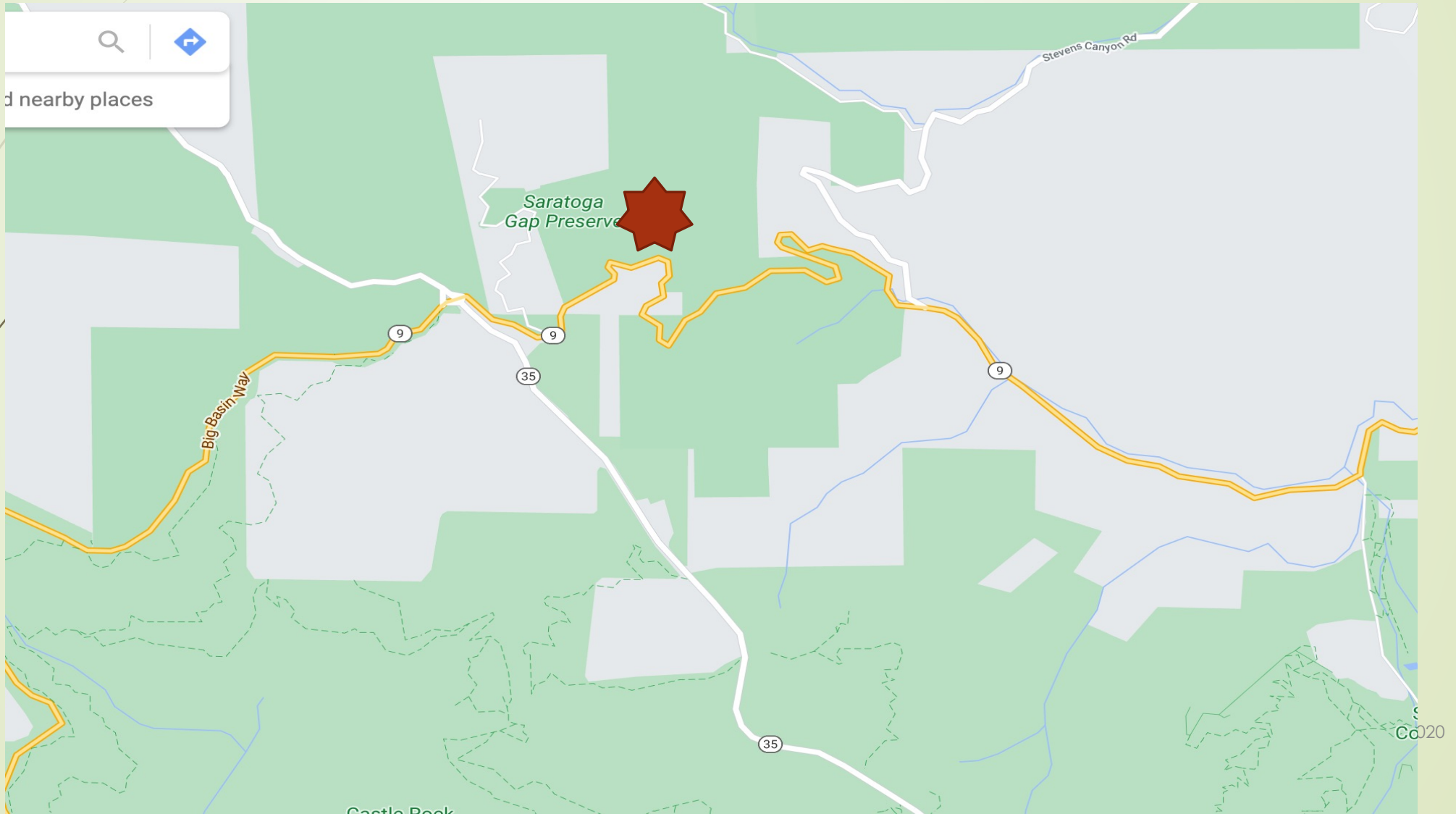
# **South Skylines' Most Dangerous Corners**





