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Description of document: Federal Emergency Management Agency (FEMA) Records regarding false alarm of the Emergency Alert System (EAS) to Suffolk County, NY on Sept 16, 2016

Requested date: 08-February-2021

Release date: 23-July-2024

Posted date: 05-Aug-2024

Source of document: FOIA Officer  
Federal Emergency Management Agency  
Disclosure Branch  
500 C Street, S.W., Mail Stop 3172  
Washington, D.C. 20472-3172  
[SecureRelease™ Portal](#)

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**FEMA**

**July 23, 2024**

**SENT VIA E-MAIL**

**Re: FEMA 2021-FEFO-00343 Final Response**

This is the final response to your Freedom of Information Act (FOIA) request to the Department of Homeland Security (DHS), Federal Emergency Management Agency (FEMA) dated and received in this office on February 8, 2021 and amended on June 21, 2021. You are seeking:

1. A copy of each of the after-action reports, investigations (or equivalent) from the September 2, 2013 false alarm of the Emergency Alert System (EAS), which is managed by FEMA. On that date, residents in Suffolk County, New York were instructed to initiate an emergency evacuation.
2. Copies of the after-action reports, investigations, etc. from the 2005 false alarm EAS instructing evacuation from the State of Connecticut.
3. On June 21, 2021 you amended your request to include the September 2016 false alarm of the Emergency Alert System (EAS) to Suffolk County, New York.

We conducted a search of FEMA's Region National Continuity Programs Directorate (NCP) for documents responsive to your request. The search produced a total of 453 pages. Of those pages, I have determined that 254 pages of the records are releasable in their entirety, and 192 pages are partially releasable, pursuant to Title 5 U.S.C. §552(b)(6), FOIA Exemption 6.

The remaining seven (7) pages were referred to the National Atmospheric and Oceanic Administration (NOAA) and the Defense Information Systems Agency (DISA) in full.

**FOIA Exemption 6** exempts from disclosure of personnel or medical files and similar files the release of which would cause a clearly unwarranted invasion of personal privacy. This requires a balancing of the public's right to disclosure against the individual's right to privacy. The privacy interests of the individuals in the records you have requested outweigh any minimal public interest in disclosure of the information. Any private interest you may have in that information does not factor into the aforementioned balancing test.

**2021-FEFO-00343**

We had no direct involvement and have no records pertaining to the 2005 or the 2013 events. All requested records pertaining to the 2016 event were located.

Twelve pages are referred to the NOAA and ten pages to DISA for direct response to you.

You may contact NOAA at:

Mark Graff  
FOIA Officer  
NOAA FOIA Office (SOU 10000)  
1315 East-West Highway, Room 9719  
Silver Spring, MD 20910  
(301) 628-5658  
[FOIA@noaa.gov](mailto:FOIA@noaa.gov)

You may contact DISA at:

Defense Information Systems Agency  
ATTN: Headquarters FOIA Requester Service Center  
P.O. Box 549  
Ft Meade, MD 20755-0549  
(301) 225-6100  
[disa.meade.gc.mbx.foia@mail.mil](mailto:disa.meade.gc.mbx.foia@mail.mil)

As part of the 2007 amendments, the Office of Government Information Services (OGIS) was created to offer mediation services to resolve disputes between FOIA requesters and Federal agencies.

You have the right to appeal if you disagree with FEMA's response. The procedure for administrative appeals is outlined in the DHS regulations at 6 C.F.R. §5.8. In the event you wish to submit an appeal, we encourage you to both state the reason(s) you believe FEMA's initial determination on your FOIA request was erroneous in your correspondence and include a copy of this letter with your appeal. Should you wish to do so, you must send your appeal within 90 working days from the date of this letter to [fema-foia@fema.dhs.gov](mailto:fema-foia@fema.dhs.gov), or alternatively, via mail at the following address:

FEMA  
Office of the Chief Administrative Officer  
Information Management Division (FOIA Appeals)  
500 C Street, SW, Seventh Floor, Mail Stop 3172  
Washington, D.C. 20472-3172

**2021-FEFO-00343**

You may contact OGIS in any of the following ways:

Office of Government Information Services  
National Archives and Records Administration  
8601 Adelphi Road- OGIS  
College Park, MD 20740-6001  
E-mail: [ogis@nara.gov](mailto:ogis@nara.gov)  
Web: <https://ogis.archives.gov>  
Telephone: 202-741-5770/Toll-free: 1-877-684-6448  
Facsimile: 202-741-5769

There is no charge for this FOIA request. As this concludes the processing of your request, it will be closed.

If you need any further assistance or would like to discuss any aspect of your request, please contact the assigned FOIA Specialist at [john.fischer@fema.dhs.gov](mailto:john.fischer@fema.dhs.gov) and refer to FOIA case number **2021-FEFO-00343**. You may also contact someone at [fema-foia@fema.dhs.gov](mailto:fema-foia@fema.dhs.gov), or (202) 646-3323, and you may contact our FOIA Public Liaison in the same manner. For a faster response please email the assigned FOIA specialist directly.

Sincerely,

**ANNETTE BRELAND**

Annette Breland  
FOIA Team Lead  
Information Management Division  
Mission Support

Digitally signed by ANNETTE  
BRELAND

Date: 2024.07.23 05:47:17 -04'00'

Enclosure: Responsive Documents (446 pages)

**From:** Miniutti, Greg  
**Sent:** Wed, 3 May 2017 14:11:35 +0000  
**To:** Kenyon, Alfred  
**Cc:** Dan Ahouse  
(b)(6)@AlticeUSA.com); jody: (b)(6)@mail.mil; (b)(6)@tomrayconsulting.com; David Donovan; Lucero, Mark; Layton, John (DHSES); Sprague, Michael (DHSES); Beckley, Patrick (DHSES); Neidermeyer, Alan; Williams, Commissioner Joe; Centeno, Manuel (b)(6)@connoisseurll.com  
**Subject:** Re: May 4th RMT for Long Island EAS Operational Area

Understood will do

Gregory Miniutti

On May 3, 2017, at 09:10, Kenyon, Alfred <[Alfred.Kenyon@fema.dhs.gov](mailto:Alfred.Kenyon@fema.dhs.gov)> wrote:

Greg,

That is correct: There is no action required on the part of Suffolk County. Suggest that you observe/record one or more channels off AlticeUSA Cable as the purpose of this exercise is to observe and document the EAS message text delivery capability of that system including the performance of the various set top boxes in the field.

Regards,

**AL KENYON**

*IPAWS Engineering*

IPAWS Program Office, National Continuity Programs

Department of Homeland Security - FEMA

500 C Street, SW, 5NW-0407

Washington, DC 20472-3153

202-646-3308 Office

202-538-4471 Cell

540-504-2389 eFax

[Alfred.Kenyon@fema.dhs.gov](mailto:Alfred.Kenyon@fema.dhs.gov)

---

**From:** Miniutti, Greg [[mailto:\(b\)\(6\)@suffolkcountyny.gov](mailto:(b)(6)@suffolkcountyny.gov)]  
**Sent:** Wednesday, May 03, 2017 10:01 AM  
**To:** Kenyon, Alfred <[Alfred.Kenyon@fema.dhs.gov](mailto:Alfred.Kenyon@fema.dhs.gov)>  
**Cc:** Dan Ahouse: (b)(6)@AlticeUSA.com; (b)(6)@AlticeUSA.com>; (b)(6)@mail.mil; (b)(6)@tomrayconsulting.com; David Donovan (b)(6)@nysbroadcasters.org>; Lucero, Mark <[Mark.Lucero@fema.dhs.gov](mailto:Mark.Lucero@fema.dhs.gov)>; Layton, John (DHSES (b)(6)@dhSES.ny.gov>; Sprague, Michael (DHSES <(b)(6)@dhSES.ny.gov>; Beckley,

Patrick (DHSES (b)(6)@dhsec.ny.gov); Neidermeyer, Alan <Alan.Neidermeyer@fema.dhs.gov>; Williams, Commissioner Joe (b)(6)@suffolkcountyny.gov; Centeno, Manuel <Manuel.Centeno@fema.dhs.gov> (b)(6)@connoisseurLI.com  
**Subject:** Re: May 4th RMT for Long Island EAS Operational Area

Gentleman,  
Just confirming Suffolk is a passive observer in this test? No action required on our part?

Gregory Miniutti

On May 2, 2017, at 15:06, Kenyon, Alfred <Alfred.Kenyon@fema.dhs.gov> wrote:

Dan,

I just spoke with Jesse Sayre of WALK AM/FM and confirmed that he will coordinate for the IPAWS Lab to originate Thursday's 10:55 AM Long Island RMT message. To ensure that the AlticeUSA EAS device receives the RMT from IPAWS it would be best if you could arrange for a technician to temporarily disconnect the off-air monitor(s) feeding your EAS device prior to 10:55 AM and re-connect them following reception of the test message from IPAWS.

The CAP RMT message will include message text and an audio message file.

If you like we can establish a conference call including you and/or your technician to coordinate our activities Thursday morning.

Regards,

**AL KENYON**

*IPAWS Engineering*

IPAWS Program Office, National Continuity Programs

Department of Homeland Security - FEMA

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202-646-3308 Office

202-538-4471 Cell

540-504-2389 eFax

[Alfred.Kenyon@fema.dhs.gov](mailto:Alfred.Kenyon@fema.dhs.gov)

---

**From:** Kenyon, Alfred

**Sent:** Monday, May 01, 2017 3:19 PM

**To:** (b)(6)@connoisseurLI.com; (b)(6)@mail.mil; (b)(6)@mail.mil  
(b)(6)@tomrayconsulting.com; (b)(6)@tomrayconsulting.com; David Donovan  
(b)(6)@nysbroadcasters.org; Lucero, Mark <Mark.Lucero@fema.dhs.gov>; Layton, John (DHSES'  
(b)(6)@dhsec.ny.gov); Sprague, Michael (DHSES' (b)(6)@dhsec.ny.gov); Beckley,  
Patrick (DHSES' (b)(6)@dhsec.ny.gov); Dan Ahouse (b)(6)@AlticeUSA.com)

(b)(6) @AlticeUSA.com>; Neidermeyer, Alan <Alan.Neidermeyer@fema.dhs.gov>;  
(b)(6) @suffolkcountyny.gov' (b)(6) @suffolkcountyny.gov>;  
(b)(6) @suffolkcountyny.gov' (b)(6) @suffolkcountyny.gov>; Centeno, Manuel  
<Manuel.Centeno@fema.dhs.gov>

**Subject:** May 4th RMT for Long Island EAS Operational Area

Jesse,

Following discussion between Suffolk County, NY DHSES, AlticeUSA cable, and NYS Broadcasters we would like to substitute an IPAWS generated CAP RMT for the monthly test message scheduled for Thursday, May 4<sup>th</sup> at 10:55 AM. We propose to coordinate this CAP RMT with AlticeUSA so that they may observe and document how their equipment performs and responds to CAP messages. This change should not negatively affect any broadcast or cable operation serving the Long Island EAS operational area. If a station does not retrieve the RMT from IPAWS it should still receive it according to the EAS monitoring plan. In the specific case of Altice we will arrange for them to temporarily disconnect their EAS monitor receiver(s) to ensure that the RMT is initially received via IPAWS.

This is one of those rare occasions when you are asked to help by doing nothing: Don't originate the RMT, just sit back and watch it happen. We propose to originate the RMT from our IPAWS Lab facility in Indian Head, Maryland, the same facility we used when we originated the National IPAWS/EAS test in September. If you have a standard recorded RMT audio message and can send it to us as a digital audio file we will use that; otherwise we will ask the Lab to provide a suitable audio message. We could send it without audio to see if/how text to speech is working in the field but that's probably one test too many.

You may want to confirm this with Tom Ray and/or David Donovan (copied) and get back to me.

Regards,

**AL KENYON**

*IPAWS National Test Technical Lead*

IPAWS Program Office, National Continuity Programs

Department of Homeland Security - FEMA

500 C Street, SW, 5NW-0407

Washington, DC 20472-3153

202-646-3308 Office

202-538-4471 Cell

540-504-2389 eFax

[Alfred.Kenyon@fema.dhs.gov](mailto:Alfred.Kenyon@fema.dhs.gov)

**From:** Dan Ahouse  
**Sent:** Thu, 4 May 2017 13:44:15 +0000  
**To:** Kenyon, Alfred  
**Subject:** RE: May 4th RMT for Long Island EAS Operational Area

Al,

I think we're in good shape for this morning's test – we'll have technicians observing the boxes and, I think, we will be able to disconnect the receiver to insure we only see your message. We'll have some folks on the bridge call in case there are any issues.

Dan

---

**From:** Kenyon, Alfred [mailto:Alfred.Kenyon@fema.dhs.gov]  
**Sent:** Tuesday, May 02, 2017 4:06 PM  
**To:** Dan Ahouse; (b)(6)@mail.mil  
**Cc:** (b)(6)@tomrayconsulting.com; David Donovan; Lucero, Mark; Layton, John (DHSES; Sprague, Michael (DHSES; Beckley, Patrick (DHSES; Neidermeyer, Alan; (b)(6)@suffolkcountyny.gov; (b)(6)@suffolkcountyny.gov; Centeno, Manuel; (b)(6)@connoisseurLI.com  
**Subject:** RE: May 4th RMT for Long Island EAS Operational Area

Dan,

I just spoke with Jesse Sayre of WALK AM/FM and confirmed that he will coordinate for the IPAWS Lab to originate Thursday's 10:55 AM Long Island RMT message. To ensure that the AlticeUSA EAS device receives the RMT from IPAWS it would be best if you could arrange for a technician to temporarily disconnect the off-air monitor(s) feeding your EAS device prior to 10:55 AM and re-connect them following reception of the test message from IPAWS.

The CAP RMT message will include message text and an audio message file.

If you like we can establish a conference call including you and/or your technician to coordinate our activities Thursday morning.

Regards,

**AL KENYON**

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[Alfred.Kenyon@fema.dhs.gov](mailto:Alfred.Kenyon@fema.dhs.gov)



**From:** Kenyon, Alfred

**Sent:** Monday, May 01, 2017 3:19 PM

**To:** (b)(6) @connoisseurLI.com; (b)(6) @mail.mil; (b)(6) @mail.mil>

**Cc:** (b)(6) @tomrayconsulting.com; (b)(6) @tomrayconsulting.com>; David Donovan (b)(6) @nysbroadcasters.org>; Lucero, Mark <Mark.Lucero@fema.dhs.gov>; 'Layton, John (DHSES' (b)(6) @dhses.ny.gov>; 'Sprague, Michael (DHSES' (b)(6) @dhses.ny.gov>; 'Beckley, Patrick (DHSES' (b)(6) @dhses.ny.gov>; Dan Ahouse (b)(6) @AlticeUSA.com) (b)(6) @AlticeUSA.com>; Neidermeyer, Alan <Alan.Neidermeyer@fema.dhs.gov>; (b)(6) @suffolkcountyny.gov; (b)(6) @suffolkcountyny.gov>; (b)(6) @suffolkcountyny.gov; (b)(6) @suffolkcountyny.gov>; Centeno, Manuel <Manuel.Centeno@fema.dhs.gov>

**Subject:** May 4th RMT for Long Island EAS Operational Area

Jesse,

Following discussion between Suffolk County, NY DHSES, AlticeUSA cable, and NYS Broadcasters we would like to substitute an IPAWS generated CAP RMT for the monthly test message scheduled for Thursday, May 4<sup>th</sup> at 10:55 AM. We propose to coordinate this CAP RMT with AlticeUSA so that they may observe and document how their equipment performs and responds to CAP messages. This change should not negatively affect any broadcast or cable operation serving the Long Island EAS operational area. If a station does not retrieve the RMT from IPAWS it should still receive it according to the EAS monitoring plan. In the specific case of Altice we will arrange for them to temporarily disconnect their EAS monitor receiver(s) to ensure that the RMT is initially received via IPAWS.

This is one of those rare occasions when you are asked to help by doing nothing: Don't originate the RMT, just sit back and watch it happen. We propose to originate the RWT from our IPAWS Lab facility in Indian Head, Maryland, the same facility we used when we originated the National IPAWS/EAS test in September. If you have a standard recorded RMT audio message and can send it to us as a digital audio file we will use that; otherwise we will ask the Lab to provide a suitable audio message. We could send it without audio to see if/how text to speech is working in the field but that's probably one test too many.

You may want to confirm this with Tom Ray and/or David Donovan (copied) and get back to me.

Regards,

**AL KENYON**

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**From:** David Tyers  
**Sent:** Thu, 4 May 2017 15:18:35 +0000  
**To:** Dan Ahouse; Joe Grillo; Craig Busch; Larawn Robinson; Frank Dicolandrea; Michael Seyka; Christopher Moscinski; Anthony Iacona; Peter Ruzzo; Jason Kruck  
**Cc:** John Dullaghan; Kenyon, Alfred  
**Subject:** RE: May 4th RMT for Long Island EAS Operational Area

All,

EAS results for Riverhead System:

We did receive the entire message of the RMT twice, however it only triggered on the OMS converter. I did not see the alert on either the SA HD or SD converter. Anyone have any ideas as to why this would occur?

Dave

---

**From:** Dan Ahouse  
**Sent:** Thursday, May 04, 2017 9:58 AM  
**To:** Joe Grillo (b)(6) @AlticeUSA.com>; Craig Busch (b)(6) @AlticeUSA.com>; Larawn Robinson (b)(6) @AlticeUSA.com>; Frank Dicolandrea (b)(6) @AlticeUSA.com>; (b)(6) @AlticeUSA.com>; Christopher Moscinski (b)(6) @AlticeUSA.com>; Anthony Iacona (b)(6) @AlticeUSA.com> (b)(6) @AlticeUSA.com>; (b)(6) @AlticeUSA.com>; David Tyers (b)(6) @AlticeUSA.com>  
**Cc:** John Dullaghan (b)(6) @AlticeUSA.com>  
**Subject:** RE: May 4th RMT for Long Island EAS Operational Area

FYI – from FEMA.

You do not need to call in unless you want to.

I've set up a conference bridge if anyone cares to check in this morning while we send the RMT:

(b)(6) PIN # (b)(6)

The bridge will be active for an hour from 10:45 AM.

EAS Participants are allowed to hold an RMT for up to 60 minutes after they receive the message so you may not hear the RMT immediately upon origination.

If anyone has any questions feel free to give me a call: 202-538-4471

Dan – Please forward this to your on-site systems tech.

Thank you!

**AL KENYON**

IPAWS Engineering

IPAWS Program Office, National Continuity Programs

Department of Homeland Security - FEMA

500 C Street, SW, 5NW-0407

Washington, DC 20472-3153

202-646-3308 Office

202-538-4471 Cell

540-504-2389 eFax

[Alfred.Kenyon@fema.dhs.gov](mailto:Alfred.Kenyon@fema.dhs.gov)

---

**From:** Joe Grillo

**Sent:** Wednesday, May 03, 2017 4:53 PM

**To:** Craig Busch; Larawn Robinson; Frank Dicolandrea (b)(6); Christopher Moscinski; Anthony Iacona; (b)(6) David Tyers

**Cc:** Dan Ahouse

**Subject:** RE: May 4th RMT for Long Island EAS Operational Area

Adding Pete, Jay and Dave...

---

**From:** Craig Busch

**Sent:** Wednesday, May 03, 2017 4:48 PM

**To:** Larawn Robinson (b)(6) @AlticeUSA.com>; Frank Dicolandrea

(b)(6) @AlticeUSA.com>; Joe Grillo <(b)(6) @AlticeUSA.com>; (b)(6)

(b)(6) @AlticeUSA.com>; Christopher Moscinski <(b)(6) @AlticeUSA.com>;

Anthony Iacona (b)(6) @AlticeUSA.com>

**Cc:** Dan Ahouse (b)(6) @AlticeUSA.com>

**Subject:** FW: May 4th RMT for Long Island EAS Operational Area

**Importance:** High

Hi Guys - -

FEMA will be issuing an EAS RMT tomorrow for Long Island at 10:55 AM - - we need to have folks observe this EAS message on each type STB (SA SD, SA HD and Samsung.) It is critical that we have folks in Suffolk County join the call and observe this test.

Also, we should remove the radio sources from the LI Processor for the morning to ensure that the IPAWS alert is the one that gets passed.

Thanks CB

---

**From:** Kenyon, Alfred [<mailto:Alfred.Kenyon@fema.dhs.gov>] **Sent:** Wednesday, May 03, 2017 11:18 AM

**To:** Miniutti, Greg (b)(6) @suffolkcountyny.gov> Centeno, Manuel

<Manuel.Centeno@fema.dhs.gov> (b)(6) @connoisseurLI.com  
**Subject:** RE: May 4th RMT for Long Island EAS Operational Area

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(b)(6) PIN # (b)(6) The bridge will be active for an hour from 10:45 AM.

Reminder: EAS Participants are allowed to hold an RMT for up to 60 minutes after they receive the message.

**AL KENYON** *IPAWS Engineering* IPAWS Program Office, National Continuity Programs Department of Homeland Security – FEMA 500 C Street, SW, 5NW-0407 Washington, DC 20472-3153 202-646-3308 Office 202-538-4471 Cell 540-504-2389 eFax [Alfred.Kenyon@fema.dhs.gov](mailto:Alfred.Kenyon@fema.dhs.gov)

On May 2, 2017, at 15:06, Kenyon, Alfred <[Alfred.Kenyon@fema.dhs.gov](mailto:Alfred.Kenyon@fema.dhs.gov)> wrote:

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**From:** Kenyon, Alfred **Sent:** Monday, May 01, 2017 3:19 PM  
**Subject:** May 4th RMT for Long Island EAS Operational Area

Jesse, Following discussion between Suffolk County, NY DHSES, AlticeUSA cable, and NYS Broadcasters we would like to substitute an IPAWS generated CAP RMT for the monthly test message scheduled for Thursday, May 4<sup>th</sup> at 10:55 AM. We propose to coordinate this CAP RMT with AlticeUSA so that they may observe and document how their equipment performs and responds to CAP messages. This change should not negatively affect any broadcast or cable operation serving the Long Island EAS operational area. If a station does not retrieve the RMT from IPAWS it should still receive it according to the EAS monitoring plan. In the specific case of Altice we will arrange for them to temporarily disconnect their EAS monitor receiver(s) to ensure that the RMT is initially received via IPAWS.

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You may want to confirm this with Tom Ray and/or David Donovan (copied) and get back to me.

Regards, **AL KENYON** *IPAWS National Test Technical Lead*  
IPAWS Program Office, National Continuity Programs Department of Homeland Security – FEMA  
500 C Street, SW, 5NW-0407 Washington, DC 20472-3153  
202-646-3308 Office 202-538-4471 Cell 540-504-2389 eFax [Alfred.Kenyon@fema.dhs.gov](mailto:Alfred.Kenyon@fema.dhs.gov)

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---

**From:** David Donovan  
**Sent:** Mon, 1 May 2017 16:06:01 -0400  
**To:** Kenyon, Alfred  
**Subject:** RE: May 4th RMT for Long Island EAS Operational Area

AI – You should be aware that the National Weather Service is having a severe weather EAS test for May 4<sup>th</sup> at 1:15. Not sure if this will affect your test.... DD



**David L. Donovan**  
**President**  
**New York State Broadcasters Association, Inc.**

1805 Western Avenue, Albany, NY 12203  
(b)(6) fax (518) 456-8943

[www.nysbroadcasters.org](http://www.nysbroadcasters.org)

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**From:** Kenyon, Alfred [mailto:Alfred.Kenyon@fema.dhs.gov]  
**Sent:** Monday, May 01, 2017 3:19 PM  
**To:** (b)(6) @connoisseurLI.com; (b)(6) @mail.mil  
**Cc:** (b)(6) @tomrayconsulting.com; David Donovan; Lucero, Mark; Layton, John (DHSES; Sprague, Michael (DHSES; Beckley, Patrick (DHSES; Dan Ahouse (b)(6) @AlticeUSA.com); Neidermeyer, Alan; (b)(6) @suffolkcountyny.gov; (b)(6) @suffolkcountyny.gov; Centeno, Manuel  
**Subject:** May 4th RMT for Long Island EAS Operational Area

Jesse,

Following discussion between Suffolk County, NY DHSES, AlticeUSA cable, and NYS Broadcasters we would like to substitute an IPAWS generated CAP RMT for the monthly test message scheduled for Thursday, May 4<sup>th</sup> at 10:55 AM. We propose to coordinate this CAP RMT with AlticeUSA so that they may observe and document how their equipment performs and responds to CAP messages. This change should not negatively affect any broadcast or cable operation serving the Long Island EAS operational area. If a station does not retrieve the RMT from IPAWS it should still receive it according to the EAS monitoring plan. In the specific case of Altice we will arrange for them to temporarily disconnect their EAS monitor receiver(s) to ensure that the RMT is initially received via IPAWS.

This is one of those rare occasions when you are asked to help by doing nothing: Don't originate the RMT, just sit back and watch it happen. We propose to originate the RMT from our IPAWS Lab facility in Indian Head, Maryland, the same facility we used when we originated the National IPAWS/EAS test in

September. If you have a standard recorded RMT audio message and can send it to us as a digital audio file we will use that; otherwise we will ask the Lab to provide a suitable audio message. We could send it without audio to see if/how text to speech is working in the field but that's probably one test too many.

You may want to confirm this with Tom Ray and/or David Donovan (copied) and get back to me.

