Emergency Operations Plan

Alert & Warning Annex
(DRAFT)

Town of Truckee, CA | 2024

The Alert & Warning Annex is an alert and warning strategy that supports the distribution of information to the public in an emergency/disaster.

TOWN OF
TRUCKEE

EAS/WEA Quick Reference for Alerting Originators

In general, the following conditions should be evaluated in determining whether the issuance of an EAS (Emergency Alert System) or a WEA (Wireless Emergency Alert) is warranted.

Important: Always consider utilizing every tool or method in disseminating any necessary public information; however, if any "No" is marked, reevaluate the need for issuing an EAS or WEA message.

EAS / WEA Activation Reference

Yes   No

___   ___   Does the situation pose an imminent threat to life or property?

⎯⎯   ⎯⎯   Does the situation have the potential to adversely affect a population or geographic area?

⎯⎯   ⎯⎯   Does the situation require that the public be told immediately to seek shelter or take other protective action?

⎯⎯   ⎯⎯   Are other means of disseminating information inadequate to ensure rapid delivery of the information?

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1 Introduction

Emergency communications to the public, commonly known as alert and warning, continue to change with advancements in technology. Essential to all jurisdictions is an effective alert and warning strategy to support the distribution of information to the public. In an emergency/disaster, the strategies and systems used become critical. The magnitude of a particular emergency situation will determine the degree to which different systems are utilized.

The Town of Truckee has numerous special districts, state, and private agencies, all of which support several notification systems. The various alert and warning systems and methods used together during a disaster/emergency can ensure the widespread distribution of information to a greater number of residents than could be reached by any one system.

1.1 Purpose

The Town of Truckee Alert and Warning Annex establishes guidelines for the alert and warning program in partnership with the Truckee Fire Protection District (TFPD). The Town of Truckee and TFPD, along with Nevada County, share a common alerting platform (CodeRED). This alert and warning platform provides public notification of protective actions to take before, during, and after threats or emergencies and to disseminate other kinds of messages to community members who have opted in to receive such messages.

The Town of Truckee and TFPD developed a collaborative Emergency Notification Plan (integrated into this document) to guide Incident Commanders and Emergency Managers conducting public notifications during imminent (rapid onset) events. The plan focuses on effective best practice notifications incorporating social research and developing technologies and is continually evolving.

This annex follows the *California Statewide Alert and Warning Guidelines* developed by Cal-OES in reference to Senate Bill 833. This document is an annex to the *Town of Truckee Emergency Operations Plan (EOP)*.

1.2 Policy

According to the state guidelines, local government organizations and officials have the responsibility to keep the public informed about natural, technological, and human-caused disasters, and what actions they should take to protect themselves and their families. The Town of Truckee, through Nevada County, has access to the Integrated Public Alert and Warning System (IPAWS) and Wireless Emergency Alert (WEA) system via CodeRED.

Public agencies within the Town are responsible for preparing for a disaster, including establishing methods for alerting, and warning the public, mobilizing resources, and

initiating protective actions. Each agency should maintain its own policy regarding emergency notifications.

This plan establishes the appropriate use of the Nevada County CodeRED alert and warning platform as it pertains to the Town of Truckee and Truckee Fire Protection District. This plan is specific to the use of the IPAWS, and CodeRED to send alert and warning messages and is not intended to cover other messaging that an agency may send as part of a public information campaign or messaging program.

1.3 What is Alert and Warning?

The words "alert" and "warning" often are used interchangeably, but in this document, those words are used specifically:

> **Alert** is a communication intended to attract public attention to an unusual situation and motivate individual awareness of a potential threat in the environment. The measure of an effective alert message is the extent to which the intended audience becomes attentive and searches for additional information.

> **Warning** is a communication intended to both attract public attention and direct members of the public to take one or more protective actions in order to reduce losses or get out of harms' way. The measure of an effective public warning message is the extent to which the intended audience receives the message and takes protective action and/or heeds the guidance.

The difference is between making the public aware of a hazard (alert) and helping them to act (warning).

1.4 Whole Community Approach

The whole community concept is a process by which residents (including those with access, and functional needs), emergency management representatives, organizational and community leaders, and government officials can understand and assess the needs of their respective communities and determine the best ways to organize and strengthen their resources, capacities, and interests. Engaging in whole community emergency management planning builds a more effective path to societal security and resilience. This Annex supports the following whole community principles:

- ➢ Understand and meet the needs of the entire community, including people with disabilities, the elderly, and people with other access and functional needs.
- ➢ Engage and empower all parts of the community to assist in all phases of the disaster cycle.
- ➢ Strengthen what works well in communities on a daily basis.

In keeping with the whole community approach, this Annex was developed with the guidance of representatives from the Town of Truckee, representatives from county departments, law enforcement, fire services, emergency management, the access and functional needs communities, and various other stakeholders. Key stakeholders in the planning effort included the Town of Truckee's Diversity, Equity, and Inclusiveness (DEI) manager, the Truckee Tahoe Community Foundation's Community Organizations Active in Disaster (COAD) program manager, and The Town of Truckee Transportation Manager. These stakeholders reached out and liaison with a variety of community partners including Sierra Community House, Project Mana, Sierra Seniors, and local faith-based organizations. The effectiveness of the emergency response is largely predicated on the preparedness and resiliency of the community. Community resiliency consists of four key factors:

➢ The ability of first responder agencies (e.g., Emergency Medical Services (EMS), fire, and law) to divert from their day-to-day operations to the emergency effectively and efficiently.
➢ The ability of government, private, and non-governmental organizations to rapidly stabilize community lifelines after a disaster, which are essential to human health and safety, or economic security.
➢ The strength of the emergency management system and organizations within the Town, to include Emergency Operations Centers (EOCs), mass notification systems, and communication systems.
➢ The civil preparedness of the Town's citizens, businesses, and community organizations

Concentrating on enhancing all four of these components constantly focuses the Town on improving its resiliency.

1.5 People with Disabilities and Access and Functional Needs

In a catastrophic event, it is expected that alert and warning protocols will be in place to address and meet various access and functional needs, particularly as they relate to the ways in which messages are conveyed to the general public such as in another language, for the deaf and or hard of hearing, the blind, older adults, and many other formats. Some of the methods available are as follows:

➢ Interpreters / Translators
➢ Language Line Service
➢ TTY/TTD
➢ American Sign Language (ASL)
➢ Closed Captioning
➢ Font size
➢ Color analyzer.
➢ Sound & vibrations.
➢ Flashes
➢ Use of attachments (video)
➢ 508 compliances (use of screen-readers)

> ➢ Posting of accessible electronic content, documents, and videos
> ➢ Alternative (Alt) Text
> ➢ Video relay as an option

2 Concept of Operations

2.1 Notification Area

The Town of Truckee community is defined in this document as residents, businesses, and visitors to the area served by Truckee Police Department (TPD) and Truckee Fire Protection District (TFPD) within the incorporated Town limits. TPD can send IPAWS alerts to anywhere in Nevada County, however, TPD will, within system limitations, attempt to direct IPAWS messages to the Town of Truckee community only, unless exigent circumstances exist.

If TFPD conducts an emergency notification of the Nevada County area outside the Town of Truckee community or in the Placer County areas TFPD serves, TFPD will follow the procedures developed by the Nevada and Placer County Office of Emergency Services as appropriate. This plan, to the extent possible, fully supports TPD or TFPD in the alerting process across jurisdictions when there is a need to protect life.

2.2 Issuing Alerts, Orders, Warnings, & Notifications

The responsibility for issuing alerts and warnings during an emergency rest with designated public officials that may include the State of California, Operational Area emergency managers/authorities, the Town of Truckee and its respective departments, the fire district, or Incident Commanders (ICs), or their designees.

Message operators may be any personnel designated by the Town of Truckee Police Department Command Staff or Truckee Fire Protection District Command Staff for their respective agencies. Incident Commanders or Emergency Managers of these agencies will have the responsibility of sending, or designating personnel to send a message, and ensuring completion. In the case of a Unified Command, all Incident Commanders share the responsibility for sending appropriate messages. In the case of a large-scale event, Incident Commanders or Emergency Managers should consider the use of a Joint Information Center (JIC). Once established, notifications should originate from the JIC.

Incomplete or imperfect information is not a valid reason to delay or avoid issuing a warning. Time is of the essence, as recipients of warnings will need time to consider, plan, and act after they receive a warning message. The need for additional time is particularly true among individuals with disabilities and people with access and functional needs. They may require additional time to evacuate or may be at increased risk of harm without notification.

Emergency Notifications (Defined as Alert and Warning by Cal-OES)

Emergency Notifications (Alert and Warning) generally refer to messaging that is at the beginning and during an incident to gain the attention of the public by drawing their attention to a hazard or risk and then direct them on what protective action to take.

The Town of Truckee Police Department should send "alert" notifications for all active non-fire related public safety incidents where there is likely to be large public interest or

potentially dangerous conditions affecting the public. The Town of Truckee Police Department will usually be the lead agency for sending "warnings" on all active public safety events unless delaying the message to wait for law enforcement to send would endanger the public.

