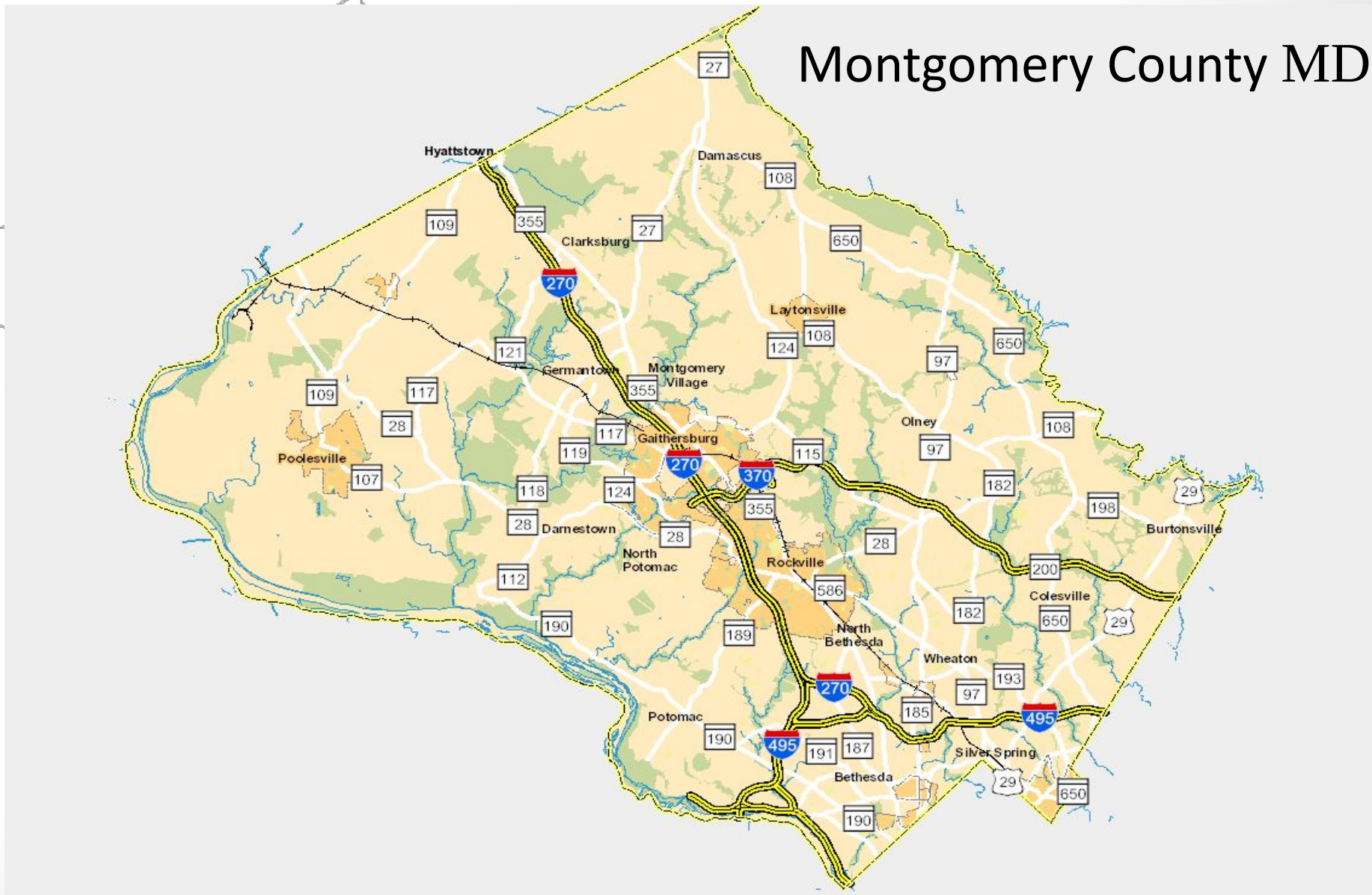
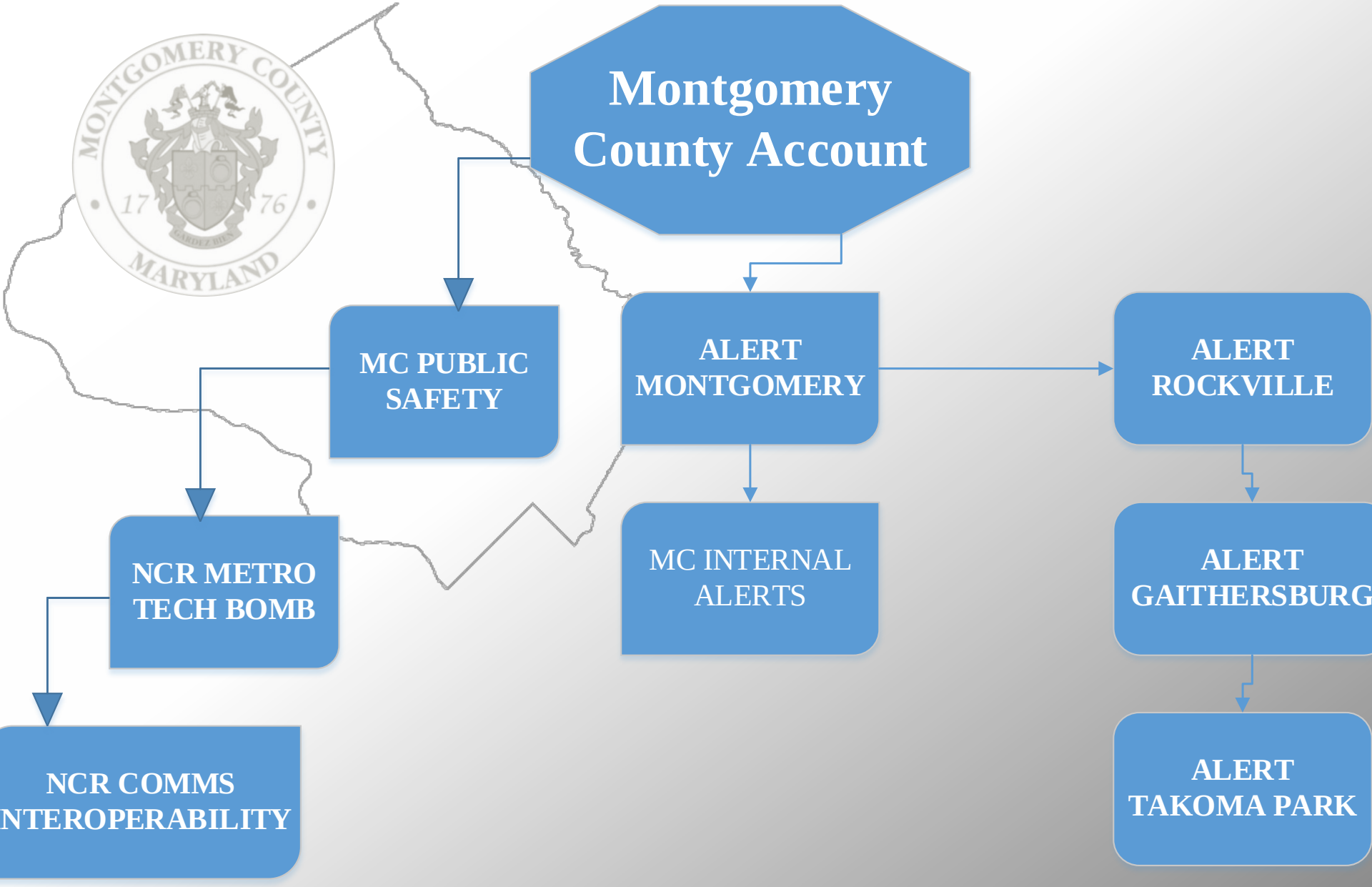
Montgomery County MD