Regards,

**AL KENYON**

*IPAWS National Test Technical Lead*

IPAWS Program Office, National Continuity Programs

Department of Homeland Security - FEMA

500 C Street, SW, 5NW-0407

Washington, DC 20472-3153

202-646-3308 Office

202-538-4471 Cell

540-504-2389 eFax

[Alfred.Kenyon@fema.dhs.gov](mailto:Alfred.Kenyon@fema.dhs.gov)



**From:** JESSE SAYRE  
**Sent:** Wed, 3 May 2017 16:32:25 +0000  
**To:** David Donovan  
**Cc:** Kenyon, Alfred  
**Subject:** Re: RMT Text  
**Attachments:** image001.png

Let me verify with the PD of the station and get back to you

Jesse Sayre  
Cell: (b)(6)  
Work: (b)(6)  
Chief Engineer  
Connoisseur Media  
Long Island  
WALK 97.5 fm  
WWSK 94.3fm  
WBZO 103.1fm  
WKJY 98.3fm  
WHLI 1100am  
WALK 1370 am

On May 3, 2017, at 11:52 AM, David Donovan <(b)(6)@nysbroadcasters.org> wrote:

Ok by me..Jesse?

---

<image001.png>

**David L. Donovan**

**President**

**New York State Broadcasters Association, Inc.**

1805 Western Avenue, Albany, NY 12203

(b)(6) Fax (518) 456-8943

[www.nysbroadcasters.org](http://www.nysbroadcasters.org)

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**From:** Kenyon, Alfred [<mailto:Alfred.Kenyon@fema.dhs.gov>]

**Sent:** Wednesday, May 03, 2017 11:40 AM

**To:** (b)(6)@connoisseurLI.com; David Donovan

**Subject:** RMT Text

Guys,

Is the message text acceptable for the LI RMT?:

"This is a Required Monthly test of the Long Island Operational Area Emergency Alert System. This is only a test. Broadcast and cable operators in your area have developed this system in voluntary cooperation with FEMA, the FCC and local authorities to keep you informed in the event of an emergency. If this had been an actual emergency an official message would have followed the alert tone.

This concludes this Required Monthly test of the Emergency Alert System."

Regards,

**AL KENYON**

*IPAWS National Test Technical Lead*

IPAWS Program Office, National Continuity Programs

Department of Homeland Security - FEMA

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202-646-3308 Office

202-538-4471 Cell

540-504-2389 eFax

[Alfred.Kenyon@fema.dhs.gov](mailto:Alfred.Kenyon@fema.dhs.gov)



**From:** JESSE SAYRE  
**Sent:** Thu, 4 May 2017 14:25:20 +0000  
**To:** David Donovan  
**Cc:** Kenyon, Alfred  
**Subject:** Re: RMT Text  
**Attachments:** image001.png

Ok by me

Jesse Sayre  
Cell: (b)(6)  
Work: (b)(6)  
Chief Engineer  
Connoisseur Media  
Long Island  
WALK 97.5 fm  
WWSK 94.3fm  
WBZO 103.1fm  
WKJY 98.3fm  
WHLI 1100am  
WALK 1370 am

On May 3, 2017, at 11:52 AM, David Donovan <(b)(6)@nysbroadcasters.org> wrote:

Ok by me..Jesse?

---

<image001.png>

**David L. Donovan**

**President**

**New York State Broadcasters Association, Inc.**

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**Subject:** RMT Text

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This concludes this Required Monthly test of the Emergency Alert System."

Regards,

**AL KENYON**

*IPAWS National Test Technical Lead*

IPAWS Program Office, National Continuity Programs

Department of Homeland Security - FEMA

500 C Street, SW, 5NW-0407

Washington, DC 20472-3153

(b)(6) Office

Cell

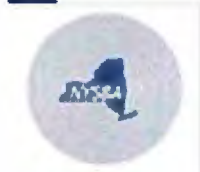
540-504-2389 eFax

[Alfred.Kenyon@fema.dhs.gov](mailto:Alfred.Kenyon@fema.dhs.gov)



**From:** David Donovan  
**Sent:** Wed, 3 May 2017 11:52:23 -0400  
**To:** Kenyon, Alfred; (b)(6)@connoisseurLI.com  
**Subject:** RE: RMT Text

Ok by me..Jesse?



**David L. Donovan**  
**President**  
**New York State Broadcasters Association, Inc.**

1805 Western Avenue, Albany, NY 12203  
(b)(6) fax (518) 456-8943

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---

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**Sent:** Wednesday, May 03, 2017 11:40 AM  
**To:** (b)(6)@connoisseurLI.com; David Donovan  
**Subject:** RMT Text

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This concludes this Required Monthly test of the Emergency Alert System."

Regards,

**AL KENYON**  
*IPAWS National Test Technical Lead*  
IPAWS Program Office, National Continuity Programs  
Department of Homeland Security - FEMA

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Washington, DC 20472-3153  
202-646-3308 Office  
202-538-4471 Cell  
540-504-2389 eFax  
[Alfred.Kenyon@fema.dhs.gov](mailto:Alfred.Kenyon@fema.dhs.gov)



**From:** David Donovan  
**Sent:** Tue, 2 May 2017 14:52:17 -0400  
**To:** Kenyon, Alfred  
**Subject:** RE: Thursday May 4th

Let me see if I can raise him...will copy you...on the emails



**David L. Donovan**  
**President**  
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---

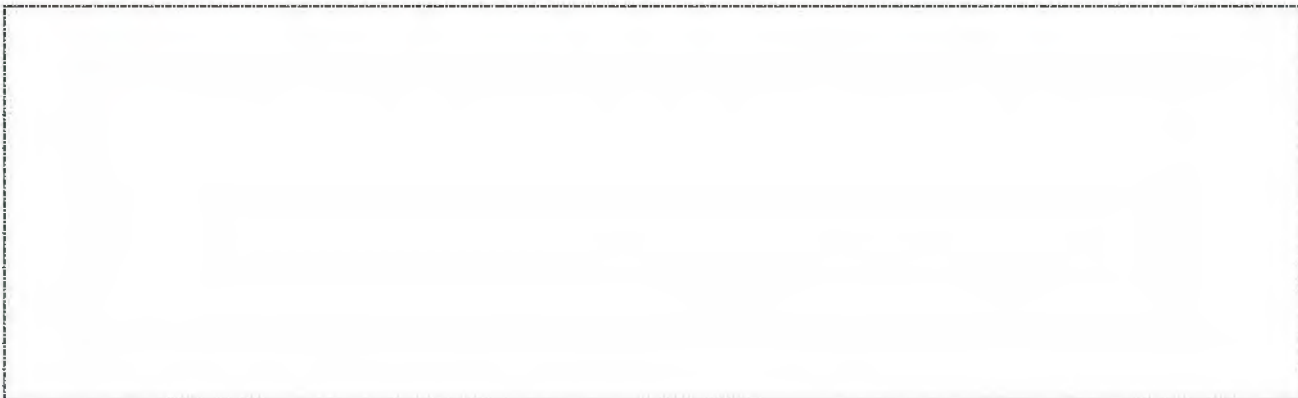
**From:** Kenyon, Alfred [mailto:Alfred.Kenyon@fema.dhs.gov]  
**Sent:** Tuesday, May 02, 2017 2:46 PM  
**To:** David Donovan  
**Subject:** FW: Thursday May 4th

David,

I have yet to hear from Jesse Sayer. I haven't tried his phone yet.

I did poke my NWS alerting coordinator a bit and received the thread below in reply.

AI









**From:** David Donovan  
**Sent:** Tue, 2 May 2017 15:14:54 -0400  
**To:** Kenyon, Alfred  
**Subject:** RE: Thursday May 4th

Just called him in his office and cell phone... will get back to you ...my goal is to have him speak with you directly...



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**From:** Kenyon, Alfred [mailto:Alfred.Kenyon@fema.dhs.gov]  
**Sent:** Tuesday, May 02, 2017 2:46 PM  
**To:** David Donovan  
**Subject:** FW: Thursday May 4th

David,

I have yet to hear from Jesse Sayer. I haven't tried his phone yet.

I did poke my NWS alerting coordinator a bit and received the thread below in reply.

Al





**From:** David Donovan  
**Sent:** Tue, 2 May 2017 15:47:02 -0400  
**To:** Kenyon, Alfred  
**Subject:** RE: Thursday May 4th

Al - Perfect....Ironically I will be on Long Island that day. Glad you connected. All the best. DD



**David L. Donovan**  
**President**  
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---

**From:** Kenyon, Alfred [mailto:Alfred.Kenyon@fema.dhs.gov]  
**Sent:** Tuesday, May 02, 2017 3:44 PM  
**To:** David Donovan  
**Subject:** RE: Thursday May 4th

David,

Just reached Jesse on his cell phone. We are all set. I will also check in with him on Thursday morning so he can remind the PD not to schedule firing off an RMT.

Thanks!

**AL KENYON**

*IPAWS Engineering*

IPAWS Program Office, National Continuity Programs

Department of Homeland Security - FEMA

500 C Street, SW, 5NW-0407

Washington, DC 204 72-3153

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202-538-4471 Cell

540-504-2389 eFax

[Alfred.Kenyon@fema.dhs.gov](mailto:Alfred.Kenyon@fema.dhs.gov)

---

**From:** David Donovan [mailto:(b)(6)@nysbroadcasters.org]  
**Sent:** Tuesday, May 02, 2017 3:15 PM  
**To:** Kenyon, Alfred <Alfred.Kenyon@fema.dhs.gov>  
**Subject:** RE: Thursday May 4th

Just called him in his office and cell phone... will get back to you ...my goal is to have him speak with you directly...



**David L. Donovan**  
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---

**From:** Kenyon, Alfred [mailto:Alfred.Kenyon@fema.dhs.gov]  
**Sent:** Tuesday, May 02, 2017 2:46 PM  
**To:** David Donovan  
**Subject:** FW: Thursday May 4th

David,

I have yet to hear from Jesse Sayer. I haven't tried his phone yet.

I did poke my NWS alerting coordinator a bit and received the thread below in reply.

Al







**From:** Layton, John (DHSES)  
**Sent:** Fri, 5 May 2017 18:49:54 +0000  
**To:** Kenyon, Alfred  
**Subject:** RE: yesterday's test

That looks like 256 characters, which I believe was the original issue.

---

**From:** Kenyon, Alfred [mailto:Alfred.Kenyon@fema.dhs.gov]  
**Sent:** Friday, May 05, 2017 2:39 PM  
**To:** Layton, John (DHSES); (b)(6)@dhSES.ny.gov>  
**Subject:** RE: yesterday's test

*ATTENTION: This email came from an external source. Do not open attachments or click on links from unknown senders or unexpected emails.*

John,

Indications are that for customers with Scientific Atlanta set top boxes served by the Altice Riverhead the test message text was truncated.

The full message text as originated through IPAWS was as follows:

"This is a Required Monthly test of the Long Island Operational Area Emergency Alert System. This is only a test. Broadcast and cable operators in your area have developed this system in voluntary cooperation with FEMA, the FCC and local authorities to keep you informed in the event of an emergency. If this had been an actual emergency an official message would have followed the alert tone.

This concludes this Required Monthly test of the Emergency Alert System."

It is an FCC requirement to initially display this EAS header derived text:

"Civil Authorities have issued a Required Monthly Test for the following New York counties of Nassau and Suffolk. Effective until May 04 – 12:55 PM EDT."

Greg Miniutti's video (attached) shows that the message scroll was truncated in the second sentence of the full message text:

"Civil Authorities have issued a Required Monthly Test for the following New York counties of Nassau and Suffolk. Effective until May 04 – 12:55 PM EDT. This is a Required Monthly test of the Long Island Operational Area Emergency Alert System. This is only a "

This is similar to the reported performance during the Suffolk EVI last summer. I have not had an opportunity for a follow up conversation with Altice cable. I suspect that their technical people are combing their head ends for differences between the Riverhead head end and the other locations which reportedly did not exhibit similar message truncation issues.

We extended an offer for our IPAWS Lab to work with Altice by having Altice point their EAS device at the Lab's Test and Demo IPAWS environment. If they were to do that the Lab can create a test message specifically designed for Altice to receive and process without interrupting programming for other EAS Participants in the Nassau/Suffolk county area.

Regards,

**AL KENYON**

*IPAWS Engineering*

IPAWS Program Office, National Continuity Programs

Department of Homeland Security - FEMA

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540-504-2389 eFax

[Alfred.Kenyon@fema.dhs.gov](mailto:Alfred.Kenyon@fema.dhs.gov)

---

**From:** Layton, John (DHSES) [mailto:(b)(6)@dhSES.ny.gov]

**Sent:** Friday, May 05, 2017 11:56 AM

**To:** Kenyon, Alfred <[Alfred.Kenyon@fema.dhs.gov](mailto:Alfred.Kenyon@fema.dhs.gov)>

**Subject:** yesterday's test

It sounds like yesterday's test in Suffolk County NY went mostly well. Greg Miniutti from Suffolk County mentioned that it appeared the last word of the announcement "test" was missing. Do you have any idea if that was truncated, never typed in or some other issue?

**John Layton**

Deputy Director Office of Emergency Management

**NYS Division of Homeland Security and Emergency Services**

1220 Washington Avenue, Building 22, Albany, NY 12226-2251

O: (b)(6) C: (b)(6) (b)(6)@dhSES.ny.gov



**From:** Miniutti, Greg  
**Sent:** Mon, 1 May 2017 19:19:23 +0000  
**To:** Kenyon, Alfred  
**Subject:** Automatic reply: May 4th RMT for Long Island EAS Operational Area

I am out of the office until Thursday May 4th with limited access to email. Please contact kathleen bassett @ [redacted] (b)(6) [redacted]@suffolkcountyny.gov.

if your matter is urgent please call the Duty Supervisor at [redacted] (b)(6) [redacted]

**From:** IPAWS Lab  
**Sent:** Thu, 4 May 2017 15:52:25 +0000  
**To:** (b)(6)@sagealertingsystems.com  
**Cc:** Kenyon, Alfred;Smith, Jody M CTR DISA JITC (US)  
**Subject:** FW: WALK FM SETTINGS  
**Attachments:** WALKFM sen to.es2

Harold,

We were working with Long Island this morning sending out a RMT with audio to the production server. WALK the LP-1 did not receive the alert, they sent us their settings file and we couldn't get it to work here in the lab. Would you mind taking a look at it too? The RMT will be live on production until about 12:55 this afternoon. Thanks!

If you need it our number here at the IPAWS Lab is (b)(6)

Sandy Kenyon  
Contractor  
FEMA IPAWS LAB  
301-743-4344

---

**From:** JESSE SAYRE [mailto:(b)(6)@connoisseurli.com]  
**Sent:** Thursday, May 4, 2017 11:20 AM  
**To:** IPAWS Lab <fema.ipaws.lab@awtestlab.com>  
**Subject:** WALK FM SETTINGS

**From:** David Donovan  
**Sent:** Tue, 2 May 2017 14:56:20 -0400  
**To:** JESSE SAYRE  
**Cc:** Kenyon, Alfred  
**Subject:** IMPORTANT FEMA RMT ON MAY 4TH

JESSEE –

**CAN YOU GIVE ME A CALL ASAP.** FEMA WANTS TO USE THE RMT ON LONG ISLAND ON MAY 4<sup>TH</sup> TO DO A SPECIFIC IPAWS/EAS TEST OF THE CABLE EQUIPMENT ON LONG ISLAND. (IF YOU REMEMBER THERE WAS A PROBLEM WITH THE FIRE ISLAND MESSAGE ON CABLE SYSTEM)

YOU GOT MESSAGE FROM THEM EARLIER. THIS IS IMPORTANT.

CAN YOU GIVE ME A CALL SO WE CAN COORDINATE WITH FEMA

THANKS  
DAVID



**David L. Donovan**  
**President**  
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**From:** Al Kenyon  
**Sent:** Wed, 3 May 2017 15:56:40 -0400  
**To:** Kenyon, Alfred  
**Subject:** LI RMT Audio files

RMT Audio Links

<https://s3.amazonaws.com/npt-audio/Long+Island+RMT-Comp.mp3>

<https://s3.amazonaws.com/npt-audio/Long+Island+Operational+Area+RMT.mp3>

Al Kenyon

(b)(6)@cox.net

3440 Little Hunting Creek Dr.

Alexandria, VA 22309

(b)(6) (NEW) Cell  
Home

**From:** Sandy Kenyon  
**Sent:** Wed, 3 May 2017 15:08:40 -0400  
**To:** jody.m.smith20.ctr;alfred.s.kenyon4.ctr;Kenyon, Alfred  
**Cc:** FEMA IPAWS Lab;fema.ipaws.lab@gmail.com  
**Subject:** Long Island Operational Area RMT audio  
**Attachments:** Long Island Operational Area RMT.mp3

Jody & Al,

Here is the mono file at 64kbps at 44.1.

Sandy

-----Original Message-----

From: Kenyon, Alfred [<mailto:Alfred.Kenyon@fema.dhs.gov>]

Sent: Wednesday, May 3, 2017 10:40 AM

To: Smith, Jody M CTR DISA JITC (US) <(b)(6)@mail.mil>; Lucero, Mark A CIV (US) <mark.lucero@fema.dhs.gov>

Cc: Centeno, Manuel Jr CIV (US) <manuel.centeno@fema.dhs.gov>; (b)(6) CIV DISA JT (US) <(b)(6)@mail.mil>

Subject: RE: [Non-DoD Source] RE: May 4th RMT for Long Island EAS Operational Area

Let's use the IPAWS Lab Production cert. I can enable it for RMT to Nassau and Suffolk County, NY. What's the COG # for the current Production cert?

AI

-----Original Message-----

From: Kenyon, Alfred [<mailto:Alfred.Kenyon@fema.dhs.gov>]

Sent: Tuesday, May 2, 2017 4:06 PM

To: Dan Ahousec (Dan.Ahousec@AlticcUSA.com) <(b)(6)@AlticcUSA.com>; Smith, Jody M CTR DISA JITC (US) <(b)(6)@mail.mil>

Cc: (b)(6)@tomrayconsulting.com; David Donovan <(b)(6)@nysbroadcasters.org>; Lucero, Mark A CIV (US) <mark.lucero@fema.dhs.gov>; Layton, John (DHSES <(b)(6)@dhSES.ny.gov>; Sprague, Michael (DHSES <(b)(6)@dhSES.ny.gov>; Beckley, Patrick (DHSES <(b)(6)@dhSES.ny.gov>; Neidermeyer,

Alan <Alan.Neidermeyer@fema.dhs.gov>; <(b)(6)@suffolkcountyny.gov>

<(b)(6)@suffolkcountyny.gov>; Centeno, Manuel Jr CIV (US) <manuel.centeno@fema.dhs.gov>;

<(b)(6)@connoisseurLI.com>

Subject: [Non-DoD Source] RE: May 4th RMT for Long Island EAS Operational Area

All active links contained in this email were disabled. Please verify the identity of the sender, and confirm the authenticity of all links contained within the message prior to copying and pasting the address to a Web browser.

Dan,

I just spoke with Jesse Sayre of WALK AM/FM and confirmed that he will coordinate for the IPAWS Lab to originate Thursday's 10:55 AM Long Island RMT message. To ensure that the AlticeUSA EAS device receives the RMT from IPAWS it would be best if you could arrange for a technician to temporarily disconnect the off-air monitor(s) feeding your EAS device prior to 10:55 AM and re-connect them following reception of the test message from IPAWS.

The CAP RMT message will include message text and an audio message file.

If you like we can establish a conference call including you and/or your technician to coordinate our activities Thursday morning.

Regards,

AL KENYON

IPAWS Engineering

IPAWS Program Office, National Continuity Programs

Department of Homeland Security - FEMA

500 C Street, SW, 5NW-0407

Washington, DC 20472-3153

202-646-3308 Office

202-538-4471 Cell

540-504-2389 eFax

Alfred.Kenyon@fema.dhs.gov < Caution-mailto:Alfred.Kenyon@fema.dhs.gov >

From: Kenyon, Alfred

Sent: Monday, May 01, 2017 3:19 PM

To: (b)(6)@connoisseurLI.com; (b)(6)@mail.mil' <(b)(6)@mail.mil>

Cc: (b)(6)@tomrayconsulting.com'; (b)(6)@tomrayconsulting.com>; David Donovan  
(b)(6)@nysbroadcasters.org>; Lucero, Mark <Mark.Lucero@fema.dhs.gov>; 'Layton, John (DHSES'  
(b)(6)@dhSES.ny.gov>; 'Sprague, Michael (DHSES' <(b)(6)@dhSES.ny.gov>; 'Beckley, Patrick  
(DHSES' (b)(6)@dhSES.ny.gov>; Dan Ahouse; (b)(6)@AlticeUSA.com)  
(b)(6)@AlticeUSA.com>; Neidermeyer, Alan <Alan.Neidermeyer@fema.dhs.gov>;  
(b)(6)@suffolkcountyny.gov'; (b)(6)@suffolkcountyny.gov>; (b)(6)@suffolkcountyny.gov'  
(b)(6)@suffolkcountyny.gov>; Centeno, Manuel <Manuel.Centeno@fema.dhs.gov>

Subject: May 4th RMT for Long Island EAS Operational Area

Jesse,

Following discussion between Suffolk County, NY DHSES, AlticeUSA cable, and NYS Broadcasters we would like to substitute an IPAWS generated CAP RMT for the monthly test message scheduled for Thursday, May 4th at 10:55 AM. We propose to coordinate this CAP RMT with AlticeUSA so that they may observe and document how their equipment performs and responds to CAP messages. This change should not negatively affect any broadcast or cable operation serving the Long Island EAS operational area. If a station does not retrieve the RMT from IPAWS it should still receive it according to the EAS monitoring plan. In the specific case of Altice we will arrange for them to temporarily disconnect their EAS monitor receiver(s) to ensure that the RMT is initially received via IPAWS.

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You may want to confirm this with Tom Ray and/or David Donovan (copied) and get back to me.

Regards,

AL KENYON

IPAWS National Test Technical Lead

IPAWS Program Office, National Continuity Programs

Department of Homeland Security - FEMA

500 C Street, SW, 5NW-0407

Washington, DC 20472-3153

**(b)(6)** Office  
Cell

540-504-2389 eFax

Alfred.Kenyon@fema.dhs.gov < Caution-mailto:Alfred.Kenyon@fema.dhs.gov >

**From:** Lai, Chan (CTR)  
**Sent:** Wed, 3 May 2017 12:11:44 -0400  
**To:** Kenyon, Alfred  
**Subject:** RE: [Non-DoD Source] RE: May 4th RMT for Long Island EAS Operational Area

Al,  
COG 200154 valid until 6/1/2018.

But COG Name for 200154 is "FOR IPAWS USE", but not for public authority.

Thanks!

v/r,  
Chan Lai (CTR)  
Arc Aspicio, Contractor  
FEMA IPAWS Program Management Office  
5NW-0404, FEMA HQ  
500 C. St., SW  
Washington, DC 20472  
Office: (202) 212-7680  
Mobile: (571) 334-7780  
E-mail: [chan.lai@associates.fema.dhs.gov](mailto:chan.lai@associates.fema.dhs.gov)

-----Original Message-----

From: Kenyon, Alfred  
Sent: Wednesday, May 03, 2017 12:07 PM  
To: Lai, Chan (CTR) <[chan.lai@associates.fema.dhs.gov](mailto:chan.lai@associates.fema.dhs.gov)>  
Subject: FW: [Non-DoD Source] RE: May 4th RMT for Long Island EAS Operational Area

Chan,

Can you check the expiration for the certificate for COG 200154?

Al

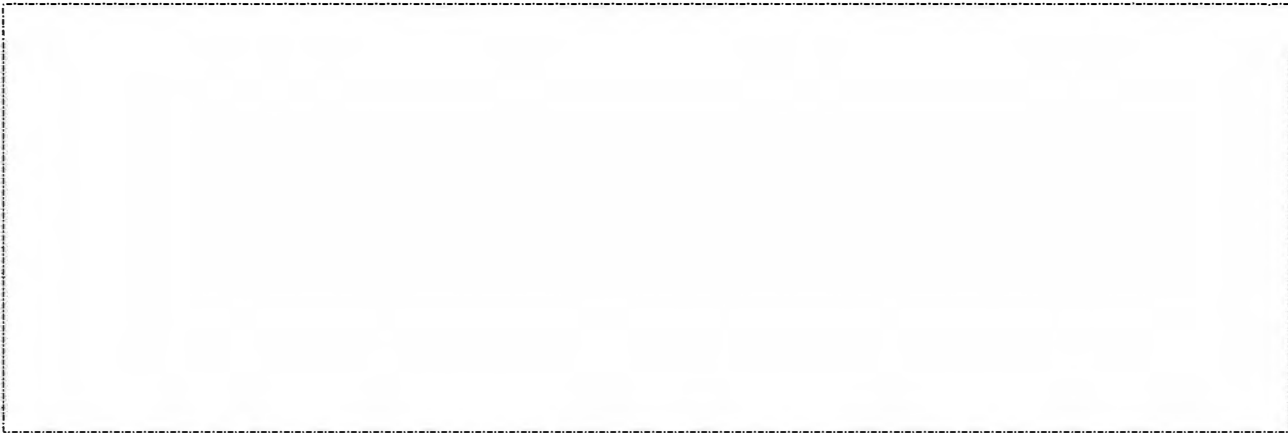


-----Original Message-----

From: Kenyon, Alfred [mailto:Alfred.Kenyon@fema.dhs.gov]  
Sent: Wednesday, May 3, 2017 10:40 AM  
To: Smith, Jody M CTR DISA JITC (US) (b)(6)@mail.mil>; Lucero, Mark A CIV (US)  
<mark.lucero@fema.dhs.gov>  
Cc: Centeno, Manuel Jr CIV (US) <manuel.centeno@fema.dhs.gov> (b)(6) CIV DISA JT (US)  
(b)(6)@mail.mil>  
Subject: RE: [Non-DoD Source] RE: May 4th RMT for Long Island EAS Operational Area

Let's use the IPAWS Lab Production cert. I can enable it for RMT to Nassau and Suffolk County, NY. What's the COG # for the current Production cert?