# The five most dangerous corners in South Skyline Area

# Killer Corner – Hwy 9 – 1 mile North of Hwy 35





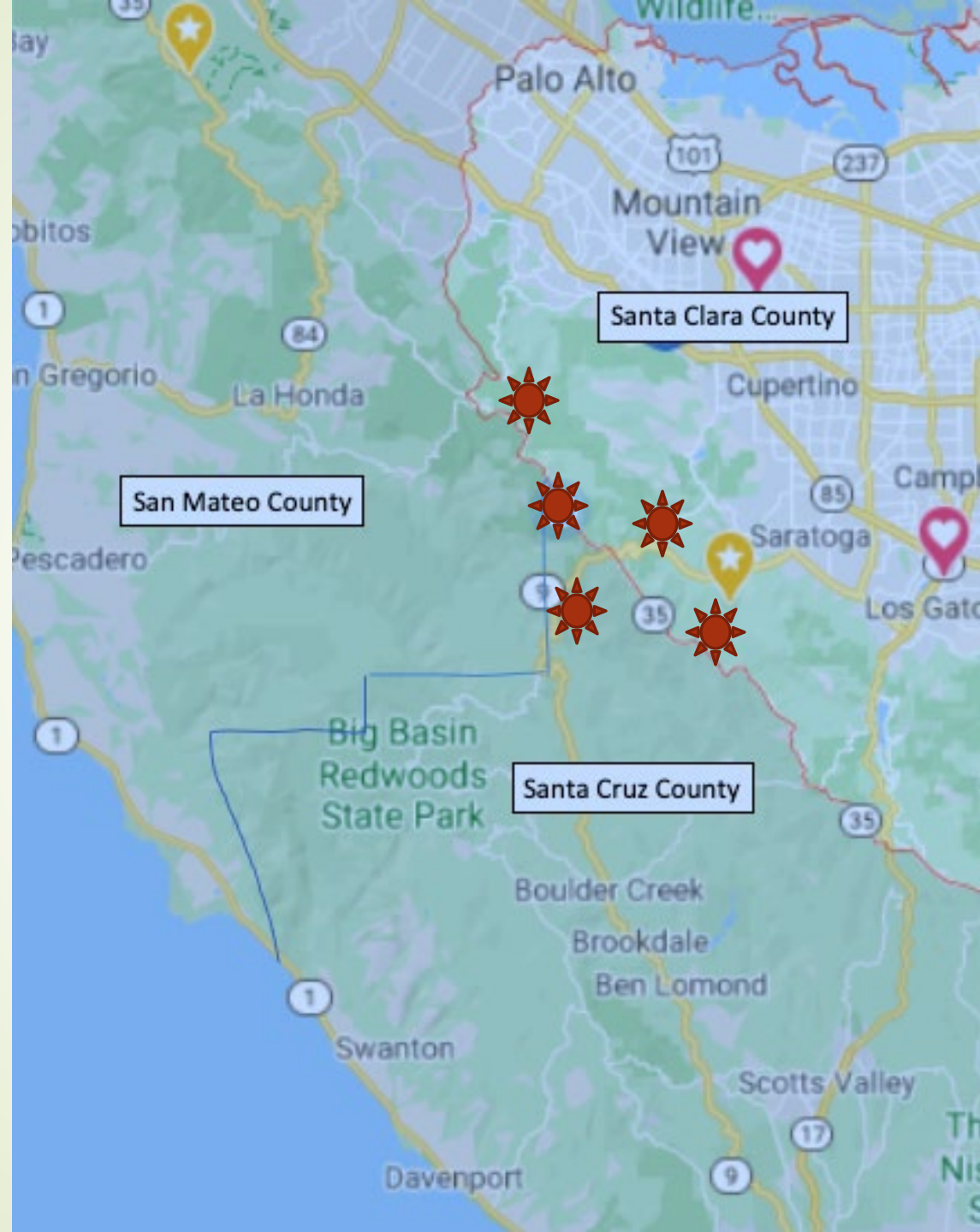
## Killer Corner – Hwy 9 – 1 mile North of Hwy 35





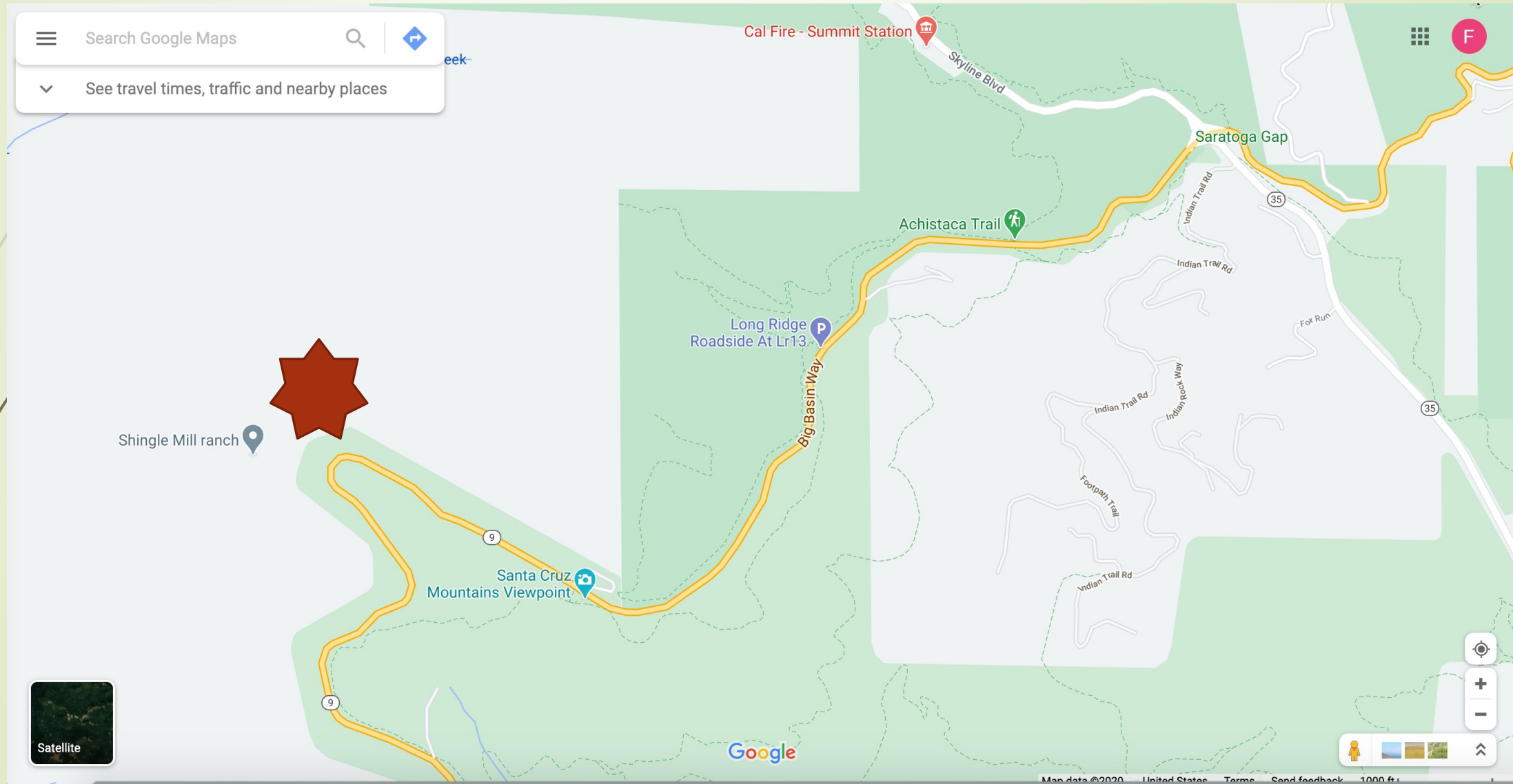
## Killer Corner – Hwy 9 – 1 mile North of Hwy 35