TFPD may send "alerts" for fire-related incidents and information when there is likely to be a large community interest however there is not expected to be evacuations or road closures.

The Town of Truckee Office of Emergency Services may also send alert and warning notifications as noted above when there is not an Incident Commander, or at the request of an Incident Commander, as part of the PIO function.

Nothing in this plan prevents any agency from sending notifications of any type when there is an exigent circumstance occurring.

Procedures for Emergency Notifications (Defined as Alerts and Orders by Cal-OES)

The Incident Commander should approve emergency notifications (alerts) sent during an incident prior to sending the message unless a delay in sending the message would needlessly endanger the public.

In the absence of an IC, emergency notifications (with or without IPAWS activation) generally require the Emergency Services Manager, a Lieutenant (TPD) or Division Chief (TFPD) approval of the message prior to dissemination unless such a delay would needlessly endanger lives.

The use of the IPAWS system (WEA & EAS) and Voice Dialing (Reverse 911) will depend on analysis by Incident Commanders and PIO's of the severity of the incident and the notification area where there is an Incident Command Post (ICP). If there is not an ICP, the Town's Office of Emergency Services will determine the need for IPAWS notifications.

Examples of Emergency Notifications that could use CodeRED Emergency Level Messaging

- ➢ Evacuation Warnings and Orders
- ➢ Shelter-In-Place Notifications
- ➢ Imminent Public Safety Threat
- ➢ At Risk Missing Person with medical or age issues not covered under Amber or Silver Alert procedures

Non-Emergency Public Safety Notifications (Defined as Watch and Notifications by Cal-OES)

Non-emergency public safety notification generally refers to information dissemination about unusual situations and ongoing messaging intended to motivate individual awareness. Coordination of non-emergency public safety notification will occur through the agency having responsibility for sending that type of message (TPD for law enforcement information, TFPD for fire or haz-mat information). The CodeRED platform may be used at the "General Notification" level for these types of messages.

Incident Commanders, Public Information Officers (PIO's), or the Town's Emergency Services Manager may send non-emergency public safety messages (public alerts) appropriate and within the guidelines specified in this plan.

Procedures for Non-Emergency Public Safety Notifications

Either the Emergency Services Manager, a Sergeant (TPD), or a Battalion Chief (TFPD) of the respective agency should approve non-emergency public safety notifications prior to sending the message when using the CodeRED platform.

Sending of non-emergency public safety notifications between the hours of 2000 and 0800 should not occur unless the message type and severity warrant a community-wide notification during these hours. Non-emergency messages sent from 2000-0800 should have the Emergency Services Manager, a Lieutenant (TPD), or a Division Chief (TFPD) approval prior to sending the message.

The Incident Commander, when assigned, should approve non-emergency public safety notifications during an incident prior to sending the message.

Examples of Non-Emergency Public Safety Notifications using CodeRED platform

Non-emergency notifications such as community outreach or pre-event warnings are a benefit to the community. Non-emergency categories include:

➢ Public Safety Notices (Red Flag, Winter Storms)

➢ Traffic Updates (road closures due to collisions or weather conditions)

➢ Press Releases related to a Public Safety Event or Incident

➢ Notifications of Protests or Marches (traffic and other congestion)

2.3 Emergency Message Activation Criteria

Emergency Messages may be issued any time there is a threat to life and property. The types of systems used are influenced by the nature of the specific threat, the size of the area affected, and other factors. This may be a judgement call on the part of the message originator and if time permits, the message originator should consult with the involved agencies and information resources to weigh factors that should be considered before launching an alert. Key criteria to be considered include:

- The potential impacts of the threat
- Time of day
- Required actions by the public.
- Time available for the public to react.
- Environmental considerations that may magnify the effects of the incident (e.g. fuel loads or wind speed for fire, roads network for evacuation, etc.)

Fear of triggering "panic" is not a valid reason to delay or avoid issuing a warning. "Mass panic" very rarely occurs as the result of a warning message. Note that justified anxiety or physical flight is not the same thing as panic. When public warning information is delivered by a credible alerting authority, the public usually responds by following the recommended actions. Rarely do such warning messages lead to mistrust or panic. When dealing with uncertain or conflicting information about a threat, the Town of Truckee will choose to *err on the side of protecting the public*.

Irrelevant warnings can fatigue the public rapidly and lead to recipients discounting further warning messages or opting out of receiving future alerts and warnings. Every effort will be made—within the capabilities of Town of Truckee's program—to *limit the warning to people who are at risk*.

2.4 Emergency Message Coordination

Disasters are not typically limited to jurisdictional boundaries. An Alerting Authority, such as the Town of Truckee, is generally bound to their own jurisdiction. When considering issuing an alert, order, warning, and/or notification to the public, coordination, communication, and collaboration with all involved agencies is a priority.

To the extent a message originator within the Town has the ability, messages should be targeted to the area known to be at risk, while coordinating with any other affected jurisdictions, such as the Truckee Fire Protection District or Nevada County OES Duty Officer or other officially designated position/ individual, as soon as possible. If the initial message originator lacks the ability to deliver warnings to the at-risk area, coordination with other jurisdictions should be given priority. If an emergency message is issued from a higher level of government or jurisdiction, lower levels within the target area of the initial warning need not repeat that warning. However, local jurisdictions should issue additional warning messages, or request assistance from the Town of Truckee, if needed, to communicate local variations on the recommended protective action, to expand the target area for the message, or to utilize local warning dissemination capabilities that will enhance delivery of the warning to people at risk.

Evacuation messages are particularly demanding, as they must be coordinated with agencies responsible for transport, traffic control, and evacuee reception and sheltering. Confusing and/or uncoordinated evacuation orders can have unintended adverse consequences. Evacuation messages should address issues such as:

- Direction and destination of travel (include a map image if possible)
- Routes to be used and routes to be avoided.

- ➢ Means of travel (by auto, by bus, on foot, etc.)
- ➢ Accessible transportation and sheltering resources.
- ➢ Things to take along (papers, medications, pets, etc.)
- ➢ Expected duration of relocation (a few hours, a day, etc.)
- ➢ Phone or social media links for additional information.

Pre-Message Coordination

It is critically important to inform all key stakeholders of the notification contents and implications prior to full message dissemination, as feasible while maintaining timely notification under emergency situations. Utilize IPAWS-approved message development tools, such as the Message Design Dashboard, or tools within the notification platform, and message templates to ensure consistency of content delivery and use checklists when informing critical stakeholders.

Post Message Coordination

Evaluate whether another message is warranted, if clarification is needed, or if "message fatigue" is occurring. Evaluate the content of the message through a post-incident review to determine if the message(s) met best practices of content and length.

2.5 Town of Truckee CodeRED

The Town of Truckee's opt-in system is powered by CodeRED as a part of the Nevada County OES platform. The Town can use the system for alerts & warnings, as well as community messaging. The system contains data from many different sources, which is managed by Nevada County. During an emergency, all sources can be used to push information to as many people as possible. Some of these sources include:

- ➢ **White Pages** – Annually all numbers in the traditional "White Pages" section of a phone book are uploaded into the system. This data set can be used at any time for any notification.

- ➢ **Yellow Pages** - Annually all numbers in the traditional "Yellow Pages" section of a phone book are uploaded into the system. This data set can be used at any time for any notification.

- ➢ **911 Data/Unlisted Numbers** – Nevada County is able to request 9-1-1 data from ATT for upload to CodeRED. The data includes all published and unpublished landline telephone numbers and their corresponding physical address. The data is confidential and for emergency notifications only.

- ➢ **Citizen Opt-in** – CodeRED allows those who live, work, and spend time in the Town of Truckee community to select the method of contact and type of information they wish to receive (such as public safety, community events, traffic issues, construction, etc.). The opt-in page allows people to add additional contact information including cell phone numbers, email addresses, text

messages, and business numbers. Community members have the ability to opt into the system via the TPD and TFPD websites. Hard copy forms are available to those who do not have computer access.

- o The notification choices when opting in are Emergency and General notifications and are user selectable.

➢ **Private Group lists -** TPD and TFPD will be responsible for collecting employee and agency volunteer contact information for their respective Private Group lists as needed and desired by the agency. Development of additional lists is possible as needed by each agency.

CodeRED allows for messages to be sent in multiple languages, using TTY/TDD, screen reader technology, and other hearing and visually impaired accessible formats.