AI



-----Original Message-----

From: Kenyon, Alfred [mailto:Alfred.Kenyon@fema.dhs.gov]  
Sent: Tuesday, May 2, 2017 4:06 PM  
To: Dan Ahouse (b)(6)@AlticeUSA.com (b)(6)@AlticeUSA.com>; Smith, Jody M CTR DISA  
JITC (US) (b)(6)@mail.mil>  
Cc: (b)(6)@tomrayconsulting.com; David Donovan (b)(6)@nysbroadcasters.org>; Lucero, Mark A CIV (US)  
<mark.lucero@fema.dhs.gov>; Layton, John (DHSES (b)(6)@dhSES.ny.gov>; Sprague, Michael (DHSES  
(b)(6)@dhSES.ny.gov>; Beckley, Patrick (DHSES (b)(6)@dhSES.ny.gov>; Neidermeyer,  
Alan <Alan.Neidermeyer@fema.dhs.gov> (b)(6)@suffolkcountyny.gov>  
(b)(6)@suffolkcountyny.gov; Centeno, Manuel Jr CIV (US) <manuel.centeno@fema.dhs.gov>;  
(b)(6)@connoisseurLI.com  
Subject: [Non-DoD Source] RE: May 4th RMT for Long Island EAS Operational Area

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Dan,

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RMT from IPAWS it would be best if you could arrange for a technician to temporarily disconnect the off-air monitor(s) feeding your EAS device prior to 10:55 AM and re-connect them following reception of the test message from IPAWS.

The CAP RMT message will include message text and an audio message file.

If you like we can establish a conference call including you and/or your technician to coordinate our activities Thursday morning.

Regards,

AL KENYON

IPAWS Engineering

IPAWS Program Office, National Continuity Programs

Department of Homeland Security - FEMA

500 C Street, SW, 5NW-0407

Washington, DC 20472-3153

202-646-3308 Office

202-538-4471 Cell

540-504-2389 eFax

Alfred.Kenyon@fema.dhs.gov < Caution-mailto:Alfred.Kenyon@fema.dhs.gov >

From: Kenyon, Alfred

Sent: Monday, May 01, 2017 3:19 PM

To: (b)(6)@connoisseurLI.com; (b)(6)@mail.mil; (b)(6)@mail.mil

Cc: (b)(6)@tomrayconsulting.com; (b)(6)@tomrayconsulting.com; David Donovan (b)(6)@nysbroadcasters.org; Lucero, Mark <Mark.Lucero@fema.dhs.gov>; 'Layton, John (DHSES' (b)(6)@dhsec.ny.gov>; 'Sprague, Michael (DHSES' (b)(6)@dhsec.ny.gov>; 'Beckley, Patrick (DHSES' (b)(6)@dhsec.ny.gov>; Dan Ahouse (b)(6)@AlticeUSA.com (b)(6)@AlticeUSA.com>; Neidermeyer, Alan <Alan.Neidermeyer@fema.dhs.gov>; (b)(6)@suffolkcountyny.gov' <(b)(6)@suffolkcountyny.gov>; (b)(6)@suffolkcountyny.gov'

(b)(6) @suffolkcountyny.gov>; Centeno, Manuel <Manuel.Centeno@fema.dhs.gov>  
Subject: May 4th RMT for Long Island EAS Operational Area

Jesse,

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540-504-2389 eFax

Alfred.Kenyon@fema.dhs.gov < Caution-mailto:Alfred.Kenyon@fema.dhs.gov >

-----Original Message-----

From: Kenyon, Alfred [<mailto:Alfred.Kenyon@fema.dhs.gov>]  
Sent: Wednesday, May 3, 2017 12:17 PM  
To: Smith, Jody M CTR DISA JITC (US) [(b)(6)]@mail.mil>; Lucero, Mark A CIV (US) <mark.lucero@fema.dhs.gov>  
Cc: Centeno, Manuel Jr CIV (US) <manuel.centeno@fema.dhs.gov> [(b)(6)] CIV DISA JT (US) [(b)(6)]@mail.mil>  
Subject: RE: [Non-DoD Source] RE: May 4th RMT for Long Island EAS Operational Area

Jody,

Chan confirms that COG 200154 is valid until 6/1/2018.

COG Name for 200154 is "FOR IPAWS USE", not for public authority.

I've enabled COG 200154 for RWT and RMT. It was already turned up for every state individually.

Looks like we are good to go.

AL KENYON  
IPAWS Engineering  
IPAWS Program Office, National Continuity Programs  
Department of Homeland Security - FEMA  
500 C Street, SW, 5NW-0407  
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540-504-2389 eFax  
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-----Original Message-----

From: Kenyon, Alfred [mailto:Alfred.Kenyon@fema.dhs.gov]

Sent: Wednesday, May 3, 2017 10:40 AM

To: Smith, Jody M CTR DISA JITC (US) (b)(6)@mail.mil>; Lucero, Mark A CIV (US) <mark.lucero@fema.dhs.gov>

Cc: Centeno, Manuel Jr CIV (US) <manuel.centeno@fema.dhs.gov>; (b)(6) CIV DISA JT (US) (b)(6)@mail.mil>

Subject: RE: [Non-DoD Source] RE: May 4th RMT for Long Island EAS Operational Area

Let's use the IPAWS Lab Production cert. I can enable it for RMT to Nassau and Suffolk County, NY. What's the COG # for the current Production cert?

AI

-----Original Message-----

From: Kenyon, Alfred [mailto:Alfred.Kenyon@fema.dhs.gov]

Sent: Tuesday, May 2, 2017 4:06 PM

To: Dan Ahouse (b)(6)@AlticeUSA.com (b)(6)@AlticeUSA.com>; Smith, Jody M CTR DISA JITC (US) (b)(6)@mail.mil>

Cc: (b)(6)@tomrayconsulting.com; David Donovan (b)(6)@nysbroadcasters.org>; Lucero, Mark A CIV (US) <mark.lucero@fema.dhs.gov>; Layton, John (DHSES (b)(6)@dhSES.ny.gov>; Sprague, Michael (DHSES (b)(6)@dhSES.ny.gov>; Beckley, Patrick (DHSES (b)(6)@dhSES.ny.gov>; Neidermeyer, Alan <Alan.Neidermeyer@fema.dhs.gov>; (b)(6)@suffolkcountyny.gov>

(b)(6)@suffolkcountyny.gov; Centeno, Manuel Jr CIV (US) <manuel.centeno@fema.dhs.gov>; (b)(6)@connoisseurLI.com

Subject: [Non-DoD Source] RE: May 4th RMT for Long Island EAS Operational Area

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From: Kenyon, Alfred

Sent: Monday, May 01, 2017 3:19 PM

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Cc: (b)(6) <tomrayconsulting.com>; (b)(6) <tomrayconsulting.com>; David Donovan  
(b)(6) <nysbroadcasters.org>; Lucero, Mark <Mark.Lucero@fema.dhs.gov>; 'Layton, John (DHSES'  
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(DHSES' <(b)(6) <dhses.ny.gov>; Dan Ahouse <(b)(6) <AlticeUSA.com>  
(b)(6) <AlticeUSA.com>; Neidermeyer, Alan <Alan.Neidermeyer@fema.dhs.gov>;  
(b)(6) <suffolkcountyny.gov>; (b)(6) <@suffolkcountyny.gov>; (b)(6) <@suffolkcountyny.gov>  
(b)(6) <@suffolkcountyny.gov>; Centeno, Manuel <Manuel.Centeno@fema.dhs.gov>  
Subject: May 4th RMT for Long Island EAS Operational Area

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540-504-2389 eFax

Alfred.Kenyon@fema.dhs.gov < Caution-mailto:Alfred.Kenyon@fema.dhs.gov >

**From:** Lai, Chan (CTR)  
**Sent:** Thu, 4 May 2017 12:24:58 -0400  
**To:** Kenyon, Alfred  
**Cc:** Lai, Chan (CTR)  
**Subject:** RE: [Non-DoD Source] RE: May 4th RMT for Long Island EAS Operational Area

Yes, 200154 cert has an expired link already since this is a DHS cert. There is no new IdenTrust cert in place for COG 200154. Need a request cc Mark to obtain a new for your RMT test.

I'll let you know if any PROD cert is available.

v/r,  
Chan Lai (CTR)  
Arc Aspicio, Contractor  
FEMA IPAWS Program Management Office  
5NW-0404, FEMA HQ  
500 C. St., SW  
Washington, DC 20472  
Office: (202) 212-7680  
Mobile: (571) 334-7780  
E-mail: [chan.lai@associates.fema.dhs.gov](mailto:chan.lai@associates.fema.dhs.gov)

-----Original Message-----

**From:** Kenyon, Alfred  
**Sent:** Thursday, May 04, 2017 12:17 PM  
**To:** Lai, Chan (CTR) <[chan.lai@associates.fema.dhs.gov](mailto:chan.lai@associates.fema.dhs.gov)>  
**Subject:** RE: [Non-DoD Source] RE: May 4th RMT for Long Island EAS Operational Area

As it turns out the 200154 cert contains an expired link. That had a negative effect on the RMT exercise that we conducted this morning in Long Island.

Al

-----Original Message-----

**From:** Lai, Chan (CTR)  
**Sent:** Wednesday, May 03, 2017 12:12 PM  
**To:** Kenyon, Alfred <[Alfred.Kenyon@fema.dhs.gov](mailto:Alfred.Kenyon@fema.dhs.gov)>  
**Subject:** RE: [Non-DoD Source] RE: May 4th RMT for Long Island EAS Operational Area

Al,  
COG 200154 valid until 6/1/2018.

But COG Name for 200154 is "FOR IPAWS USE", but not for public authority.

Thanks!

v/r,  
Chan Lai (CTR)  
Arc Aspicio, Contractor  
FEMA IPAWS Program Management Office



5NW-0404, FEMA HQ  
500 C. St., SW  
Washington, DC 20472  
Office: (202) 212-7680  
Mobile: (571) 334-7780  
E-mail: chan.lai@associates.fema.dhs.gov

-----Original Message-----

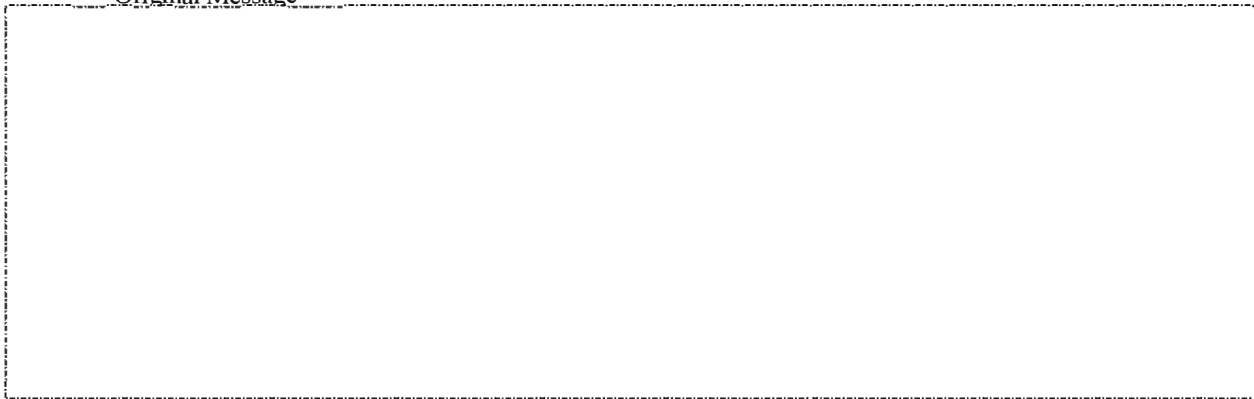
From: Kenyon, Alfred  
Sent: Wednesday, May 03, 2017 12:07 PM  
To: Lai, Chan (CTR) <chan.lai@associates.fema.dhs.gov>  
Subject: FW: [Non-DoD Source] RE: May 4th RMT for Long Island EAS Operational Area

Chan,

Can you check the expiration for the certificate for COG 200154?

AI

-----Original Message-----



-----Original Message-----

From: Kenyon, Alfred [<mailto:Alfred.Kenyon@fema.dhs.gov>]  
Sent: Wednesday, May 3, 2017 10:40 AM  
To: Smith, Jody M CTR DISA JITC (US) [(b)(6)]@mail.mil>; Lucero, Mark A CIV (US) <mark.lucero@fema.dhs.gov>  
Cc: Centeno, Manuel Jr CIV (US) <manuel.centeno@fema.dhs.gov> [(b)(6)] CIV DISA JT (US) [(b)(6)]@mail.mil>  
Subject: RE: [Non-DoD Source] RE: May 4th RMT for Long Island EAS Operational Area

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-----Original Message-----

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To: Dan Ahouse (b)(6)@AlticeUSA.com; (b)(6)@AlticeUSA.com>; Smith, Jody M CTR DISA JITC (US) (b)(6)@mail.mil>

Cc: (b)(6)@tomrayconsulting.com; David Donovan (b)(6)@nysbroadcasters.org>; Lucero, Mark A CIV (US) <mark.lucero@fema.dhs.gov>; Layton, John (DHSES (b)(6)@dhSES.ny.gov>; Sprague, Michael (DHSES (b)(6)@dhSES.ny.gov>; Beckley, Patrick (DHSES (b)(6)@dhSES.ny.gov>; Neidermeyer, Alan <Alan.Neidermeyer@fema.dhs.gov>; (b)(6)@suffolkcountyny.gov;

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Subject: [Non-DoD Source] RE: May 4th RMT for Long Island EAS Operational Area

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Sent: Monday, May 01, 2017 3:19 PM

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Cc: (b)(6) @tomrayconsulting.com; (b)(6) @tomrayconsulting.com>; David Donovan <(b)(6) @nysbroadcasters.org>; Lucero, Mark <Mark.Lucero@fema.dhs.gov>; 'Layton, John (DHSES)' <(b)(6) @dhSES.ny.gov>; 'Sprague, Michael (DHSES)' <(b)(6) @dhSES.ny.gov>; 'Beckley, Patrick (DHSES)' <(b)(6) @dhSES.ny.gov>; Dan Ahouse <(b)(6) @AlticeUSA.com) <(b)(6) @AlticeUSA.com>; Neidermeyer, Alan <Alan.Neidermeyer@fema.dhs.gov>; (b)(6) @suffolkcounty.ny.gov' <(b)(6) @suffolkcounty.ny.gov>; (b)(6) @suffolkcounty.ny.gov' <(b)(6) @suffolkcounty.ny.gov>; Centeno, Manuel <Manuel.Centeno@fema.dhs.gov>

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[Alfred.Kenyon@fema.dhs.gov](mailto:Alfred.Kenyon@fema.dhs.gov) < Caution-mailto:Alfred.Kenyon@fema.dhs.gov >

**From:** Lai, Chan (CTR)  
**Sent:** Thu, 4 May 2017 13:00:34 -0400  
**To:** Kenyon, Alfred  
**Subject:** RE: [Non-DoD Source] RE: May 4th RMT for Long Island EAS Operational Area

Yes, COG 200471 with COG name IPAWS PMO Testing is the right one valid 09/14/19. Please use this one.

v/r,  
Chan Lai (CTR)  
Arc Aspicio, Contractor  
FEMA IPAWS Program Management Office  
5NW-0404, FEMA HQ  
500 C. St., SW  
Washington, DC 20472  
Office: (202) 212-7680  
Mobile: (571) 334-7780  
E-mail: [chan.lai@associates.fema.dhs.gov](mailto:chan.lai@associates.fema.dhs.gov)

-----Original Message-----

From: Kenyon, Alfred  
Sent: Thursday, May 04, 2017 12:57 PM  
To: Lai, Chan (CTR) <[chan.lai@associates.fema.dhs.gov](mailto:chan.lai@associates.fema.dhs.gov)>  
Subject: RE: [Non-DoD Source] RE: May 4th RMT for Long Island EAS Operational Area

We also have COG 200741 available, I just picked the wrong one.

-----Original Message-----

From: Lai, Chan (CTR)  
Sent: Thursday, May 04, 2017 12:25 PM  
To: Kenyon, Alfred <[Alfred.Kenyon@fema.dhs.gov](mailto:Alfred.Kenyon@fema.dhs.gov)>  
Cc: Lai, Chan (CTR) <[chan.lai@associates.fema.dhs.gov](mailto:chan.lai@associates.fema.dhs.gov)>  
Subject: RE: [Non-DoD Source] RE: May 4th RMT for Long Island EAS Operational Area

Yes, 200154 cert has an expired link already since this is a DHS cert. There is no new IdenTrust cert in place for COG 200154. Need a request cc Mark to obtain a new for your RMT test.

I'll let you know if any PROD cert is available.

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To: Lai, Chan (CTR) <chan.lai@associates.fema.dhs.gov>

Subject: RE: [Non-DoD Source] RE: May 4th RMT for Long Island EAS Operational Area

As it turns out the 200154 cert contains an expired link. That had a negative effect on the RMT exercise that we conducted this morning in Long Island.

Al

-----Original Message-----

From: Lai, Chan (CTR)

Sent: Wednesday, May 03, 2017 12:12 PM

To: Kenyon, Alfred <Alfred.Kenyon@fema.dhs.gov>

Subject: RE: [Non-DoD Source] RE: May 4th RMT for Long Island EAS Operational Area

Al,

COG 200154 valid until 6/1/2018.

But COG Name for 200154 is "FOR IPAWS USE", but not for public authority.

Thanks!

v/r,

Chan Lai (CTR)

Arc Aspicio, Contractor

FEMA IPAWS Program Management Office

5NW-0404, FEMA HQ

500 C. St., SW

Washington, DC 20472

Office: (202) 212-7680

Mobile: (571) 334-7780

E-mail: chan.lai@associates.fema.dhs.gov

-----Original Message-----

From: Kenyon, Alfred

Sent: Wednesday, May 03, 2017 12:07 PM

To: Lai, Chan (CTR) <chan.lai@associates.fema.dhs.gov>

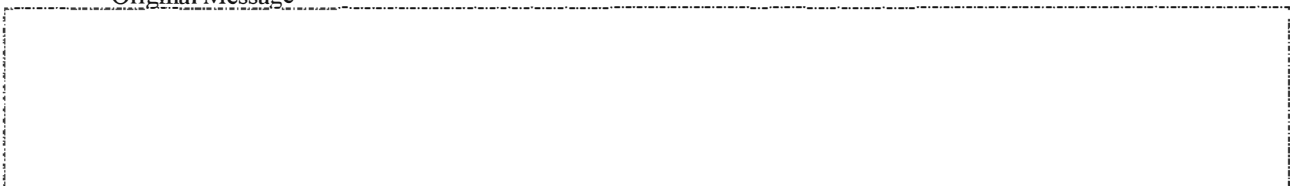
Subject: FW: [Non-DoD Source] RE: May 4th RMT for Long Island EAS Operational Area

Chan,

Can you check the expiration for the certificate for COG 200154?

Al

-----Original Message-----



-----Original Message-----

From: Kenyon, Alfred [<mailto:Alfred.Kenyon@fema.dhs.gov>]  
Sent: Wednesday, May 3, 2017 10:40 AM  
To: Smith, Jody M CTR DISA JITC (US) <(b)(6)@mail.mil>; Lucero, Mark A CIV (US) <mark.lucero@fema.dhs.gov>  
Cc: Centeno, Manuel Jr CIV (US) <manuel.centeno@fema.dhs.gov>; (b)(6) CIV DISA JT (US) <(b)(6)@mail.mil>  
Subject: RE: [Non-DoD Source] RE: May 4th RMT for Long Island EAS Operational Area

Let's use the IPAWS Lab Production cert. I can enable it for RMT to Nassau and Suffolk County, NY. What's the COG # for the current Production cert?

AI

-----Original Message-----

-----Original Message-----

From: Kenyon, Alfred [<mailto:Alfred.Kenyon@fema.dhs.gov>]  
Sent: Tuesday, May 2, 2017 4:06 PM  
To: Dan Ahouse <(b)(6)@AlticeUSA.com>; (b)(6) <(b)(6)@AlticeUSA.com>; Smith, Jody M CTR DISA JITC (US) <(b)(6)@mail.mil>  
Cc: (b)(6) <(b)(6)@tomrayconsulting.com>; David Donovan <(b)(6)@nysbroadcasters.org>; Lucero, Mark A CIV (US) <mark.lucero@fema.dhs.gov>; Layton, John (DHSES <(b)(6)@dhsec.ny.gov>; Sprague, Michael (DHSES <(b)(6)@dhsec.ny.gov>; Beckley, Patrick (DHSES <(b)(6)@dhsec.ny.gov>; Neidermeyer, Alan <Alan.Neidermeyer@fema.dhs.gov>; (b)(6)@suffolkcountyny.gov;  
(b)(6)@suffolkcountyny.gov; Centeno, Manuel Jr CIV (US) <manuel.centeno@fema.dhs.gov>; (b)(6)@connoisseurLI.com  
Subject: [Non-DoD Source] RE: May 4th RMT for Long Island EAS Operational Area

All active links contained in this email were disabled. Please verify the identity of the sender, and confirm the authenticity of all links contained within the message prior to copying and pasting the address to a Web browser.

Dan,

I just spoke with Jesse Sayre of WALK AM/FM and confirmed that he will coordinate for the IPAWS Lab to originate Thursday's 10:55 AM Long Island RMT message. To ensure that the AlticeUSA EAS device receives the RMT from IPAWS it would be best if you could arrange for a technician to temporarily disconnect the off-air monitor(s) feeding your EAS device prior to 10:55 AM and re-connect them following reception of the test message from IPAWS.

The CAP RMT message will include message text and an audio message file.

If you like we can establish a conference call including you and/or your technician to coordinate our activities Thursday morning.

Regards,

AL KENYON

IPAWS Engineering

IPAWS Program Office, National Continuity Programs

Department of Homeland Security - FEMA

500 C Street, SW, 5NW-0407

Washington, DC 20472-3153

202-646-3308 Office

202-538-4471 Cell

540-504-2389 eFax

Alfred.Kenyon@fema.dhs.gov < Caution-mailto: Alfred.Kenyon@fema.dhs.gov >



From: Kenyon, Alfred

Sent: Monday, May 01, 2017 3:19 PM

To: (b)(6) <(b)(6)@connoisseurLI.com>; (b)(6) <(b)(6)@mail.nul>; (b)(6) <(b)(6)@mail.nul>

Cc: (b)(6) <(b)(6)@tomrayconsulting.com>; (b)(6) <(b)(6)@tomrayconsulting.com>; David Donovan

(b)(6) <(b)(6)@nysbroadcasters.org>; Lucero, Mark <Mark.Lucero@fema.dhs.gov>; 'Layton, John (DHSES'

(b)(6) <(b)(6)@dhsec.ny.gov>; 'Sprague, Michael (DHSES' <(b)(6)@dhsec.ny.gov>; 'Beckley, Patrick

(DHSES' <(b)(6)@dhsec.ny.gov>; Dan Ahouse <(b)(6)@AlticeUSA.com>

<(b)(6)@AlticeUSA.com>; Neidermeyer, Alan <Alan.Neidermeyer@fema.dhs.gov>;

(b)(6) <(b)(6)@suffolkcountyny.gov>; (b)(6) <(b)(6)@suffolkcountyny.gov>; (b)(6) <(b)(6)@suffolkcountyny.gov>

<(b)(6)@suffolkcountyny.gov>; Centeno, Manuel <Manuel.Centeno@fema.dhs.gov>

Subject: May 4th RMT for Long Island EAS Operational Area

Jesse,

Following discussion between Suffolk County, NY DHSES, AlticeUSA cable, and NYS Broadcasters we would like to substitute an IPAWS generated CAP RMT for the monthly test message scheduled for Thursday, May 4th at 10:55 AM. We propose to coordinate this CAP RMT with AlticeUSA so that they may observe and document how their equipment performs and responds to CAP messages. This change should not negatively affect any broadcast or cable operation serving the Long Island EAS operational area. If a station does not retrieve the RMT from IPAWS it should still receive it according to the EAS monitoring plan. In the specific case of Altice we will arrange for them to temporarily disconnect their EAS monitor receiver(s) to ensure that the RMT is initially received via IPAWS.

This is one of those rare occasions when you are asked to help by doing nothing: Don't originate the RMT, just sit back and watch it happen. We propose to originate the RMT from our IPAWS Lab facility in Indian Head, Maryland, the same facility we used when we originated the National IPAWS/EAS test in September. If you have a standard recorded RMT audio message and can send it to us as a digital audio file we will use that; otherwise we will ask the Lab to provide a suitable audio message. We could send it without audio to see if/how text to speech is working in the field but that's probably one test too many.

You may want to confirm this with Tom Ray and/or David Donovan (copied) and get back to me.

Regards,

AL KENYON

IPAWS National Test Technical Lead

IPAWS Program Office, National Continuity Programs

Department of Homeland Security - FEMA

500 C Street, SW, 5NW-0407

Washington, DC 20472-3153

202-646-3308 Office

202-538-4471 Cell

540-504-2389 eFax

[Alfred.Kenyon@fema.dhs.gov](mailto:Alfred.Kenyon@fema.dhs.gov) < Caution-mailto:[Alfred.Kenyon@fema.dhs.gov](mailto:Alfred.Kenyon@fema.dhs.gov) >

-----Original Message-----

From: Kenyon, Alfred [<mailto:Alfred.Kenyon@fema.dhs.gov>]

Sent: Tuesday, May 2, 2017 4:06 PM

To: Dan Ahouse <(b)(6)@AliceUSA.com> <(b)(6)@AliceUSA.com>; Smith, Jody M CTR DISA JITC (US) <(b)(6)@mail.mil>

Cc: (b)(6)@tomrayconsulting.com; David Donovan <(b)(6)@nysbroadcasters.org>; Lucero, Mark A CIV (US) <mark.lucero@fema.dhs.gov>; Layton, John (DHSES <(b)(6)@dhSES.ny.gov>; Sprague, Michael (DHSES <(b)(6)@dhSES.ny.gov>; Beckley, Patrick (DHSES <(b)(6)@dhSES.ny.gov>; Neidermeyer, Alan <Alan.Neidermeyer@fema.dhs.gov> <(b)(6)@suffolkcountyny.gov>;

(b)(6)@suffolkcountyny.gov; Centeno, Manuel Jr CIV (US) <manuel.centeno@fema.dhs.gov>;

(b)(6)@connoisseurLI.com

Subject: [Non-DoD Source] RE: May 4th RMT for Long Island EAS Operational Area

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Dan,

I just spoke with Jesse Sayre of WALK AM/FM and confirmed that he will coordinate for the IPAWS Lab to originate Thursday's 10:55 AM Long Island RMT message. To ensure that the AliceUSA EAS device receives the RMT from IPAWS it would be best if you could arrange for a technician to temporarily disconnect the off-air monitor(s) feeding your EAS device prior to 10:55 AM and re-connect them following reception of the test message from IPAWS.