- Highway 9
- > 1 mi North of Hwy 35
- > .6 mi North of Heather Heights
- > Santa Clara County
- > Latitude: 37.2607890, Longitude -122.1094815
- > No Call box
- > Nearest EMS: Cal Fire Saratoga Summit #21



**The five  
most  
dangerous  
corners in  
South  
Skyline  
Area**

# Shingle Mill Road – Hwy 9 – 2.3 Miles So. of Hwy 35

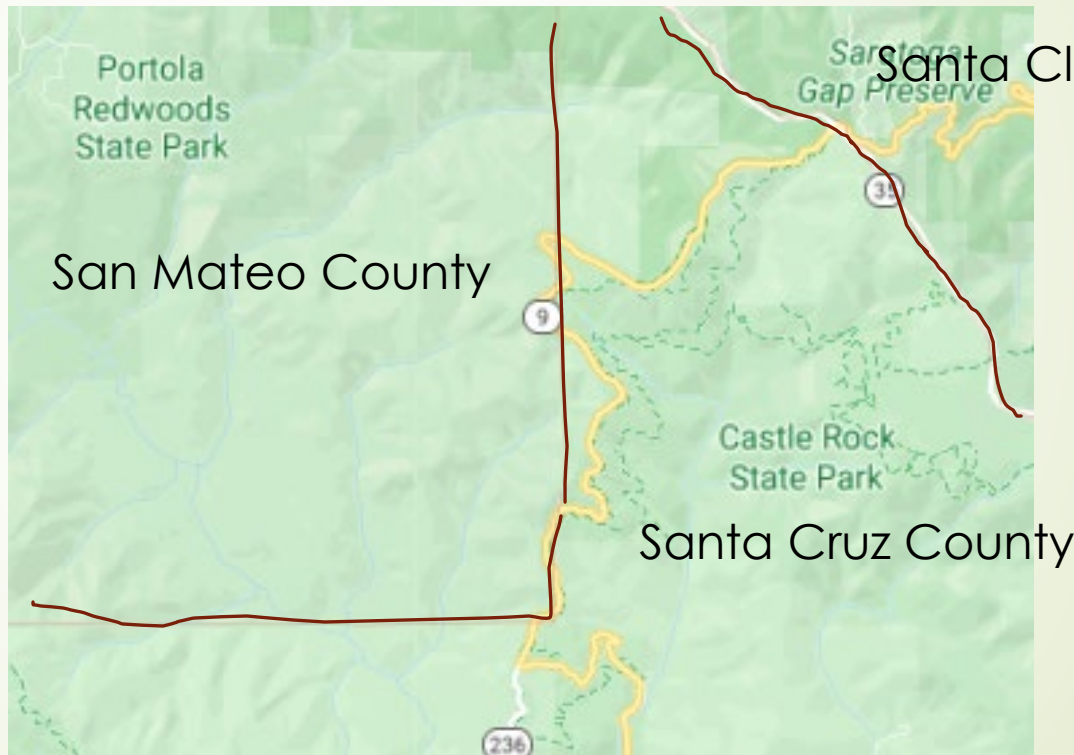




