9-1-1 OPERATIONS MANUAL
CHAPTER XII–NEXT GENERATION 9-1-1 ALERT & WARNING SYSTEM (NG 9-1-1 AWS)

The Next Generation 9-1-1 (NG 9-1-1) Prime Network Services Provider (PNSP) contract includes a NG 9-1-1 Alert and Warning Solution (NG 9-1-1 AWS). The NG 9-1-1 AWS is integrated with the Next Generation 9-1-1 Core Services (NGCS) and is available to users listed below. The NG 9-1-1 AWS solution includes the capability to notify internal agency personnel as well as the public and provides a means for the public to opt in to receiving alerts. If authorized, the system can send alerts via the Federal Emergency Management Agency (FEMA) Integrated Public Alert & Warning System (IPAWS) Wireless Emergency Alert (WEA). The NG 9-1-1 AWS is a service being offered on a voluntary basis and at no cost and to the local agency.

Available Users of the NG 9-1-1 AWS

Potential users of the NG 9-1-1 AWS are any agencies in the categories below that comply with the Cal OES "State of California Alert & Warning Guidelines" and all FEMA guidelines related to alert and warning.

- State of California Alerting Authorities
- State of California Counties
- Public Safety Answering Points located within California
- Cities or Towns located within California
- Public Institution of Higher Learning (UC, CSU, Community Colleges) located within California
- Tribal Nations located within California

The system is being offered to all above jurisdictions at no cost, provided these agencies choose to utilize the system. The use of this system is not mandatory program; it is just an included service within the NG 9-1-1 platform.

Roll of the 9-1-1 Branch:

The CA 9-1-1 Branch will manage the contract and payment for the NG 9-1-1 AWS. The CA 9-1-1 Emergency Communications Branch will meet with PNSP monthly to ensure contract compliance and to review outage reports. In the event of a Service Level Agreement (SLA) violation of the NG 9-1-1 PNSP contract, the CA 9-1-1 Branch will discuss the outage with the effected jurisdiction and follow up with PNSP for contract compliance and SLA remittance.

As part of this offering the public landline contact database will be provided and maintained on a regular basis.

User's Responsibilities

Point of contact - All users of the NG 9-1-1 AWS shall maintain a current point of contact(s) for the system and update the CA 9-1-1 Branch and the California State Warning Center Alert and Warning Coordinator upon the change of any points of contact. These points of contact shall be authorized by their local agency to manage and send alerts to their jurisdiction and or to neighboring jurisdictions where agreements to do so have been previously made between jurisdictions.

Authority – The local agency is the responsible authority in its jurisdiction. This authority includes access of the NG 9-1-1 AWS and who is authorized to send alerts within its jurisdiction. The Authority may also support agreements with neighboring jurisdictions to access and send alerts on their behalf.

Training – The NG 9-1-1 AWS provider required to provide initial training with onboarding to the NG 9-1-1 AWS. The user shall develop and maintain a regular training schedule for the NG 9-1-1 AWS to include all users from their agency.

System access and Equipment - The user will maintain their own system login password and provide any necessary computer hardware and internet connection to operate the NG 9-1-1 AWS. It is the responsibility of the IPAWS Alerting Authorities to maintain IPAWS certification defined in the IPAWS Memorandum of Agreement (MOA) with FEMA.

Database management – It is the responsibility of the user to maintain and manage the contact databases, alerting templates, and GIS shape files. The PNSP shall provide a regular update from the NG 9-1-1 Location Database (LDB) which will include all known 9-1-1 landline contacts in the state, at no cost.

Financial responsibility – The cost of the NG 9-1-1 AWS is the responsibility of the CA 9-1-1 Branch. Any additional features, custom integration, or professional services not included in the NG 9-1-1 AWS offering will be the responsibility of the local agency authorizing these additions and is contracted separately.

Public Outreach - All advertising campaigns to support public education and resident opt in and out of the NG 9-1-1 AWS are the responsibility of the local agency.

System Utilization – It is the responsibility of their user to follow the appropriated use of the system as outlined by state and federal guidelines. The user assumes all responsibility for system utilization and message content.

Appropriate use of the system

Use of the NG 9-1-1 AWS must follow the latest version of the Cal OES "State of California Alert & Warning Guidelines," available at
http://calalerts.org/documents/2019-CA-Alert-Warning-Guidelines.pdf

Agencies shall follow SEMS guidelines and to coordinate public messaging with neighboring jurisdictions and operational areas during large scale events. More information is available at
https://www.caloes.ca.gov/cal-oes-divisions/planning-preparedness/standardized-emergency-management-system

The NG 9-1-1 AWS may be used by agencies to send out emergency and public safety alerts and warnings to internal personnel and to the public. These alerts may be sent out via voice, SMS, email, social-media, and the Rave Mobile Safety application. In addition, alerts and warnings may also be sent utilizing the FEMA IPAWS, please see the IPAWS overview section below for more information.

Agencies are authorized to create and maintain alert and warning mutual aid agreements using this system with other authorized users. This authorization is granted within the authorized user settings in the system.

Any misuse of the NG 9-1-1 AWS will be the responsibility of the user agency or alerting authority and could result in restriction of service.

AUTHORIZED use of the NG 9-1-1AWS shall include:

- Use during an emergency, to support any imminent threat to public safety, man-made or natural disaster.
- Public safety messages, in response to any crimes, disaster, and other potential dangers or threats to the public. Non-emergency use may be supported through an additional tariffed service offered by the PNSP and supported by the CA 9-1-1 Branch.

The NG 9-1-1 AWS is NOT AUTHORIZED for:
- Any message of that does not support public safety.
- Any message of a political nature.
- Any non-official business.

Contacts

Rave Mobile Safety

Rave Mobile Safety's website has more information including about how to onboard your agency to the NG 9-1-1 AWS
http://www.ravemobilesafety.com/NG911AWS

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CA 9-1-1 Branch
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IPAWS Overview

The Integrated Public Alert & Warning System (IPAWS) is FEMA's national system for local alerting that provides authenticated emergency and life-saving information to the public through mobile phones using Wireless Emergency Alerts, to radio and television via the Emergency Alert System, and on the National Oceanic and Atmospheric Administration's Weather Radio. https://www.fema.gov/emergency-managers/practitioners/integrated-public-alert-warning-system

While the NG 9-1-1 AWS is a mass notification system that also includes an IPAWS sending capability. Agencies that want to utilize this IPAWS integration shall be required to meet FEMA requirements, request FEMA authorization to access the IPAWS system, and coordinate with the local Alerting Authority. For more assistance with this, contact the state alert & waring coordinator located at the end of this section.

To become an IPWAS Alerting Authority, you must:

- Obtain permission from your local county
- Provide a signed MOA between said county and your agency detailing the jurisdiction within which your agency may alert
- Your agency employees must complete FEMA required courses and submit certifications to the California Alert and Warning Program coordinator (listed below)
- Obtain a signed MOA between your agency and FEMA
- Have the California Alert & Warning Coordinator review and grant permissions

Information about Alerting Authority permissions can be obtained via FEMA.gov

If you are interested in becoming an IPAWS Alerting Authority application information can be found via IPAWS Permissions

Further questions on becoming an Alerting Authority or about IPAWS can be directed to the State of California Alert and Warning Program Coordinator Sara Pearce sara.pearce@caloes.ca.gov.