



**Orange County Emergency Services**  
**Standard Operating Guidelines**

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**SOG Name:** Emergency Alert System Activation  
**SOG Number:** GEN-019  
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**I. OBJECTIVE**

1. To define the parameters for activation of the Emergency Alert System (EAS) for Orange County in the event of a disaster or emergency.

**II. SCOPE**

1. This Guideline identifies the protocol for Communications and Senior Staff.

**III. PROCEDURE**

**1. The Emergency Alert System**

- a. Orange County Emergency Services is assigned responsibility for the EAS activations in Orange County.
- b. The EAS is considered a specialized resource in Orange County and is available upon request from a jurisdictional Emergency Coordinating Center or an Incident Commander.
- c. Once a request has been made, the EAS may only be activated with authorization from one of the following personnel:
  - Watch Officer
  - Emergency Operations Center Commander (if EOC is activated)
  - Emergency Services Director
  - Assistant County Manager
  - County Manager

**2. Procedure**

- a. The Activation of the EAS is a two step procedure.
- b. The first step is notification of the North Carolina EOC that an event has taken place requiring EAS activation.

- c. The second step is to transmit the message to the North Carolina EOC via email, fax or phone in that order of preference.
- d. The code information for the EAS is available in Job Aid - Activating the Emergency Alert System

**3. Expectations of OCES Staff**

- a. All emergency services senior staff are expected to be familiar with the EAS and how activation of the system takes place.
- b. Each watch officer must be familiar with the activation process as well as locations of the Job Aid and Activation Codes
- c. All Telecommunicators must be familiar with the EAS as well as with activation of the EAS and be knowledgeable of the location of the JobAid and Activation Codes in the Communications Center at all times.



## Orange County Emergency Services

### Emergency Job Aid - Activating the Emergency Alert System

Activation of the Emergency Alert System is only to take place under the direction of:

- The Emergency Services Director
- Watch Officer
- EOC Commander
- County Manager

#### *Notifying the North Carolina EOC of the Event*

1. Before dialing, have these instructions and the authentication codes in front of you. **Make sure you ask the requesting official how long the warning period should last. The maximum period is 6 hours, and any alerts lasting longer will have to be renewed after the maximum period.**
2. Activation is a two step process that includes (1) notifying the North Carolina EOC of the event and (2) providing the North Carolina EOC with the message. They will not create the alert until both steps have been taken.
3. Dial the North Carolina Emergency Management Communications Center: **1-800-858-0368**
4. Tell the Emergency Operations Center staff that you are calling from Orange County Emergency Services and are requesting an emergency alert message for Orange County
5. Answer the telecommunicator's questions
6. Depending on who is taking your call, questions may vary. Use the following information to answer their questions:
  - We are requesting a: **Civil Emergency Message – CEM**
  - Warning area: **Orange County**

Job Aid – Activating the Emergency Alert System 9/30/10

- County FIPS code is: **037135** (This is outdated – for information only)
- Our LP-1 station (primary warning radio station) is: **WQDR 94.7 FM**
- Length of warning period: **As directed by official requesting activation**
- Use attached authentication codes provided when requested

***Providing the North Carolina EOC with the Message***

7. Send the text of the message to the North Carolina EOC by one of the following methods. These methods are in priority order:
  - Email: [nceoc@ncem.org](mailto:nceoc@ncem.org)
  - Fax: 919-733-7554
  - If email and fax are unavailable, you can provide the message over the phone.
8. Terminate the call and notify requesting director that you have activated the EAS

***Secondary Procedures:***

If the State Emergency Communications Center is unavailable, you may try the National Weather Service in Raleigh, following the same instructions as above.

1. Call them at **919-575-8200** (unlisted number)
2. Follow the above instructions
3. Notify the requesting official that you made contact through the National Weather Service because the State Emergency Operations Center was unavailable.