2.6 Integrated Public Alert & Warning System (IPAWS)

The Federal Emergency Management Agency's (FEMA) Integrated Public Alert and Warning System (iPAWS) is an Internet-based capability Federal, State, local, tribal, and territorial alerting authorities can use to issue critical public alerts and warnings. Alerting authorities can use iPAWS and integrate local systems that use Common Alerting Protocol standards with the iPAWS infrastructure. IPAWS provides public safety officials with an effective way to alert and warn the public about serious emergencies using the Emergency Alert System (EAS), Wireless Emergency Alerts (WEA), the National Oceanic and Atmospheric Administration (NOAA) Weather Radio, and other public alerting systems from a single interface.
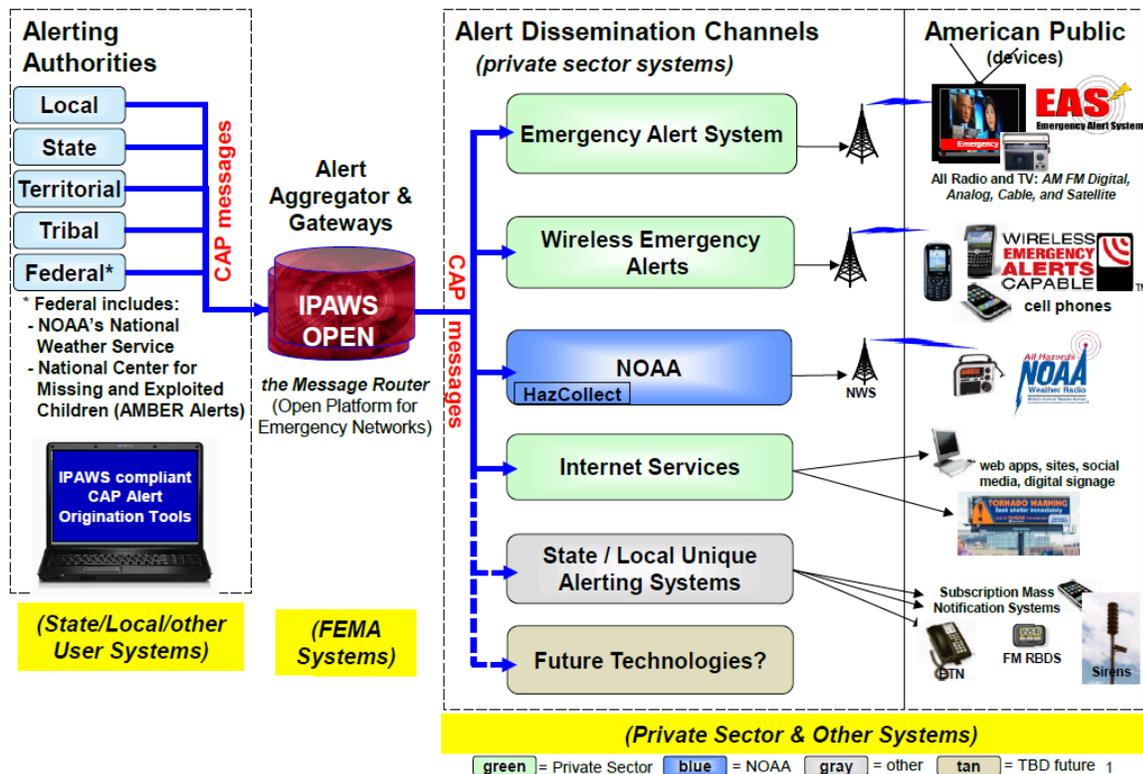
The Town of Truckee Office of Emergency Services is an authorized alerting official within the iPAWS architecture and maintains alerting authority for the entire Town through Nevada County OES. Many of the systems included in iPAWS are accessible by other alert and warning senders, on an individual system basis, throughout the Town of Truckee. iPAWS open is the primary way the Town of Truckee accesses the Emergency Alert System and Wireless Emergency Alert System.

2.7 Emergency Alert System (EAS)

The Emergency Alert System (EAS) is used by alerting authorities to send warnings via broadcast, cable, satellite, and hard-wired communication pathways. Emergency Alert System participants, which consist of broadcast, cable, satellite, and hard-wired providers, are the stewards of this important public service in close partnership with alerting officials at all levels of government. The EAS is also used when all other means of alerting the public are unavailable, providing an added layer of resiliency to the suite of available emergency communication tools.

Accessing the EAS within the Town of Truckee can be accomplished in the following manner:

➢ EAS is part of iPAWS open and is therefore accessible by Town of Truckee when messages are sent through the Nevada County CodeRED System using iPAWS.

➢ The Town of Truckee is part of the Western State of Nevada EAS group and falls under their guidelines since it is in eastern Nevada County. EAS messages will be sent to both western Nevada groups and the Sacramento area EAS group.

2.8 Wireless Emergency Alerts (WEA)

WEA is a public safety system that allows customers with wireless phones and other enabled mobile devices to receive geographically targeted, text-like messages alerting them of imminent threats to safety in their area. WEA enables government officials to target emergency alerts to specific geographic areas through cell towers that broadcast emergency alerts for reception by WEA-enabled mobile devices.

WEA alerts can be targeted to evacuation zones through (Genasys Protect however there will likely be bleed over (overreach) at this level. Access to send WEA messages through the Nevada County CodeRED system requires a separate digital certificate, completion of the IS247.a course and agreement with Nevada County OES, and all are user specific. Current individuals who can send WEA alerts in Town of Truckee are:

➢ Town of Truckee Office of Emergency Services (OES)

➢ Town of Truckee Public Information Officer (Town PIO)

➢ Truckee Police Department Public Information Officer (PD PIO)

Message content for WEA's can be customized, but message limits are constrained to 90 and 360 characters depending on phone type and capability. WEA messages will need to be formatted to both 90- and 360-character messages. Once a message is entered for a WEA alert, the message format will be determined by the assigned values of the common alerting protocol. An effective and complete warning message includes 5 key components:

1. Local, familiar, authoritative message source (e.g. Truckee Police)
2. Description of the threat/event and consequences (e.g. fast-moving wildfire that could overtake homes and roadways)
3. Location of the threat (e.g. South of Donner Lake, zones TRK-E140, TRK-E141, TRK-E124)
4. Protective action (e.g. Evacuate immediately. Do not wait. Avoid the area)
5. Time component (e.g. until further notice)

The 90-character format will resemble the following example:

"Truckee PD–Wildfire–EVACUATON ORDER for west Tahoe Donner–Leave now–go to truckeepolice.com"

The 360-character format will resemble the following example:

"Truckee Police: A FLOOD WARNING has been issued by the National Weather Service for the Truckee River in downtown Truckee. Due to life-threatening conditions, all persons in this area should EVACUATE IMMEDIATELY and move to higher ground. An evacuation center is located at the TDRPD Community Center at 10981 Truckee Way. CHECK truckeepolice.gov for updates"

Messages sent using the WEA system should be translated into Spanish and sent. Users can convert the text to Spanish inside CodeRED or in a translator program such as

"Google Translate". Users need to be aware that not all characters convert from English to Spanish in the WEA system and that it is also recommended users type text in a native word processor program such as "NotePad" to reduce errors with text conversion. If time permits, have a fluent Spanish speaker review the Spanish version to ensure dialect and verbiage are in in-line with the English version.

Partner Agency Notifications

Coordinating with partner agencies (Nevada County OES, USFS, CHP, TFHD, School District, etc.) prior to TPD or TFPD sending a WEA or EAS notification reduces recipient confusion.

Partner agencies should take the lead in sending notifications where the event occurred in their jurisdiction when no public safety threat or no immediate need for public information release exists.

Partner agencies such as the school district also maintain their own notification lists and processes. During an incident, IC's and PIO's should consider using these partner agencies (particularly the school district) to distribute notifications. The school district can distribute voice dialing and e-mail messages in multiple languages and is a resource for building messages for non-English speaking groups.

Updating/Canceling Messages

The agency sending the original message is responsible for updating and canceling messages as appropriate. Message originators should cancel messages when the original content directed users to take protective actions. Consideration should be given for time of day when the cancel will be sent. Cancel messages sent after 8:00pm should take into consideration the severity of the original messages and actions the public was directed to take.

If the situation changes from one type of message (i.e. fire message) to another type of message (i. e. law message); the agency having responsibility for the updated type of message is to send the update.

If TFPD sends a non-evacuation message and later a need for evacuations arises; TPD is to take over messaging.

2.9 Additional Alert & Warning Methods

There are multiple other systems maintained throughout the Town of Truckee to provide community messaging. If these systems are used, senders need to ensure AFN compliant messages are also used. This could include Alternative (alt) Text, ASL, Closed Captioning, and translated languages.

Websites

A critical way to distribute information is via local websites. Whether using a traditional alert and warning system or social media, additional information will need to be provided. Prior to releasing an emergency notification, information will need to be added to a local website (or multiple sites) so that links can be provided in the alert and warning messages.

TPD, TFPD, and the Town of Truckee maintain several websites that are available to provide messaging, graphical representations, and other media formats for the message. Use of these websites will increase notifications during emergency events. The different site Webmasters will need to be contacted to provide content and updates for linkage. Websites are particularly useful for providing status and maps of evacuation areas and additional information when using the WEA system.