Montgomery County Account
MC PUBLIC SAFETY
ALERT MONTGOMERY
ALERT ROCKVILLE
NCR METRO TECH BOMB
MC INTERNAL ALERTS
ALERT GAITHERSBURG
NCR COMMS NTEROPERABILITY
ALERT TAKOMA PARK

Governance

MONTGOMERY COUNTY ALERT ADMINISTRATORS

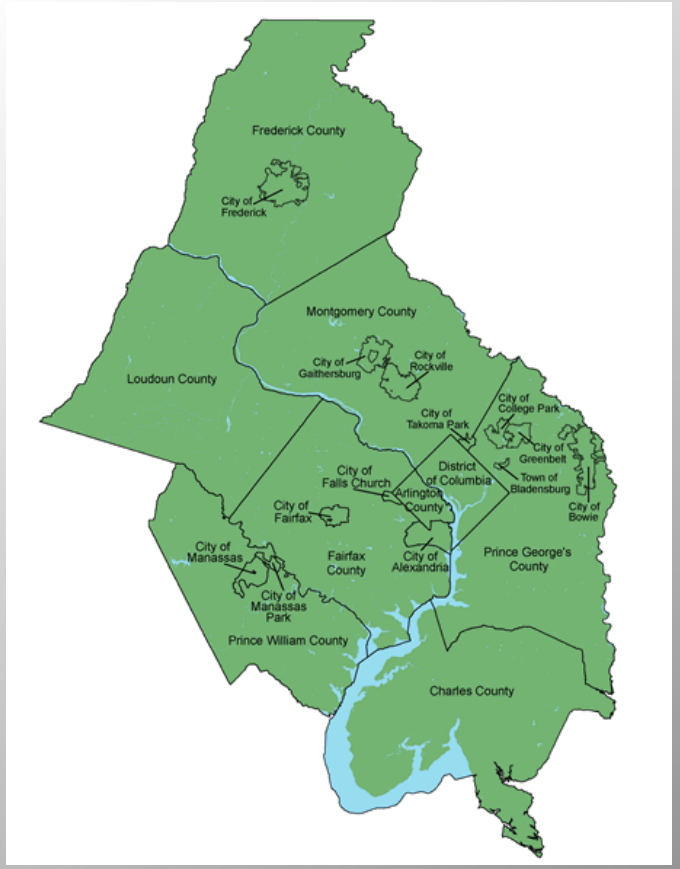
1. **Monthly meeting with NCR Alert Managers**
2. **Quarterly meetings with MoCo Admins and Everbridge Account Rep**
3. **Annual meeting with MoCo Admins and Group managers**
4. **Technical review sessions with MoCo Alert Groups**