The CAP RMT message will include message text and an audio message file.

If you like we can establish a conference call including you and/or your technician to coordinate our activities Thursday morning.

Regards,

AL KENYON

IPAWS Engineering

IPAWS Program Office, National Continuity Programs

Department of Homeland Security - FEMA

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202-538-4471 Cell

540-504-2389 eFax

Alfred.Kenyon@fema.dhs.gov < Caution-mailto:Alfred.Kenyon@fema.dhs.gov >

From: Kenyon, Alfred

Sent: Monday, May 01, 2017 3:19 PM

To: (b)(6)@connoisseurLI.com; (b)(6)@mail.mil; (b)(6)@mail.mil>

Cc: (b)(6)@tomrayconsulting.com; (b)(6)@tomrayconsulting.com>; David Donovan (b)(6)@nysbroadcasters.org; Lucero, Mark <Mark.Lucero@fema.dhs.gov>; 'Layton, John (DHSES)' (b)(6)@dhSES.ny.gov>; 'Sprague, Michael (DHSES)' (b)(6)@dhSES.ny.gov>; 'Beckley, Patrick (DHSES)' (b)(6)@dhSES.ny.gov>; Dan Ahouse (b)(6)@AlticeUSA.com) (b)(6)@AlticeUSA.com>; Neidermeyer, Alan <Alan.Neidermeyer@fema.dhs.gov>; (b)(6)@suffolkcountyny.gov; (b)(6)@suffolkcountyny.gov; (b)(6)@suffolkcountyny.gov; (b)(6)@suffolkcountyny.gov>; Centeno, Manuel <Manuel.Centeno@fema.dhs.gov>

Subject: May 4th RMT for Long Island EAS Operational Area

Jesse,

Following discussion between Suffolk County, NY DHSES, AlticeUSA cable, and NYS Broadcasters we would like to substitute an IPAWS generated CAP RMT for the monthly test message scheduled for Thursday, May 4th at 10:55 AM. We propose to coordinate this CAP RMT with AlticeUSA so that they may observe and document how

their equipment performs and responds to CAP messages. This change should not negatively affect any broadcast or cable operation serving the Long Island EAS operational area. If a station does not retrieve the RMT from IPAWS it should still receive it according to the EAS monitoring plan. In the specific case of Altice we will arrange for them to temporarily disconnect their EAS monitor receiver(s) to ensure that the RMT is initially received via IPAWS.

This is one of those rare occasions when you are asked to help by doing nothing: Don't originate the RMT, just sit back and watch it happen. We propose to originate the RWT from our IPAWS Lab facility in Indian Head, Maryland, the same facility we used when we originated the National IPAWS/EAS test in September. If you have a standard recorded RMT audio message and can send it to us as a digital audio file we will use that; otherwise we will ask the Lab to provide a suitable audio message. We could send it without audio to see if/how text to speech is working in the field but that's probably one test too many.

You may want to confirm this with Tom Ray and/or David Donovan (copied) and get back to me.

Regards,

AL KENYON

IPAWS National Test Technical Lead

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202-538-4471 Cell

540-504-2389 eFax

Alfred.Kenyon@fema.dhs.gov < Caution-mailto:Alfred.Kenyon@fema.dhs.gov >

**From:** Miniutti, Greg  
**Sent:** Thu, 4 May 2017 15:07:58 +0000  
**To:** Kenyon, Alfred  
**Cc:** Dan Ahouse  
(b)(6)@AlticeUSA.com); (b)(6)@mail.mil; (b)(6)@tomrayconsulting.com; David  
Donovan; Lucero, Mark; Layton, John (DHSES; Sprague, Michael (DHSES; Beckley, Patrick  
(DHSES; Neidermeyer, Alan; Williams, Commissioner Joe; Centeno,  
(b)(6)@connoisseurLI.com  
**Subject:** Re: Conference Bridge Reminder - RMT for Long Island EAS Operational Area

Copied email from our OEM director;  
We viewed the EAS TEST on 4 different TV channels. Interestingly enough it appeared on the top of the screen as opposed to the old EBS which used to appear on the bottom of the screen.

Additionally, it should be noted that message was cut short and incomplete as the end of the message was not there. The last word missing from the text was the word "TEST".

---

**Edward C. Schneyer**  
Director of Emergency Preparedness  
Suffolk County Fire, Rescue & Emergency Services  
Office Phone: (b)(6)  
Office Fax: 631-852-4922

Gregory Miniutti

On May 4, 2017, at 09:49, Kenyon, Alfred <Alfred.Kenyon@fema.dhs.gov> wrote:

You do not need to call in unless you want to.

I've set up a conference bridge if anyone cares to check in this morning while we send the RMT:

(b)(6) PIN # (b)(6)

The bridge will be active for an hour from 10:45 AM.

EAS Participants are allowed to hold an RMT for up to 60 minutes after they receive the message so you may not hear the RMT immediately upon origination.

If anyone has any questions feel free to give me a call: (b)(6)

Dan – Please forward this to your on-site systems tech.

Thank you!

**AL KENYON**

*IPAWS Engineering*

IPAWS Program Office, National Continuity Programs

Department of Homeland Security - FEMA

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202-646-3308 Office

202-538-4471 Cell

540-504-2389 eFax

[Alfred.Kenyon@fema.dhs.gov](mailto:Alfred.Kenyon@fema.dhs.gov)

**From:** Miniutti, Greg  
**Sent:** Thu, 4 May 2017 15:06:35 +0000  
**To:** Kenyon, Alfred  
**Cc:** Dan Ahouse  
(b)(6)@AlticeUSA.com; (b)(6)@mail.mil; (b)(6)@tomrayconsulting.com; David  
Donovan; Lucero, Mark; Layton, John (DHSES; Sprague, Michael (DHSES; Beckley, Patrick  
(DHSES; Neidermeyer, Alan; Williams, Commissioner Joe; Centeno,  
Manuel; (b)(6)@connoisseurll.com  
**Subject:** Re: Conference Bridge Reminder - RMT for Long Island EAS Operational Area  
**Attachments:** Video.MOV, ATT00001.htm

Gentleman,  
We watched on a dozen different channels, all Cablevision and this is what was seen on all of  
them. Video attached.  
Note the message is truncated significantly



Gregory Miniutti

On May 4, 2017, at 09:49, Kenyon, Alfred <[Alfred.Kenyon@fema.dhs.gov](mailto:Alfred.Kenyon@fema.dhs.gov)> wrote:

You do not need to call in unless you want to.

I've set up a conference bridge if anyone cares to check in this morning while we send the RMT:

**(b)(6)** PIN # **(b)(6)**

The bridge will be active for an hour from 10:45 AM.

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If anyone has any questions feel free to give me a call: **(b)(6)**

Dan – Please forward this to your on-site systems tech.

Thank you!

**AL KENYON**

*IPAWS Engineering*

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540-504-2389 eFax

[Alfred.Kenyon@fema.dhs.gov](mailto:Alfred.Kenyon@fema.dhs.gov)

**From:** Miniutti, Greg  
**Sent:** Fri, 5 May 2017 18:51:09 +0000  
**To:** Kenyon, Alfred  
**Subject:** Re: Conference Bridge Reminder - RMT for Long Island EAS Operational Area

I appreciate the update thanks  
Anything that we can do, please let us know, as were very anxious to see this resolved

Gregory Miniutti

On May 5, 2017, at 14:38, Kenyon, Alfred <[Alfred.Kenyon@fema.dhs.gov](mailto:Alfred.Kenyon@fema.dhs.gov)> wrote:

Greg,

Thank you so much for capturing and sharing this video. From the comments from the various Altice head-end techs on the conference call I assume that your location is served by the Riverhead head-end where the tech reported issues with the way SA (Scientific Atlanta) set-top boxes handled the message text. I suspect that their technical people are combing their head ends for differences between the Riverhead head end and the other locations which reportedly did not exhibit similar message truncation issues.

We extended an offer for our IPAWS Lab to work with Altice by having Altice point their EAS device at the Lab's Test and Demo IPAWS environment. If they were to do that the Lab can create a test message specifically designed for Altice to receive and process without interrupting programming for other EAS Participants in the Nassau/Suffolk county area.

Regards,

**AL KENYON**

*IPAWS Engineering*

IPAWS Program Office, National Continuity Programs

Department of Homeland Security - FEMA

500 C Street, SW, 5NW-0407

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202-646-3308 Office

202-538-4471 Cell

540-504-2389 eFax

[Alfred.Kenyon@fema.dhs.gov](mailto:Alfred.Kenyon@fema.dhs.gov)

---

**From:** Miniutti, Greg [[mailto:\(b\)\(6\)@suffolkcountyny.gov](mailto:(b)(6)@suffolkcountyny.gov)]  
**Sent:** Thursday, May 04, 2017 11:07 AM  
**To:** Kenyon, Alfred <[Alfred.Kenyon@fema.dhs.gov](mailto:Alfred.Kenyon@fema.dhs.gov)>

Cc: Dan Ahouse <(b)(6)@AlticeUSA.com> <(b)(6)@AlticeUSA.com>;  
(b)(6)@mail.mil; (b)(6)@tomrayconsulting.com; David Donovan  
(b)(6)@nysbroadcasters.org; Lucero, Mark <Mark.Lucero@fema.dhs.gov>; Layton, John (DHSES  
(b)(6)@dhSES.ny.gov>; Sprague, Michael (DHSES <(b)(6)@dhSES.ny.gov>; Beckley,  
Patrick (DHSES <(b)(6)@dhSES.ny.gov>; Neidermeyer, Alan  
<Alan.Neidermeyer@fema.dhs.gov>; Williams, Commissioner Joe <(b)(6)@suffolkcountyny.gov>;  
Centeno, Manuel <Manuel.Centeno@fema.dhs.gov>; (b)(6)@connoisseurLI.com  
**Subject:** Re: Conference Bridge Reminder - RMT for Long Island EAS Operational Area

Gentleman,

We watched on a dozen different channels, all Cablevision and this is what was seen on all of them. Video attached.

Note the message is truncated significantly

**From:** Dan Ahouse  
**Sent:** Thu, 4 May 2017 13:58:28 +0000  
**To:** Kenyon, Alfred; Miniutti, Greg; (b)(6)@mail.mil; (b)(6)@tomrayconsulting.com; David Donovan; Lucero, Mark; Layton, John (DHSES); Sprague, Michael (DHSES); Beckley, Patrick (DHSES); Neidermeyer, Alan; Williams, Commissioner Joe; Centeno, Manuel; (b)(6)@connoisseurLI.com  
**Subject:** RE: Conference Bridge Reminder - RMT for Long Island EAS Operational Area

Thanks Al.

---

**From:** Kenyon, Alfred [mailto:Alfred.Kenyon@fema.dhs.gov]  
**Sent:** Thursday, May 04, 2017 9:50 AM  
**To:** Miniutti, Greg; Dan Ahouse; (b)(6)@mail.mil; (b)(6)@tomrayconsulting.com; David Donovan; Lucero, Mark; Layton, John (DHSES); Sprague, Michael (DHSES); Beckley, Patrick (DHSES); Neidermeyer, Alan; Williams, Commissioner Joe; Centeno, Manuel; (b)(6)@connoisseurLI.com  
**Subject:** Conference Bridge Reminder - RMT for Long Island EAS Operational Area  
**Importance:** High

You do not need to call in unless you want to.

I've set up a conference bridge if anyone cares to check in this morning while we send the RMT:

(b)(6) PIN # (b)(6)

The bridge will be active for an hour from 10:45 AM.

EAS Participants are allowed to hold an RMT for up to 60 minutes after they receive the message so you may not hear the RMT immediately upon origination.

If anyone has any questions feel free to give me a call: 202-538-4471

Dan – Please forward this to your on-site systems tech.

Thank you!

**AL KENYON**

*IPAWS Engineering*

IPAWS Program Office, National Continuity Programs

Department of Homeland Security - FEMA

500 C Street, SW, 5NW-0407

Washington, DC 20472-3153

202-646-3308 Office

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[Alfred.Kenyon@fema.dhs.gov](mailto:Alfred.Kenyon@fema.dhs.gov)

-----  
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-----

On Tue, May 2, 2017 at 10:12 AM, Kenyon, Alfred <[Alfred.Kenyon@fema.dhs.gov](mailto:Alfred.Kenyon@fema.dhs.gov)> wrote:

Tim,

I received the following message while coordinating IPAWS origination of a regularly scheduled RMT for the Long Island EAS Operational Area. Is there a nationwide severe weather exercise scheduled for May 4<sup>th</sup>? Does NWS maintain a listing of public tests and exercises?

Thanks!

***AL KENYON***

*IPAWS Engineering*

IPAWS Program Office, National Continuity Programs

Department of Homeland Security - FEMA

500 C Street, SW, 5NW-0407

Washington, DC 20472-3153

[202-646-3308](tel:202-646-3308) Office

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[540-504-2389](tel:540-504-2389) eFax

[Alfred.Kenyon@fema.dhs.gov](mailto:Alfred.Kenyon@fema.dhs.gov)

---

**From:** David Donovan [mailto:[\(b\)\(6\)@nysbroadcasters.org](mailto:(b)(6)@nysbroadcasters.org)]  
**Sent:** Monday, May 01, 2017 4:22 PM  
**To:** Kenyon, Alfred <[Alfred.Kenyon@fema.dhs.gov](mailto:Alfred.Kenyon@fema.dhs.gov)>  
**Subject:** RE: May 4th RMT for Long Island EAS Operational Area

Al - Unfortunately, the NWS does not coordinate with the time of its test. (It's a national test) I have told my people that the NWS alert does not replace the regularly scheduled RMT. Moreover I do not believe the NWS test will use IPAWS. However it could create some confusion..

PLEASE LET ME KNOW IF YOU DO NOT HEAR BACK FROM JESSE...

BEST

dd



**David L. Donovan**

**President**

**New York State Broadcasters Association, Inc.**

1805 Western Avenue, Albany, NY 12203

(b)(6) fax (518) 456-8943

[www.nysbroadcasters.org](http://www.nysbroadcasters.org)

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---

**From:** Kenyon, Alfred [mailto:[Alfred.Kenyon@fema.dhs.gov](mailto:Alfred.Kenyon@fema.dhs.gov)]  
**Sent:** Monday, May 01, 2017 4:17 PM  
**To:** David Donovan  
**Subject:** RE: May 4th RMT for Long Island EAS Operational Area

Hmmm... shouldn't, the test date/time are what you sent me from the 2017 NYS RMT schedule so there would be a possible conflict anyway. The cable system should have re-enabled their monitor receiver by 11:15 AM, two hours before the NWS test. We shall see.

Thanks for the heads-up!

Al

---

**From:** David Donovan [mailto:[\(b\)\(6\)@nysbroadcasters.org](mailto:(b)(6)@nysbroadcasters.org)]  
**Sent:** Monday, May 01, 2017 4:06 PM  
**To:** Kenyon, Alfred <[Alfred.Kenyon@fema.dhs.gov](mailto:Alfred.Kenyon@fema.dhs.gov)>  
**Subject:** RE: May 4th RMT for Long Island EAS Operational Area



Al – You should be aware that the National Weather Service is having a severe weather EAS test for May 4<sup>th</sup> at 1:15. Not sure if this will affect your test.... DD

---



**David L. Donovan**

**President**

**New York State Broadcasters Association, Inc.**

1805 Western Avenue, Albany, NY 12203

(b)(6) fax (518) 456-8943

[www.nysbroadcasters.org](http://www.nysbroadcasters.org)

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**From:** Kenyon, Alfred [<mailto:Alfred.Kenyon@fema.dhs.gov>]

**Sent:** Monday, May 01, 2017 3:19 PM

**To:** (b)(6) @connoisseurLI.com; (b)(6) @mail.mil'

**Cc:** (b)(6) @tomrayconsulting.com; David Donovan; Lucero, Mark; Layton, John (DHSES; Sprague, Michael (DHSES; Beckley, Patrick (DHSES; Dan Ahouse (b)(6) @AlticeUSA.com); Neidermeyer, Alan; (b)(6) @suffolkcountyny.gov; (b)(6) @suffolkcountyny.gov; Centeno, Manuel

**Subject:** May 4th RMT for Long Island EAS Operational Area

Jesse,

Following discussion between Suffolk County, NY DHSES, AlticeUSA cable, and NYS Broadcasters we would like to substitute an IPA WS generated CAP RMT for the monthly test message scheduled for Thursday, May 4<sup>th</sup> at 10:55 AM. We propose to coordinate this CAP RMT with AlticeUSA so that they may observe and document how their equipment performs and responds to CAP messages. This change should not negatively affect any broadcast or cable

operation serving the Long Island EAS operational area. If a station does not retrieve the RMT from IPAWS it should still receive it according to the EAS monitoring plan. In the specific case of Altice we will arrange for them to temporarily disconnect their EAS monitor receiver(s) to ensure that the RMT is initially received via IPAWS.

This is one of those rare occasions when you are asked to help by doing nothing: Don't originate the RMT, just sit back and watch it happen. We propose to originate the RWT from our IPAWS Lab facility in Indian Head, Maryland, the same facility we used when we originated the National IPAWS/EAS test in September. If you have a standard recorded RMT audio message and can send it to us as a digital audio file we will use that; otherwise we will ask the Lab to provide a suitable audio message. We could send it without audio to see if/how text to speech is working in the field but that's probably one test too many.

You may want to confirm this with Tom Ray and/or David Donovan (copied) and get back to me.

Regards,

*AL KENYON*

*IPAWS National Test Technical Lead*

IPAWS Program Office, National Continuity Programs

Department of Homeland Security - FEMA

500 C Street, SW, 5NW-0407

Washington, DC 20472-3153

[202-646-3308](tel:202-646-3308) Office

[202-538-4471](tel:202-538-4471) Cell

[540-504-2389](tel:540-504-2389) eFax

[Alfred.Kenyon@fema.dhs.gov](mailto:Alfred.Kenyon@fema.dhs.gov)



On Tue, May 2, 2017 at 10:12 AM, Kenyon, Alfred <[Alfred.Kenyon@fema.dhs.gov](mailto:Alfred.Kenyon@fema.dhs.gov)> wrote:

Tim,

I received the following message while coordinating IPAWS origination of a regularly scheduled RMT for the Long Island EAS Operational Area. Is there a nationwide severe weather exercise scheduled for May 4<sup>th</sup>? Does NWS maintain a listing of public tests and exercises?

Thanks!

*AL KENYON*

*IPAWS Engineering*

IPAWS Program Office, National Continuity Programs

Department of Homeland Security - FEMA

500 C Street, SW, 5NW-0407

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[540-504-2389](tel:540-504-2389) eFax

[Alfred.Kenyon@fema.dhs.gov](mailto:Alfred.Kenyon@fema.dhs.gov)

---

**From:** David Donovan [mailto:[\(b\)\(6\)@nysbroadcasters.org](mailto:(b)(6)@nysbroadcasters.org)]

**Sent:** Monday, May 01, 2017 4:22 PM

**To:** Kenyon, Alfred <[Alfred.Kenyon@fema.dhs.gov](mailto:Alfred.Kenyon@fema.dhs.gov)>

**Subject:** RE: May 4th RMT for Long Island EAS Operational Area

Al - Unfortunately, the NWS does not coordinate with the time of its test. (It's a national test) I have told my people that the NWS alert does not replace the regularly scheduled RMT. Moreover I do not believe the NWS test will use IPAWS. However it could create some confusion..

PLEASE LET ME KNOW IF YOU DO NOT HEAR BACK FROM JESSE...

BEST

dd



**David L. Donovan**

**President**

**New York State Broadcasters Association, Inc.**

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(b)(6) fax (518) 456-8943

[www.nysbroadcasters.org](http://www.nysbroadcasters.org)

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**From:** Kenyon, Alfred [mailto:[Alfred.Kenyon@fema.dhs.gov](mailto:Alfred.Kenyon@fema.dhs.gov)]  
**Sent:** Monday, May 01, 2017 4:17 PM  
**To:** David Donovan  
**Subject:** RE: May 4th RMT for Long Island EAS Operational Area

Hmmm... shouldn't, the test date/time are what you sent me from the 2017 NYS RMT schedule so there would be a possible conflict anyway. The cable system should have re-enabled their monitor receiver by 11:15 AM, two hours before the NWS test. We shall see.

Thanks for the heads-up!

Al

---

**From:** David Donovan [mailto:[\(b\)\(6\)@nysbroadcasters.org](mailto:(b)(6)@nysbroadcasters.org)]  
**Sent:** Monday, May 01, 2017 4:06 PM  
**To:** Kenyon, Alfred <[Alfred.Kenyon@fema.dhs.gov](mailto:Alfred.Kenyon@fema.dhs.gov)>  
**Subject:** RE: May 4th RMT for Long Island EAS Operational Area

AI – You should be aware that the National Weather Service is having a severe weather EAS test for May 4<sup>th</sup> at 1:15. Not sure if this will affect your test... DD



**David L. Donovan**

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**From:** Kenyon, Alfred [<mailto:Alfred.Kenyon@fema.dhs.gov>]

**Sent:** Monday, May 01, 2017 3:19 PM

**To:** (b)(6) [@connoisseurLI.com](mailto:(b)(6)@connoisseurLI.com); (b)(6) [@mail.mil](mailto:(b)(6)@mail.mil)

**Cc:** (b)(6) [@tomrayconsulting.com](mailto:(b)(6)@tomrayconsulting.com); David Donovan; Lucero, Mark; Layton, John (DHSES; Sprague, Michael (DHSES; Beckley, Patrick (DHSES; Dan Ahouse (b)(6) [@AlticeUSA.com](mailto:(b)(6)@AlticeUSA.com)); Neidermeyer, Alan; (b)(6) [@suffolkcountyny.gov](mailto:(b)(6)@suffolkcountyny.gov); (b)(6) [@suffolkcountyny.gov](mailto:(b)(6)@suffolkcountyny.gov); Centeno, Manuel

**Subject:** May 4th RMT for Long Island EAS Operational Area

Jesse,

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[Alfred.Kenyon@fema.dhs.gov](mailto:Alfred.Kenyon@fema.dhs.gov)

**From:** Harold Price  
**Sent:** Thu, 4 May 2017 13:05:13 -0400  
**To:** IPAWS Lab  
**Cc:** Kenyon, Alfred;Smith, Jody M CTR DISA JITC (US)  
**Subject:** Re: FW: WALK FM SETTINGS

Sandy,

For paper trail purposes:

The settings file you sent me has both verify and require checked in the IPAWS CAP server definition. If that ENDEC received an alert with a cert chain that included an expired cert, it would have been rejected and would not appear in the main log.

It would appear in the tools/logs/ipaws log page similar to this (time in utc):

```
May 4 14:55:49 VerifyCap: verify_cap exited with error 101  
May 4 14:55:49 Signature did not verify for 200000746118 (101), alert  
ignored
```

And would count up the bad signature counter on the tools/stats/ipaws page.

Note that the alert would show up in the internal logs described above only if the ENDEC fetched the alert - meaning that the ENDEC has filters that select alerts for any county in the state - as the IPAWS feed includes state tags that we inspect before downloading the full alert.

On the phone, we verified that the alert was sent with a cert chain that had an expired intermediate.

Regards,  
Harold

At 11:52 AM 5/4/2017, IPAWS Lab wrote:  
Harold,

We were working with Long Island this morning sending out a RMT with audio to the production server. WALK the LP-1 did not receive the alert, they sent us their settings file and we couldn't get it to work here in the lab. Would you mind taking a look at it too? The RMT will be live on production until about 12:55 this afternoon. Thanks!

If you need it our number here at the IPAWS Lab is 301-743-4344

Sandy Kenyon



Contractor  
FEMA IPAWS LAB  
301-743-4344

**From:** JESSE SAYRE [mailto:[\(b\)\(6\)@connoisseurli.com](mailto:(b)(6)@connoisseurli.com)]  
**Sent:** Thursday, May 4, 2017 11:20 AM  
**To:** IPAWS Lab <fema.ipaws.lab@awtestlab.com>  
**Subject:** WALK FM SETTINGS

**From:** David Donovan  
**Sent:** Tue, 2 May 2017 16:13:31 -0400  
**To:** JESSE SAYRE  
**Cc:** Kenyon, Alfred  
**Subject:** RE: IMPORTANT FEMA RMT ON MAY 4TH

Thank you, Jesse!!!



**David L. Donovan**  
**President**  
**New York State Broadcasters Association, Inc.**

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**From:** JESSE SAYRE [mailto:(b)(6)@connoisseurli.com]  
**Sent:** Tuesday, May 02, 2017 4:11 PM  
**To:** David Donovan  
**Cc:** Kenyon, Alfred  
**Subject:** Re: IMPORTANT FEMA RMT ON MAY 4TH

Spoke with Alfred about this just a few minutes ago. We are good to go for Thursday. Alfred said he would reach out to me prior to the test as well.