It is important to compile, edit, and make the web-based information "live" as quickly as possible, and to keep the information current. At the beginning of an event, information on a website may be launched in simple paragraph format while additional resources (infographics, maps, etc.) are under development. Edits to the page initially launched throughout the duration of the event are recommended to maintain a consistent URL. A jurisdiction will never wait on the distribution of an emergency message since the website is not active at the time of dissemination.

Several websites exist within the Town of Truckee which may be used to disseminate emergency information. The Town of Truckee Police Department website is the preferred site for information and is as follows:

www.truckeepolice.gov

Electronic Changeable Message Boards

Remotely programmable text and graphic displays exist along many highways, at mass-transit stations, and other public areas within the Town of Truckee. Many of these signs can only display very short messages. Such displays are effective at disseminating location-specific information but may not be seen by everyone at risk.

The Town of Truckee Public Works (DPW), Truckee Police Department, and Truckee Fire Protection District maintain several changeable message signboards available for public notifications. These signboards are portable and direct viewers to additional sources of information or to advise viewers of dangerous conditions. These signboards can be programmed wirelessly (over the air) and can be updated as needed.

Social Media

Social media is a critical piece of the alert and warning strategy due to its extensive use. Several departments and jurisdictions maintain multiple accounts on a variety of platforms and endeavor to ensure messages are consistent across all accounts. Posting guidelines for each jurisdiction are outlined in social media policies on file within each jurisdiction. The Town and Police Department PIO's should have pre-scripted messages that are already translated for immediate posting on their respective social media accounts. Where appropriate, ASL, closed captioning, and Alternative (alt) Text should

be included on the social media posts. Spanish language messaging should also accompany any emergency communications distributed via social media. While most social media platforms have translating services for text descriptions related to the post, any imagery and graphics using English wording likely will not translate.

Community Advisory Radio Emergency System (CARES) AM Radio

The Town of Truckee maintains a Community Advisory Radio Emergency System (CARES) for broadcasting emergency and non-emergency messages. This system broadcasts at AM 1670 and is located at the Town Corp Yard. Programming of messages occurs using the internet. The system is also portable to allow movement if needed. The license for the system includes the entire eastern Nevada County area.

The message broadcast at 1670 AM should be the same as the voice dial and EAS system for consistency. One message recorded as a WAV file allows for downloading into AM 1670, voice dial, and EAS systems.

211 Connecting Point

211Connecting Point provides a staffed call center for people with questions to use during an event to reduce non-emergency calls to 911 and other public safety dispatch centers. To use 211 Connecting Point, a supervisor from either TPD or TFPD will contact a 211 Connecting Point supervisor to provide releasable information. 211 Connecting Point will not research information on its own and will only provide the information agencies provide to them.

School Systems

The School District within the Town of Truckee has access, internally, to auto-dialer systems that are normally used to contact parents with information pertaining to their child.

Campus Alert Systems and Methods

Sierra College has a system for use during emergencies or other urgent situations that may directly affect their student and staff well-being. Their system can send simultaneous messages to their students and staff by e-mail, text, telephone, and cell phone.

Physical Notification Systems

A physical notification system is one that would be used to visually post a message, physically deliver a message, and/or audibly sound a message.

Posting Locations

During times where Mass Notifications are issued, Town Hall's, County buildings, Libraries, Shelter locations if open and other local gathering locations will be the primary posting location(s) within a jurisdiction to provide information to citizens who have no additional way of accessing other resources mentioned in this Annex.

Door-to-Door

In emergencies/disasters that are fast-moving (such as fires), local public safety professionals may issue notifications by going door-to-door. Public safety officials will be identified to members of the public by uniforms issued by their agency. Residents should not count on being notified by door-to-door notifications in a large-scale disaster.

Hi-Lo Sirens

Public safety vehicles within Nevada County are equipped with a "Hi-Lo" siren (similar to a European siren). This siren tone is only used to indicate an evacuation is being ordered. Residents should not count on being notified by Hi-Lo sirens in a large-scale disaster.

Transit Systems

In the event time allows, information can be printed and posted within buses owned by the Transit agencies or programmed for display at bus stops and within the buses themselves. Signage to be displayed inside buses can be printed on heavy cardstock while messages for the outside of the bus must be weatherproofed prior to delivery.

Many communities may have established institutions that can serve as effective alert and warning delivery systems. Consider coordinating with these embedded institutions to broaden the reach of alert and warning messaging.

➢ Church/Community Bells.

➢ Digital outdoor billboards.

➢ Security Doorbell systems such as Ring; and

➢ Navigational apps, such as Waze, Google Maps, and Apple Maps may add emergency notifications to their systems to warn users of a threat or hazard.

Partner Notification Systems

Several partner notification systems are available to TPD and TFPD. These systems include the Tahoe-Truckee Unified School District, Homeowner's Associations such as Tahoe Donner and Glenshire, the Truckee Donner Chamber of Commerce, Visit Truckee Tahoe, and other privately maintained e-mail distribution lists.

Best Practices for Sending Notifications

The following best practices have been demonstrated during past events. Those sending messages via the Nevada County CodeRED system will follow as many of these as possible, specifically for public alerts & warnings:

➤ Message senders should pre-script messages for common messaging (wildfires, winter weather, etc.) to reduce sending times.

➤ A "real" voice recording will be attached to the message when sending a phone message. Every attempt will be made to avoid the use of the text-to-speech engine. (If possible, have a locally known person record the message so that the voice is recognized by citizens)

➤ Video messaging should include ASL and closed captioned.

➤ Photos should include alternative (alt) text describing the photograph for the visually impaired.

➤ All messages should be translated into at least Spanish and sent and posted as a separate message.

➤ Publishing to the CodeRED network will be done so that other CodeRED users may receive the message and decide whether to redistribute it. Any private entity owning the CodeRED product worldwide may choose to republish an emergency notification if they have facilities in the Town of Truckee.

➤ The contacts preferred delivery order will be used for devices.

➤ If there is a call back hotline for questions from residents Town of Truckee, 211 can be provided.

➤ A single contact cycle will be used in cases where protective actions required are not immediate.

➤ A hyperlink to additional information via a website should be provided for messages distributed via e-mail and text (use Truckeepolice.com when possible)

3 Roles and Responsibilities

3.1 Summary

Planning for, preparing and disseminating alerts and warnings are the responsibility of multiple levels of government within the Town of Truckee. Each level of government—and designated entities within those levels—hold responsibility and/or authority to ensure the overall effectiveness of the Town alert & warning system.

It is an inherent responsibility of local government organizations and officials to keep the public informed about both natural, technological, and human-caused disasters and what actions they need to take to protect themselves and their families.

Town of Truckee officials typically have the most accurate and complete understanding of the situation, the necessary protective actions, and potential adverse impacts of the incident. It is incumbent upon local officials to communicate to the public rapidly and adequately what is occurring and any steps or actions the public needs to take.

These actions could include but are not limited to:

➢ Evacuation Orders

➢ Evacuation Warnings

➢ Shelter-in-Place Guidance

Specifically, local entities, are responsible for:

➢ Installation, maintenance, user training and exercise/testing of public alert and warning capabilities

➢ Understanding the access and functional needs-related considerations associated with public alert and warning systems and messaging.

➢ Obtaining authority and tools for accessing federal warning systems as a Collaborative Operating Group (COG) via the Federal Emergency Management Agency (FEMA) Integrated Public Alert and Warning System (IPAWS)

➢ Participate in revisions of mandated FCC local EAS plans, including approval of authorized event codes.

   Developing, maintaining, and submitting to the State EAS Committee a Local Emergency Alert System Plan (Local EAS Plan)

➢ Enactment of ordinances and/or policies identifying roles and responsibilities to enable the issuance and coordinated dissemination of alerts and warnings to the public by responsible officials within the Town of Truckee

➢ Development of procedures for initiating, canceling, and revoking accidental alerts, and for rapidly correcting and updating alert details as additional information becomes available.

> ➤ Coordination with adjoining jurisdictions, other jurisdictions, the State, and the National Weather Service (NWS) regarding origination of alerts and warnings over NWS Weather Radio related to hazards that have effects across jurisdictional boundaries.

3.2 Town Departments

Specific roles and responsibilities for alert & warning are assigned as follows:

Police Department

> ➤ Primary Alerting Authority for evacuations and law enforcement-related incidents.
>
> ➤ If serving as Incident Commander, determine if an alert or warning message is required to protect public safety.

Office of Emergency Services (OES)

> ➤ Manage Alert & Warning Program
>
> ➤ Coordinate Alert and Warning preparedness and response efforts throughout the Town.
>
> ➤ Send IPAWS / WEA / EAS alerts.
>
> ➤ Conduct After Action analysis of emergency alerts, as needed.
>
> ➤ Primary liaison to county, state, and federal agencies for alert and warning coordination.

Town Emergency Operations Center (EOC)

> ➤ Upon activation, act as the primary Alerting Authority for the Town.
>
> ➤ Send IPAWS / WEA / EAS alerts.
>
> ➤ With the PIO, or in conjunction with the JIC, assist in the coordination of Alerts across the Operational Area.

