



# REM Meeting

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May 3, 2019

**9:00am-9:30am: Networking**

**9:30am-11:30am: Meeting**

City of Dallas EOC

1500 Marilla, L2AN, Dallas, TX 75201

## ❖ Welcome and Introductions

- TJ Manor, REM Chair
- Rocky Vaz, Emergency Management Coordinator, City of Dallas
  - Welcome to the City of Dallas EOC. There are a lot of new emergency managers in the region so it's great that so many are here.

## ❖ Presentation

### ○ City of Dallas WEA Test Results

- Travis Houston, Emergency Management Specialist, City of Dallas

- Dallas has been an alerting authority since 2015, but has not tested it. They recognized the need to test the system to see the full process and result.
- City of Dallas conducted a Wireless Emergency Alert test March 4 at 10am in the downtown central business district with a high density population.
- Coordinated with FEMA and the FCC.
- Purpose
  - Test the capability of sending an alert to public
  - Collect data from the public and mobile carriers to identify coverage gaps
- Challenges
  - Carriers don't want to share coverage maps and cell tower locations, therefore it's hard to know where the alert is exactly going to go.
  - WEA messages are not tracked so there is no way to measure effectiveness without polling the public yourself.
  - Geolocation standards are weak so people outside of the target alert area will receive the message.
  - Educating the public on how WEA works and notifying them about the test.
- Broadcasted the alert for 30 minutes. Dallas selected the highest level of severity for every option on test settings to reach the most phones as possible.
- Shared information about alert beforehand to stakeholders to reduce panicked calls to 911. Information sharing was effective; 911 and 311 did not get a single call.
- Dallas sent a poll out afterwards to the public. The poll asked: Did you get the alert? What carrier do you have?, and What was your location when you got the alert?
- Poll Results:
  - Inside polygon- 397 said yes (81.4%). 91 said no (18.6%).
  - Outside polygon- 249 said yes (23.9%). 791 said no (76.1%).
- Key findings:
  - Over alerting is going to occur outside of the targeted area. Cell carriers are



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- working to tighten boundaries to reduce bleed over.
- Cell phones operating under the same variables behave differently. Some phones received alert quicker, some didn't receive the alert at all. Carriers are required to have the capability to send out emergency alerts, but they don't have to set up that capability to a standard.
- A gap exists in public safety knowledge on what the system is supposed to do versus what it actually does.
- Greater collaboration is needed between local alerting authorities, carriers, the FCC, and FEMA-IPAWS.
- When you hit send on the alert, it goes fast. Make sure you are ready before you press send.
- New standards were released by FCC with a few changes: Increased message character count to 360 and messages can include links.
- The FCC is no longer allowing end to end tests and instead moving to opt-in monthly tests. Jurisdictions may be able to ask for waiver. \*5005\*25371# is the number to call to opt in and activate settings on your phone to receive WEA tests.
- House bill 34: creation of a statewide mass notification system. Everbridge is putting in to be that system. Emergency managers are encouraged to stay updated on the bill.

## ❖ TJ Manor's REM Address

- The goal of REM is to address topics that are not already covered by other working groups. REM meetings provide an opportunity for emergency managers to discuss how they do things in their jurisdiction to share ideas and best practices.

## ❖ Forum Discussion

- **EOC Operations**
  - Continuation of 3/1/19 Meeting

## ❖ Member Comments or Updates

- TDEM Updates
  - G-147 forms are due February 1<sup>st</sup> every year. Even if there are no changes, you must still submit the form annually. Only 42% of jurisdictions are current in Garland and Hurst. If you submit the form to the SOC, copy your District Coordinator. Verify that your form is up to date. Sarah will send an email reminder.
  - Chief Kidd is coming to the NCTCOG on June 11 for a presentation. Mollie McFadden emailed out the information.
  - If you are interested in hosting G-449 class, let Sarah Haak know so that more people have the opportunity to take class. Must fill 30 seats.
- NCTCOG Updates
  - See attached updates in email.
- CEM Mentorship Program
  - The program was introduced at the last REM meeting.
  - Group met last month for the first time to discuss experience. 36 showed up



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to the first meeting.

- The second meeting occurred 5/3/19 following the REM meeting to discuss education.
- There is a list serve and google drive. If you want to join those two things (even if you can't make the meetings), email Shawna Lemley to get added.
- State Training Update
  - FEMA updated verbiage on the Planning P. ICS instructors may have to retake ICS 100, 200, 700, and 800 and then email State training team to get a link to a required test. Sarah Haak will follow up with Training and then email the region with specifics.
- Carrollton and Farmers Branch are hosting a Volunteer Reception Center training Saturday July 20 tentatively from 10:30am-3pm in coordination with Dallas County OEM and the Lions Club. If interested in observing, reach out to Elliott Reep, Lauren Sanchez or Lisa Tatum.

## ❖ Next Meeting:

- Next Meeting is June 7, 2019
- Location: FBI Dallas
- Be on the lookout for updates to include facility security information