Jesse Sayre  
Cell (b)(6)  
Work (b)(6)  
Chief Engineer  
Connoisseur Media  
Long Island  
WALK 97.5 fm  
WWSK 94.3fm  
WBZO 103.1fm  
WKJY 98.3fm  
WHLI 1100am  
WALK 1370 am

On May 2, 2017, at 2:56 PM, David Donovan (b)(6) @nysbroadcasters.org> wrote:

JESSEE –

**CAN YOU GIVE ME A CALL ASAP.** FEMA WANTS TO USE THE RMT ON LONG ISLAND ON MAY 4<sup>TH</sup> TO DO A SPECIFIC IPAWS/EAS TEST OF THE CABLE EQUIPMENT ON LONG ISLAND. (IF YOU REMEMBER THERE WAS A PROBLEM WITH THE FIRE ISLAND MESSAGE ON CABLE SYSTEM)

YOU GOT MESSAGE FROM THEM EARLIER. THIS IS IMPORTANT.

CAN YOU GIVE ME A CALL SO WE CAN COORDINATE WITH FEMA

THANKS

DAVID

---

<image001.png>

**David L. Donovan**

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**From:** JESSE SAYRE  
**Sent:** Tue, 2 May 2017 23:45:28 +0000  
**To:** David Donovan  
**Cc:** Kenyon, Alfred  
**Subject:** Re: IMPORTANT FEMA RMT ON MAY 4TH  
**Attachments:** image001.png

Sorry for the delay

Jesse Sayre  
Cell: (b)(6)  
Work: (b)(6)  
Chief Engineer  
Connoisseur Media  
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WALK 97.5 fm  
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Thank you, Jesse!!!

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<image001.png>

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<image001.png>

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**From:** JESSE SAYRE  
**Sent:** Tue, 2 May 2017 20:10:47 +0000  
**To:** David Donovan  
**Cc:** Kenyon, Alfred  
**Subject:** Re: IMPORTANT FEMA RMT ON MAY 4TH  
**Attachments:** image001.png

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Jesse Sayre  
Cell (b)(6)  
Work (b)(6)  
Chief Engineer  
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<image001.png>

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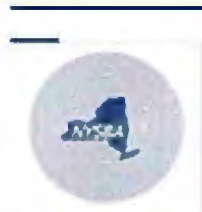


**From:** David Donovan  
**Sent:** Mon, 1 May 2017 16:21:36 -0400  
**To:** Kenyon, Alfred  
**Subject:** RE: May 4th RMT for Long Island EAS Operational Area

AI - Unfortunately, the NWS does not coordinate with the time of its test. (It's a national test) I have told my people that the NWS alert does **not** replace the regularly scheduled RMT. Moreover I do not believe the NWS test will use IPAWS. However it could create some confusion..

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BEST  
dd



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Thanks for the heads-up!

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**Sent:** Monday, May 01, 2017 3:19 PM  
**To:** (b)(6) <[redacted]@connoisseurLI.com>; (b)(6) <[redacted]@mail.mil>  
**Cc:** (b)(6) <[redacted]@tomrayconsulting.com>; David Donovan; Lucero, Mark; Layton, John (DHSES; Sprague, Michael (DHSES; Beckley, Patrick (DHSES; Dan Ahouse <[redacted]@AlticeUSA.com>); Neidermeyer, Alan <[redacted]@suffolkcountyny.gov>; (b)(6) <[redacted]@suffolkcountyny.gov>; Centeno, Manuel  
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540-504-2389 eFax

[Alfred.Kenyon@fema.dhs.gov](mailto:Alfred.Kenyon@fema.dhs.gov)

**From:** Miniutti, Greg  
**Sent:** Wed, 3 May 2017 14:00:39 +0000  
**To:** Kenyon, Alfred  
**Cc:** Dan Ahouse  
(b)(6)@AlticeUSA.com; (b)(6)@mail.mil; (b)(6)@tomrayconsulting.com; David Donovan; Lucero, Mark; Layton, John (DHSES; Sprague, Michael (DHSES; Beckley, Patrick (DHSES; Neidermeyer, Alan; Williams, Commissioner Joe; Centeno, Manuel (b)(6)@connoisseurll.com  
**Subject:** Re: May 4th RMT for Long Island EAS Operational Area

Gentleman ,  
Just confirming Suffolk is a passive observer in this test? No action required on our part?

Gregory Miniutti

On May 2, 2017, at 15:06, Kenyon, Alfred <[Alfred.Kenyon@fema.dhs.gov](mailto:Alfred.Kenyon@fema.dhs.gov)> wrote:

Dan,

I just spoke with Jesse Sayre of WALK AM/FM and confirmed that he will coordinate for the IPAWS Lab to originate Thursday's 10:55 AM Long Island RMT message. To ensure that the AlticeUSA EAS device receives the RMT from IPAWS it would be best if you could arrange for a technician to temporarily disconnect the off-air monitor(s) feeding your EAS device prior to 10:55 AM and re-connect them following reception of the test message from IPAWS.

The CAP RMT message will include message text and an audio message file.

If you like we can establish a conference call including you and/or your technician to coordinate our activities Thursday morning.

Regards,

**AL KENYON**

*IPAWS Engineering*

IPAWS Program Office, National Continuity Programs

Department of Homeland Security - FEMA

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**Subject:** May 4th RMT for Long Island EAS Operational Area

Jesse,

Following discussion between Suffolk County, NY DHSES, AlticeUSA cable, and NYS Broadcasters we would like to substitute an IPAWS generated CAP RMT for the monthly test message scheduled for Thursday, May 4<sup>th</sup> at 10:55 AM. We propose to coordinate this CAP RMT with AlticeUSA so that they may observe and document how their equipment performs and responds to CAP messages. This change should not negatively affect any broadcast or cable operation serving the Long Island EAS operational area. If a station does not retrieve the RMT from IPAWS it should still receive it according to the EAS monitoring plan. In the specific case of Altice we will arrange for them to temporarily disconnect their EAS monitor receiver(s) to ensure that the RMT is initially received via IPAWS.

This is one of those rare occasions when you are asked to help by doing nothing: Don't originate the RMT, just sit back and watch it happen. We propose to originate the RWT from our IPAWS Lab facility in Indian Head, Maryland, the same facility we used when we originated the National IPAWS/EAS test in September. If you have a standard recorded RMT audio message and can send it to us as a digital audio file we will use that; otherwise we will ask the Lab to provide a suitable audio message. We could send it without audio to see if/how text to speech is working in the field but that's probably one test too many.

You may want to confirm this with Tom Ray and/or David Donovan (copied) and get back to me.

Regards,

**AL KENYON**

*IPAWS National Test Technical Lead*

IPAWS Program Office, National Continuity Programs

Department of Homeland Security - FEMA

500 C Street, SW, 5NW-0407

Washington, DC 20472-3153

202-646-3308 Office

202-538-4471 Cell

540-504-2389 eFax

[Alfred.Kenyon@fema.dhs.gov](mailto:Alfred.Kenyon@fema.dhs.gov)

**From:** Johnson, Antwane  
**Sent:** Thu, 22 Sep 2016 17:33:51 -0400  
**To:** Kenyon, Alfred; Lucero, Mark; Witmer, Wade; Centeno, Manuel; McCobb, Charles; Allen, Donica  
**Subject:** RE: Suffolk Cty IPAWS Call- 1600 22 Sept

Thanks Al

Antwane V. Johnson  
Dir, IPAWS  
202-646-4383

---

**From:** Kenyon, Alfred  
**Sent:** Thursday, September 22, 2016 5:33:06 PM  
**To:** Johnson, Antwane; Lucero, Mark; Witmer, Wade; Centeno, Manuel; McCobb, Charles; Allen, Donica  
**Subject:** RE: Suffolk Cty IPAWS Call- 1600 22 Sept

Hard limit of 256 characters including header data.

AL KENYON  
IPAWS National Test Technical Lead  
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202-538-4471 Cell  
540-504-2389 eFax  
Alfred.Kenyon@fema.dhs.gov

Sent from my iFEMA mobile device

---

**From:** Johnson, Antwane  
**Sent:** Thursday, September 22, 2016 5:28:56 PM  
**To:** Lucero, Mark; Witmer, Wade; Centeno, Manuel; McCobb, Charles; Allen, Donica; Kenyon, Alfred  
**Subject:** RE: Suffolk Cty IPAWS Call- 1600 22 Sept

Ability or inability to process 256 characters.

Antwane V. Johnson  
Dir, IPAWS  
202-646-4383

---

**From:** Lucero, Mark  
**Sent:** Thursday, September 22, 2016 5:09:47 PM  
**To:** Witmer, Wade; Centeno, Manuel; McCobb, Charles; Allen, Donica; Kenyon, Alfred; Johnson, Antwane  
**Subject:** RE: Suffolk Cty IPAWS Call- 1600 22 Sept

It was a good call.

We learned that a Scientific Atlantic cable box issued by Cablevision only has the ability to process 256 characters of the EAS TV crawl. They plan to remove these models by the end of the year. The original alert Suffolk county sent was well over 256 characters.

This was the cause of EAS messages that basically said "evacuate Suffolk County" and didn't mention that it was only Fire Island that was under a voluntary evacuation.

v/r  
Mark Lucero, CISSP  
Chief, IPAWS Engineering  
FEMA National Continuity Programs  
202-646-1386 (w)  
202-257-1364 (bb)  
mark.lucero@fema.dhs.gov  
ipaws@fema.dhs.gov

---

**From:** Witmer, Wade  
**Sent:** Wednesday, September 21, 2016 12:02:52 PM  
**To:** Centeno, Manuel; McCobb, Charles; Lucero, Mark; Allen, Donica; Kenyon, Alfred; Johnson, Antwane  
**Subject:** RE: Suffolk Cty IPAWS Call- 1600 22 Sept

IPAWS - I have been out of loop on this - Did R2 coordinate with someone to arrange IPAWS support for the call at 4pm tomorrow?

thx  
- Wade

**From:** Neidermeyer, Alan  
**Sent:** Wednesday, September 21, 2016 10:56 AM  
**To:** (b)(6)@suffolkcountyny.gov; (b)(6)@suffolkcountyny.gov; (b)(6)@dhsec.ny.gov; Caetano, Donald <Donald.Caetano@fema.dhs.gov>; Centeno, Manuel <Manuel.Centeno@fema.dhs.gov>; DosSantos, Jose <Jose.DosSantos@fema.dhs.gov>; DosSantos, Jose <Jose.DosSantos@fema.dhs.gov>; Lefebvre, Lauren <lauren.lefebvre@fema.dhs.gov>; McCobb, Charles



<Charles.McCobb@fema.dhs.gov>; Tuttle, Christopher <(b)(6)@HQ.DHS.GOV>  
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(b)(6)@cablevision.com  
**Subject:** Suffolk Cty IPAWS Call- 1600 22 Sept

All

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The Call in is: (b)(6)  
PIN is (b)(6)

Alan Neidermeyer  
Acting Director, Response Division  
FEMA Region II  
(917) 455-6835

Sent from my iFEMA mobile device.

All times listed are in the following time zone:(UTC-05:00) Eastern Time (US & Canada)

-----Original Appointment-----

**From:** Neidermeyer, Alan [Alan.Neidermeyer@fema.dhs.gov]  
**Sent:** 9/7/2016 9:14:02 AM  
**To:** Neidermeyer, Alan; Neidermeyer, Alan; 'Layton, John (DHSES)'; Centeno, Manuel; DosSantos, Jose; Lefebvre, Lauren; Caetano, Donald; McCobb, Charles; Seidell, Nathan  
**Subject:** IPAWS Call- Suffolk County  
**Where:** Call in: (b)(6) PIN: (b)(6)

\*~\*~\*~\*~\*~\*~\*~\*~\*~\*

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Lefebvre, Lauren; Caetano, Donald; McCobb, Charles; Seidell, Nathan

**Subject:** IPAWS Call- Suffolk County

**Where:** Call in: (b)(6) PIN (b)(6)

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**From:** Lucero, Mark  
**Sent:** Wed, 21 Sep 2016 12:13:01 -0400  
**To:** Witmer, Wade; Centeno, Manuel; McCobb, Charles; Allen, Donica; Kenyon, Alfred; Johnson, Antwane  
**Subject:** RE: Suffolk Cty IPAWS Call- 1600 22 Sept

Yes, this is a follow on to a call we had with Suffolk and NY DHSES on Sep 7.

v/r  
Mark A. Lucero, CISSP  
Chief, IPAWS Engineering  
FEMA National Continuity Programs  
202-646-1386 (desk)  
202-257-1364 (mobile)  
[mark.lucero@fema.dhs.gov](mailto:mark.lucero@fema.dhs.gov)  
[ipaws@fema.dhs.gov](mailto:ipaws@fema.dhs.gov)

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**Sent:** Wednesday, September 21, 2016 12:03 PM  
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**Subject:** IPAWS Call- Suffolk County

**Where:** Call in: (b)(6), PIN (b)(6)

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**Sent:** Wed, 21 Sep 2016 12:04:25 -0400  
**To:** Witmer, Wade;Centeno, Manuel;McCobb, Charles;Lucero, Mark;Allen, Donica;Kenyon, Alfred  
**Subject:** RE: Suffolk Cty IPAWS Call- 1600 22 Sept

I was about to ask the same question...

I would like to join the call but will be attending another meeting for Roger.

Antwane V. Johnson  
Director, IPAWS  
DHS Sr Prog/Proj Mgr III

(b)(6)

*"The highest courage is to dare to be yourself in the face of adversity. Choosing right over wrong, ethics over convenience, and truth over popularity... these are the choices that measure your life. Travel the path of integrity without looking back, for there is never a wrong time to do the right thing." Author Unknown*

---

**From:** Witmer, Wade  
**Sent:** Wednesday, September 21, 2016 12:03 PM  
**To:** Centeno, Manuel <Manuel.Centeno@fema.dhs.gov>; McCobb, Charles <Charles.McCobb@fema.dhs.gov>; Lucero, Mark <Mark.Lucero@fema.dhs.gov>; Allen, Donica <Donica.Allen@fema.dhs.gov>; Kenyon, Alfred <Alfred.Kenyon@fema.dhs.gov>; Johnson, Antwane <Antwane.Johnson@fema.dhs.gov>  
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Alan Neidermeyer  
Acting Director, Response Division  
FEMA Region II  
(917) 455-6835

Sent from my iFEMA mobile device.

All times listed are in the following time zone:(UTC-05:00) Eastern Time (US & Canada)

-----Original Appointment-----

**From:** Neidermeyer, Alan [Alan.Neidermeyer@fema.dhs.gov]

**Sent:** 9/7/2016 9:14:02 AM

**To:** Neidermeyer, Alan; Neidermeyer, Alan; 'Layton, John (DHSES)'; Centeno, Manuel; DosSantos, Jose; Lefebvre, Lauren; Caetano, Donald; McCobb, Charles; Seidell, Nathan

**Subject:** IPAWS Call- Suffolk County

**Where:** Call in: [(b)(6)] PIN [(b)(6)]

\*~\*~\*~\*~\*~\*~\*~\*~\*~\*~\*~\*~\*~\*~\*~\*

All

FEMA RII will be hosting a call at 1130 to discuss the IPAWS Suffolk County evacuation incident. Focus will be on the technical aspects of the system and what is being done to mitigate future issues.

We will be joined by reps from NYS DHSES (John Layton, Dep Director of OEM), Suffolk County, FEMA RII Watch and external affairs.

Alan Neidermeyer  
Acting Director, Response Division  
FEMA Region II  
(917) 455-6835

Sent from my iFEMA mobile device.

**From:** Lucero, Mark  
**Sent:** Thu, 22 Sep 2016 17:36:38 -0400  
**To:** Johnson, Antwane; Witmer, Wade; Centeno, Manuel; McCobb, Charles; Allen, Donica; Kenyon, Alfred  
**Subject:** RE: Suffolk Cty IPAWS Call- 1600 22 Sept

Was my grammar that bad? Scientific Atlantic can only process up to 256 characters. The spec allows 1800 characters.

v/r  
Mark Lucero, CISSP  
Chief, IPAWS Engineering  
FEMA National Continuity Programs  
202-646-1386 (w)  
202-257-1364 (bb)  
mark.lucero@fema.dhs.gov  
ipaaws@fema.dhs.gov

---

**From:** Johnson, Antwane  
**Sent:** Thursday, September 22, 2016 5:28:56 PM  
**To:** Lucero, Mark; Witmer, Wade; Centeno, Manuel; McCobb, Charles; Allen, Donica; Kenyon, Alfred  
**Subject:** RE: Suffolk Cty IPAWS Call- 1600 22 Sept

Ability or inability to process 256 characters.

Antwane V. Johnson  
Dir, IPAWS  
202-646-4383

---

**From:** Lucero, Mark  
**Sent:** Thursday, September 22, 2016 5:09:47 PM  
**To:** Witmer, Wade; Centeno, Manuel; McCobb, Charles; Allen, Donica; Kenyon, Alfred; Johnson, Antwane  
**Subject:** RE: Suffolk Cty IPAWS Call- 1600 22 Sept

It was a good call.

We learned that a Scientific Atlantic cable box issued by Cablevision only has the ability to process 256 characters of the EAS TV crawl. They plan to remove these models by the end of the year. The original alert Suffolk county sent was well over 256 characters.

This was the cause of EAS messages that basically said "evacuate Suffolk County" and didn't



mention that it was only Fire Island that was under a voluntary evacuation.

v/r  
Mark Lucero, CISSP  
Chief, IPAWS Engineering  
FEMA National Continuity Programs  
202-646-1386 (w)  
202-257-1364 (bb)  
mark.lucero@fema.dhs.gov  
ipaws@fema.dhs.gov

---

**From:** Witmer, Wade

**Sent:** Wednesday, September 21, 2016 12:02:52 PM

**To:** Centeno, Manuel; McCobb, Charles; Lucero, Mark; Allen, Donica; Kenyon, Alfred; Johnson, Antwane

**Subject:** RE: Suffolk Cty IPAWS Call- 1600 22 Sept

IPAWS - I have been out of loop on this - Did R2 coordinate with someone to arrange IPAWS support for the call at 4pm tomorrow?

thx

- Wade

**From:** Neidermeyer, Alan

**Sent:** Wednesday, September 21, 2016 10:56 AM

**To:** (b)(6); @suffolkcountyny.gov; (b)(6); @suffolkcountyny.gov; (b)(6); @dhsec.ny.gov;

Caetano, Donald <Donald.Caetano@fema.dhs.gov>; Centeno, Manuel

<Manuel.Centeno@fema.dhs.gov>; DosSantos, Jose <Jose.DoSantos@fema.dhs.gov>; DosSantos, Jose

<Jose.DoSantos@fema.dhs.gov>; Lefebvre, Lauren <lauren.lefebvre@fema.dhs.gov>; McCobb, Charles

<Charles.McCobb@fema.dhs.gov>; Tuttle, Christopher (b)(6); @HQ.DHS.GOV

**Cc:** (b)(6); @ecnetwork.com; Allen, Donica <Donica.Allen@fema.dhs.gov>;

(b)(6); @dhsec.ny.gov; Brewster, Jared <Jared.Brewster@fema.dhs.gov>;

(b)(6); @mail.mil; Jackson, Liz <Liz.Jackson@fema.dhs.gov>; (b)(6); @mail.mil;

Johnson, Antwane <Antwane.Johnson@fema.dhs.gov>; Kenyon, Alfred <Alfred.Kenyon@fema.dhs.gov>;

Lucero, Mark <Mark.Lucero@fema.dhs.gov>; Witmer, Wade <Wade.Witmer@fema.dhs.gov>;

(b)(6); @cablevision.com

**Subject:** Suffolk Cty IPAWS Call- 1600 22 Sept

All

We will have a follow up iPaws call at 1600 22 September regarding the Suffolk County evacuation incident.

Representatives from NYS, Suffolk county, the cable providers and iPaws will be on the call.

The Call in is: (b)(6)

PIN is (b)(6)

Alan Neidermeyer  
Acting Director, Response Division  
FEMA Region II  
(917) 455-6835

Sent from my iFEMA mobile device.

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We will be joined by reps from NYS DHSES (John Layton, Dep Director of OEM), Suffolk County, FEMA RII Watch and external affairs.

Alan Neidermeyer  
Acting Director, Response Division  
FEMA Region II  
(917) 455-6835

Sent from my iFEMA mobile device.

**From:** Witmer, Wade  
**Sent:** Tue, 6 Sep 2016 18:41:21 -0400  
**To:** Johnson, Amanda  
**Cc:** Kenyon, Alfred;Centeno, Manuel;Johnson, Antwane;Holstein-Wallace, Pamela;McCobb, Charles;Lucero, Mark;Jackson, Liz  
**Subject:** RE: Talking Points for Suffolk County EAS evacuation message (was "RE: State of NY IPAWS issue")

The Suffolk Co message did include specific area information. Problem is that due to the way EAS works, the message header information and the opening words in the audio message said "Immediate Evacuation Warning for Suffolk County". A person had to continue to listen and read thru half the smaller message text crawling across the screen to hear/read that the evacuation was only for Fire Island.

We are working to duplicate the message sent with simulator systems at the IPAWS Lab. That will give a more informed view of what people probably saw. But for now, I suspect the message being annunciated (in a machine text to speech voice) and crawling across screen in smaller text said something like: "A Civil Authority has issued an *Immediate Evacuation Warning for Suffolk County* beginning at 7:10 PM and ending at 3:10 AM. This is an emergency message from Suffolk County Office of Emergency Management. Suffolk County has declared a state of emergency in anticipation of the arrival of Tropical Storm Hermine. Due to the forecast of potentially life-threatening storm surge on Fire Island and other storm conditions *we are asking all those on Fire Island to begin a voluntary evacuation* beginning immediately. Full medical services have been removed from Fire Island and we are concerned for those with medical conditions. Ferry Service to and from the island may be suspended as early as tomorrow at 1pm due to severe weather so you are urged to make arrangements to leave Fire Island prior to that time."

---

**From:** Johnson, Amanda  
**Sent:** Tuesday, September 06, 2016 6:15 PM  
**To:** Witmer, Wade <Wade.Witmer@fema.dhs.gov>  
**Cc:** Kenyon, Alfred <Alfred.Kenyon@fema.dhs.gov>; Centeno, Manuel <Manuel.Centeno@fema.dhs.gov>; Johnson, Antwane <Antwane.Johnson@fema.dhs.gov>; Holstein-Wallace, Pamela <pamela.holstein-wallace1@fema.dhs.gov>; McCobb, Charles <Charles.McCobb@fema.dhs.gov>; Lucero, Mark <Mark.Lucero@fema.dhs.gov>; Jackson, Liz <Liz.Jackson@fema.dhs.gov>  
**Subject:** RE: Talking Points for Suffolk County EAS evacuation message (was "RE: State of NY IPAWS issue")

What's the accurate way to say that FEMA has advised, trained, etc.. that when sending targeted messages below county level that specific areas need to be included in the text and audio?

**From:** Witmer, Wade  
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**Subject:** Talking Points for Suffolk County EAS evacuation message (was "RE: State of NY IPAWS issue")

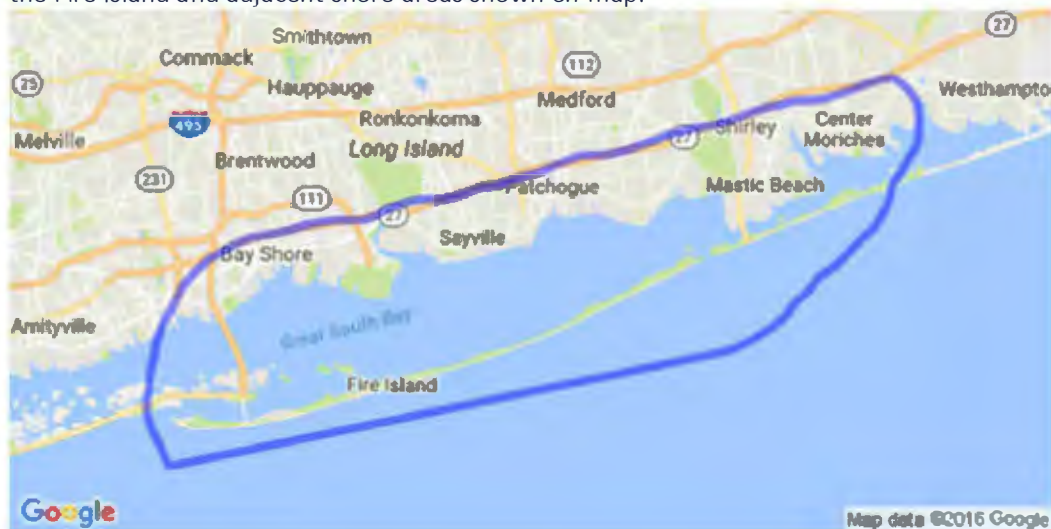
Amanda –

First draft – (technical info from AI and I've added tried to add non-technical background info):

Q- What happened – how was the system used and/or used incorrectly?

During emergency preparations on Saturday in anticipation of tropical storm Hermine, Suffolk County used an emergency notification system to ask residents on Fire Island to voluntarily evacuate from the island. The emergency notification system used included interfaces to the FEMA IPAWS for the distribution of messages to people via radio and TV as Emergency Alert System (EAS) messages and via cellular phones as Wireless Emergency Alerts (WEA).

The message that Suffolk County wrote and sent through the FEMA IPAWS to cellular phones was "Due to the severe weather a voluntary evacuation of Fire Island is ordered by 1pm 9/4/16" and was targeted to the Fire Island and adjacent shore areas shown on map:



The message Suffolk County sent to radio and TV providers included the following text that was intended for announcement on both radio and TV and for display on TV screens with the announcement. The message for distribution by radio and TV was:

“This is an emergency message from Suffolk County Office of Emergency Management. Suffolk County has declared a state of emergency in anticipation of the arrival of Tropical Storm Hermine. Due to the forecast of potentially life-threatening storm surge on Fire Island and other storm conditions we are asking all those on Fire Island to begin a voluntary evacuation beginning immediately.

Full medical services have been removed from Fire Island and we are concerned for those with medical conditions.

Ferry Service to and from the island may be suspended as early as tomorrow at 1pm due to severe weather so you are urged to make arrangements to leave Fire Island prior to that time.”

EAS devices at TV stations receive and generate messages sent from local emergency officials using a data encoded in the header of the message.