Incident Commander

> ➤ Upon activation, the Incident Commander acts as an Alerting Authority for their assigned area of responsibility.
>
> ➤ Provide situational awareness to the Alert Originator.

Town PIO

- Publish alerts on Town social media platforms.
- Maintain pulse of the community through rumor monitoring and advise the Incident Commander on warning effectiveness, feedback, and misinformation.
- Working with IT, coordinate consistent messaging on the town website.
- Through the regional Joint Information System (JIS), share alert messaging with partners for release on their jurisdiction's platforms.

3.3 Town Partners

Truckee Fire Protection District

➢ If serving as Incident Commander, determine if an alert or warning message is required to protect public safety.

➢ Provide situational awareness.

➢ Provide fire-related non-emergency public safety messaging.

3.4 Other Agencies

Coordinating with partner agencies (Nevada County OES, USFS, CHP, TFHD, School District, etc.) prior to TPD or TFPD sending a notification reduces recipient confusion. Partner agencies are to take the lead in sending notifications where the event occurred in their jurisdiction when no public safety threat or no immediate need for public information release exists.

TPD and TFPD are to conduct notifications in the event of a public safety threat, exigent circumstances, or need for public information release. Partner agencies such as the school district also maintain their own notification lists and processes. During an incident, IC's and PIO's should consider using these partner agencies (particularly the school district) to distribute notifications. The school district can distribute voice dialing and e-mail messages in multiple languages and is a resource for building messages for non-English speaking groups.

When TPD and TFPD are unable to conduct notifications in the event of a public safety threat, exigent circumstances, or need for public information release, the Nevada County OES should be contacted and requested to conduct notifications on behalf of the Town by those within the town with authority to. Additionally, when the event is region or county-wide, coordination should take place between Town OES and County OES to avoid duplication or inconsistency of messaging.

State of California
Recognizing that virtually all disasters emerge on a local level, the main public alert and warning responsibility of the state is to provide training, consultation, and guidance on alert and warning standards and best practices to local government entities. This includes establishing access to and utilizing available urgent communications tools, such as the federal IPAWS network. The state will work with the Town of Truckee to support their mass notification activities.

On occasion, the state may need to issue public alerts under its own authority when an incident's severity and breadth of impact threatens multiple jurisdictions. When the State issues an alert or warning, every effort will be made to coordinate with the Town within the available timeframe prior to issuing a public alert and/or warning.

The State of California, acting through California Highway Patrol, is responsible for:

➢ Distributing public alerts regarding the well-being of at-risk children (AMBER Alerts), elders (SILVER Alerts), and officer safety (Blue Alerts) to law enforcement, broadcasters, the National Center for Missing and Exploited Children (NCMEC), Lottery, ports of entry, and members of the public.

The State of California, acting through Cal OES, has alert and warning responsibility in the following situations:

➢ Relaying war emergency and other emergency alerts and notifications from state or federal authorities to appropriate offices and Operational Areas within the state.
➢ Issuing public alerts and warnings for all-hazard events when an incident's severity and breadth of impact threaten multiple jurisdictions.
➢ Coordination with adjoining jurisdictions, Operational Areas, the state, and NWS regarding the origination of alerts and warnings related to hazards that have effects across jurisdictional boundaries or over NWS Weather Radio.
➢ Managing the California State Warning Center (CSWC) and the California Warning System (CALWAS), which is a state sub-circuit of the federal National Warning System (NAWAS) and linking the State Warning Center and State Alternate Warning Center with Operational Area warning points.
➢ Implementing any state laws and regulations that facilitate the efficient maintenance,testing, and use of public alert systems at all levels of state and local government.
➢ Reviewing all applications and plans for Public Alerting Permissions.
➢ Providing technical assistance to a local jurisdiction upon request in developing and revising its emergency plan.
➢ Publicizing standards of practice for effective, accessible, and consistent statewide public alert and warning maintenance and execution.
➢ Providing standard baseline alert and warning training to Alerting Authorities and Originators.
➢ Directing and managing the California Earthquake Early Warning System within the state.
➢ Providing technical and programmatic guidance to cities, special districts, Operational Areas, 9-1-1 centers, and other state agencies regarding the implementation and use of public alert and warning.
➢ Participating in the California EAS Plan Committee, which includes maintaining copies of local EAS plans.

Federal Government
FEMA is the lead federal agency for the coordination and implementation of IPAWS. FEMA ensures that this nationwide system is maintained and operational.

National Weather Service (NWS)
The NWS has responsibility for originating public warnings regarding weather hazards. The NWS operates several public alert and warning dissemination systems, including NOAA Weather Radio All Hazards (NWR), a network of over 1,000 VHF radio transmitters

serving the population of the United States, NOAA Weather Wire Service (NWWS), and the Emergency Managers Weather Information Network (EMWIN). While the NWS has the responsibility for weather-related alerts, local government is not precluded from sending notifications and alerts in support of weather events.

NOAA Weather Radio All Hazards (NWR)
Working with the FCC EAS, NWR is an "All-Hazards" radio network, making it your single source for comprehensive weather and emergency information. In conjunction with Federal, State, and Local Emergency Managers and other public officials, NWR also broadcasts/conveys warning and post-event information for all types of non-weather hazards – including natural (such as earthquakes or avalanches), environmental (such as chemical releases or oil spills), and public safety (such as civil emergency messages or 9-1-1 telephone outages).

NWS and EAS
The FCC, in conjunction with FEMA and NOAA NWS, implements the EAS at the federal level. The NWS develops emergency weather information to alert the public about imminent dangerous weather conditions.

The NWS requests activation of the EAS for imminent and dangerous weather conditions. The NWS uses NWR as its primary means to activate EAS. The NWS can assist with relaying state and local authorities' non-weather EAS messages and activations via NWR to communicate important non-weather emergency messages, such as 9-1-1 outages, shelter-in-place, and Civil Emergency Messages.

Except for national-level activation of the EAS, it is voluntary for EAS participants, such as radio and television stations, to relay NWS-generated messages further. NWS EAS codes can be found here:

https://www.weather.gov/NWR/eventcodes

Naming Convention for EAS Event Codes
The FCC established naming conventions for EAS event codes. In most cases, and for all future codes to be approved, the third letter of all hazardous state and local event codes is limited to one of four letters:
W for WARNINGS, A for WATCHES, E for EMERGENCIES, S for STATEMENTS
- A WARNING is an event that alone poses a significant threat to public safety and/or property, the probability of occurrence and location is high, and the onset time is relatively short.
- A WATCH meets the classification of a warning, but either the onset time, probability of occurrence, or location is uncertain.
- An EMERGENCY is an event that, by itself, would not kill or injure or do property damage, but indirectly may cause other things to happen that result in a hazard. For example, a major power or telephone loss in a large city alone is not a direct hazard, but disruption to other critical services could create a variety of conditions that could directly threaten public safety.

- A STATEMENT is a message containing follow-up information to a warning, watch, or emergency.

NWS and Wireless Emergency Alerts (WEA)

The NWS coordinates with the Town of Truckee Police Department prior to issuing WEA messages for continuity of operations and effective response. The NWS, in conjunction with the FCC, has an established list of weather warnings that will trigger WEA for the affected area, generally defined as a polygon. WEA messages are disseminated via FEMA's Integrated Public Alert and Warning System (IPAWS). The approved NWS warnings that will initiate a WEA are:

➢ Tsunami (TSW)
➢ Flash Flood (FFW) – including, due to dam inundation and debris flows.
➢ Tornado (TOR)
➢ Hurricane (HUW)
➢ Storm Surge (SSW)
➢ Dust Storm (DSW)
➢ Extreme Wind (EWW)

4 Annex Maintenance

4.1 Distribution

Once completed and approved by the Town's Disaster Director, the Alert and Warning Annex for the Town of Truckee will be distributed throughout the Town. Printed and electronic copies are maintained in the EOC in the Town of Truckee and at other agencies and departments in the Town of Truckee. Electronic versions of the approved annex are also distributed to each of the regional and/or local offices with major roles to play in alert and warning.

4.2 Updates

The Town of Truckee is responsible for the maintenance, revision, and distribution of the Town of Truckee's Alert and Warning Annex. The Town of Truckee OES annually assesses the need for revisions to the Annex based on the following considerations:

➢ Changes to local, State, or Federal regulations, requirements, or organization.

➢ The need for additional subsidiary plans to develop regional response capabilities or eliminate gaps in capabilities, as suggested by Mutual Aid Regional Advisory Committee members.

➢ Implementation of tools, procedures, or industry best practices that alter or improve on annex components.

The Town of Truckee maintains the record of amendments and revisions (the Record of Changes table in the front of this document), as well as executable versions of all documents, and is responsible for distributing the Annex to all applicable agencies.

