



SUNNYVALE DEPARTMENT OF PUBLIC SAFETY

CERT DEPLOYMENT TEAM - PATROL QUICK REFERENCE GUIDE

PURPOSE

CERT Deployment Team patrol members serve as additional eyes and ears during community events. Your role is to observe, report, provide basic assistance within CERT scope, and help support a safe and welcoming environment.

CERT PATROL PRIORITIES

1. Stay safe
2. Observe
3. Report
4. Assist within CERT scope

SITUATIONAL AWARENESS

- Report suspicious, unusual, or unlawful behavior.
- Report unattended bags, packages, or suspicious items.
- Report suspicious surveillance of event operations or security measures.
- Focus on behavior, not appearance.
- Do not investigate or confront suspicious persons.
- Report concerns through the chain of command. Report emergencies directly to 9-1-1.

LOST CHILD / LOST PARENT

- Remain calm and reassuring.
- Obtain description, clothing, name, age, and last known location.
- Report the issue to your chain of command immediately.
- Stay with the parent or child. Do not initiate a search on your own.
- When requested by chain of command, all *other* CERTs should search for the missing party.

HEAT-RELATED ILLNESS

- Watch for dizziness, weakness, fatigue, excessive sweating, headache, nausea, or confusion.
- Watch yourself, your buddy, and the crowd around you.

Actions:

- Move the person to shade if safe.
- Encourage hydration if appropriate.
- Notify your chain of command. If emergent (e.g., lowered mental status), call 9-1-1.
- Stay within CERT scope and monitor until help arrives.

VERBAL DISPUTES / UNRULY PATRONS

- Do not intervene.
- Maintain a safe distance.
- Observe and note relevant details.
- Notify your chain of command. If violence appears imminent, call 9-1-1.
- Help move bystanders away (only if safe).

ASSISTING WITH EVACUATIONS

- Know the pre-planned evacuation routes for the event.
- If an evacuation is ordered, direct patrons near you along the nearest evacuation route.
- Stay out of the crush of the crowd, along the sidelines of it.

COMMUNICATIONS

- Stay in contact with your chain of command at all times.
- Use clear, concise plain language in radio communications.
- Report concerns promptly.
- If unsure whether something should be reported, report it.

PERSONAL SAFETY

- Work in pairs when possible. Don't get separated from your buddy.
- Stay in assigned areas.
- Know locations of first aid resources, AEDs, information booths, restrooms, and emergency exits.
- Do not physically intervene in fights, criminal activity, or security incidents.

EMERGENCY REPORTING

- Notify your chain of command for anything non-emergent.
- For emergencies, call 9-1-1.

REMEMBER

Your role is to be visible, observant, helpful, and safe.

You are not law enforcement, security, or EMS.

Observe. Report. Assist. Stay Safe.

SUPPLEMENTAL AWARENESS RESOURCE

The following FBI/DHS/NCTC Special Events Reference Card is provided as a supplemental situational awareness resource for personnel supporting large public events. As always, observe, report, and remain within your CERT role and scope of responsibility.

VIOLENT EXTREMIST MOBILIZATION INDICATORS AND SPECIAL EVENTS REFERENCE CARD	2026-69dc2580LENT EXTREMIST MOBILIZATION INDICATORS AND SPECIAL EVENTS REFERENCE CARD
<p>INTENT</p> <ul style="list-style-type: none"> Posting online threats of violence targeting special event locations, attendees, or participants, and using ideological terms to justify violence, such as a desire for revenge against ideological opponents. Communicating a desire to target prominent public figures, or holidays and other special events based on their symbolic value. Attempting to create or seeking to post online manifestos, post-attack material, or other statements that justify violence or dehumanize high-profile attendees or participants at upcoming special events. 	<p>IDEOLOGY</p> <ul style="list-style-type: none"> Identifying with the cause and expressing support for a violent extremist organization, and praising or glorifying past attacks and attackers, particularly those with mass casualties or who targeted special events, such as the ISIS-inspired attacker who targeted crowds celebrating New Year's on Bourbon Street in New Orleans on 01 January 2025. Developing hostile "us-versus-them" worldviews, and making dehumanizing statements against high-profile individuals or groups they identify as the "enemy" or the "other." Increasingly using violent extremist terminology; possessing or posting imagery associated with FTOs and other violent extremist organizations; and referring to their perceived adversaries as legitimate targets to justify their planned violent act. Creating video game modifications (known as mods) or simulations that depict attacks on special event venues, stadiums, or fan gatherings.
<p>TACTICS</p> <ul style="list-style-type: none"> Unusual attempts to seek employment or acquire event credentials, access sensitive event areas, including rooftops or other sensitive areas, without plausible explanation. Unusual behavior intended to restrict access to one's short-term lodging or vehicle, especially in conjunction with other indicators of interest in violent extremist activities. Leaving items unattended in public places that could be used to conceal explosives, such as bags, luggage, briefcases, strollers, or suspicious equipment. Conducting physical, online, or UAS surveillance of event venues or event-specific transportation services before an event, including seeking to track event security measures and exploitable access points. Wearing weather-inappropriate attire as a means to conceal firearms or other weapons at special event areas where weapons are prohibited. 	<p>RELATIONSHIP</p> <ul style="list-style-type: none"> Attempting to recruit others to conduct a lone actor attack or form a group to target a special event by emphasizing its symbolic and ideological value. Participating in online forums associated with FTOs and other violent extremist organizations and expressing a willingness to become a "martyr" or "saint" on behalf of the cause. Unusual attempts to seek detailed information from family, friends, employees, or strangers about event security or other sensitive site information. Increasingly isolating from family and friends in the months leading up to a special event; increasing engagement with violent extremist communities online or in-person; exhibiting violent and unusual reactions with family and friends.
<p>FINANCE</p> <ul style="list-style-type: none"> Abruptly opening multiple lines of credit; for example, by acquiring several credit cards and taking out one or more loans for unclear reasons, especially if the individual uses the newly obtained credit almost exclusively for cash advances and purchases of virtual currencies, but fails to make payments when due. Sudden adoption or increased use of financial methods that conceal or obfuscate the ultimate source or end use of funds, such as person-to-person transfers, ATM withdrawals, third party processors, prepaid cards, virtual currency, wire transfers, false identities to layer transactions, or using a series of electronic wallets to obscure the origin of transfers. Soliciting or receiving funding from violent extremist online networks and associated crowdfunding platforms. Using cryptocurrency or unlicensed money service businesses to obscure financial activity related to logistical planning in connection with a special event, particularly for travel or material acquisition. 	<p>TRAVEL</p> <ul style="list-style-type: none"> Traveling to event venue locations for unusually short time periods, especially in conjunction with other indicators that suggest the travel is for reconnaissance of potential attack locations. Unusual travel patterns to host cities during special events or preliminary competitions, including attempts to observe security measures and crowd management protocols. Purchasing tickets or accommodations near a special event, such as fan zones, opening ceremonies, or other high-density public viewing areas, especially without expressing legitimate interest in the actual event.