



Mid-Atlantic Emergency Management Technology Summit

Joint All Hazards Operations Center (JAHOC)
Alert and Warning

Frederick Goldsmith, Deputy Chief of Operations

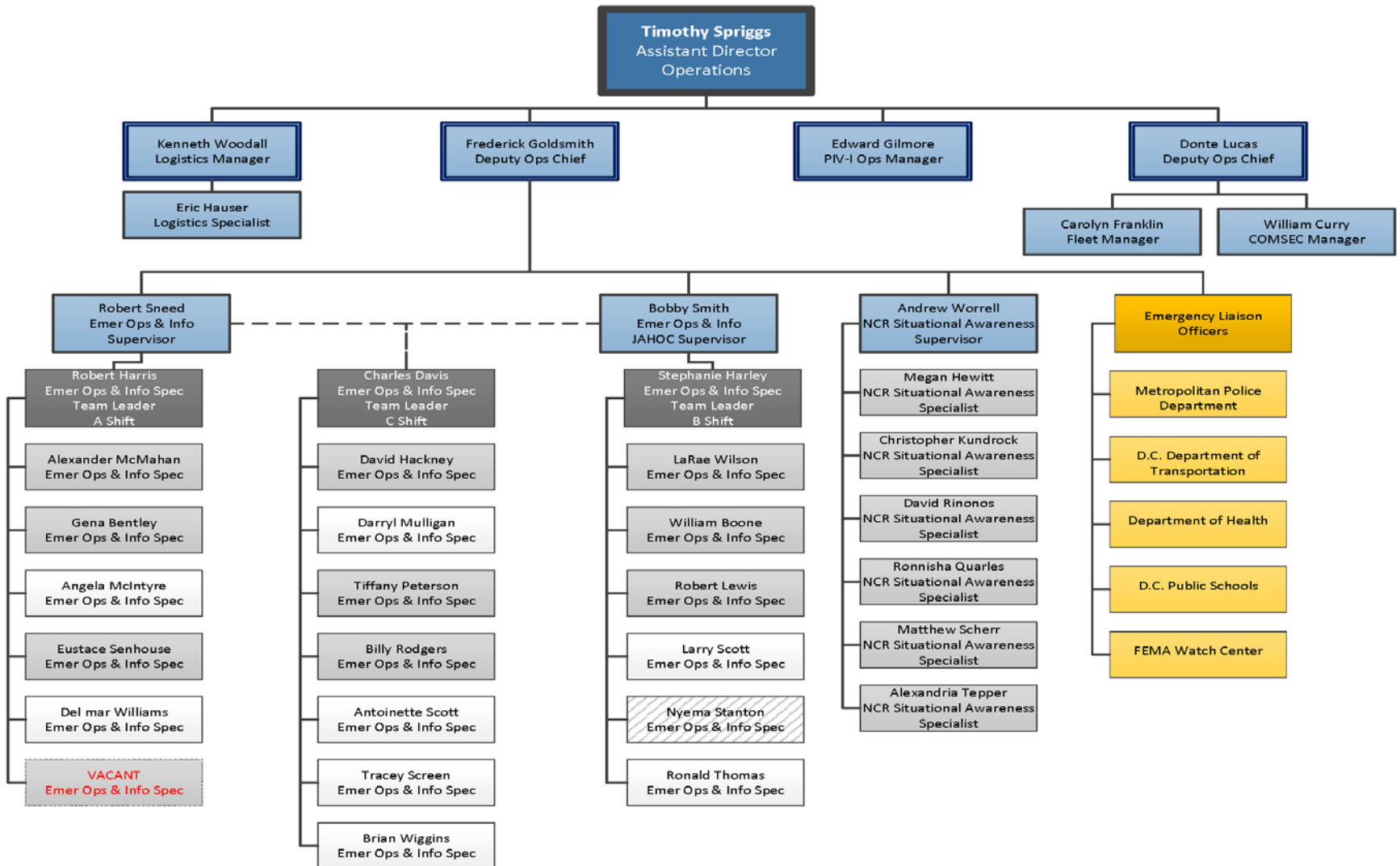


What is the JAHOC ?