4.3 Testing, Training, and Exercises

Exercising the Annex and evaluating its effectiveness involves using training, exercises, and evaluation of actual disasters to determine whether goals, objectives, decisions, actions, and timing outlined in the Annex led to a successful response.

Exercises are the best method of evaluating the effectiveness of an annex and are also a valuable tool in training emergency responders and government officials to become familiar with the procedures, facilities, and systems that they use or manage in emergency situations. Exercises are conducted on a regular basis to maintain readiness.

TPD and TFPD should jointly test the emergency notification system biannually, using the appropriate CodeRED platform to construct and deliver messages. These tests should preferably be as part of systemwide emergency operations exercise to address real-world conditions during use. This test should include all phases of message construction and delivery, along with distribution on all message channels including the WEA systems

to the extent possible. Users will identify test messages clearly as "Test" messages in all headers and triggering systems.

Town of Truckee OES, working with Nevada County OES, will also conform to the requirements for weekly and monthly testing of the California and Nevada statewide EAS broadcast plans as required by the FCC and California Statewide Alert and Warning Guidelines. Broadcasters in the EAS statewide plans receive these tests and they do not generally reach the public.

To ensure the effective and efficient use of alert and warning capabilities, agencies must regularly train and exercise their alert and warning policies, procedures, and systems. It is recommended that jurisdictions create a training program consistent with readily available coursework divided into sections of system access and responsibilities. Below is a recommended structure:

Training will occur on both emergency and non-emergency utilization of CodeRED by designated personnel prior to the use of the system. Employees shall not utilize the system without authorization and training. Refresher training should occur yearly on the system, including messaging type and when to send the different levels of messages.

Structured training and practice will reduce **false alarms**. Repeated **false alarms** can damage the credibility of both the source and the delivery channel, however, false alarms or erroneously issued warnings historically **have not significantly eroded public confidence** in issued warnings if prompt correction or retraction occurred.

Personnel will receive unique user-identifiable credentials to utilize CodeRED in their respective agencies once trained. The possibility exists for users to receive a unique password for either agency to send messages from that agency's CodeRED account in keeping with the agency usages identified in this document. When a user receives a unique password for either TPD or TFPD, they are to follow the procedures described in this plan to conduct notifications for the given agency.

4.4 Privacy Policy

It is policy that the Town of Truckee preserves and protects the integrity and privacy of personal data collected for use with the alert and warning program.

No personal data will be disseminated or extracted from master records, nor will reports produced as part of the jurisdiction's alert and warning program be used for purposes other than mass notification.

Users of the Integrated Public Alert and Warning System (IPAWS) portion of the Alert category of CodeRED shall complete required FEMA training prior to use of the system. The respective agencies will maintain documentation of the completed training.

5 Authorities and References

Town of Truckee Emergency Operations Plan, 2024

State of California, Alert & Warning Guidelines, March 2019 (as updated)
https://www.caloes.ca.gov/wp-content/uploads/Preparedness/Documents/2022-Revision-of-Guideline-final-5-3-24.pdf

State of California, Emergency Alert System (EAS) Plan, October 2017

California Public Alert and Warning System (CalPAWS) Plan, December 2016
http://calalerts.org/documents/calpaws/01California-State-Warning-Plan.pdf

FEMA, IPAWS Best Practices: Integrated Public Alert & Warning System (IPAWS) Guidance and Techniques for Sending Successful Alerts, Warnings, and Notifications, June 2023
https://www.fema.gov/sites/default/files/documents/fema_ipaws-best-practices-guide.pdf

Appendix A - Constructing Emergency Messages

Message Content

There are five essential components of an emergency alert/warning message. These five topics are listed and defined on the following page. Each topic is color-coded to make it easy for the sender to see where these different topics are placed in the message templates contained in this section.

Message Style

Messages should be constructed with specificity

and clarity.

> ➢ Specificity – be precise with the wording selected for each of the five components.
> ➢ Clarity – construct messages free of jargon and in a manner that will clearly be understood by those receiving the message.

Message Content & Order

Short messages (90 or 140 characters) work best if the content is presented in the following

order:

source, guidance and time, threat, location, message expiration time

Longer messages, for example those that may be part of a press release, work best if the message content is presented in the following order.

source, threat, location, guidance and time, message expiration time

Timeframes for Issuing Alert and Warnings

Agencies should always maintain an alerting capability by maintaining a primary operational capability, as well as a backup capability for use when the primary capability is not functioning or inaccessible.

Agencies should issue alert and warning messages as soon as feasible given the circumstances of the situation. Access to the designated alerting authority and alerting originator should not be delayed due to limited resources or non-operational equipment. Designated alerting staff should have ready and reasonable access to primary or backup alerting systems. The graphic on the following page depicts the warning and protective action initiation timeline.

SOURCE: say who the message is from

THREAT: describe the flooding event and its impacts

LOCATION: state the impact area boundaries in a way that can be easily understood (for example use street names, landmarks, natural features, and political boundaries)

GUIDANCE/TIME: tell people what protective action to take, the time when to do it, how to accomplish it, and how doing it reduces impacts

EXPIRATION TIME: tell people when the alert/warning expires and/or new information will be received

WARNING AND PROTECTIVE ACTION INITIATION TIMELINE
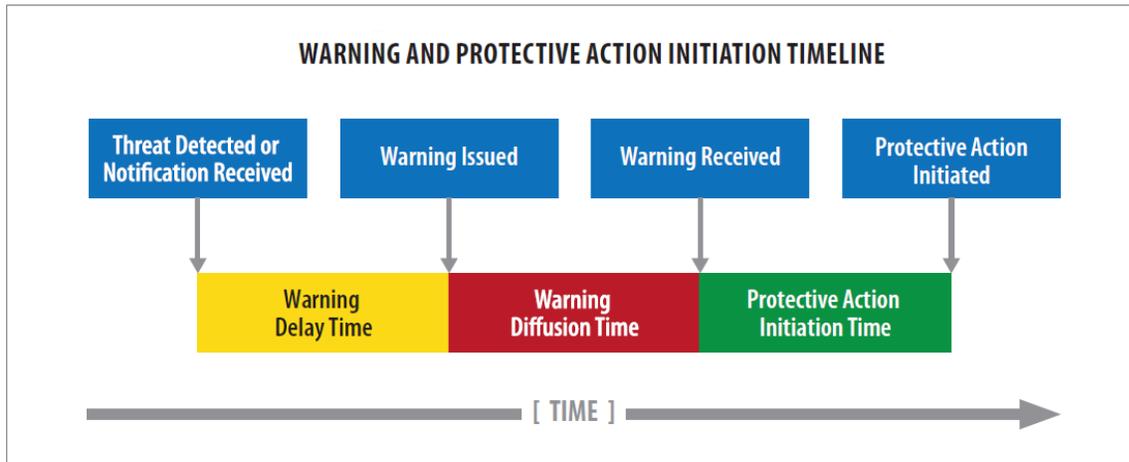
Warning messages sent in error should be updated, clarified, or retracted as soon as possible.

Appendix B - Terminology

Access and Functional Needs (AFN) – As defined in Government Code section 8593.3, access and functional needs refers to individuals who have developmental, intellectual, or physical disabilities; chronic conditions or injuries; limited English proficiency or non-English speaking; Or, individuals who are older adults, children, or pregnant; living in institutional settings; low-income, homeless, and/or transportation disadvantaged; or from diverse cultures.

Advisory – Highlights special conditions that are less serious than a warning, shelter in place, or evacuation. They are for events that may cause significant inconvenience, and if caution is not exercised, it could lead to situations that may threaten life and/or property.

Agency Representative – A person assigned by a primary, assisting, or cooperating federal, state, territorial, tribal, or local government agency or private entity that has been delegated authority to make decisions affecting that agency's or organization's participation in incident management activities following appropriate consultation with the leadership of that agency.

Agency – A division of government with a specific function offering a particular kind of assistance. In the Incident Command System (ICS), agencies are defined either as jurisdictional (having statutory responsibility for incident management) or as assisting or cooperating (providing resources or other assistance).

Alert – a communication intended to attract the attention of the public and draw their attention to a risk or hazard.

Alert Aggregator - The Alert Aggregator, known as the IPAWS Open Platform for Emergency Networks (IPAWS-OPEN), is the part of the IPAWS system that collects emergency alerts, authenticates the sender, and makes the alerts available for alert dissemination services.

Alerting Authority – Alerting Authorities are public officials that are granted the authority to alert the public of emergency situations through Federal, State, and local laws. These are designated in a local FCC EAS Plan, and within a signed FEMA MOU.

Alerting Originator – Alerting Originators are designated individuals who have been designated the authority and have the training to draft and distribute the alert and warning message through the approved notification systems.

Alert Origination Tool - Alert origination tools are software products used by emergency managers, public safety officials, and other alerting authorities to create and send critical lifesaving messages to the public or to other emergency management officials for collaboration.

AMBER Alert - The AMBER Alert Program is a voluntary partnership between law-enforcement agencies, broadcasters, transportation agencies, and the wireless

industry, to activate an urgent bulletin in the most serious child-abduction cases. AMBER alerts are one of the three categories of Wireless Emergency Alerts (WEA).