The message date “event type” used by Suffolk County was “Evacuation Immediate”. In accordance with how EAS messages are generated for display on TV, at least one local TV cable system, video service provider, to display the following message on television screens:

“A Civil Authority has issued an Immediate Evacuation Warning for Suffolk County beginning at 7:10 PM and ending at 3:10 AM.”

FEMA IPAWS subject matter experts assisted Suffolk County staff after the messages were sent in explain that video service providers (cable and broadcast television) may not display the entire message text include in a message and may only decode a text message from the data encoded in the header of the message.

One of the news stories regarding this incident contains video of a bank of cable tv monitors displaying the text decoded from the message header data in large text in the center of the TV screen while the full Suffolk County message scrolls across the top of the monitor in much smaller text.

The systems all performed as designed and was used correctly except for a misunderstanding in how EAS messages are decoded and displayed on TV screens. Selection of a different message event type likely would have better communicated the voluntary evacuation message. As an example, use of Civil Emergency Message (CEM) or Local Area Emergency (LAE) event code would not have displayed an action on the TV screens allowing for people to consume the full message content for instruction.

Q- How many people received the incomplete message?

- FEMA does not have a way to ascertain how many people viewed the message on televisions. The message was likely only “aired” once and within minutes of when Suffolk County sent the message at 8:10 PM, Saturday. (IPAWS has not found evidence or confirmation that any NYC television stations carried the Evacuation Immediate (EVI) EAS messages – only the evidence of a cable system from content in a new clip)

-  
Q- Has this type of incident occurred before?

Very likely, but we do not have any documented cases similar to this incident. Other incidents may have occurred in areas with lower sensitivity.

Q- What is the timeline/actions to correct the issue?

Training, testing, practice and exercise is the initial corrective action that can assist Suffolk County, and others, before the public alert and warning systems are needed again. FEMA IPAWS provided an overview of how Suffolk County can craft a message to appear on TV as intended by the officials during the evening hours of Saturday after the Evacuation Immediate message was sent. Additionally, during the teleconferences on Saturday night during FEMA IPAWS suggested that Suffolk County leverage the services of the FEMA IPAWS Lab and Demo Environment to train and practice for free and with assistance from FEMA IPAWS experts. Testing and Training with the FEMA IPAWS Lab will allow officials to will be more familiar with exactly what sort of public display/announcement is produced on radio, TV, and cellular phones from input to their emergency notification system tools.

Q- What are we doing to support the county in training, etc. to ensure it doesn't happen again?

FEMA IPAWS provides training, testing, practice and exercise assistance by request to local, state, and other emergency management/public safety agencies. FEMA IPAWS additionally host a series of webinars each year to present public alert and warning best practices and use case scenarios to assist officials with learning about effective emergency public communications tools and methods.

---

**From:** Johnson, Amanda

**Sent:** Tuesday, September 06, 2016 10:18 AM

**To:** Witmer, Wade <Wade.Witmer@fema.dhs.gov>; Holstein-Wallace, Pamela <pamela.holstein-wallace1@fema.dhs.gov>; Kenyon, Alfred <Alfred.Kenyon@fema.dhs.gov>; McCobb, Charles <Charles.McCobb@fema.dhs.gov>

**Cc:** Johnson, Antwane <Antwane.Johnson@fema.dhs.gov>

**Subject:** RE: State of NY IPAWS issue

Adding more folks. We need the report or your findings asap. We have multiple press queries and congressional queries coming in to work with y'all.

---

**From:** Johnson, Amanda

**Sent:** Tuesday, September 06, 2016 8:28:15 AM

**To:** Witmer, Wade

**Cc:** Johnson, Antwane

**Subject:** RE: State of NY IPAWS issue

Hi Wade – is the EAS Test summary available from this weekend of what happened? We are receiving media inquiries and I still plan to use what y'all put together to build out the TPs.

What happened – how was the system used and/or used incorrectly?  
How many people received the incomplete message?

Has this type of incident occurred before?  
What is the timeline/actions to correct the issue?  
What are we doing to support the county in training, etc. to ensure it doesn't happen again?

**From:** Witmer, Wade  
**Sent:** Saturday, September 03, 2016 11:35 PM  
**To:** Johnson, Amanda <Amanda.Johnson2@fema.dhs.gov>  
**Subject:** FW: State of NY IPAWS issue

Amanda - some more background info in messages below fro Manny - who was talking with NY, R2, and Suffolk Co.

---

**From:** Centeno, Manuel  
**Sent:** Saturday, September 03, 2016 11:28:45 PM  
**To:** Witmer, Wade; Kenyon, Alfred  
**Cc:** Johnson, Antwane; Lucero, Mark; McCobb, Charles; Jackson, Liz; Stone, Roger L  
**Subject:** RE: State of NY IPAWS issue

Wade,

Copy that. It will be necessary to communicate back to NWC, Region II and FOC with a brief on what happened. There may also be a "blame-game" brewing up as indicated by Greg at Suffolk County. As soon as the logs are reviewed and Al provides his input, I will draft a brief with what I have.

Have a good evening and thank you.

V/r

Manny Centeno  
Project Manager  
DHS/FEMA/NCP/IPAWS  
202-538-4199

---

**From:** Witmer, Wade  
**Sent:** Saturday, September 03, 2016 11:19:38 PM  
**To:** Centeno, Manuel; Kenyon, Alfred  
**Cc:** Johnson, Antwane; Lucero, Mark; McCobb, Charles; Jackson, Liz; Stone, Roger L  
**Subject:** RE: State of NY IPAWS issue

Thank you Manny and Al. Sounds like more points for the broadcast & cell stakeholders asking for FEMA to do more outreach & training.

Thank you for responding and working late into the evening.

- Wade

---

**From:** Centeno, Manuel  
**Sent:** Saturday, September 03, 2016 11:13:29 PM  
**To:** Witmer, Wade; Kenyon, Alfred  
**Cc:** Johnson, Antwane; Lucero, Mark; McCobb, Charles; Jackson, Liz  
**Subject:** RE: State of NY IPAWS issue

Wade,

IPAWS worked as expected.

This is the classic issue with jurisdictions trying to send evacuation sub-county messages over EAS. I'm not certain what the "text-to-speech" portion was, but, as we all know, it will not send the crawl below county level. The sender has to make sure the EAS TTS or audio message provides further instructions regarding the areas within the county. Al is working on the logs and can provide more insight into that.

Suffolk County is using Code Red and may have received poor support from them and very little to no training.

There is nothing we can do once the message is sent. Suffolk attempted to correct the original message by sending "updated" messages. This caused more alerts to go out at the county level.

I offered to follow up with Suffolk to get them to understand the system better.

V/r

Manny Centeno  
Project Manager  
DHS/FEMA/NCP/IPAWS  
202-538-4199

---

**From:** Witmer, Wade  
**Sent:** Saturday, September 03, 2016 10:51:55 PM  
**To:** FEMA-NWC  
**Cc:** Stone, Roger L; Jackson, Liz; FEMA-R2-WatchOfficer; Centeno, Manuel; FEMA OPERATIONS CENTER; Lucero, Mark; Kenyon, Alfred; FEMA-NWC; Tennyson, Stephanie  
**Subject:** RE: State of NY IPAWS issue



Check - Manny is already engaged.

- Wade

---

**From:** FEMA-NWC  
**Sent:** Saturday, September 03, 2016 10:45:02 PM  
**To:** Witmer, Wade  
**Cc:** Stone, Roger L; Jackson, Liz; FEMA-R2-WatchOfficer; Centeno, Manuel; FEMA OPERATIONS CENTER; Lucero, Mark; Kenyon, Alfred; FEMA-NWC; Tennyson, Stephanie  
**Subject:** State of NY IPAWS issue

Background:

NY State EOC tried to evacuate a small portion of Suffolk County, but they accidentally sent the message for all of Suffolk County.

Suffolk County is about 1.5 million pax, and it makes up about half of Long Island.

Region II is looking to offer any assistance to the State.

Liz Jackson asked to have Manny handle this. We cast a wide net because we were unsure who would be able to assist. initially My recommendation is to have Manny take point based on Liz' guidance and to limit the number of people calling Region II. Of course, your team can work it however you see fit. Please note that Nate is solo at the Region II watch, so I recommend limiting the number of inputs to him. Nate is on the CC line too.

The POC at Region II is:

**Nathan Seidell**

Senior Watch Officer – Regional Watch Center

Response Division

DHS / FEMA Region 2

26 Federal Plaza – New York, NY 10278

24hr. Watch Operations Center: 877-568-9043

I'll follow up this email with some background emails.

The FOC, Damon Penn, and Bob Farmer are aware of the issue already.

Very Respectfully,

Team Delta

National Watch Center

Response Directorate, FEMA

Phone: 202-646-2828

[fema-nwc@fema.dhs.gov](mailto:fema-nwc@fema.dhs.gov)

[fema-nwc@dhs.gov](mailto:fema-nwc@dhs.gov)

**From:** Johnson, Amanda  
**Sent:** Tue, 6 Sep 2016 18:15:07 -0400  
**To:** Witmer, Wade  
**Cc:** Kenyon, Alfred;Centeno, Manuel;Johnson, Antwane;Holstein-Wallace, Pamela;McCobb, Charles;Lucero, Mark;Jackson, Liz  
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**Subject:** Talking Points for Suffolk County EAS evacuation message (was "RE: State of NY IPAWS issue")

Amanda –

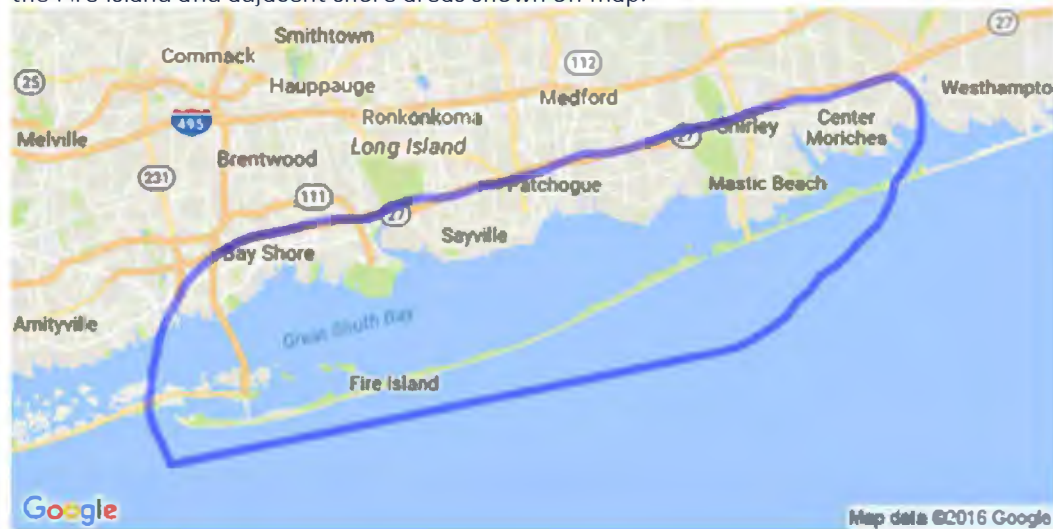
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**Cc:** Johnson, Antwane <Antwane.Johnson@fema.dhs.gov>  
**Subject:** RE: State of NY IPAWS issue

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**From:** Witmer, Wade  
**Sent:** Saturday, September 03, 2016 11:19:38 PM  
**To:** Centeno, Manuel; Kenyon, Alfred  
**Cc:** Johnson, Antwane; Lucero, Mark; McCobb, Charles; Jackson, Liz; Stone, Roger L  
**Subject:** RE: State of NY IPAWS issue

Thank you Manny and Al. Sounds like more points for the broadcast & cell stakeholders asking for FEMA to do more outreach & training.

Thank you for responding and working late into the evening.

- Wade

---

**From:** Centeno, Manuel  
**Sent:** Saturday, September 03, 2016 11:13:29 PM  
**To:** Witmer, Wade; Kenyon, Alfred  
**Cc:** Johnson, Antwane; Lucero, Mark; McCobb, Charles; Jackson, Liz  
**Subject:** RE: State of NY IPAWS issue

Wade,

IPAWS worked as expected.

This is the classic issue with jurisdictions trying to send evacuation sub-county messages over EAS. I'm not certain what the "text-to-speech" portion was, but, as we all know, it will not send the crawl below county level. The sender has to make sure the EAS TTS or audio message provides further instructions regarding the areas within the county. Al is working on the logs and can provide more insight into that.

Suffolk County is using Code Red and may have received poor support from them and very little to no training.

There is nothing we can do once the message is sent. Suffolk attempted to correct the original message by sending "updated" messages. This caused more alerts to go out at the county level.

I offered to follow up with Suffolk to get them to understand the system better.

V/r

Manny Centeno  
Project Manager  
DHS/FEMA/NCP/IPAWS  
202-538-4199

---

**From:** Witmer, Wade  
**Sent:** Saturday, September 03, 2016 10:51:55 PM  
**To:** FEMA-NWC  
**Cc:** Stone, Roger L; Jackson, Liz; FEMA-R2-WatchOfficer; Centeno, Manuel; FEMA OPERATIONS CENTER; Lucero, Mark; Kenyon, Alfred; FEMA-NWC; Tennyson, Stephanie  
**Subject:** RE: State of NY IPAWS issue

Check - Manny is already engaged.

- Wade

---

**From:** FEMA-NWC  
**Sent:** Saturday, September 03, 2016 10:45:02 PM  
**To:** Witmer, Wade  
**Cc:** Stone, Roger L; Jackson, Liz; FEMA-R2-WatchOfficer; Centeno, Manuel; FEMA OPERATIONS CENTER; Lucero, Mark; Kenyon, Alfred; FEMA-NWC; Tennyson, Stephanie  
**Subject:** State of NY IPAWS issue

Background:

NY State EOC tried to evacuate a small portion of Suffolk County, but they accidentally sent the message for all of Suffolk County.

Suffolk County is about 1.5 million pax, and it makes up about half of Long Island.

Region II is looking to offer any assistance to the State.

Liz Jackson asked to have Manny handle this. We cast a wide net because we were unsure who would be able to assist. initially My recommendation is to have Manny take point based on Liz' guidance and to limit the number of people calling Region II. Of course, your team can work it however you see fit. Please note that Nate is solo at the Region II watch, so I recommend limiting the number of inputs to him. Nate is on the CC line too.

The POC at Region II is:

**Nathan Seidell**

Senior Watch Officer – Regional Watch Center

Response Division

DHS / FEMA Region 2

26 Federal Plaza – New York, NY 10278

24hr. Watch Operations Center: 877-568-9043

I'll follow up this email with some background emails.

The FOC, Damon Penn, and Bob Farmer are aware of the issue already.

Very Respectfully,

Team Delta

National Watch Center

Response Directorate, FEMA

Phone: 202-646-2828

[fema-nwc@fema.dhs.gov](mailto:fema-nwc@fema.dhs.gov)

[fema-nwc@dhs.sgov.gov](mailto:fema-nwc@dhs.sgov.gov)



**From:** Centeno, Manuel  
**Sent:** Wed, 7 Sep 2016 08:20:25 -0400  
**To:** Witmer, Wade  
**Cc:** Kenyon, Alfred;Johnson, Antwane;Holstein-Wallace, Pamela;McCobb, Charles;Lucero, Mark;Jackson, Liz  
**Subject:** RE: Talking Points for Suffolk County EAS evacuation message (was "RE: State of NY IPAWS issue")

Wade,

I asked JITC to review the Suffolk County event and offer comments with the documentation and data available. I have edited for clarity and offer three main points for consideration:

- Suffolk needs to train and exercise. I offered that to them along with Region II
- Suffolk used a most urgent warning code, Evacuation Immediately (EVI) for their non-immediate voluntary evacuation message.
- This is another example of the inconsistencies in the television crawl and on screen messages displayed by the various EAS device makers. We have been urging the FCC about this since 2010, even prior to the Nationwide EAS Test of 2011.

Here are JITC's observations:

Lab observations of the Dasdec One Net; preliminary report on Trilithic:

1. 8:10 pm alert sent:

CAP Description: This is an emergency message from Suffolk County Office of Emergency Management. Suffolk County has declared a state of emergency in anticipation of the arrival of Tropical Storm Hermine. Due to the forecast of potentially life-threatening storm surge on Fire Island and other storm conditions we are asking all those on Fire Island to begin a voluntary evacuation beginning immediately. Full medical services have been removed from Fire Island and we are concerned for those with medical conditions. Ferry Service to and from the island may be suspended as early as tomorrow at 1pm due to severe weather so you are urged to make arrangements to leave Fire Island prior to that time.

CMAM Text: Due to the severe weather a voluntary evacuation of Fire Island is ordered by 1pm 9/4/16

EAS Observations:

The Monroe OneNet aired the full screen CAP description and performed TTS, as expected.

The Trilithic EASyCAP is not in the lab since it is in Illinois to support a demonstration but past experience with the device has shown that it airs the CAP description full screen and performs TTS. The lab's CAP-to-EAS converter is at Trilithic for an upgrade. We will verify its functionality when we receive it.

2. 8:23 second alert sent:

EAS Observations:

CAP description was included in the text crawl overlay onto the forced tune channel at Channel 12 (see video) - "Voluntary Evacuation of Fire Island ONLY disregard previous message" This appears to be a Trilithic.

Monroe One-Net: aired the full screen and TTS, as expected.

CMAS parameter was blocked.

3. 8:51 third alert sent:

EAS Observations:

Monroe One-Net: CAP description aired "UPDATED Message - Voluntary Evacuation of Fire Island ONLY by 1pm Sunday 9/4/16"

CMAS parameter was blocked.

V/r

Manny Centeno, Program Manager  
FEMA/NCP/IPAWS  
500C Street SW Suite 506  
Washington, DC 20472  
202-646-4328 (Office)  
202-538-4199 (Cellular)  
Manuel.Centeno1@dhs.gov

---

**From:** Witmer, Wade  
**Sent:** Tuesday, September 06, 2016 6:41 PM  
**To:** Johnson, Amanda <Amanda.Johnson2@fema.dhs.gov>  
**Cc:** Kenyon, Alfred <Alfred.Kenyon@fema.dhs.gov>; Centeno, Manuel <Manuel.Centeno@fema.dhs.gov>; Johnson, Antwane <Antwane.Johnson@fema.dhs.gov>; Holstein-Wallace, Pamela <pamela.holstein-wallace1@fema.dhs.gov>; McCobb, Charles <Charles.McCobb@fema.dhs.gov>; Lucero, Mark <Mark.Lucero@fema.dhs.gov>; Jackson, Liz <Liz.Jackson@fema.dhs.gov>  
**Subject:** RE: Talking Points for Suffolk County EAS evacuation message (was "RE: State of NY IPAWS issue")

The Suffolk Co message did include specific area information. Problem is that due to the way EAS works, the message header information and the opening words in the audio message said "Immediate Evacuation Warning for Suffolk County". A person had to continue to listen and read thru half the smaller message text crawling across the screen to hear/read that the evacuation was only for Fire Island.

We are working to duplicate the message sent with simulator systems at the IPAWS Lab. That will give a more informed view of what people probably saw. But for now, I suspect the message being annunciated

(in a machine text to speech voice) and crawling across screen in smaller text said something like: "A Civil Authority has issued an *Immediate Evacuation Warning for Suffolk County* beginning at 7:10 PM and ending at 3:10 AM. This is an emergency message from Suffolk County Office of Emergency Management. Suffolk County has declared a state of emergency in anticipation of the arrival of Tropical Storm Hermine. Due to the forecast of potentially life-threatening storm surge on Fire Island and other storm conditions *we are asking all those on Fire Island to begin a voluntary evacuation* beginning immediately. Full medical services have been removed from Fire Island and we are concerned for those with medical conditions. Ferry Service to and from the island may be suspended as early as tomorrow at 1pm due to severe weather so you are urged to make arrangements to leave Fire Island prior to that time."

---

**From:** Johnson, Amanda

**Sent:** Tuesday, September 06, 2016 6:15 PM

**To:** Witmer, Wade <Wade.Witmer@fema.dhs.gov>

**Cc:** Kenyon, Alfred <Alfred.Kenyon@fema.dhs.gov>; Centeno, Manuel <Manuel.Centeno@fema.dhs.gov>; Johnson, Antwane <Antwane.Johnson@fema.dhs.gov>; Holstein-Wallace, Pamela <pamela.holstein-wallace1@fema.dhs.gov>; McCobb, Charles <Charles.McCobb@fema.dhs.gov>; Lucero, Mark <Mark.Lucero@fema.dhs.gov>; Jackson, Liz <Liz.Jackson@fema.dhs.gov>

**Subject:** RE: Talking Points for Suffolk County EAS evacuation message (was "RE: State of NY IPAWS issue")

What's the accurate way to say that FEMA has advised, trained, etc... that when sending targeted messages below county level that specific areas need to be included in the text and audio?

---

**From:** Witmer, Wade

**Sent:** Tuesday, September 06, 2016 5:20 PM

**To:** Johnson, Amanda <Amanda.Johnson2@fema.dhs.gov>

**Cc:** Kenyon, Alfred <Alfred.Kenyon@fema.dhs.gov>; Centeno, Manuel <Manuel.Centeno@fema.dhs.gov>; Johnson, Antwane <Antwane.Johnson@fema.dhs.gov>; Holstein-Wallace, Pamela <pamela.holstein-wallace1@fema.dhs.gov>; McCobb, Charles <Charles.McCobb@fema.dhs.gov>; Lucero, Mark <Mark.Lucero@fema.dhs.gov>; Jackson, Liz <Liz.Jackson@fema.dhs.gov>

**Subject:** Talking Points for Suffolk County EAS evacuation message (was "RE: State of NY IPAWS issue")

Amanda –

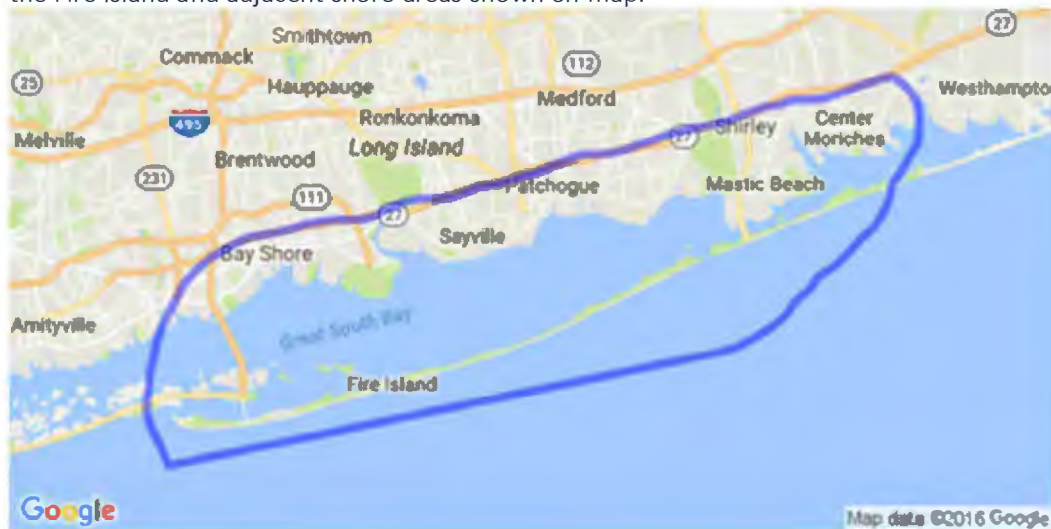
First draft – (technical info from AI and I've added tried to add non-technical background info):

Q- What happened – how was the system used and/or used incorrectly?\_

During emergency preparations on Saturday in anticipation of tropical storm Hermine, Suffolk County used an emergency notification system to ask residents on Fire Island to voluntarily evacuate from the island. The emergency notification system used included interfaces to the FEMA IPAWS for the

distribution of messages to people via radio and TV as Emergency Alert System (EAS) messages and via cellular phones as Wireless Emergency Alerts (WEA).

The message that Suffolk County wrote and sent through the FEMA IPAWS to cellular phones was “Due to the severe weather a voluntary evacuation of Fire Island is ordered by 1pm 9/4/16” and was targeted to the Fire Island and adjacent shore areas shown on map:



The message Suffolk County sent to radio and TV providers included the following text that was intended for announcement on both radio and TV and for display on TV screens with the announcement. The message for distribution by radio and TV was:

“This is an emergency message from Suffolk County Office of Emergency Management. Suffolk County has declared a state of emergency in anticipation of the arrival of Tropical Storm Hermine. Due to the forecast of potentially life-threatening storm surge on Fire Island and other storm conditions we are asking all those on Fire Island to begin a voluntary evacuation beginning immediately.

Full medical services have been removed from Fire Island and we are concerned for those with medical conditions.

Ferry Service to and from the island may be suspended as early as tomorrow at 1pm due to severe weather so you are urged to make arrangements to leave Fire Island prior to that time.”

EAS devices at TV stations receive and generate messages sent from local emergency officials using a data encoded in the header of the message.

The message date “event type” used by Suffolk County was “Evacuation Immediate”. In accordance with how EAS messages are generated for display on TV, at least one local TV cable system, video service provider, to display the following message on television screens:

“A Civil Authority has issued an Immediate Evacuation Warning for Suffolk County beginning at 7:10 PM and ending at 3:10 AM.”

FEMA IPAWS subject matter experts assisted Suffolk County staff after the messages were sent in explain that video service providers (cable and broadcast television) may not display the entire message text include in a message and may only decode a text message from the data encoded in the header of the message.

One of the news stories regarding this incident contains video of a bank of cable tv monitors displaying the text decoded from the message header data in large text in the center of the TV screen while the full Suffolk County message scrolls across the top of the monitor in much smaller text.

The systems all performed as designed and was used correctly except for a misunderstanding in how EAS messages are decoded and displayed on TV screens. Selection of a different message event type likely would have better communicated the voluntary evacuation message. As an example, use of Civil Emergency Message (CEM) or Local Area Emergency (LAE) event code would not have displayed an action on the TV screens allowing for people to consume the full message content for instruction.