- The JAHOC is the 24 hour Watch Center for the District of Columbia's Homeland Security & Emergency Management Agency.
- The center is composed of liaison officers from the following agencies in the District of Columbia: DC Metropolitan Police Department, DC Department of Transportation (TMC), DC Department of Health, DC Public School Security, Federal Emergency Management Agency (FEMA) Watch Desk, Information Collection Coordination Center (IC3) and HSEMA Emergency Operations and Information Specialist.



Organization



Mission

- Provide 24-hour EOC capabilities.
- Coordinate all District preparedness, response, mitigation, and recovery efforts and facilitating the development of a common operating picture during events and incidents.
- Provide actionable information to senior officials for key decision-making efforts and response.
- Provide situational awareness to local, federal, regional partners and the residents of the District of Columbia when required.
- Develop and maintain a Common Operating Picture (COP).
- Coordinate and conduct Information Sharing between all District, State, Federal and JAHOC ELO's.



Training Requirements

On Line Training:

General Service Administration (GSA) Online Defensive Driving Course <https://drivethru.gsa.gov/html/DTTRAINING.htm#>

- Texas A&M Engineering Extension Service (TEEX): <http://Teex.org/nerrtconline>

AWR-175-W: Information Security for Everyone

- Emergency Management Institute (EMI): <http://www.training.fema.gov/emi.aspx> (27)

Resident Courses (EMI)

- Emergency Management Institute (EMI): <http://www.training.fema.gov/emi.aspx> (8)

- **National Emergency Management Basic Academy:**

E0101 Foundations of Emergency Management

E0102 Science of Disaster

E0103 Planning Emergency Operations

E0104 Exercise Design

E0105 Public Information and Warning

- **ICS Position Specific Trained**

JAHOC - Alert and Warning



Public Information Alert and Warning

The JAHOC's number one critical mission is to be ready to disseminate emergency messages that **Alert and Warn** the public and local officials that an incident has happened or is eminent that may require them to act.

The JAHOC provides **Public Information** that will keep the public informed and updated about an incident and what safety precautionary measures to take.



Public Information Alert and Warning (Systems)

To assist the JAHOC in performing this mission a variety of communication systems are used:

- NAWAS - National Warning System
- WAWAS - Washington Area Warning Alert System
- COP - Common Operating Picture (Dashboard)
- EAS - Emergency Alert System (Everbridge - EAS and IPAWS)



Integrated Public Alert & Warning System Wireless Emergency Alerts (WEA)

- During an emergency, officials need to provide the public with life-saving information and actions to be taken quickly. The Integrated Public Alert and Warning System (IPAWS) is a modern integration of the nation's alert and warning infrastructure and will save time when time matters most, protecting life and property.



Integrated Public Alert & Warning System

Wireless Emergency Alerts (WEA)

- **What is WEA?** WEA is a public safety system that allows **customers who own certain wireless phones and other enabled mobile devices to receive geographically-targeted, text-like messages alerting them of imminent threats to safety in their area.** The technology ensures that emergency alerts will not get stuck in highly congested areas, which can happen with standard mobile voice and texting services. WEA (formerly known as the Commercial Mobile Alert System (CMAS) or Personal Localized Alerting Network (PLAN)) was established pursuant to the Warning, Alert and Response Network (WARN) Act.
- WEA enables government officials to target emergency alerts to **specific geographic areas.** - lower Manhattan, for example - through cell towers that broadcast the emergency alerts for reception by WEA-enabled mobile devices.



Integrated Public Alert & Warning System

Wireless Emergency Alerts (WEA)

- **How does WEA work?** Pre-authorized national, state, or local government authorities may send alerts regarding public safety emergencies, such as evacuation orders or shelter-in-place orders due to severe weather, a terrorist threat or chemical spill to WEA. The **alerts from authenticated public safety officials are sent through FEMA's Integrated Public Alert and Warning System (IPAWS) to participating wireless carriers, which then push the alerts from cell towers to mobile devices in the affected area.** The alerts appear like text messages on mobile devices.

