

Meeting Minutes for the Community Warning Systems
 Wednesday October 27, 2021
 1300-1500

Speakers: Lis Klute, Elysa Jones, Tammy Green, Kate Cummings, Christopher Short

Attendees:

Name	Organization	Name	Organization
Elizabeth Klute, Director	Kitsap Co DEM	Doug Bear	Kitsap County
Elysa Jones	Consultant, CAP SME	Kari Clithero	CK Schools
Carl Borg	211	Doug Blangsted	Kitsap County DEM
Kevin Corcoran	KITZ	Michele Laboda	North Kitsap Fire
Kate Cummings	Kitsap County DEM	Anne LeSage	Bainbridge Island
Jamie Donley	Kitsap 911	Patrick McGanney	Bremerton Fire
Littleton Dudley	WA DOT	Michele Moen	Kitsap County DEM
Stephen Finley	Red Cross	Dave Rasmussen	Kitsap County DEM
Danley Franks	Kitsap County	Ashley Robinson	Kitsap County DEM
Jacob Gillanders	Poulsbo Fire	Christopher Short	RAVE
Jim Gillard	Poulsbo Fire	Joe Vlach	CK Schools
Tammy Green	Kitsap County DEM	Brandon Wecker	Kitsap 911
Gabrielle Hadly	KPHD	Phone Number 360-340-5401	

1. Vision/Mission Review - Lis

The **Vision** of the CEMP Community Warning Systems Program is to establish guidelines enabling and encouraging consistent application of alert and warning best practices, procedures, and protocols for public alert and warning in Kitsap County.

The **Mission** of the CWS Program is to provide the framework and systems for an effective and comprehensive alert and warning program ensuring the public is notified effectively of protective actions to take before, during and after an emergency.

2. Approval of Minutes - Lis

Lis moved that the minutes be amended with minor corrections. Doug Blangsted seconded the motion.

The notes were accepted.

3. Old Business - Lis

- Evacuation Working Group:
 - Mike Simpkins, Danley Franks, Elysa Jones, Kevin Corcoran, David Lynam, Jim Gillard, John Sprague, Kate Cummings, Mike Monfort, Pat McGanney, Maria Jameson (or someone from 911), and Lis Klute
- New Technology Implementation Project Team:
 - Kevin Corcoran, Mike Simpkins, Danley Franks, Doug Blangsted, John Sprague, Kate Cummings, Maria Jameson (or someone from 911), Mike Montford, Elysa Jones, Sanjay Bhatt, Tammy Green, and Lis Klute
- Other CTAC Members:
 - State Patrol, BKAT; Josh Farley or other media contact, School Districts, WA DOT, someone from one of the faith-based organizations, a representative from the special needs community, VA Hospital, Ambulance providers, PUD, HHS and Health District.

4. EM Program Update - Lis/Kate/Tammy

- Lis mentioned that the DEM released their new website today and introduced Tammy Green to brief the CTAC. Tammy mentioned the new website was designed to make it easier for the public to understand the information, the website has different sections for threats and hazards, it will also list any upcoming meetings and have the meeting minutes posted. It details all the services that DEM provides including the different volunteer groups. A list of all the partners is also provided. The site can be translated into many different languages. Lis mentioned the website is now more easily accessible to access information using less clicks to find what you want. If you would like more information about the website, contact Dave Rasmussen.
Kate Cummings gave a COVID update.
- DEM-EOC is currently actively responding to COVID. November will be the 21st month of being activated. Testing is provided 3 days a week, vaccination clinics are getting busier with the boosters being given out, Quarantine & Isolation stays busy. It has been following a pattern that once it is stood down more guests show up. The Logistics and Planning sections are also continuing to be active. Recently, they went to the Surplus Procurement Warehouse and purchased a few items. Some of the items that were purchased include a brand new Sound and PA Trailer, Office Furnishings, Additional items for DEM, and some street legal operating message signs that are on trailers to be used for public notifications.