# Shingle Mill Road



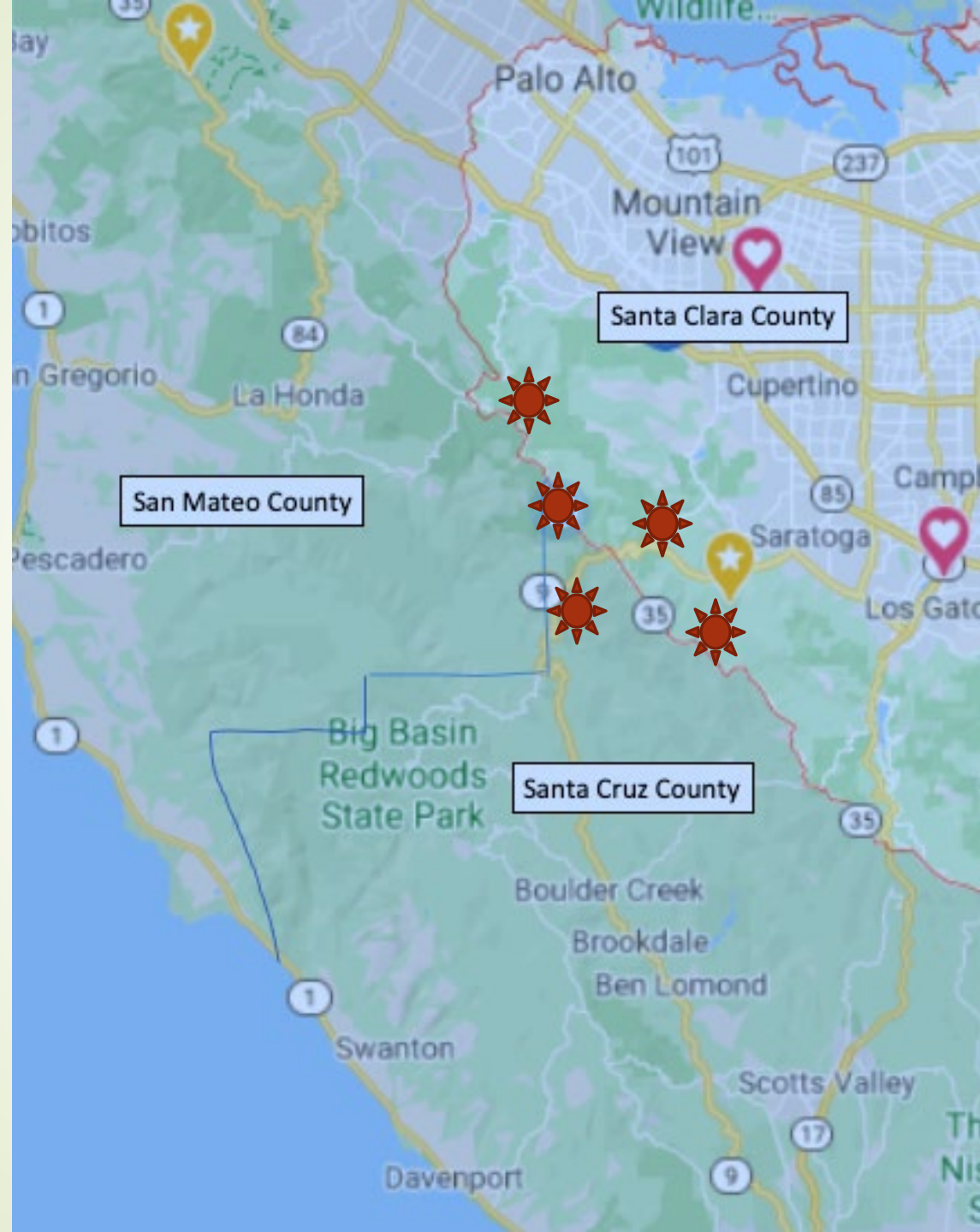
# Shingle Mill Road – San Mateo County





# Shingle Mill Road

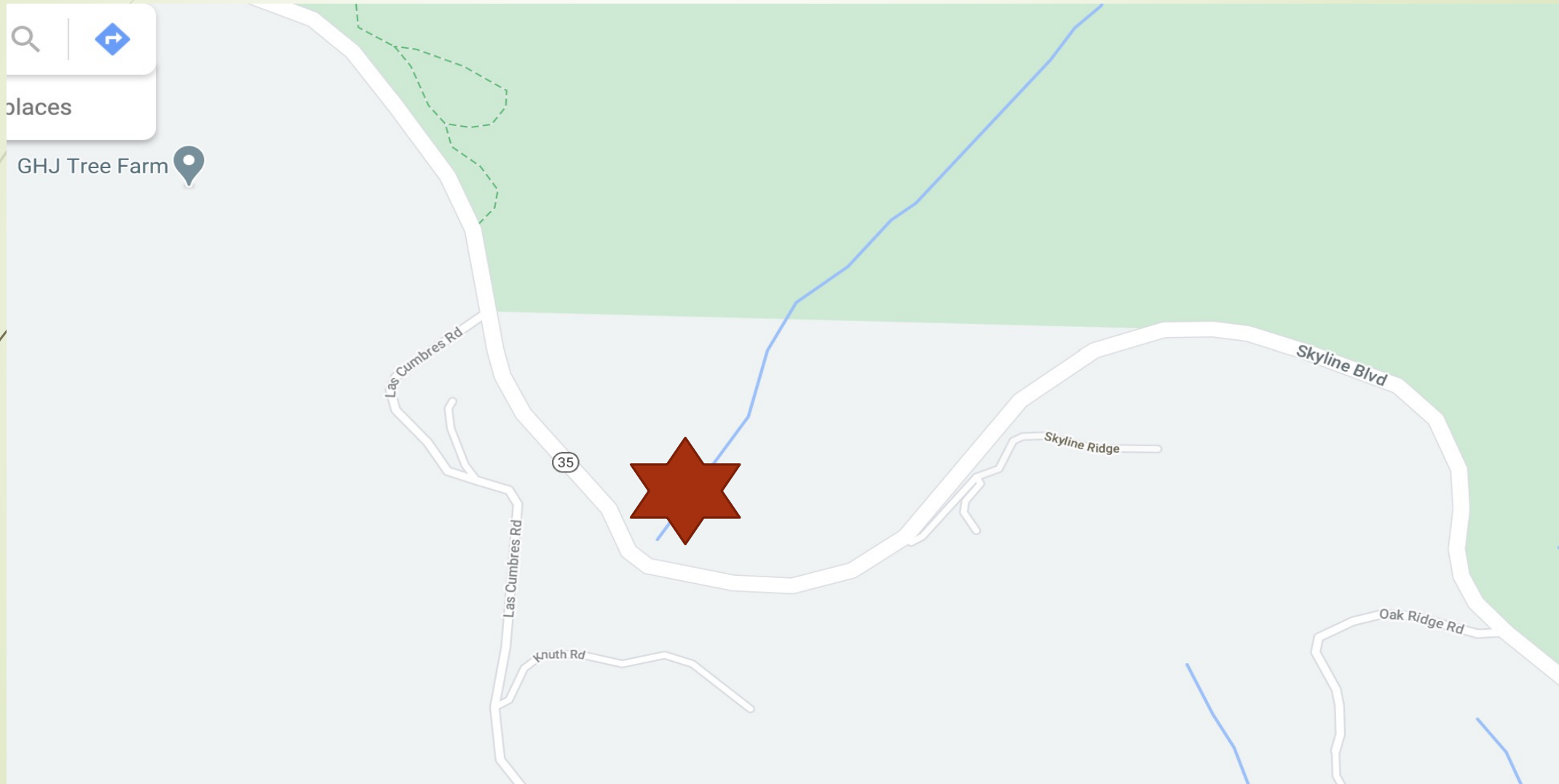
- Highway 9 South
- 2.3 miles South of Highway 35
- San Mateo County
- .6 miles South of Call Box: SZ 09 252
- Latitude: 37.249651, Longitude: -122.154039