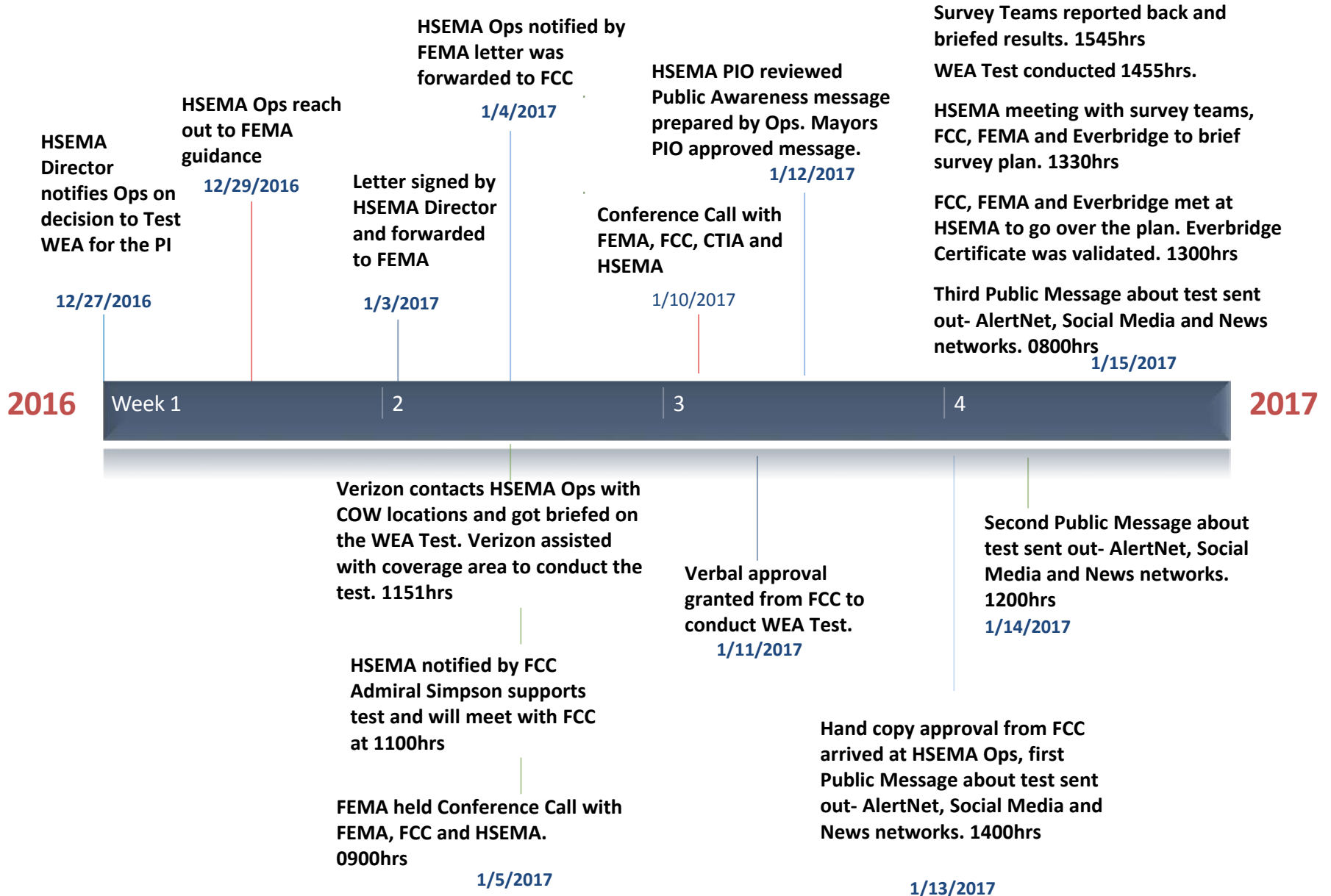


Integrated Public Alert & Warning System

Wireless Emergency Alerts (WEA)

- **Who receives the alerts? Alerts are broadcast only from cell towers with coverage areas that best match the zone of an emergency.** Phones that are using the cell towers in the alert zone will receive the WEA provided that the **Emergency Alert Setting on their phone is on.** This means that if an alert is sent to a zone in New York, all WEA-capable phones in the alert zone can receive the WEA, even if they are phones that are roaming or visiting from another state. In other words, a customer visiting from **Chicago would receive alerts in Washington, DC** if they have a WEA-enabled mobile device and their phone is using a cell tower in the alert zone.





