

SECTION 1: EMERGENCY COMMUNICATION SYSTEMS

1.1 *Early Warning Notification System*

The operational concept of the EWNS is to provide first responders an additional tool to alert, warn and inform the public of an incident that impacts part or all of Riverside County. Through the use of EWNS, we can reduce the number of incoming calls to 911 by providing to the public the specific information on an incident or emergency.

The EWNS must be used in conjunction with other alert and notification systems already in place (i.e. Emergency Alert System (EAS), Emergency Digital Information System (EDIS), official media reports / press releases (law, fire or public health), door to door notifications)

One of the following County agencies will have the responsibility to activate EWNS:

- Office of Emergency Services
- CALFIRE/Riverside County Fire
- Riverside County Sheriff
- Community Health Agency

The system will be utilized when there is a threat to life or property to get information out to the public.

Riverside County residents can add their cell phone numbers to the EWNS database by visiting www.countyofriverside.us. On the right side of the page under 'News & Highlights' is a section on 'EWNS'. Click on this section and follow the instructions to register additional cell phone numbers.

Below are some key characteristics and functions of the Riverside County EWNS:

- The system can make up to 250,000 phone calls per hour
- The system uses GIS technology to allow the user to select the target audience from either a map or pre-identified call list
- The audience can be as small as a block, or as large as an entire city
 - The system will automatically notify key department personnel anytime a message is sent from the EWNS
- The telephone data is updated every 30 days
- The system is an off-site, hosted solution with data centers in 12 different locations across the United States
- The system can determine the difference between a live answer, an answering machine and a non-answer
 - The system will leave messages on an answering machine
- The system uses Text to Speech technology to convert a typed message into a verbal message
 - Messages in others languages can be recorded and used

1.2 ***Emergency Alert System***

Emergency Alert System (EAS) / Weather Alert

EAS is a network of public broadcast stations and interconnecting facilities that have been authorized by the Federal Communications Commission (FCC) to operate in a controlled manner during a war, state of public peril or disaster or other national emergency. The system is devised to provide the President and Federal government a means of emergency communications with the general public. It may be used on a voluntary basis during day-to-day situations posing a threat to safety of life and property.

The EAS is used for warnings of an immediate action such as child abductions, tornadoes, flash floods, evacuations of areas due to an incident (such as hazardous spill) or other events requiring immediate action.

The activation of this system can be initiated by the Operational Area (OA) or Law Enforcement based on information received from the field or emergency responders. This information should also be coordinated with the County of Riverside Public Information Officer (PIO).