5. New CWS Technology Announcement/Demo - Lis/Elysa/Rave

- Lis reported that the new technology chosen is Rave. They might look into using Genesys for Wild Fire notifications. Elysa added that Rave was more expensive than the others, but it had the best reviews and offerings out of all the responses to the RFP.
- Christopher Short of Rave gave a quick overview of how to send alerts using the Rave system.
 - Rave has been in business for 17 years with 8,000 customers and a 99% customer renewal rate. Rave solutions: mass notification, panic button app, tactical incident

collaboration, 9-1-1 Data & communication, Access & Functional needs registry, reporting & analytics, and tip texting. Christopher then showed how to login to the site and to make templates. He mentioned that it is really easy to send notifications out to people. When sending notices out: yellow means it needs to be updated and green means it is ready to go.

- Alert details: standard or polarized

- Alert modes: text/email/voice/RSS/Twitter/Facebook/Desktop/CAP

- Delivery targets: you can make as many customized lists as you would like of who'd you want certain alerts to go too.

Then you confirm how many people you are sending too and after you send out the alert the system will let you know of any errors that it came across while sending them out.

Some additional features you can send out polls to your users and you'll get real time responses. For the voice/email/text those can be translated into 64 languages, that are customizable.

- Lis asked for any questions:
 - Jim Gillard asked, "Will Kitsap 911 have access?"
Lis answered, "Yes and they are a partner with the program and will be trained to us the program."
 - Kevin Corcoran asked, "Will there be funding for communication systems?"
Lis answered, "Will talk with Richard about getting an answer."
Brandon Wecker also answered, "agreed that Richard would be the best to be in contact with to get the answer to the question."
 - Lis mentioned that the new KCDEM vehicles all have new radios in them and will be able to be used once they are assigned their own frequency.

6. Implementation Plans and Schedules - Elysa/Project Team

- Client/Co Project Manager: Lis Klute; Project team: as presented; Co-Project Manger: Kate Cummings; Client IT: Danley Franks; Rave Manager: Chris Short
- Notional Schedule - November

Date	Activity	Responsible Party
Nov 1-20	Rave Alert Deployment Plan Online Intake Form	Rave
	Transition to Implementation Team	Lis
	Launch Prep and Schedule Coordination	Lis/Kate/Elysa
	Kickoff Meeting and Implementation Prep	Lis/Kate/Elysa/Chris
	Schedule Kickoff Meeting and submit agenda	Lis/Kate/Elysa
	Kickoff Meeting and Launch Form discussion (Nov 17)	Lis/Kate/Chris/Stakeholders
	Discussions of particular implementation and transmission of relevant documentation to include marketing collateral, API, third-party integration, and bulk-uploads	Lis/Kate/PT/Danley
	Complete Launch form	Kate
	Confirm email will be accepted by Rave servers	Kate
	Configure / Verify Production IPs whitelisted and firewall settings	Kate/Danley

Notional Schedule - November

Date	Activity	Responsible Party
Nov 1-20	Rave Alert Deployment Plan Online Intake Form	Rave
	Transition to Implementation Team	Lis
	Launch Prep and Schedule Coordination	Lis/Kate/Elysa
	Kickoff Meeting and Implementation Prep	Lis/Kate/Elysa/Chris
	Schedule Kickoff Meeting and submit agenda	Lis/Kate/Elysa
	Kickoff Meeting and Launch Form discussion (Nov 17)	Lis/Kate/Chris/Stakeholders
	Discussions of particular implementation and transmission of relevant documentation to include marketing collateral, API, third-party integration and bulk uploads	Lis/Kate/PT/Danley
	Complete launch form	Kate
	Confirm email will be accepted by Rave servers	Kate
	Configure / Verify Production IPs whitelisted and firewall settings	Kate/Danley

- Notional Schedule - December / January

Date	Activity	Responsible Party
Nov 29 - Dec 20	Prof Svcs / Tech Meeting	As needed/All stakeholders
	Review Launch Form, translate to technical requirements specs, configure core application	Lis/Kate/Project Team/Rave
	Coordinate/Schedule Tech Meeting	All stakeholders
	Tech Meeting with client - clarify Launch form items, firm up Go Live dates, outstanding items, gather branding and usage guidance for domain, follow-up dialogs	Lis/Kate/Elysa/Rave
	Sign client up on 'Notifications' list for outage notices	Kate/Project Team
	Implementation	Rave/Kate/Project Team
	Configuration, testing and scheduling of Smartloader contact provisioning for County staff and employees	Kate/Rave/Danley