- Nearest EMS: Cal Fire Saratoga Summit Station #21



**The five  
most  
dangerous  
corners in  
South  
Skyline  
Area**

41

# Flipping Corner .2 miles South of Las Cumbres Road





## Flipping Corner .2 miles South of Las Cumbres Road Driving South





43

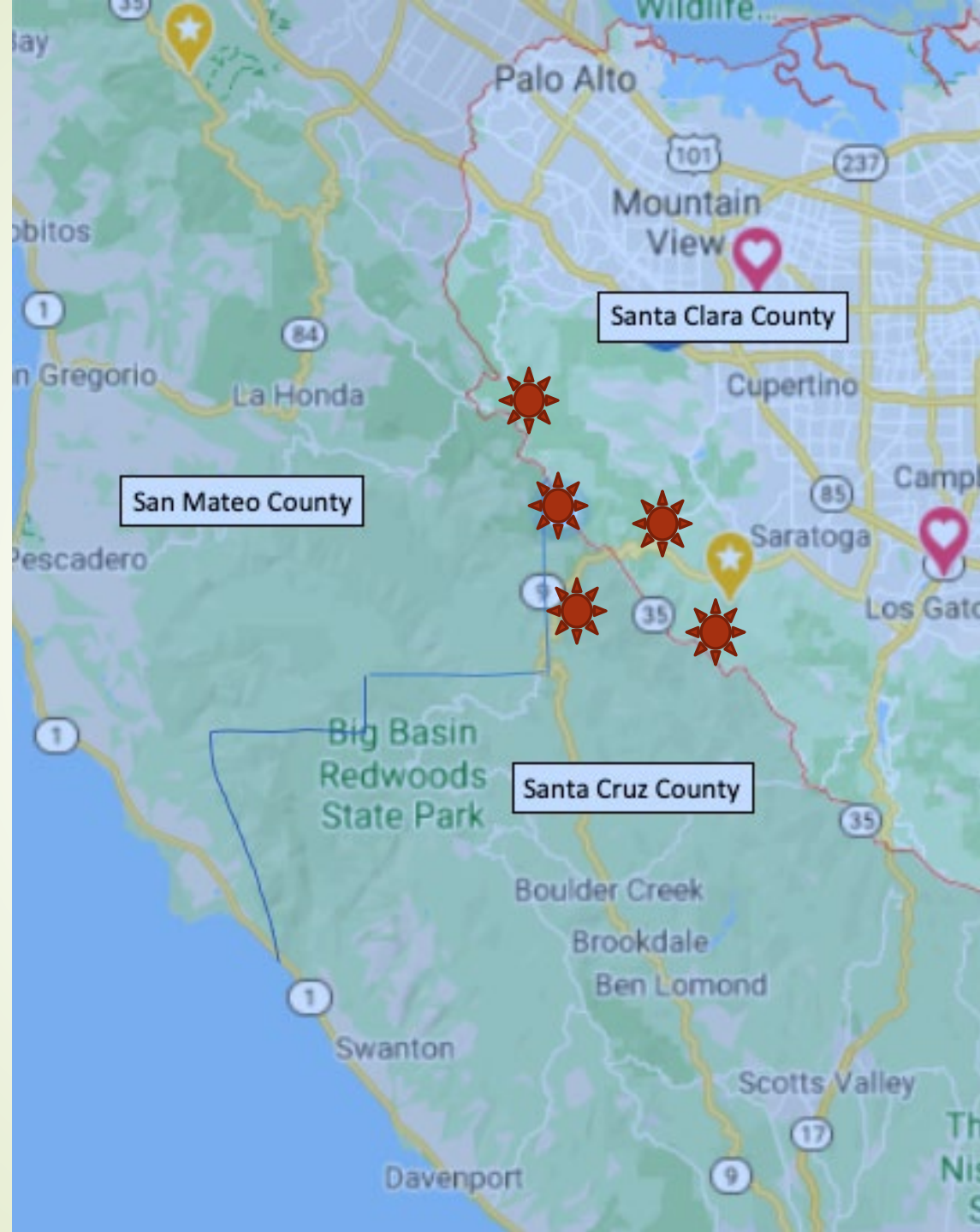
## Flipping Corner .2 miles South of Las Cumbres Rd. Driving North