ALERT
montgomery

Alert Montgomery Overview

- Free public alert messaging system
- Part of the National Capital Regional alert network
- New vendor since Oct 2014

everbridge®
Assured Critical Communications



Sources of Input

OEMHS receives alerts from many sources:

MCDOT
Montgomery County
Department of Transportation

RITIS

Planning and Procedures

Standard Operating Procedure

1. Definitions and Authorities
2. Staffing and On-call procedures
3. Steps to send Alerts
4. Geographical Area Alerts
5. Testing and Maintenance
6. Message Release protocols
7. Message Templates
8. Social Media
9. Annual Maintenance

Types of Alerts

- Severe Traffic Alerts – Prolonged, emergent road closures (utility work, police or fire activity)
- Weather Alerts – Flooding, Winter Weather, Thunderstorm, Tornado etc.
- County Government Closures – Schools, Recreation Facilities, Park Programs, Courts
- Urgent Safety – Gas Leaks, Public Emergency

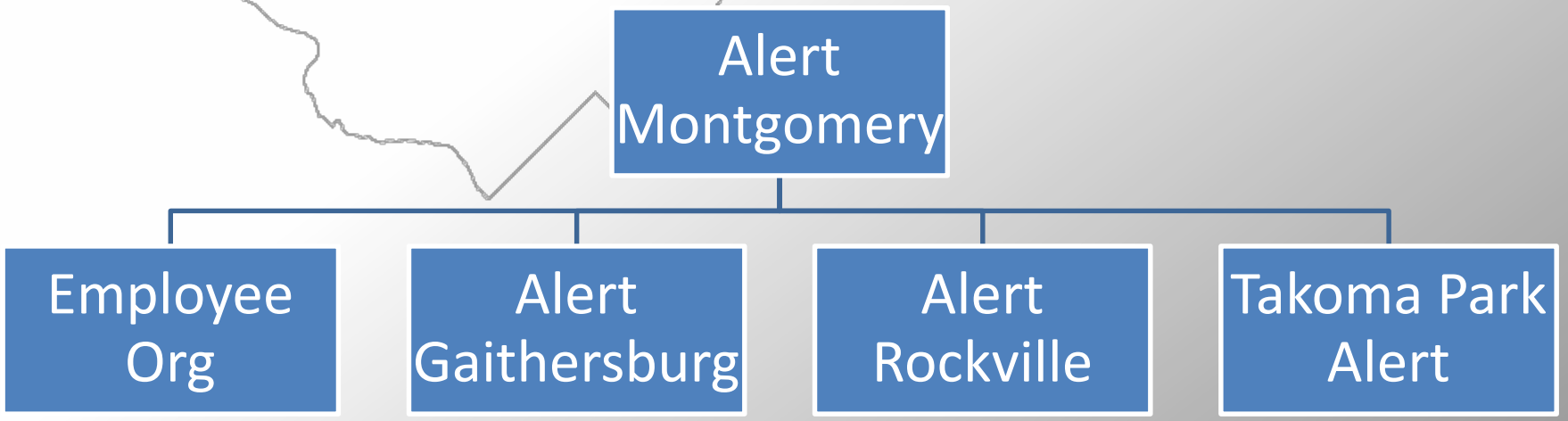
Number of Contacts / Per Alert

Alert Montgomery Contacts – 177,200

- ***Severe Traffic Alerts – 97,500***
- ***Severe Thunderstorm Warning – 118,000***
- ***County Government Closures – 50,000***
- ***County School Closures – 135,500***

Traffic Alerts

- Traffic Alerts are sent by Alert Montgomery and automatically send through the Local Organizations to those subscribers.



MoCo Training standards

1 **All OEMHS Users must complete Sender Certification from EBU**

2. All Group Managers must complete Sender Certification from EBU

3. Dispatchers complete a 2 hour session.

4. Drills conducted at Monthly Alert Sender mtgs.

Message Effectiveness

1. Templates help to provide for consistent messaging.
2. SOP essential to establish standard criteria.
3. Feedback loops help to modify alerts.

MC Internal Alerts

1. 16,600 County employees & contractors
2. Private School Alert system(115)
3. Board of Election Alerts
4. Health Department Shelter Group
5. MOCEP Hospital Group
6. Public School bus drivers