CTAC - Discussion

- Elysa discussed about the alerting authority. The U.S. has 16 alerting authorities. Some examples would be the weather service, EPA and FEMA. The state picks out what alerts local jurisdictions are able to send out. Rave is approved to be used by FEMA IPAWS..
 - Lis mentioned that everyone should collaborate when sending out notifications. Example: Bainbridge Island uses Nixel to notify citizens of the Island. Kitsap County / Kitsap 911 sends out notifications they go out county wide. If notices might overlap it is important to have a clear policy about what goes to the public, who sends it, with what technology and under what conditions.
 - For the Emergency Alert Systems: Kitsap County can only send out notices to Kitsap county unless for some reason a neighboring county can no longer send out notices (due to the major event that had just occurred) then Kitsap County will be able to send out notices on behalf of the county that cannot.
 - Lis asked, “Who wants to work together to alert people?” (Asked people to raise their hands.
 - Tammy Green raised her hand.
 - Lis said if anyone else does want to help to send Kate Cummings an email and let them know.
 - Question from Michelle Laboda, “Is Fire making their own?”
Answer from Chief Gibbard, “Nope.”
 - Lis mentioned she would like anyone requesting alerting (Fire/Police/Etc) to all come together to know who will be sending out the alerts. She said there will be policy in place about when to send out specific notifications.
 - Lis continued on to talk about the Mobile Alert Apps. The mobile alert apps are Rave, Nixel, ZoneHaven - Aware, and Kitsap County Community Connect Program.
 - Questions: Any issues asking the public to download so many apps?
 - “If you’d like to help pick apps & educate the public, let Kate Cummings know.”
 - Elysa briefly commented on the Outreach and Education: Let the public be aware of those apps are available with signage etc. Lis mentioned once they are getting ready to implement the apps to hold a town hall in each of the jurisdictions to educate everyone about the Alert Warning System Programs.
- Elysa mentioned two presentations that would be helpful for the CTAC:
1. One is an overview of EAS that provides the history behind EAS and where we are now.
 2. The other is a video from Dr. Dennis Mileti and focuses on the importance of alerting and specifically what to say to make sure the public takes the action required to save and protect themselves.

7. Technical Review of a CWS Element (Policy, Procedures, Protocols, Use Agreement etc.) - Elysa/Lis

- **Policy:**

The Kitsap County Department of Emergency Management (KCDEM) is mandated to undertake responsibility for the implementation of the disaster risk management program within Kitsap County, Washington, pursuant to RCW 38 and Kitsap County Emergency Management Ordinance.

In particular, KCDEM, and by extension Kitsap County, must ensure the following:

1. Adequate monitoring and forecasting capabilities in respect of all threats;
2. The maintenance of adequate and functioning warning and alerting systems
3. Timely release of credible alerts and warnings to the publics of Kitsap County; and
4. The development of local capacity in respect of disaster management through training.

Statement of Purpose

The purpose of this Policy is to establish authority for the system administration, control, access, maintenance and use of the Kitsap County Community Warning System (CWS).

The CWS is used to alert households and businesses of imminent or active threats to people and property in their area. In order to earn and preserve the public’s trust, confidence and support, the CWS will only be used in emergency incidents that may affect public safety. Only those individuals with proper training and authority to use the system will activate the CWS.

• The Policy Definitions: Good to know these

ACTIVATOR means personnel who are pre-approved in accordance with this policy and who are trained to activate the CWS on behalf of an approved **REQUESTOR**;

Active event means an incident currently impacting the lives, property or safety of the public;

All-clear notification means notification sent from the DEM that an event or disaster has passed or no longer poses a threat to Kitsap County;

At risk means the likelihood of safety being directly endangered by an emergency situation or incident in relation to any person or community;

AUTHORIZER means a person who is pre-approved by DEM to give permission for an **ACTIVATOR** to activate the CWS on behalf of a **REQUESTER**;

Department of Emergency Management means the administrative agency of the joint local Emergency Management program under a local Emergency Management Council.