Q- How many people received the incomplete message?

-  
FEMA does not have a way to ascertain how many people viewed the message on televisions. The message was likely only “aired” once and within minutes of when Suffolk County sent the message at 8:10 PM, Saturday. (IPAWS has not found evidence or confirmation that any NYC television stations carried the Evacuation Immediate (EVI) EAS messages – only the evidence of a cable system from content in a new clip)

Q- Has this type of incident occurred before?

Very likely, but we do not have any documented cases similar to this incident. Other incidents may have occurred in areas with lower sensitivity.

Q- What is the timeline/actions to correct the issue?

Training, testing, practice and exercise is the initial corrective action that can assist Suffolk County, and others, before the public alert and warning systems are needed again. FEMA IPAWS provided an overview of how Suffolk County can craft a message to appear on TV as intended by the officials during the evening hours of Saturday after the Evacuation Immediate message was sent. Additionally, during the teleconferences on Saturday night during FEMA IPAWS suggested that Suffolk County leverage the services of the FEMA IPAWS Lab and Demo Environment to train and practice for free and with assistance from FEMA IPAWS experts. Testing and Training with the FEMA IPAWS Lab will allow officials to will be more familiar with exactly what sort of public display/announcement is produced on radio, TV, and cellular phones from input to their emergency notification system tools.

Q- What are we doing to support the county in training, etc. to ensure it doesn't happen again?

FEMA IPAWS provides training, testing, practice and exercise assistance by request to local, state, and other emergency management/public safety agencies. FEMA IPAWS additionally host a series of webinars each year to present public alert and warning best practices and use case scenarios to assist officials with learning about effective emergency public communications tools and methods.

---

**From:** Johnson, Amanda  
**Sent:** Tuesday, September 06, 2016 10:18 AM  
**To:** Witmer, Wade <Wade.Witmer@fema.dhs.gov>; Holstein-Wallace, Pamela <pamela.holstein-wallace1@fema.dhs.gov>; Kenyon, Alfred <Alfred.Kenyon@fema.dhs.gov>; McCobb, Charles <Charles.McCobb@fema.dhs.gov>  
**Cc:** Johnson, Antwane <Antwane.Johnson@fema.dhs.gov>  
**Subject:** RE: State of NY IPAWS issue

Adding more folks. We need the report or your findings asap. We have multiple press queries and congressional queries coming in to work with y'all.

---

**From:** Johnson, Amanda  
**Sent:** Tuesday, September 06, 2016 8:28:15 AM  
**To:** Witmer, Wade  
**Cc:** Johnson, Antwane  
**Subject:** RE: State of NY IPAWS issue

Hi Wade – is the EAS Test summary available from this weekend of what happened? We are receiving media inquiries and I still plan to use what y'all put together to build out the TPs.

What happened – how was the system used and/or used incorrectly?  
How many people received the incomplete message?  
Has this type of incident occurred before?  
What is the timeline/actions to correct the issue?  
What are we doing to support the county in training, etc. to ensure it doesn't happen again?

---

**From:** Witmer, Wade  
**Sent:** Saturday, September 03, 2016 11:35 PM  
**To:** Johnson, Amanda <Amanda.Johnson2@fema.dhs.gov>  
**Subject:** FW: State of NY IPAWS issue

Amanda - some more background info in messages below fro Manny - who was talking with NY, R2, and Suffolk Co.

---

**From:** Centeno, Manuel  
**Sent:** Saturday, September 03, 2016 11:28:45 PM  
**To:** Witmer, Wade; Kenyon, Alfred  
**Cc:** Johnson, Antwane; Lucero, Mark; McCobb, Charles; Jackson, Liz; Stone, Roger L  
**Subject:** RE: State of NY IPAWS issue

Wade,

Copy that. It will be necessary to communicate back to NWC, Region II and FOC with a brief on what happened. There may also be a "blame-game" brewing up as indicated by Greg at Suffolk County. As soon as the logs are reviewed and Al provides his input, I will draft a brief with what I have.

Have a good evening and thank you.

V/r

Manny Centeno  
Project Manager  
DHS/FEMA/NCP/IPAWS  
202-538-4199

---

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**Sent:** Saturday, September 03, 2016 11:19:38 PM  
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**Cc:** Johnson, Antwane; Lucero, Mark; McCobb, Charles; Jackson, Liz; Stone, Roger L  
**Subject:** RE: State of NY IPAWS issue

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Thank you for responding and working late into the evening.

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**Cc:** Johnson, Antwane; Lucero, Mark; McCobb, Charles; Jackson, Liz  
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This is the classic issue with jurisdictions trying to send evacuation sub-county messages over EAS. I'm not certain what the "text-to-speech" portion was, but, as we all know, it will not send the crawl below county level. The sender has to make sure the EAS TTS or audio message provides further instructions regarding the areas within the county. Al is working on the logs and

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**To:** FEMA-NWC  
**Cc:** Stone, Roger L; Jackson, Liz; FEMA-R2-WatchOfficer; Centeno, Manuel; FEMA OPERATIONS CENTER; Lucero, Mark; Kenyon, Alfred; FEMA-NWC; Tennyson, Stephanie  
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**Cc:** Stone, Roger L; Jackson, Liz; FEMA-R2-WatchOfficer; Centeno, Manuel; FEMA OPERATIONS CENTER; Lucero, Mark; Kenyon, Alfred; FEMA-NWC; Tennyson, Stephanie  
**Subject:** State of NY IPAWS issue

Background:

NY State EOC tried to evacuate a small portion of Suffolk County, but they accidentally sent the message for all of Suffolk County.

Suffolk County is about 1.5 million pax, and it makes up about half of Long Island.

Region II is looking to offer any assistance to the State.

Liz Jackson asked to have Manny handle this. We cast a wide net because we were unsure who would be able to assist. initially My recommendation is to have Manny take point based on Liz' guidance and to



limit the number of people calling Region II. Of course, your team can work it however you see fit. Please note that Nate is solo at the Region II watch, so I recommend limiting the number of inputs to him. Nate is on the CC line too.

The POC at Region II is:

**Nathan Seidell**

Senior Watch Officer – Regional Watch Center

Response Division

DHS / FEMA Region 2

26 Federal Plaza – New York, NY 10278

24hr. Watch Operations Center: 877-568-9043

I'll follow up this email with some background emails.

The FOC, Damon Penn, and Bob Farmer are aware of the issue already.

Very Respectfully,

Team Delta

National Watch Center

Response Directorate, FEMA

Phone: 202-646-2828

[fema-nwc@fema.dhs.gov](mailto:fema-nwc@fema.dhs.gov)

[fema-nwc@dhs.sgov.gov](mailto:fema-nwc@dhs.sgov.gov)

**From:** FEMA-NWC  
**Sent:** Sat, 3 Sep 2016 22:45:02 -0400  
**To:** Witmer, Wade  
**Cc:** Stone, Roger L; Jackson, Liz; FEMA-R2-WatchOfficer; Centeno, Manuel; FEMA OPERATIONS CENTER; Lucero, Mark; Kenyon, Alfred; FEMA-NWC; Tennyson, Stephanie  
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[fema-nwc@fema.dhs.gov](mailto:fema-nwc@fema.dhs.gov)

[fema-nwc@dhs.gov](mailto:fema-nwc@dhs.gov)

**From:** Centeno, Manuel  
**Sent:** Sat, 3 Sep 2016 22:06:44 -0400  
**To:** Lucero, Mark;Kenyon, Alfred  
**Cc:** Johnson, Antwane;Witmer, Wade  
**Subject:** Suffolk County Alert

The FOC just called and said that Region II contacted them about an erroneous evacuation message sent over WEA to Suffolk County, NY. Apparently, they wanted to send it to a smaller area and now want to send an update and they are seeking advice.

The gentleman's name is Nathan Sidell and his number is 212-680-8622.

Manny Centeno  
Project Manager  
DHS/FEMA/NCP/IPAWS  
202-538-4199

**From:** David Donovan  
**Sent:** Thu, 8 Sep 2016 10:55:25 -0400  
**To:** Kenyon, Alfred  
**Subject:** Suffolk County EAS

Al – I am digging out the facts of the Suffolk county message issue. (Getting logs from stations) Have also been in contact with NY State DHSES. Are you around for a call tomorrow? Thanks David Donovan



**David L. Donovan**  
**President**  
**New York State Broadcasters Association, Inc.**  
1805 Western Avenue, Albany, NY 12203  
(b)(6) fax (518) 456-8943

[www.nysbroadcasters.org](http://www.nysbroadcasters.org)

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**From:** Smith, Jody M CTR DISA JITC (US)  
**Sent:** Tue, 6 Sep 2016 17:25:33 +0000  
**To:** Kenyon, Alfred  
**Cc:** Centeno, Manuel; (b)(6) CIV DISA JITC (US)  
**Subject:** Suffolk County XML  
**Attachments:** smime.p7s

Hi Al,

Can you send me the XML from the Suffolk County erred alerts?

Thanks,  
Jody

Jody Smith, PMP  
Manager, FEMA IPAWS Lab  
Contractor, ManTech International  
Joint Interoperability Test Command  
Defense Information Systems Agency  
(b)(6) (Direct)  
301.743.4340 (IPAWS Lab)  
(b)(6) (Mobile)  
(b)(6) @mail.mil

---

Hi Al,

Can you send me the XML from the Suffolk County erred alerts?

Thanks,  
Jody

Jody Smith, PMP  
Manager, FEMA IPAWS Lab  
Contractor, ManTech International  
Joint Interoperability Test Command  
Defense Information Systems Agency  
(b)(6) (Direct)  
301.743.4340 (IPAWS Lab)  
(b)(6) (Mobile)  
(b)(6) @mail.mil

---



**From:** David Donovan  
**Sent:** Fri, 9 Sep 2016 15:58:31 -0400  
**To:** Kenyon, Alfred  
**Subject:** Suffolk County

Al – Still gathering data...picture is starting to clarify... can we talk on Monday? Can give you a partial picture now if you want...Best DD



**David L. Donovan**  
**President**

**New York State Broadcasters Association, Inc.**

1805 Western Avenue, Albany, NY 12203

(b)(6) fax (518) 456-8943

[www.nysbroadcasters.org](http://www.nysbroadcasters.org)

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**From:** Al Kenyon  
**Sent:** Sun, 4 Sep 2016 22:27:19 -0400  
**To:** (b)(6)  
**Cc:** Kenyon, Alfred  
**Subject:** Suffolk County's EVIs from Saturday night

Ed,

There were several things that went wrong for Suffolk County Saturday night. Apparently they may have launched a Code Red enhanced telephone notification with bad information. They did issue an EVI to EAS without realizing what the header derived text would look like. The text content was pretty long and may have been truncated. They followed up with 3 more (!) EVIs with more moderate messages in an attempt to correct the initial impression.

Probably should have gone with CEM to begin with since there was no mandatory evacuation, it was not calling for immediate action, and it did not affect the entire county.

Here's the best report I've been able to locate:

[http://news12.cv.net/video1/2016-09/2101609030035602321\\_3082959.mp4](http://news12.cv.net/video1/2016-09/2101609030035602321_3082959.mp4)

Regards,

Al Kenyon

(b)(6)@cox.net

3440 Little Hunting Creek Dr.  
Alexandria, VA 22309

(b)(6) Cell  
Home



**From:** Neidermeyer, Alan  
**Sent:** Wed, 21 Sep 2016 10:55:34 -0400  
**To:** (b)(6)@suffolkcountyny.gov; (b)(6)@suffolkccountyny.gov; (b)(6)@dhSES.ny.gov; Caetano, Donald; Centeno, Manuel; DosSantos, Jose; DosSantos, Jose; Lefebvre, Lauren; McCobb, Charles; Tuttle, Christopher  
**Cc:** (b)(6)@ecnetwork.com; Allen, Donica; (b)(6)@dhSES.ny.gov; Brewster, Jared; (b)(6)@mail.mil; Jackson, Liz; (b)(6)@mail.mil; Johnson, Antwane; Kenyon, Alfred; Lucero, Mark; Witmer, Wade; (b)(6)@cablevision.com  
**Subject:** Suffolk Cty IPAWS Call- 1600 22 Sept

All

We will have a follow up iPaws call at 1600 22 September regarding the Suffolk County evacuation incident.

Representatives from NYS, Suffolk county, the cable providers and iPaws will be on the call.

The Call in is: (b)(6)  
PIN is: (b)(6)

Alan Neidermeyer  
Acting Director, Response Division  
FEMA Region II  
(917) 455-6835

Sent from my iFEMA mobile device.

All times listed are in the following time zone:(UTC-05:00) Eastern Time (US & Canada)

-----Original Appointment-----

**From:** Neidermeyer, Alan [Alan.Neidermeyer@fema.dhs.gov]  
**Sent:** 9/7/2016 9:14:02 AM  
**To:** Neidermeyer, Alan; Neidermeyer, Alan; 'Layton, John (DHSES)'; Centeno, Manuel; DosSantos, Jose; Lefebvre, Lauren; Caetano, Donald; McCobb, Charles; Seidell, Nathan  
**Subject:** IPAWS Call- Suffolk County  
**Where:** Call in: (b)(6) PIN: (b)(6)

\*~\*~\*~\*~\*~\*~\*~\*~\*~\*~\*~\*~\*~\*~\*~\*

All

FEMA RII will be hosting a call at 1130 to discuss the IPAWS Suffolk County evacuation incident. Focus will be on the technical aspects of the system and what is being done to mitigate future issues.

We will be joined by reps from NYS DHSES (John Layton, Dep Director of OEM), Suffolk County, FEMA RII Watch and external affairs.

Alan Neidermeyer  
Acting Director, Response Division  
FEMA Region II  
(917) 455-6835

Sent from my iFEMA mobile device.

**From:** Witmer, Wade  
**Sent:** Tue, 6 Sep 2016 17:19:54 -0400  
**To:** Johnson, Amanda  
**Cc:** Kenyon, Alfred;Centeno, Manuel;Johnson, Antwane;Holstein-Wallace, Pamela;McCobb, Charles;Lucero, Mark;Jackson, Liz  
**Subject:** Talking Points for Suffolk County EAS evacuation message (was "RE: State of NY IPAWS issue")

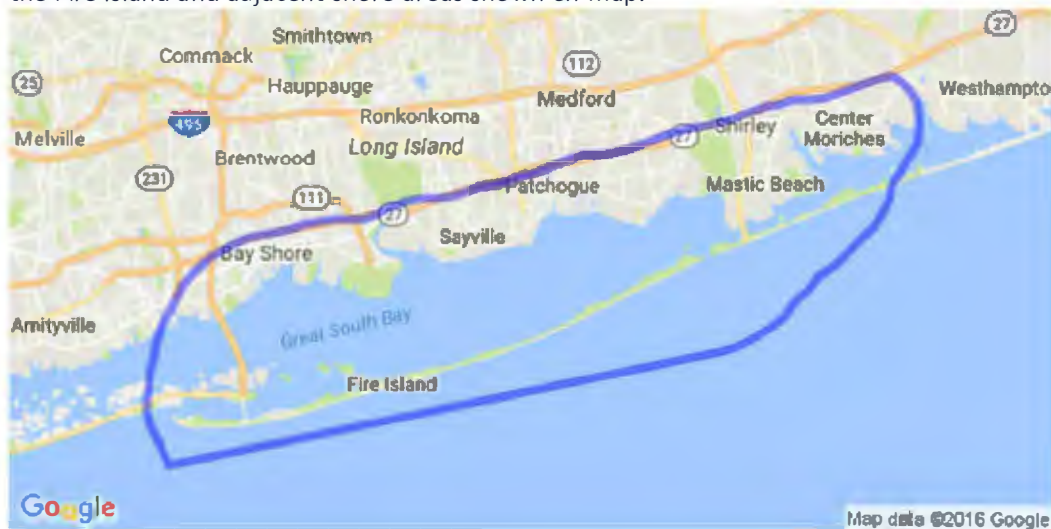
Amanda –

First draft – (technical info from AI and I've added tried to add non-technical background info):

Q- What happened – how was the system used and/or used incorrectly?\_

During emergency preparations on Saturday in anticipation of tropical storm Hermine, Suffolk County used an emergency notification system to ask residents on Fire Island to voluntarily evacuate from the island. The emergency notification system used included interfaces to the FEMA IPAWS for the distribution of messages to people via radio and TV as Emergency Alert System (EAS) messages and via cellular phones as Wireless Emergency Alerts (WEA).

The message that Suffolk County wrote and sent through the FEMA IPAWS to cellular phones was “Due to the severe weather a voluntary evacuation of Fire Island is ordered by 1pm 9/4/16” and was targeted to the Fire Island and adjacent shore areas shown on map:



The message Suffolk County sent to radio and TV providers included the following text that was intended for announcement on both radio and TV and for display on TV screens with the announcement. The message for distribution by radio and TV was:

“This is an emergency message from Suffolk County Office of Emergency Management. Suffolk County has declared a state of emergency in anticipation of the arrival of Tropical Storm

Hermine. Due to the forecast of potentially life-threatening storm surge on Fire Island and other storm conditions we are asking all those on Fire Island to begin a voluntary evacuation beginning immediately.

Full medical services have been removed from Fire Island and we are concerned for those with medical conditions.

Ferry Service to and from the island may be suspended as early as tomorrow at 1pm due to severe weather so you are urged to make arrangements to leave Fire Island prior to that time.”

EAS devices at TV stations receive and generate messages sent from local emergency officials using a data encoded in the header of the message.

The message date “event type” used by Suffolk County was “Evacuation Immediate”. In accordance with how EAS messages are generated for display on TV, at least one local TV cable system, video service provider, to display the following message on television screens:

“A Civil Authority has issued an Immediate Evacuation Warning for Suffolk County beginning at 7:10 PM and ending at 3:10 AM.”

FEMA IPAWS subject matter experts assisted Suffolk County staff after the messages were sent in explain that video service providers (cable and broadcast television) may not display the entire message text include in a message and may only decode a text message from the data encoded in the header of the message.

One of the news stories regarding this incident contains video of a bank of cable tv monitors displaying the text decoded from the message header data in large text in the center of the TV screen while the full Suffolk County message scrolls across the top of the monitor in much smaller text.

The systems all performed as designed and was used correctly except for a misunderstanding in how EAS messages are decoded and displayed on TV screens. Selection of a different message event type likely would have better communicated the voluntary evacuation message. As an example, use of Civil Emergency Message (CEM) or Local Area Emergency (LAE) event code would not have displayed an action on the TV screens allowing for people to consume the full message content for instruction.

Q- How many people received the incomplete message?

- FEMA does not have a way to ascertain how many people viewed the message on televisions. The message was likely only “aired” once and within minutes of when Suffolk County sent the message at 8:10 PM, Saturday. (IPAWS has not found evidence or confirmation that any NYC television stations carried the Evacuation Immediate (EVI) EAS messages – only the evidence of a cable system from content in a new clip)

-

Q- Has this type of incident occurred before?

Very likely, but we do not have any documented cases similar to this incident. Other incidents may have occurred in areas with lower sensitivity.

Q- What is the timeline/actions to correct the issue?

Training, testing, practice and exercise is the initial corrective action that can assist Suffolk County, and others, before the public alert and warning systems are needed again. FEMA IPAWS provided an overview of how Suffolk County can craft a message to appear on TV as intended by the officials during the evening hours of Saturday after the Evacuation Immediate message was sent. Additionally, during the teleconferences on Saturday night during FEMA IPAWS suggested that Suffolk County leverage the services of the FEMA IPAWS Lab and Demo Environment to train and practice for free and with assistance from FEMA IPAWS experts. Testing and Training with the FEMA IPAWS Lab will allow officials to will be more familiar with exactly what sort of public display/announcement is produced on radio, TV, and cellular phones from input to their emergency notification system tools.

Q- What are we doing to support the county in training, etc. to ensure it doesn't happen again?

FEMA IPAWS provides training, testing, practice and exercise assistance by request to local, state, and other emergency management/public safety agencies. FEMA IPAWS additionally host a series of webinars each year to present public alert and warning best practices and use case scenarios to assist officials with learning about effective emergency public communications tools and methods.

---

**From:** Johnson, Amanda

**Sent:** Tuesday, September 06, 2016 10:18 AM

**To:** Witmer, Wade <Wade.Witmer@fema.dhs.gov>; Holstein-Wallace, Pamela <pamela.holstein-wallace1@fema.dhs.gov>; Kenyon, Alfred <Alfred.Kenyon@fema.dhs.gov>; McCobb, Charles <Charles.McCobb@fema.dhs.gov>

**Cc:** Johnson, Antwane <Antwane.Johnson@fema.dhs.gov>

**Subject:** RE: State of NY IPAWS issue

Adding more folks. We need the report or your findings asap. We have multiple press queries and congressional queries coming in to work with y'all.

---

**From:** Johnson, Amanda

**Sent:** Tuesday, September 06, 2016 8:28:15 AM

**To:** Witmer, Wade

**Cc:** Johnson, Antwane

**Subject:** RE: State of NY IPAWS issue

Hi Wade – is the EAS Test summary available from this weekend of what happened? We are receiving media inquiries and I still plan to use what yall put together to build out the TPs.

What happened – how was the system used and/or used incorrectly?

How many people received the incomplete message?

Has this type of incident occurred before?

What is the timeline/actions to correct the issue?

What are we doing to support the county in training, etc. to ensure it doesn't happen again?

**From:** Witmer, Wade  
**Sent:** Saturday, September 03, 2016 11:35 PM  
**To:** Johnson, Amanda <Amanda.Johnson2@fema.dhs.gov>  
**Subject:** FW: State of NY IPAWS issue

Amanda - some more background info in messages below fro Manny - who was talking with NY, R2, and Suffolk Co.

---

**From:** Centeno, Manuel  
**Sent:** Saturday, September 03, 2016 11:28:45 PM  
**To:** Witmer, Wade; Kenyon, Alfred  
**Cc:** Johnson, Antwane; Lucero, Mark; McCobb, Charles; Jackson, Liz; Stone, Roger L  
**Subject:** RE: State of NY IPAWS issue

Wade,

Copy that. It will be necessary to communicate back to NWC, Region II and FOC with a brief on what happened. There may also be a "blame-game" brewing up as indicated by Greg at Suffolk County. As soon as the logs are reviewed and Al provides his input, I will draft a brief with what I have.

Have a good evening and thank you.

V/r

Manny Centeno  
Project Manager  
DHS/FEMA/NCP/IPAWS  
202-538-4199

---

**From:** Witmer, Wade  
**Sent:** Saturday, September 03, 2016 11:19:38 PM  
**To:** Centeno, Manuel; Kenyon, Alfred  
**Cc:** Johnson, Antwane; Lucero, Mark; McCobb, Charles; Jackson, Liz; Stone, Roger L  
**Subject:** RE: State of NY IPAWS issue

Thank you Manny and Al. Sounds like more points for the broadcast & cell stakeholders asking for FEMA to do more outreach & training.

Thank you for responding and working late into the evening.

- Wade

---

**From:** Centeno, Manuel  
**Sent:** Saturday, September 03, 2016 11:13:29 PM  
**To:** Witmer, Wade; Kenyon, Alfred  
**Cc:** Johnson, Antwane; Lucero, Mark; McCobb, Charles; Jackson, Liz  
**Subject:** RE: State of NY IPAWS issue

Wade,

IPAWS worked as expected.

This is the classic issue with jurisdictions trying to send evacuation sub-county messages over EAS. I'm not certain what the "text-to-speech" portion was, but, as we all know, it will not send the crawl below county level. The sender has to make sure the EAS TTS or audio message provides further instructions regarding the areas within the county. Al is working on the logs and can provide more insight into that.

Suffolk County is using Code Red and may have received poor support from them and very little to no training.

There is nothing we can do once the message is sent. Suffolk attempted to correct the original message by sending "updated" messages. This caused more alerts to go out at the county level.

I offered to follow up with Suffolk to get them to understand the system better.

V/r

Manny Centeno  
Project Manager  
DHS/FEMA/NCP/IPAWS  
202-538-4199

---

**From:** Witmer, Wade  
**Sent:** Saturday, September 03, 2016 10:51:55 PM  
**To:** FEMA-NWC  
**Cc:** Stone, Roger L; Jackson, Liz; FEMA-R2-WatchOfficer; Centeno, Manuel; FEMA OPERATIONS CENTER; Lucero, Mark; Kenyon, Alfred; FEMA-NWC; Tennyson, Stephanie  
**Subject:** RE: State of NY IPAWS issue

Check - Manny is already engaged.

- Wade

---

**From:** FEMA-NWC

**Sent:** Saturday, September 03, 2016 10:45:02 PM

**To:** Witmer, Wade

**Cc:** Stone, Roger L; Jackson, Liz; FEMA-R2-WatchOfficer; Centeno, Manuel; FEMA OPERATIONS CENTER; Lucero, Mark; Kenyon, Alfred; FEMA-NWC; Tennyson, Stephanie

**Subject:** State of NY IPAWS issue

Background:

NY State EOC tried to evacuate a small portion of Suffolk County, but they accidentally sent the message for all of Suffolk County.

Suffolk County is about 1.5 million pax, and it makes up about half of Long Island.

Region II is looking to offer any assistance to the State.

Liz Jackson asked to have Manny handle this. We cast a wide net because we were unsure who would be able to assist. initially My recommendation is to have Manny take point based on Liz' guidance and to limit the number of people calling Region II. Of course, your team can work it however you see fit. Please note that Nate is solo at the Region II watch, so I recommend limiting the number of inputs to him. Nate is on the CC line too.

The POC at Region II is:

**Nathan Seidell**

Senior Watch Officer – Regional Watch Center

Response Division

DHS / FEMA Region 2

26 Federal Plaza – New York, NY 10278

24hr. Watch Operations Center: 877-568-9043

I'll follow up this email with some background emails.

The FOC, Damon Penn, and Bob Farmer are aware of the issue already.