HSEMA decision box using Verizon Information

H Street NW

HSEMA Proposed Box

17th Street

North & South Capitol Street

I- 695



Integrated Public Alert & Warning System

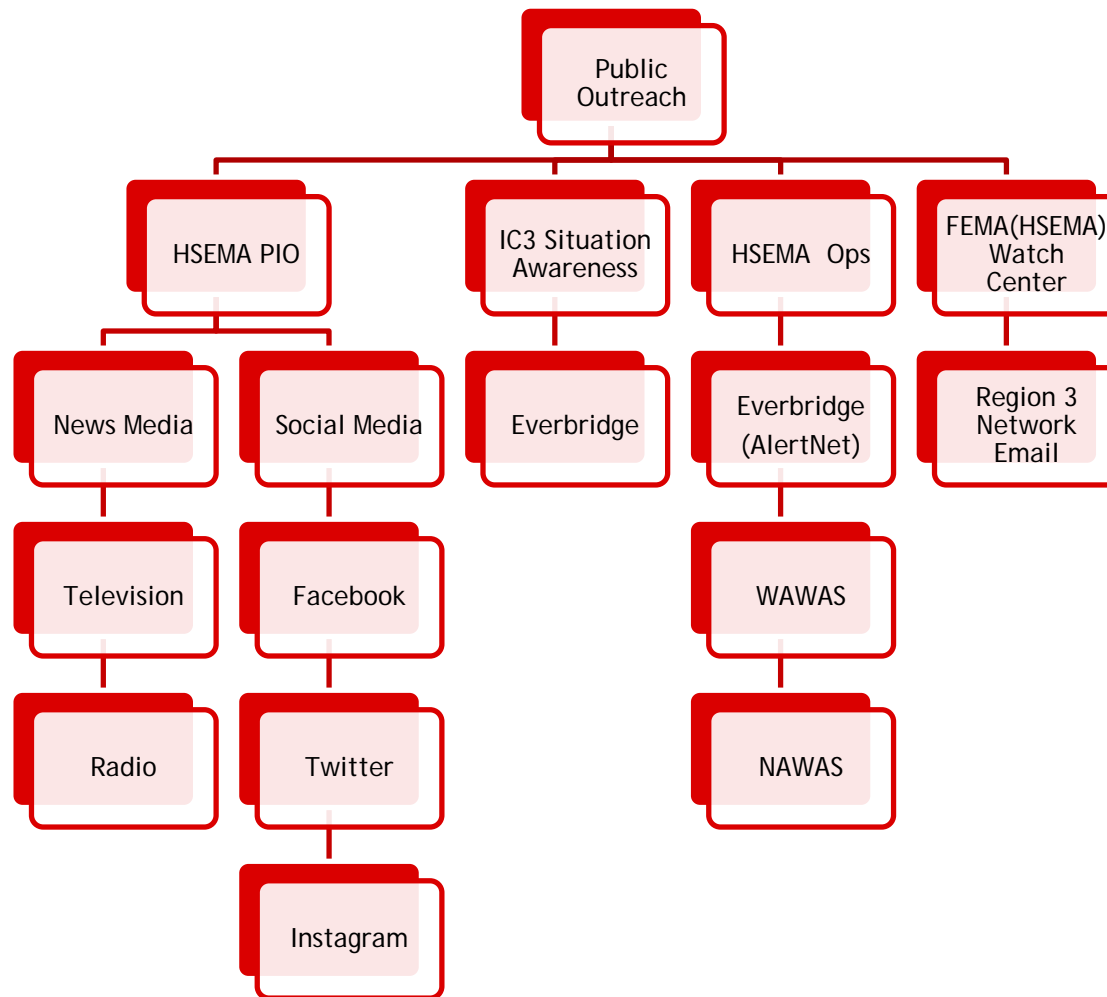
HSEMA Wireless Emergency Alerts (WEA) Public Outreach Message

- *TEST* *TEST* *TEST* The District of Columbia Homeland Security and Emergency Management Agency will conduct a test of the Emergency Alert System by issuing a Wireless Emergency Alert (WEA) on Sunday, January 15, 2017, at approximately 3 p.m. The WEA, a text message, is sent through the Federal Emergency Management Agency's Integrated Public Alert and Warning System to participating wireless carriers, which then push the alert from cell towers to mobile devices in the targeted area. The WEA will transmit the following message to those in and around the National Mall: "**This is a test of the District of Columbia Emergency Alert System No action is required**". The alert triggers a loud audible noise to project from cell phones and enabled mobile devices. Information on WEA alerts is located at: <https://www.fcc.gov/consumers/guides/wireless-emergency-alerts-wea>