## Flipping Corner .2 miles South of Las Cumbres Rd.

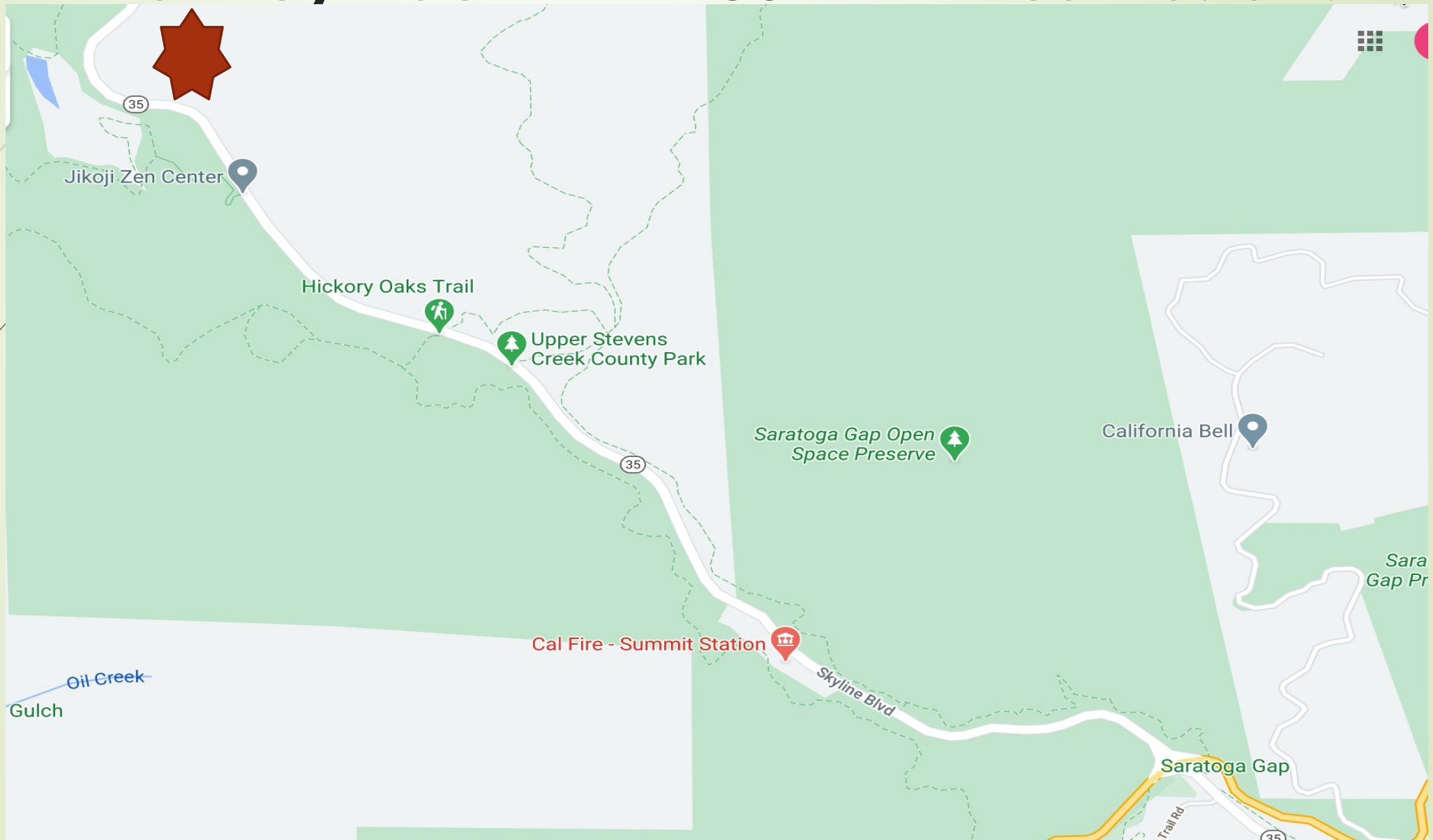
- Highway 35
- Between Las Cumbres Rd. And Skyline Ridge Rd.
- .2 mi South of Las Cumbres Rd
- .4 mi North of Nearest Call Box: SC 35 79
- East side: Santa Clara County
- West side: Santa Cruz County
- Latitude: 37.210745
- Longitude: -122.065746
- Nearest EMS: Cal Fire Saratoga Summit Station #21