Civil Danger Warning (CDW) – A warning of an event that presents a danger to a significant civilian population. The CDW, which usually warns of a specific hazard and gives specific protective action, has a higher priority than the Local Area Emergency (LAE) (e.g. contaminated water supply, terrorist attack). Public protective actions could include evacuation, shelter in place, or other actions (such as boiling contaminated water or seeking medical treatment).

Civil Emergency Message (CEM) – An emergency message regarding an in-progress or imminent significant threat(s) to public safety and/or property. The CEM is a higher priority message than the Local Area Emergency (LAE), but the hazard is less specific than the Civil Danger Warning (CDW).

Collaborative Operating Group – IPAWS is structured around Collaborative Operating Groups (COG). A COG is a virtual organization of alerting authorities that holds membership in IPAWSOPEN and manages system access within that organization. When the application process is complete, FEMA will assign each agency a COG Identification number and Digital Certificate.

Common Alerting Protocol (CAP) - The Common Alerting Protocol (CAP) is an XML-based OASIS data format standard adopted by FEMA for exchanging public warnings between alerting technologies. CAP allows a warning message to be sent simultaneously over many warning systems to many different outlets (such as radio, television, mobile devices, Internet).

Disaster – The occurrence or imminent threat of widespread or severe damage, injury, or loss of life or property, or significant adverse impact on the environment, resulting from any natural or technological hazards, or a terrorist act, including but not limited to fire, flood, earthquake, wind, storm, hazardous substance incident, water contamination requiring emergency action to avert danger or damage, epidemic, air contamination, blight, drought, infestation, explosion, civil disturbance, or hostile military or paramilitary action.

Emergency – A suddenly occurring and often unforeseen situation which is determined by the Governor to require state response or mitigation actions to immediately supplement local government in protecting lives and property, to provide for public health and safety, or to avert or lessen the threat of a disaster. Local government's adaptation of this definition connotes an event that threatens or does inflict damage to people or property, exceeds the daily routine type of response, and still can be dealt with using local internal and mutual aid resources.

Evacuation – the action of evacuating a person or a place.

FIPS Codes – Federal Information Processing Standards Codes (FIPS Codes) are a standardized set of numeric or alphabetic codes issued by the National Institute of

Standards and Technology (NIST) to ensure uniform identification of geographic entities. The entities covered include states, counties, American Indian and Alaska Native areas, etc. FIPS codes are used by IPAWS as one method to specify geographic warning areas.

HazCollect - is shorthand for the National Weather Service All-Hazards Emergency Message Collection System that allows authorized public officials to use NOAA communication pathways, such as NOAA weather radio, to send pre-and post-disaster alerts and warnings to the public.

Imminent Threat Alert - "Imminent Threat" is one of the three categories of Wireless Emergency Alerts. Imminent Threat alerts must meet specific criteria for urgency, severity, and certainty.

Integrated Public Alert and Warning System (IPAWS) – In the event of a national emergency, the President will be able to use IPAWS to send a message to the American people quickly and simultaneously through multiple communications pathways. IPAWS is available to United States Federal, State, local, territorial, and tribal government officials to alert the public via the Emergency Alert System (EAS), Wireless Emergency Alerts (WEA), NOAA Weather Radio and other National Weather Service dissemination channels, the internet, existing unique warning systems, and emerging distribution technologies.

IPAWS-OPEN - IPAWS Open Platform for Emergency Networks (IPAWS-OPEN) is the Alert Aggregator that receives and authenticates messages transmitted by alerting authorities and routes them to alert dissemination services.

Jurisdiction – A range or sphere of authority. Public agencies have jurisdiction at an incident related to their legal responsibilities and authority for incident mitigation. Jurisdictional authority at an incident can be political or geographical (e.g., city, county, state, or federal boundary lines) or functional (e.g., police department, health department).

Law Enforcement Warning (LEW) - A warning of a bomb explosion, riot, or other criminal event (e.g. a jailbreak). An authorized law enforcement agency may blockade roads, waterways, or facilities, evacuate, or deny access to affected areas, and arrest violators or suspicious persons.

Local Area Emergency (LAE) - An emergency message that defines an event that, by itself, does not pose a significant threat to public safety and/or property. However, the event could escalate, contribute to other more serious events, or disrupt critical public safety services. Instructions, other than public protective actions, may be provided by authorized officials. Examples include a disruption in water, electric or natural gas service, or a potential terrorist threat where the public is asked to remain alert.

Memorandum of Agreement (MOA) – An agreement document between two or more agencies establishing reciprocal assistance to be provided upon request (and if

available from the supplying agency) and laying out the guidelines under which this assistance will operate. For IPAWS, Memorandum of Agreement is a cooperative document written between parties to work together on an agreed upon project or meet an agreed objective. FEMA executes MOAs with alerting authorities who would like to use IPAWS to send alerts and warnings as well as system developers who would like to test products in the IPAWS-OPEN test environment.

Mutual-Aid Agreement – Written agreement between agencies and/or jurisdictions that they will assist one another upon request, by furnishing personnel, equipment, and/or expertise in a specified manner.

National Warning System (NAWAS) – A communication system of the federal government which provides warning to the population of an attack or other national emergency. Reception is at local and state warning points.

National Weather Services (NWS) – Federal government agencies charged with weather related reporting and projections.

NOAA Weather Radio - "The voice of the National Weather Service" - NOAA Weather Radio broadcasts National Weather Service warnings, watches, forecasts, and other hazard information 24 hours a day. It is provided as a public service by NOAA. The NOAA Weather Radio network has more than 480 stations in the 50 states and near adjacent coastal waters, Puerto Rico, the U.S. Virgin Islands and U.S. Pacific Territories.

NOAA Radio's Specific Area Message Encoding (SAME) – provides in a digital format specific, timely information on the nature and location of a threat to the safety of those most immediately at risk from severe weather or other hazards. Its greatest value is to significantly improve the automatic selection and distribution of messages about events that threaten people and/or property.

Non-Weather Emergency Message (NWEM) - NWEM refers to emergency messages for the public about hazardous events that are originated by government organizations other than the National Weather Service, but still utilize NWS alert dissemination services.

Notifications – Provide immediate protective actions, provide ongoing communications relevant to an event to reduce milling, and convey time-sensitive information on response- and recovery-related services.

Orders – Communication provided immediate protective actions to reduce milling and encourage public action.

Presidential Alert - A Presidential Alert is one of the three categories of Wireless Emergency Alert (WEA) messages that is reserved for use of the President of the United States in the event of a national emergency.

Primary Entry Point (PEP) Stations - Primary Entry Point (PEP) Stations (also known as LP-1 and LP-2) are private/commercial radio broadcast stations that cooperatively

participate with FEMA to provide emergency alert and warning information to the public prior to, during, and after incidents and disasters.

Shelter in place – Take immediate shelter where you are—at home, work, school, or wherever you can take protective cover. It may also mean "seal the room"; in other words, take steps to prevent outside air from coming in.

Severe Weather Potential Statement - This statement is designed to alert the public and state/local agencies to the potential for severe weather up to 24 hours in advance. It is issued by the local National Weather Service office. This could be used to make citizens aware of non-weather situation.

Severe Weather Statement - A National Weather Service product which provides follow up information on severe conditions which have occurred or are currently occurring. Could use a Statement for evacuation or shelter-in-place updates.

Operational Area – the county and its sub-divisions with the responsibility to manage and/or coordinate information, resources, and priorities among local governments and serve as the link between the local government level and the regional level.

State – When capitalized, refers to the State of California.

Warning – Communication intended to guide the public to take one or more protective actions to reduce losses or harm.

Wireless Emergency Alert (WEA) - Wireless Emergency Alerts (WEA) were established pursuant to the Warning, Alert and Response Network (WARN) Act under Federal Communication Commission (FCC) rules. Alerting authorities can broadcast WEAs to cellular carrier customers with compatible mobile devices located in the geographic vicinity of cellular towers serving an affected area.

Appendix C - Pre-Scripted Message Examples

Template for CodeRED "EMERGENCY" without IPAWS message (Evacuation Warning):

Generally, messages sent at the **EMERGENCY** level without an IPAWS message are some of the most critical and time-sensitive information with a significant threat to life or property, short of an immediate evacuation order (convey Evacuation Warnings for example). In addition to SMS (text) and e-mail alerts (with Facebook and Twitter options), automatic Google Notification Alerts will occur, and this level includes a "Reverse 911" option for voice dialing.