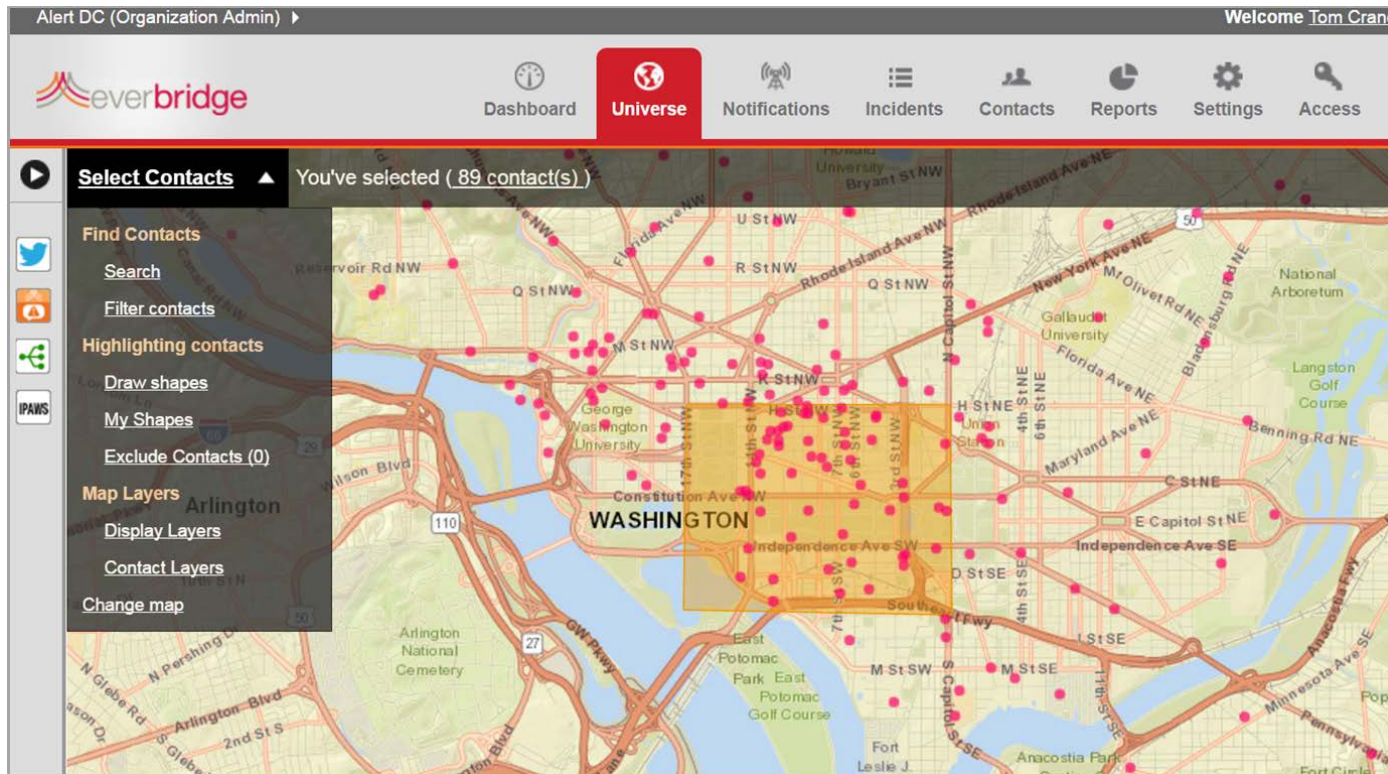


Integrated Public Alert & Warning System

HSEMA Wireless Emergency Alerts (WEA) - Outreach Methods



Integrated Public Alert & Warning System HSEMA Wireless Emergency Alerts (WEA) Test Message







Integrated Public Alert & Warning System HSEMA Wireless Emergency Alerts (WEA) Test Message