**The five  
most  
dangerous  
corners in  
South  
Skyline  
Area**

# Monkey Rock - HW 35 – 2 miles No. of 9





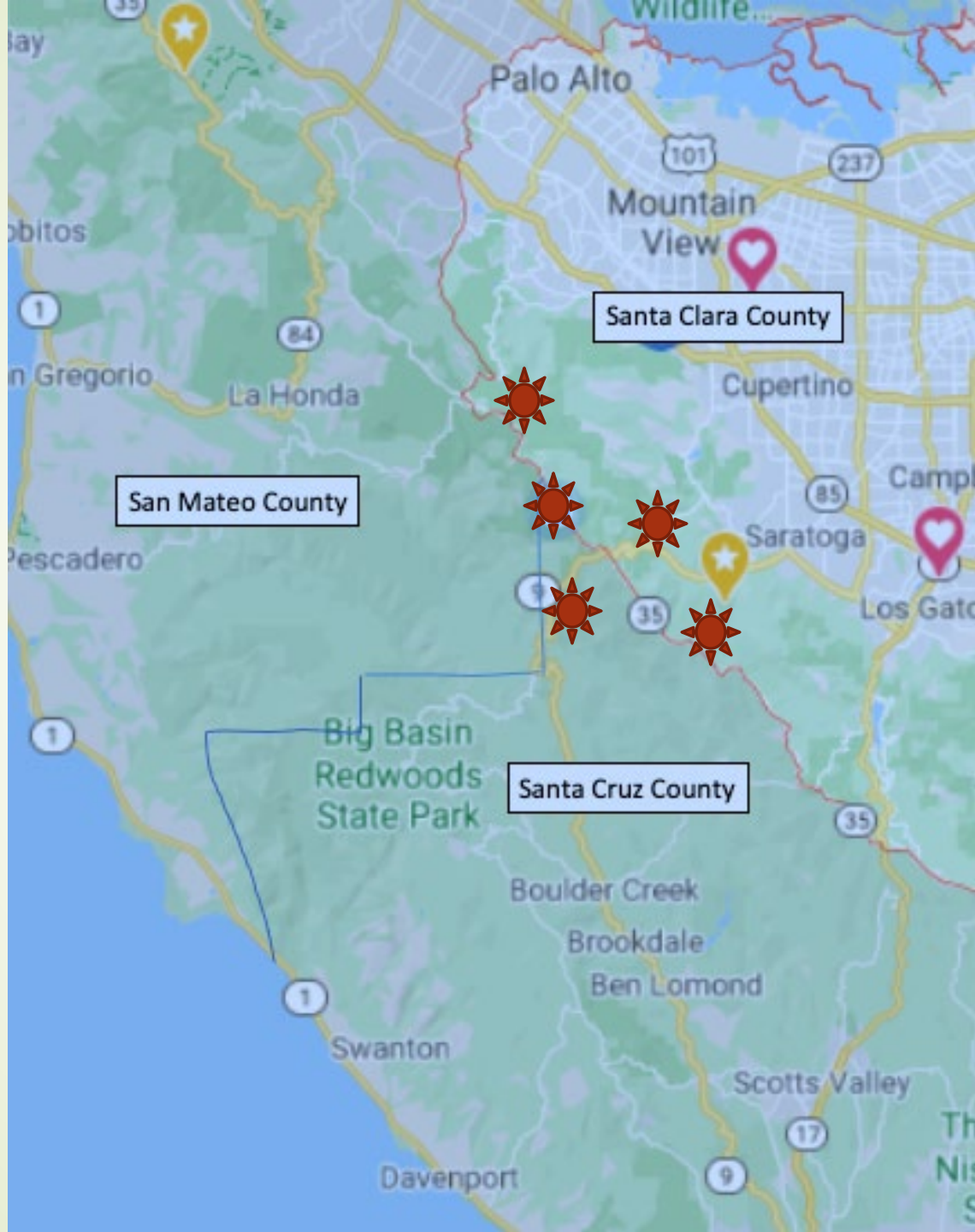
# Monkey Rock - HW 35 – 2 miles No. of 9