1. SMS Template – (191 characters with spaces)

EXAMPLE -- Truckee Police issuing an evacuation warning for zone TRK-XXXX for fire approaching Tahoe Donner. Order expires 5:00 pm. Check townoftruckee.com, 1670 AM, or 101.5 FM for further information   (191 characters with spaces)

2. E-MAIL Template – (No email character limit in CodeRED, however EAS limit is 1,380)

EXAMPLE – From Truckee Police Dept., Town of Truckee. A wildfire is burning on the west side of the Tahoe Donner subdivision between Interstate 80 and the top of the ski hill. The fire is moving towards upper Skislope Way near the ski hill of the Tahoe Donner subdivision. If the fire reaches the subdivision, it will burn houses and vehicles. The impacted areas include zones TRK-XXXX and TRK-XXXX: Skislope Way from Snowpeak Way to Herringbone Way including Christie Ln., Davos Dr., Rhineland Ave., and Copenhagen Dr. roads. If you are in these areas, this is an Evacuation Warning only at this time, however, you should be prepared for an Evacuation Order, or if you need additional time to evacuate, you should begin to leave now. If you are ordered to evacuate, you should use either Northwoods Boulevard to Donner Pass Road to Interstate-80 or Alder Creek Road to SR-89 to Interstate-80. Take your pets, prescription medications, and important papers with you. If you are not in the area, stay out. Keep listening to local media (780 AM, 88.1 FM, or 101.5 FM) for more information and official updates. The townoftruckee.com website will also have updates. This message will update in 1 hour or sooner if new information is available. (1,237 characters)

Attach File – you can attach a 10 MB or smaller file to the message (i.e – evacuation map)

3. Voice Dialing – ("Reverse 911") If using voice dialing feature, the sender will need to record a message for play back – a suggestion is to read e-mail notification or use

voice to text feature (2-minute limit). This could also be the same message placed on the CARES 1670 AM radio station to provide a consistent message.

Template for CodeRED "Emergency" with IPAWS Message (Evacuation Order):

Emergency level messages with IPAWS notifications are reserved for the most significant threats (Evacuation Orders or similar). A strong likelihood exists of message overreach past the target population and plans must account for this overreach. In addition to CodeRED text and e-mail alerts (with Facebook and Twitter options), this level includes options for Wireless Emergency Alerts (WEA), Emergency Alert System (EAS), and NOAA HazCollect radio alerts, with a "Reverse 911" option for voice dialing implemented in the targeted area. Triggering of the Google Public Alert system is automatic.

1. SMS Template – (191 characters with spaces)

EXAMPLE -- Truckee Police issuing an evacuation order for zone TRK-XXXX for fire approaching Tahoe Donner. Order expires 5:00 pm. Check townoftruckee.com, 1670 AM, or 101.5 FM for further information   (189 characters with spaces)

2. E-MAIL Template – (No limit in CodeRED, however EAS has a limit of 1,380 characters)

EXAMPLE – From Truckee Police Dept., Town of Truckee. A wildfire is burning on the west side of the Tahoe Donner subdivision between Interstate 80 and the top of the ski hill. The fire is moving towards the upper Skislope Way near the ski hill of the Tahoe Donner subdivision. If the fire reaches the subdivision, it will burn houses and vehicles. The impacted areas include zones TRK-XXXX, TRK-XXXX, and TRK-XXXX: Skislope Way from Snowpeak Way to Herringbone Way including Christie Ln., Davos Dr., Rhineland Ave., and Copenhagen Dr. roads. An Evacuation Order is in effect for Zones TRK-XXXX, and TRK-XXXX, if you are in any of these areas, leave immediately. An Evacuation Warning is in effect for Zone TRK-XXXX, if you are in this area, get prepared to leave. To evacuate, use either Northwoods Boulevard to Donner Pass Road to Interstate-80 or Alder Creek Road to SR-89 to Interstate-80. Take your pets, prescription medications, and important papers with you. Stay out of these areas if you are not in them. Keep listening to local media (780 AM, 88.1 FM, or 101.5 FM) for more information and official updates. The townoftruckee.com website will also have updates. This message will be updated as new information is available. (1,230 characters)

Attaching a File – A 10 MB or smaller file can be attached (i.e – evacuation map)

3. Voice Dialing – ("Reverse 911") If using voice dialing feature, the sender will need to record a message for play back – a suggestion is to read the e-mail notification or use

voice to text feature (2-minute limit). The same message should be placed on the CARES 1670 AM radio station to provide a consistent message.

IPAWS Section:

You will need your IPAWS password to send messages from this section.

Select the appropriate "Response" level (most likely Relocate or Shelter as appropriate)

IPAWS can select all of Nevada Co, you must use the geographic filter to target smaller areas for WEA alerts – EAS will broadcast to each broadcast station's reach.

WEA Message

(90 characters)

Truckee PD - Evacuation order zone TRK-XXXX -Wildfire- truckeepolice.com Expires 5:00pm (88 characters*)

(360 characters)

Truckee Police: A FLOOD WARNING has been issued by the National Weather Service for the Truckee River in downtown Truckee. Due to life-threatening conditions, all persons in downtown Truckee should EVACUATE IMMEDIATELY and move to higher ground. An evacuation center is located at 10981 Truckee Way (TDRPD Community Center). CHECK truckeepolice.com for updates (360 characters*)

* - Using an URL hotlink will provide another information source; however, some carriers do not support hotlinks.

EAS Message

In addition to the SMS and e-mail (1,380 EAS character limit) the sender will need a voice message for the Emergency Alert System (EAS). Consider using the same message constructed for the voice dial notification message (copy as a WAV file and use for all voice messages).

An EAS message automatically triggers the **NOAA Haz-Collect** system.

Geographic Filters

CodeRED allows for Town wide, point, radius (circle), polygon filters, or Genasys Protect polygons as needed. Senders should geo-target areas for each type of notification (Evacuation Order, Evacuation Warning, Advisory, Shelter in Place, etc.).

Appendix D - Alert and Warning Program Implementation

checklist for local government

	Establishing an Alert and Warning Program
☐	Clearly identify and train Designated Alerting Authority(ies) within the jurisdiction on local alert & warning capabilities, their roles and responsibilities described in the Truckee Alert and Waring Annex and associated SOPs.
☐	Clearly identify and train Designated Alerting Originators within the jurisdiction on local alert & warning capabilities, their roles and responsibilities described in the Truckee Alert and Waring Annex and associated SOPs.
☐	Develop a training plan for alerting Authorities and Originators to ensure expertise on local alerting protocols, system expertise, and IPAWS, including Emergency Alert System (EAS) Event Codes and Wireless Emergency Alerts (WEA). Training Program requirements are in the Truckee Alert and Waring Annex.
☐	Train on the CodeRED platform that incorporates a wide range of alerting methods.
☐	Test coordination protocols with the primary and secondary Public Safety Answering Point (PSAP) per the Truckee Alert and Waring Annex.
☐	Identify and train multiple individuals as Designated Alerting Authority and Originators to ensure someone with authority to approve an alert and someone with the ability to execute an alert is always accessible.
☐	Ensure messaging platforms account for accessibility considerations of individuals with access and functional needs.
☐	Conduct routine emergency exercises and drills to test the Alert and Warning System, including alerting protocols, roles and responsibilities, and technology capabilities.
☐	Read and understand the Truckee Alert and Waring Annex and associates SOPs.
☐	Coordinate training, testing, and exercising of jurisdictional alerting and warning with the Truckee Office of Emergency Services.

Executing an Alert & Warning Program	
☐	Issue warnings when there is an imminent threat to life or health.
☐	Ensure that alert and warning messages are issued as soon as feasible.
☐	Confirm the jurisdiction for the incident prompting the alert.
☐	Confirm the incident location.
☐	Ensure warning messages are distributed to all members of the community at risk, including secondary spoken languages and to those who are blind and/or deaf.
☐	Craft messages with appropriate tone and language to maximize warning effectiveness.
☐	If other jurisdictions (towns, cities, OA,) are affected, coordinate and ensure those jurisdictions' public safety officials and PSAPs are provided the emergency alert and warning information and/or ask the Town for assistance.
☐	Ensure warning messages are updated and refined as additional information becomes available.
☐	Ensure that a warning message sent in error is promptly clarified or retracted.
☐	Avoid issuing irrelevant warnings.
Issuing Alert & Warning Notifications	
☐	Limit the alert and warning distribution area, as much as technically feasible, to the area at risk.
☐	Ensure the notification is reviewed for accuracy by a second person for verification before dissemination, whenever feasible.
☐	Clearly identify the originating agency.
☐	Ensure message includes source, hazard, location, protective actions, and timeframe, whenever possible given message length constraints.

☐	Update and refine messages as additional vetted information becomes available.
☐	Ensure that any message sent in error is promptly clarified or retracted.
☐	Ensure resources are available to find additional information about the alert and warning notification.
☐	Send a follow-up message when the threat or warning is no longer applicable.
Maintaining an Alert & Warning Program	
☐	Establish a regular (weekly or monthly) alert and warning technology maintenance check to confirm technology is operational.
☐	Annually review and update the jurisdictional procedures/policies.
☐	Annually review, update, and train (new personnel) the key personnel with alert and warning responsibilities within the Truckee Alert and Warning Annex and associated SOPs.