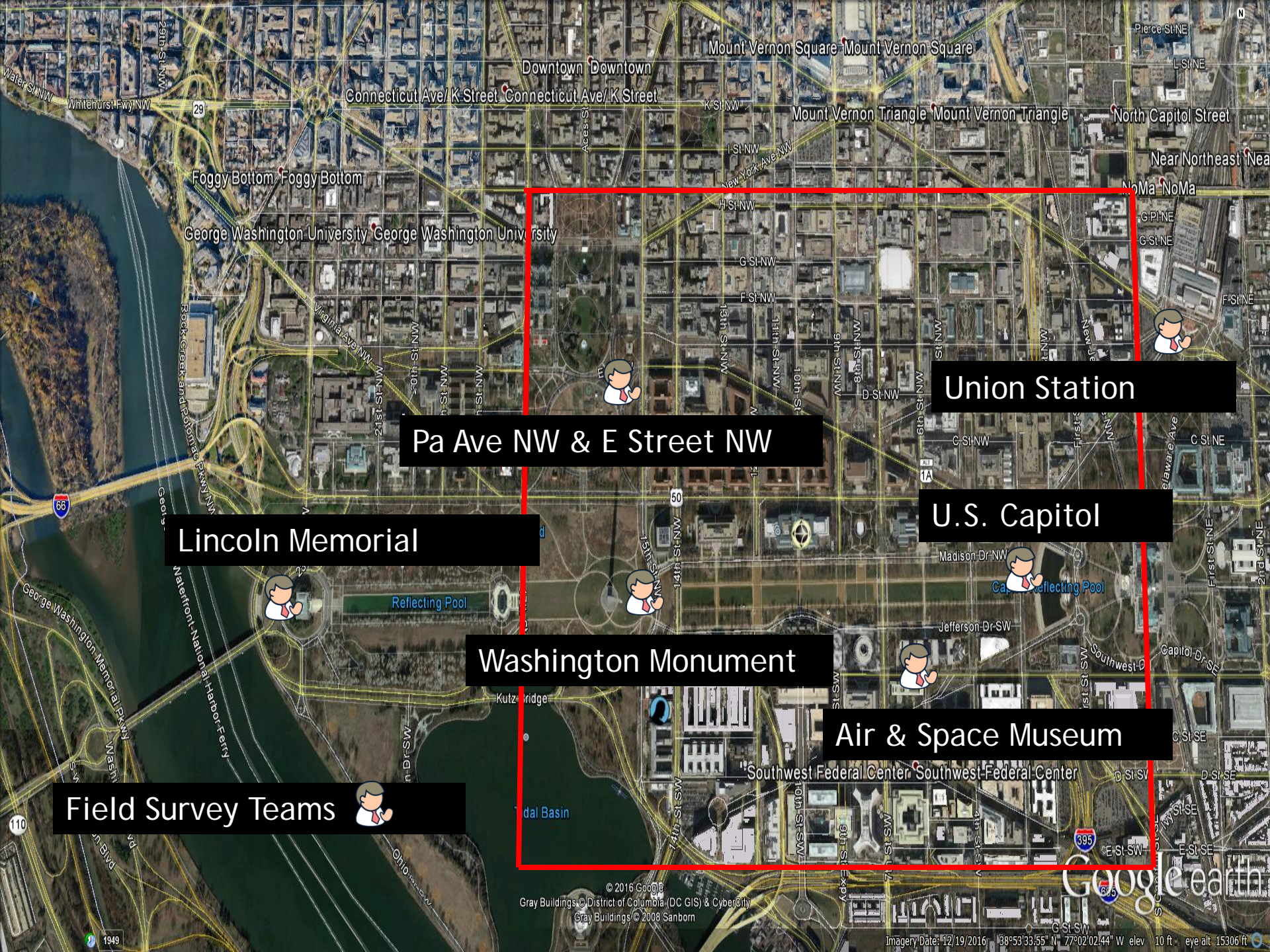
This is a test of the District of Columbia Emergency Alert System. No action is required.