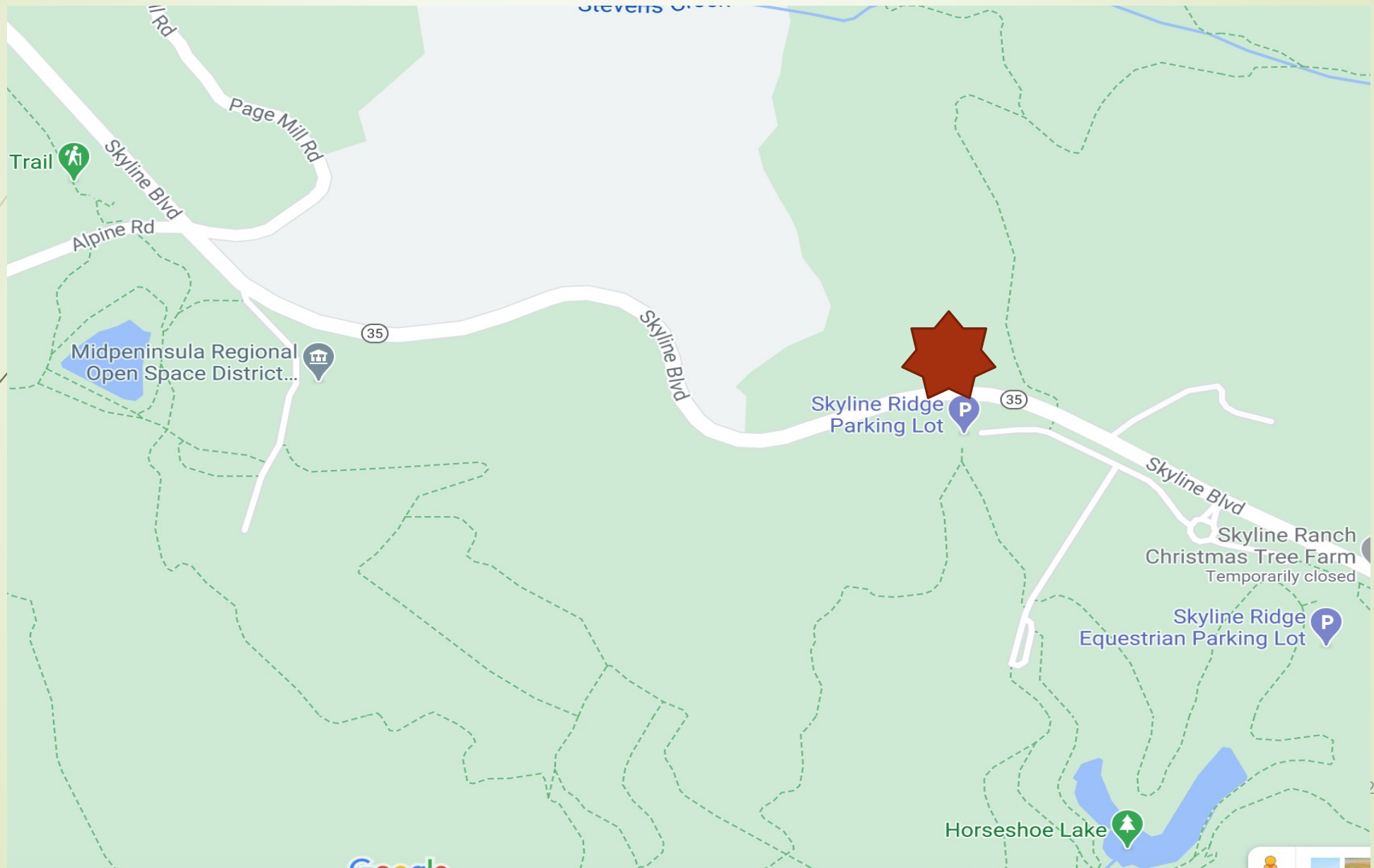
# Monkey Rock – HW 35 – 2 miles No. of 9

- Highway 35
- 1/5 mile North of Ward Rd.
- 1 mile North of Cal Fire Saratoga Summit
- East side: Santa Clara County
- West side: San Mateo County or Santa Cruz
- Latitude: 37.275582, Longitude: -122.150317
- Call box: SC 35 161
- Nearest EMS: Cal Fire Saratoga Summit Station #21



# The five most dangerous corners in South Skyline Area

# Dead Man's Curve





# Deadman's curve – Hwy 35 - >1 mi So. Page Mill Road



# Deadman's Curve (Horseshoe Lake)

- Highway 35 near Skid Road Trail
- 1 mile South of Page Mill/Alpine
- 6 miles North of Cal Fire Saratoga Summit
- East side: Santa Clara County
- West side: San Mateo County
- Latitude: 37.309667, Longitude: -122.168967
- Call box: SM 35 22
- Nearest EMS: Cal Fire Saratoga Summit Station #21



# Helping in Non Injury Accidents or Late Arriver



- Confirm all is okay
- Offer a Vest
- Some flares or Triangle
- Go on your way



# Other Good Things to Do

- Volunteer:
  - South Skyline Association: [southskyline.org](https://southskyline.org)
  - South Skyline Emergency Preparedness Organization: [SSEPO.org](https://SSEPO.org)
  - South Skyline Firesafe Council: [SouthSkylineFiresafe.org](https://SouthSkylineFiresafe.org)
  - Volunteer Fire Departments: La Honda, Las Cumbres
- Become a CERT
- Join the HAM radio group
- Monitor your neighborhood:
  - New or replacement road signs: Contact CalTrans <https://csr.dot.ca.gov/>
  - Clogged drainage ditches (prevent washouts): Contact CalTrans
  - Call Box not working: Contact Metropolitan Transportation Commission [info@bayareametro.gov](mailto:info@bayareametro.gov)

... done

- Questions
- Map or presentation updates: [manncraik@gmail.com](mailto:manncraik@gmail.com)
- Copy of map, PowerPoint and video presentation: SSEPO.org

*Thank You kind mountain friends – You are the Good Guys!*