Discretionary activation means any incident which does not meet the criteria for required activation;

Imminent event means an event which is expected by the Emergency Manager or Incident Commander to become active;

Public safety event means an emergency incident impacting, or with the potential to impact, one or more members of the public that may result in loss of life or quality of life;

REQUESTOR means any person approved, according to signed agreement or current pre-identified position in accordance with this Policy, to request CWS use during an imminent or active public safety incident;

Required activation means certain hazards exist in the county that can cause an immediate public safety impact and requires CWS activation.

• System Protocols:

- Lis mentioned life safety crisis situation those will get preauthorized.
 - For the System protocols it is an excel spreadsheet that mentions: What is the threat? How high is the threat? What are the actions people should take? What message do you want to send? What kind of modes are we sending it too? Example: Text/signage boards on the side of the road. Lis continued on saying everyone will have to agree on what are all the protocols that they will be using and levels of impact that they will have.
- Elysa started to talk about System Protocol Spreadsheet more in-depth.
 - The Natural Hazards are Droughts, Earthquakes, Floods, Wild Fires, Tsunami, High Waves, Seiches, Landslide & Erosion, Severe Storms/Tornados, and Volcanic Ash Fall.
 - The Technological Hazards & Human caused threats are Cybersecurity, Dam Failure, Energy Emergency, Hazardous Sites/Materials, Search & Rescue, Terrorism, Transportation Mass Casualty Incident and Epidemics.
 - There are 3 levels: Level 1 = Ready, Level 2 = Set, & Level 3 = Go
 - Urgency can have four different values: imminent, expected, future, or past.
 - Severity can be extreme, severe, moderate and minor.
 - Certainty can be observed, likely, possible, or unlikely.
 - The protocol working group determines what each one will be. Then you decided which group you'll be sending the notification too and how it will be sent. After you notify the public and note which way you'll be notifying them.
 - Lastly, you write out the exact message that you want sent out for each event.
- Lis mentioned that a lot of protocols have been figured out from other jurisdictions so we are not starting from the very beginning. The most complex will be evacuation protocol.
- Elysa asked if there were any questions and there were none.

• Procedures:

Standard Operating Procedure (SOP) for

Evacuate an area of Kitsap County

Upon obtaining notification from 911 Kitsap of a wildfire in a particular area of the county:

Kitsap County DEM staff:

Immediately and quickly review the notification from 911, determine the Urgency, Severity and Certainty of the event

With **Urgency=Immediate, Severity=Extreme and Certainty=Observed** based on the warning system protocol in the CWS an EVACUATE order is to be

- Elysa mentioned this gives the idea of what the message might look like.
- Elysa commented that the Use Agreement will be given out for everyone to review. That was the end of the slides. She had opened it up for discussion and for Good of the Order.

8. Good of the Order - Lis

- Lis asked, “Are we going in the right direction, any concerns, any areas that we should be focusing on differently, or areas around the program or technology? Anything missing?”
- Lis mentioned Jim always has something to say and Jim Gillard said, “Good job.”
- Elysa mentioned people were commenting that are excited about the new technology and looking forward to seeing Rave implemented. Sending out the policy for everyone to review and the video from Dr. Mileti will be very informative and useful.
 - Carl Borg had a question: “How soon would 211 get the messaging so they would be prepared?”
 - Lis answered it would be great if you all could be a part of the protocol working group, but from the technology perspective, 211, gov delivery, 911, and all of the first responders agencies would be in the initial group that gets blasted first.
 - Carl responded that they just wanted to be prepared as they always end up getting lots of phone calls with questions from the public.
 - Lis said it would be helpful to know the typical questions people tend to ask so they can build that into the protocol.
 - Kevin Corcoran said that they can offer PR about the systems to the public and they can add some safe guards in the system for errors not to happen where the command will not go out if the systems went down and were restarted. They currently do not release announcements in multiple languages, but they can get someone.
 - Lis asked if 911 has access to Language Line and Jamie Donley responded saying that they do have access to it. Jamie said to talk with Maria about the languages and she said it would be great to have Maria be a part of the protocol group as well.
- Lis said though we agreed to have three meetings per year, we are going to have a special CTAC meeting in January so we can get the protocols & policy approved.

-Meeting adjourned