 DC Homeland Security @DC_HSEMA · Jan 15
Our team w/ help of .@fema, @Everbridge & .@FCC test wireless emergency alert. #inaug2017 @Inaug2017



- You Retweeted
-  **Robert Vinson Brannum** @robert158 · Jan 15
@DC_HSEMA @fema @Everbridge @FCC @Inaug2017 It worked!!!
← ↻ 1 ❤️ 4
- You Retweeted
-  **Chris Wilson** @chriswilsondc · Jan 15
Phone just spazzed with a test emergency alert for DC, so I'm testing out panicking.
← ↻ 4 ❤️ 4
-  **Penn Quarter Living** @pqliving · Jan 15
@Inaug2017 Yep...we got it!
← ↻ ❤️ 1
-  **MrCapsFan** @Ownerofabby · Jan 15
Thanks to the DC Emergency Alert System for making everyone miss the #Caps 5th goal.
← ↻ ❤️





Lincoln Memorial

Pa Ave NW & E Street NW

Union Station

U.S. Capitol





Washington Monument

Air & Space Museum

Field Survey Teams

Integrated Public Alert & Warning System

HSEMA Wireless Emergency Alerts (WEA) - Feedback

Wireless Courier		Remarks
AT&T		<p>Customers inside the box reported that they received the test message.</p> <p>Some customers outside of the box received the message, some did not and some received it 15 minutes or more after the activation started.</p>
Sprint		<p>Customers inside the box reported that they received the test message.</p> <p>Some customers outside of the box received the message, some did not, and some received it 15 minutes or more after the activation started.</p>
T- Mobile		<p>Customers inside the box reported that they received the test message.</p> <p>Some customers outside of the box received the message, some did not, and some receive it 15 minutes or more after the activation started.</p>
Verizon		<p>Customers inside the box reported that they received the test message. Several customers inside the box did not receive the message.</p> <p>Some customers outside of the box received the message, some did not, and some received it 15 minutes or more after the activation started.</p>



Integrated Public Alert & Warning System Wireless Emergency Alerts (WEA) - Training

All Watch Center personnel have completed the online Everbridge training for sending Integrated Public Alert & Warning Systems (WEA) messages. Test messages using the test site are conducted once a week.

All Watch Center personnel have completed training at Indian Head Naval Base IPAWS Lab. Training was conducted on using EMNET and Everbridge to send Emergency Alert Messages and Integrated Public Alert & Warning Systems message on both platforms.

IS-247a. Integrated Public Alert and Warning System (IPAWS)

IS-248 Integrated Public Alert and Warning System (IPAWS) for the American Public

Integrated Public Alert & Warning Systems LAB - Indian Head Maryland

- Jody Smith 301-743-4267, jody.m.smith20.ctr@mail.mil



Integrated Public Alert & Warning System

Wireless Emergency Alerts (WEA) - Exercise

It is 1730hrs on July 4, 2017 . The Independence day events are taking place on the National Mall. NPS estimates about 600,000 people are enjoying the day. The following message comes into the JAHOC and (Zebra 1 the HSEMA Unified Command Platform on the Mall)

The National Weather Service has issued a severe thunderstorms warning for Northern Virginia, Washington, DC and Northern Maryland starting at 1800hrs until 1900hrs. Storm will bring heavy rains and light hail.



Exercise:

Create a 90 character WEA message to send out.



Integrated Public Alert & Warning System Wireless Emergency Alerts (WEA) - Training

Create Message


High priority message  

[Use a message template](#)

* Title

Severe Weather near Natl Mall- Safe Haven

Body

Text Include a separate message for email notifications 

SMS Text, Fax, Pager, Text-to-speech conversion

Severe storms are in the area you are hereby advised to seek shelter immediately.

WEA

Severe storms are in the area you are hereby advised to seek shelter immediately.

[Load message text](#)


9 characters remaining

Fax : 2377, SMS : 117, Estimated # of SMS : 2 

Email, Everbridge Mobile Safety App

Clear Contents

[Expand](#)

B *I* U **abc** **x₂** **x²** **T** **rt** **Hl** **T**                                                

National Weather Service reports severe weather in the vicinity of the National Mall. Follow the instructions of the local law enforcement and park service officials.



Integrated Public Alert & Warning System Wireless Emergency Alerts (WEA)

Lesson Learned:

Don't be afraid to test.

Ensure your certificates are updated and typed correctly.

Try to test during a time that will allow the greatest amount of feed back.

Be positive.

Remember you only have 90 characters to work with.



Integrated Public Alert & Warning System Wireless Emergency Alerts (WEA) - Training

HSEMA IPAWS Point of Contacts:

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