Very Respectfully,

Team Delta

National Watch Center

Response Directorate, FEMA

Phone: 202-646-2828

[fema-nwc@fema.dhs.gov](mailto:fema-nwc@fema.dhs.gov)

[fema-nwc@dhs.sgov.gov](mailto:fema-nwc@dhs.sgov.gov)



**From:** Blaylock, Andrew  
**Sent:** Tue, 13 Sep 2016 13:29:53 -0400  
**To:** Witmer, Wade;Kenyon, Alfred  
**Cc:** Johnson, Amanda;Kittrie, Zachary;Davis, Aaron J;Nelson, Jason  
**Subject:** Thank You

Good Afternoon, Wade and Al,

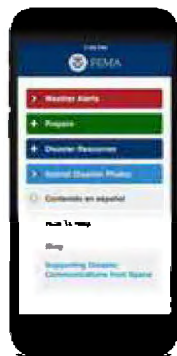
Thank you for speaking with Senator Schumer's office yesterday about IPAWS and discussing in detail the emergency notification system message Suffolk County officials sent in advance of tropical storm Hermine. The call was informative and well received by the Senator's office.

Regards,

Andrew

Andrew Blaylock  
Congressional Affairs Specialist  
Federal Emergency Management Agency  
500 C Street, S.W.  
Washington, D.C. 20472  
Office: 202.646.4245  
Cell: 202.664.9059

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 **SHELTERS**  **PHOTOS**



**From:** Centeno, Manuel  
**Sent:** Wed, 7 Sep 2016 10:14:39 -0400  
**To:** Witmer, Wade;Kenyon, Alfred  
**Cc:** Johnson, Antwane;Jackson, Liz;Lucero, Mark;McCobb, Charles;Allen, Donica (b)(6) CIV (US) (b)(6)@mail.mil);Smith, Jody M CTR DISA JITC (US)  
**Subject:** Discussion with Suffolk Talking Points

Wade,

A few points to aid in framing the discussion with Suffolk. Region II wants to keep the conversation short. I am hoping the following bullets will help frame the discussion.

- IPAWS staff and Lab observations
- IPAWS, WEA and EAS worked as currently designed – could use a few improvements that we are working on with the FCC
- Originator selected an extremely urgent event code: A Local Area Emergency (LAE) or Civil Danger Warning (CDW) may have been more appropriate
- TV EAS on-screen message is inconsistently displayed across EAS devices and TV/Cable participants. FEMA has been urging the FCC to address this (since 2010!)
- EAS text was a bit long:

**This is an emergency message from Suffolk County Office of Emergency Management. Suffolk County has declared a state of emergency in anticipation of the arrival of Tropical Storm Hermine. Due to the forecast of potentially life-threatening storm surge on Fire Island and other storm conditions we are asking all those on Fire Island to begin a voluntary evacuation beginning immediately. Full medical services have been removed from Fire Island and we are concerned for those with medical conditions. Ferry Service to and from the island may be suspended as early as tomorrow at 1pm due to severe weather so you are urged to make arrangements to leave Fire Island prior to that time.**

- IPAWS is prepared to offer support to Suffolk

V/r

Manny Centeno, Program Manager  
FEMA/NCP/IPAWS  
500C Street SW Suite 506  
Washington, DC 20472  
202-646-4328 (Office)  
202-538-4199 (Cellular)  
Manuel.Centeno1@dhs.gov

**From:** Centeno, Manuel on behalf of Neidermeyer, Alan  
**Sent:** Wed, 7 Sep 2016 09:22:17 -0400  
**To:** Johnson, Antwane;Witmer, Wade;Jackson, Liz;McCobb, Charles;Kenyon, Alfred;Lucero, Mark;Allen, Donica; (b)(6) CIV DISA JITC (US);Jody M CTR (US) Smith  
**Subject:** FW: IPAWS Call- Suffolk County

Manny Centeno  
Project Manager  
DHS/FEMA/NCP/IPAWS  
202-538-4199

---

**From:** Neidermeyer, Alan  
**Sent:** Wednesday, September 07, 2016 9:14:05 AM  
**To:** 'Layton, John (DHSES)'; Centeno, Manuel; DosSantos, Jose; Lefebvre, Lauren; Caetano, Donald; McCobb, Charles; Seidell, Nathan  
**Subject:** IPAWS Call- Suffolk County  
**When:** Wednesday, September 07, 2016 11:30 AM-12:00 PM.  
**Where:** Call in: (b)(6), PIN: (b)(6)

All

FEMA RII will be hosting a call at 1130 to discuss the IPAWS Suffolk County evacuation incident. Focus will be on the technical aspects of the system and what is being done to mitigate future issues.

We will be joined by reps from NYS DHSES (John Layton, Dep Director of OEM), Suffolk County, FEMA RII Watch and external affairs.

**From:** Centeno, Manuel  
**Sent:** Wed, 7 Sep 2016 08:54:06 -0400  
**To:** Johnson, Antwane; Witmer, Wade; Lucero, Mark; McCobb, Charles; Kenyon, Alfred; Allen, Donica; (b)(6) CIV DISA JITC (US); Jody M CTR (US) Smith  
**Subject:** FW: IPAWs telecon- Suffolk County incident

11:30 teleconference. Who's available to chat with Suffolk?

V/r

Manny Centeno  
Project Manager  
DHS/FEMA/NCP/IPAWS  
202-538-4199

---

**From:** Neidermeyer, Alan  
**Sent:** Wednesday, September 07, 2016 8:35:54 AM  
**To:** Centeno, Manuel  
**Cc:** McCobb, Charles; Lefebvre, Lauren; DosSantos, Jose  
**Subject:** FW: IPAWs telecon- Suffolk County incident

Manny

New York has asked us for an 1130 call today to discuss the Suffolk County evacuation incident. They are looking for some feedback on the technical side.

Please call me so we can discuss being part of a call later this morning.

**Alan Neidermeyer**  
Acting Response Director  
FEMA Region II  
One World Trade Center  
NY, NY 10007  
(Cell) 917 455-6835  
(Office) 212 680-3692

---

**From:** Neidermeyer, Alan  
**Sent:** Tuesday, September 06, 2016 9:37 AM  
**To:** mark.lucero@dhs.gov  
**Cc:** Tuttle, Christopher (b)(6)@HQ.DHS.GOV; 'DosSantos, Jose (Jose.DosSantos@fema.dhs.gov)' <Jose.DosSantos@fema.dhs.gov>; (b)(6)@dhSES.ny.gov; Lefebvre, Lauren <lauren.lefebvre@fema.dhs.gov>  
**Subject:** IPAWs telecon- Suffolk County incident

Mark

Good morning.

I am reaching out to you to set up a telecon to discuss the Suffolk County IPAWs issue associated with TS Hermine.

Intent is to get some technical folks on the call to discuss what occurred and how we can work to mitigate re-occurrence. We will invite our partners from NY State and Suffolk county.

Request that you give me a call. Thanks.

**Alan Neidermeyer**

Director (Acting), Response Division

FEMA Region II

Tel. (Cell) 917 455-6835

Tel. (Office) 212 680-3692

**From:** Witmer, Wade  
**Sent:** Tue, 6 Sep 2016 09:33:30 -0400  
**To:** Kenyon, Alfred;Centeno, Manuel  
**Cc:** Johnson, Antwane;Lucero, Mark  
**Subject:** FW: State of NY IPAWS issue

Al, Manny –

Would you please begin to assemble high level talking points to providing information addressing the following questions drafted by Amanda:

What happened – how was the system used and/or used incorrectly?  
How many people received the incomplete message?  
Has this type of incident occurred before?  
What is the timeline/actions to correct the issue?  
What are we doing to support the county in training, etc. to ensure it doesn't happen again?

If there are additional questions you anticipate, please suggest w/ talking point answers also.

Thank you,

- Wade

---

**From:** Johnson, Amanda  
**Sent:** Tuesday, September 06, 2016 8:28 AM  
**To:** Witmer, Wade <Wade.Witmer@fema.dhs.gov>  
**Cc:** Johnson, Antwane <Antwane.Johnson@fema.dhs.gov>  
**Subject:** RE: State of NY IPAWS issue

Hi Wade – is the EAS Test summary available from this weekend of what happened? We are receiving media inquiries and I still plan to use what yall put together to build out the TPs.

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---

**From:** Witmer, Wade  
**Sent:** Saturday, September 03, 2016 11:35 PM  
**To:** Johnson, Amanda <Amanda.Johnson2@fema.dhs.gov>  
**Subject:** FW: State of NY IPAWS issue

Amanda - some more background info in messages below fro Manny - who was talking with NY, R2, and Suffolk Co.

---

**From:** Centeno, Manuel  
**Sent:** Saturday, September 03, 2016 11:28:45 PM  
**To:** Witmer, Wade; Kenyon, Alfred  
**Cc:** Johnson, Antwane; Lucero, Mark; McCobb, Charles; Jackson, Liz; Stone, Roger L  
**Subject:** RE: State of NY IPAWS issue

Wade,

Copy that. It will be necessary to communicate back to NWC, Region II and FOC with a brief on what happened. There may also be a "blame-game" brewing up as indicated by Greg at Suffolk County. As soon as the logs are reviewed and Al provides his input, I will draft a brief with what I have.

Have a good evening and thank you.

V/r

Manny Centeno  
Project Manager  
DHS/FEMA/NCP/IPAWS  
202-538-4199

---

**From:** Witmer, Wade  
**Sent:** Saturday, September 03, 2016 11:19:38 PM  
**To:** Centeno, Manuel; Kenyon, Alfred  
**Cc:** Johnson, Antwane; Lucero, Mark; McCobb, Charles; Jackson, Liz; Stone, Roger L  
**Subject:** RE: State of NY IPAWS issue

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**Sent:** Saturday, September 03, 2016 11:13:29 PM  
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**Cc:** Johnson, Antwane; Lucero, Mark; McCobb, Charles; Jackson, Liz  
**Subject:** RE: State of NY IPAWS issue

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I offered to follow up with Suffolk to get them to understand the system better.

V/r

Manny Centeno  
Project Manager  
DHS/FEMA/NCP/IPAWS  
202-538-4199

---

**From:** Witmer, Wade  
**Sent:** Saturday, September 03, 2016 10:51:55 PM  
**To:** FEMA-NWC  
**Cc:** Stone, Roger L; Jackson, Liz; FEMA-R2-WatchOfficer; Centeno, Manuel; FEMA OPERATIONS CENTER; Lucero, Mark; Kenyon, Alfred; FEMA-NWC; Tennyson, Stephanie  
**Subject:** RE: State of NY IPAWS issue

Check - Manny is already engaged.

- Wade

---

**From:** FEMA-NWC  
**Sent:** Saturday, September 03, 2016 10:45:02 PM  
**To:** Witmer, Wade  
**Cc:** Stone, Roger L; Jackson, Liz; FEMA-R2-WatchOfficer; Centeno, Manuel; FEMA OPERATIONS CENTER; Lucero, Mark; Kenyon, Alfred; FEMA-NWC; Tennyson, Stephanie  
**Subject:** State of NY IPAWS issue



**Background:**

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Suffolk County is about 1.5 million pax, and it makes up about half of Long Island.

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The POC at Region II is:

**Nathan Seidell**

Senior Watch Officer – Regional Watch Center

Response Division

DHS / FEMA Region 2

26 Federal Plaza – New York, NY 10278

24hr. Watch Operations Center: 877-568-9043

I'll follow up this email with some background emails.

The FOC, Damon Penn, and Bob Farmer are aware of the issue already.

Very Respectfully,

Team Delta

National Watch Center

Response Directorate, FEMA

Phone: 202-646-2828

[fema-nwc@fema.dhs.gov](mailto:fema-nwc@fema.dhs.gov)

[fema-nwc@dhs.gov](mailto:fema-nwc@dhs.gov)

**From:** Centeno, Manuel  
**Sent:** Sat, 3 Sep 2016 23:32:28 -0400  
**To:** Witmer, Wade;Kenyon, Alfred;Johnson, Antwane  
**Cc:** Stone, Roger L;Jackson, Liz;McCobb, Charles;Lucero, Mark  
**Subject:** FW: Suffolk County IPAWS AAR / Lessons Learned Request

FYI Below....

V/r

Manny Centeno  
Project Manager  
DHS/FEMA/NCP/IPAWS  
202-538-4199

---

**From:** FEMA-R2-WatchOfficer  
**Sent:** Saturday, September 03, 2016 11:28:18 PM  
**To:** FEMA-NWC; Centeno, Manuel  
**Cc:** FEMA-R2-WatchOfficer; DosSantos, Jose; Neidermeyer, Alan  
**Subject:** Suffolk County IPAWS AAR / Lessons Learned Request

NWC,

First off I need to thank the IPAWS team members for answering my calls and quickly engaging the stakeholders with me. Thanks to the NWC as well.  
I just got off the phone with IPAWS rep Manny and the Suffolk County EOC director and staff.  
Issue is message can't be turned off and the current message is running until 11am, 9/4. Only positive is the message only plays once per device (TV & Cell phone).

(In my limited understanding of IPAWS/EAS)

**Here is the IPAWS/EAS issue:** Message sent directly from IPAWS/EAS to TV and cell phones worked as advertised. BUT many messages sent from IPAWS, were relayed and only the header info stating County evacuation was received by TVs, not the entire message text.  
Suffolk EOC issued two pending corrections but the relay issue may occur again causing the same error tomorrow. There is no way to cancel these messages either.

There is no way with IPAWS/EAS to mitigate this issue.

**Here are my AAR suggestions (as a non techie):**

Implement a mechanism for IPAWS/EAS admins to end message of shorten duration after launch.  
Implement mechanism for IPAWS/EAS admins to end message that has been submitted but the start time has begun.  
Manual for users needs to clearly state the limitations/issues with message transmission per device.

NWC should have a dedicated IPAWS/EAS POC for emergencies that RWCs can utilize.

Regards,

**Nathan Seidell**

Senior Watch Officer – Regional Watch Center

Response Division

DHS / FEMA Region 2

26 Federal Plaza – New York, NY 10278

24hr. Watch Operations Center: 877-568-9043

p: 212-680-8622, c: 917-561-3462

FEMA Region II WebEOC Link: <https://femacms.webeoc.us/>

FEMA Region II Common Operating Picture Link:

[\\fema.net\r2\Common\R&R\WATCH\\_OPERATIONS\Common Operating Picture Dashboard\~00Production\RWC\\_files\COP.htm](https://fema.net/r2/Common/R&R/WATCH_OPERATIONS/Common_Operating_Picture_Dashboard/~00Production\RWC_files\COP.htm)

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---

**From:** FEMA-NWC

**Sent:** Saturday, September 03, 2016 10:58 PM

**To:** Centeno, Manuel <Manuel.Centeno@fema.dhs.gov>; FEMA-R2-WatchOfficer <FEMA-R2-WatchOfficer@fema.dhs.gov>

**Cc:** FEMA-NWC <FEMA-NWC@fema.dhs.gov>

**Subject:** Suffolk County IPAWS AAR / Lessons Learned Request

Nate, Manny,

Please gather up any useful tidbits for how to deal with this sort of thing in the future.

Obviously not pointing fingers – accidents happen. But what is the immediate action checklist to handle an IPAWS misfire if/when something like this happens again?

Give us a quick couple steps to take so we can ensure the rest of the RWCs and NWC folks know what to do.

Thanks.



Very Respectfully,

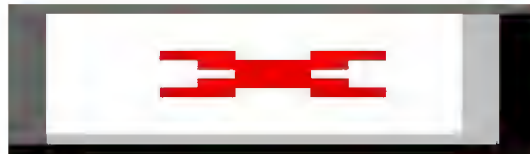
-AB

Adam D. Burpee

Watch Officer – Team Delta

National Watch Center  
Response Directorate, FEMA  
Phone: 202-646-2828  
[fema-nwc@fema.dhs.gov](mailto:fema-nwc@fema.dhs.gov)  
[fema-nwc@dhs.gov](mailto:fema-nwc@dhs.gov)

**From:** Inside Radio  
**Sent:** Tue, 6 Sep 2016 22:10:25 +0000  
**To:** Kenyon, Alfred  
**Subject:** IAB Takes Measured Approach to Initial Podcast Metrics



Tuesday, September 06, 2016

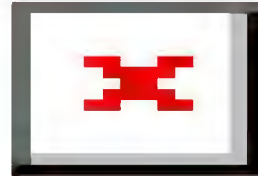
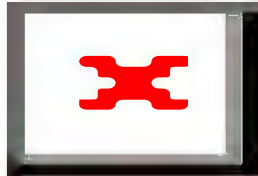


## **IAB Takes Measured Approach to Initial Podcast Metrics.**

Ahead of Wednesday's Podcast Upfront, the Interactive Advertising Bureau (IAB) has issued a set of new Podcast Ad Metrics Guidelines. Described as a "first step," the 14-page document describes common practices and provides a common set of metric definitions for the fast-growing medium. [READ MORE](#)

## A Less Zipped-Up 'Loveline' Reopens—As a Podcast.

"Loveline," the sex and relationships advice call-in show that was a broadcast radio staple for decades, is making a comeback—as a podcast. The fresh take on the brand debuts Thurs., Sept. 8 as an hour-long show hosted by feminist, author, model and actress Amber Rose on CBS Radio's Play.it network. [READ MORE](#)



### Quote Of The Day:

**"Live events are a natural for a radio station in any market. This is a growth area and it is essential for radio stations to be involved in other businesses related to their main event."** —Mark Fratrik, chief economist, BIA/Kelsey ([FULL STORY](#))

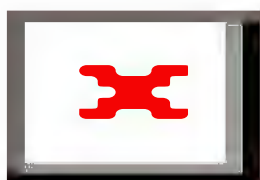
## Ugly EAS Snafu Creates Storm of Controversy.

The Federal Emergency Management Agency (FEMA) is looking into what caused a glitch in an Emergency Alert System activation over the weekend that left radio stations—and some residents—on New York's Long Island scratching their heads. It snafu involved Suffolk County officials and an alarming twist to a message tied to tropical storm Hermine. [READ MORE](#)



## **Update: FCC's New Regulatory Fees—and Sept. Due Date.**

Broadcasters will need to get their checkbooks out this month. The FCC has set Sept. 27 as the due date for annual regulatory fee payments. The Commission revised its fee table from what had been released earlier this year to lower annual fees for the two smallest population tiers for AM and FM broadcasters. [READ MORE](#)



## **Samsung Update Adds NextRadio to Top Models.**

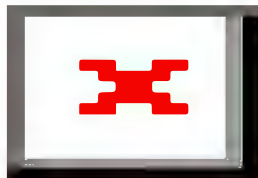
Samsung has become the first manufacturer to make some of its top smartphones NextRadio-compatible across all major carriers in the U.S. Verizon on Friday sent a software update notice to owners of Samsung's Galaxy S7 and S7 Edge devices sold this year that makes them compatible with the app that enables free FM mobile radio listening. [READ MORE](#)

## **Jim Pruett, Half of Legendary Morning Duo, Dies at 72.**

Alongside radio partner Mark Stevens, Jim Pruett helped define morning rock radio on one of its landmark FM rock stations, KLOL Houston, which launched in 1970. The popular Pruett, who shone as half of "Stevens & Pruett" on KLOL in the 1980s and '90s, died Friday, Sept. 2 of heart failure. He was 72. [READ MORE](#)

## Competition For Events Is Up But Radio Says The Show Must Go On.

Is the curtain going down on live events? Not exactly, but the stage is getting more crowded. As radio broadcasters look to diversify their revenue, many have launched live events, and competitors have followed suit. And, despite some reports of declining attendance and rising production costs, particularly for music festivals, broadcasters say the show will go on. [READ MORE](#)



## Jeff Anderson joins Beasley, North Carolina.

Beasley Media Group Charlotte, NC welcomes Jeff Anderson to the position of Operations Manager/ Program Director of legendary hip-hop station "Power 98" WPEG and Urban AC "V101.9" WBAV. It's a return to North Carolina for Anderson, who started his radio career at "99.1" WZFX-FM, Fayetteville, NC., more than two decades ago. He starts his new job on 9/12. [READ MORE](#)





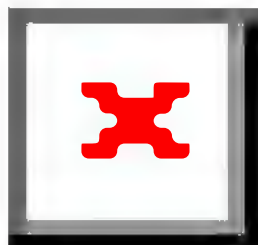
## From Radio to Congress and Back.

Trey Radel, who resigned his Florida (19th district) congressional seat after pleading guilty to cocaine possession, will return to the radio job he had before politics, hosting the morning show on Sun Broadcasting's WFSX-FM, "Fox News 92.5", serving Naples/Ft. Myers, FL. Radel was also previously an anchor at WINK-TV from 2007 to 2009. [READ MORE](#)



## The latest Nielsen Audio ratings.

We've added Nielsen Audio share data from Louisville, Puerto Rico, Baton Rouge, New Orleans, and Oklahoma City. Find a list of every station in a market, and ratings for Nielsen Audio subscribers, at [Stationratings.com](http://Stationratings.com).



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## **Executive Producer of Talk**

KSL NewsRadio in Salt Lake City, Utah is hiring a new manager to oversee three daily talk shows with the support of a staff of assistant producers and operators.



---

## **Associate Producer - Dallas**

Service Broadcasting Dallas-Ft. Worth is offering a unique opportunity for a skilled producer to join DeDe In The Morning as Associate Producer.



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## **General Sales Manager**

Cox Media Group Jacksonville is searching for a highly talented General Sales Manager with a proven track record of recruiting and developing sales talent and achieving revenue success.



---

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This email was sent to [alfred.kenyon@fema.dhs.gov](mailto:alfred.kenyon@fema.dhs.gov).

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**From:** Jackson, Liz  
**Sent:** Sat, 3 Sep 2016 22:36:02 -0400  
**To:** Johnson, Antwane;Witmer, Wade;Lucero, Mark;Centeno, Manuel;Kenyon, Alfred  
**Cc:** Stone, Roger L  
**Subject:** IMPORTANT - FEMA National Watch Center

All,

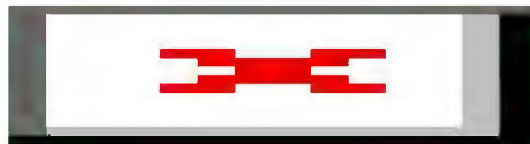
I just received a call from the NWC. Apparently, New York put out an alert over IPAWS that inadvertently told Suffolk County to evacuate. RII contacted the NWC. All know it is on the state, but looking for any help or info appropriate. Hoping maybe you are already aware.

Please give the NWC a call at 202-646-2828. POC is Adam Burpee. He's presently trying to reach IPAWS tech support (already tried Manny).

Thanks,  
Liz

**From:** Tom Taylor Now on behalf of "Tom Taylor Now"  
<RadioNews@TomTaylorNow.com>  
**Sent:** Tue, 6 Sep 2016 08:02:14 +0000  
**To:** Kenyon, Alfred  
**Subject:** NOW: Wall Street warms up to radio

If this HTML email does not render correctly, [click here](#) for the online version.



Tuesday, September 6, 2016

Volume 5 | Issue 173

## Wall Street warms up to radio



### Can radio re-ignite its romance with Wall Street?

Asking investors to love it the way they did 10 to 20 years ago may be too much – but an extensive Wells Fargo study suggests Wall Street’s now willing to at least look at the sector. One graph shows something surprising – “Radio is the best-performing sector in traditional media in 2016.” We’re talking about stock prices, not revenues, remember. But the data from Wells Fargo and Bloomberg shows the “radio index” (a basket of publicly-traded companies) out-performing the TV index and the outdoor index. Radio One is the top-performing radio stock so far this year, with Entercom, Salem, Beasley and even Cumulus out-performing the S&P since January. As Wells Fargo says “Townsquare is the laggard,” trailing the S&P. When the focus shifts to actual revenues, the report says “Radio has only slightly under-performed other local ad media,” if you exclude the political category. For all of 2016, it’s predicting growth of 1% to 2%, aided by political, and “flat to slightly-up core ad sales growth.” But for 2017, without political, radio revenues are estimated to be flat to down 1%. The Radio Industry Update from Davis Hebert and Eric Fishel is that “radio’s share of advertising is 8%, with a modest decline to 7% through 2019.”

Fred Kalil, Frank Higney, Todd Hartman,  
Lou McDermott, Max Drachman, Tom Zlaket,

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### **What do investors want to see from radio (and what do they worry about)?**

Conclusions from the Wells Fargo report – Investors “want to see positive/stable core ad sales.” Also “more consistency across station groups,” to reassure the Street that radio as a whole is firming up. (Not just specific companies.) The firm sees three factors as “new growth catalysts,” and those are NextRadio (the thing some Emmis investors worry they might be shut out of, if the company goes private). Also Events, and Digital/Mobile. Next on the list of “what investors want to see” is “conservative balance sheets.” The Street apparently likes Beasley’s \$220 million announced acquisition of Greater Media radio, because Wells Fargo cites “consolidation” as a positive – it observes that “M&A has started to pick up.” Out of that all those factors should come “more free cash flow.” As for the “worry about” column, here are five big ones – Audience fragmentation. Radio’s place in the dashboard. The challenging economics of digital. Royalty uncertainty (about radio’s use of music). And “excessive leverage.” One of the last charts is this – “We believe credit markets are open to conservatively leveraged radio companies,” when it comes to needs like re-financings. Analyst Davis Hebert will be presenting at the Wednesday, September 21 “Pillsbury’s Broadcast Finance Forecast Leadership Breakfast,” at the Radio Show in Nashville.

### **“\$20 billion in revenue by the year 2022” – or “#20x22.”**

That’s Andrew Curran’s way of proposing an ambitious goal for the entire radio industry. On Labor Day, the President/COO of DMR/Interactive published an “open letter to radio,” titling it “20 billion by 2022,” thus the hashtag. He says “We need to be winning dollars not just from radio stations across the street, but from other media, specifically print, local TV and Pandora.” Curran’s worried about the PwC forecast of radio “projected to grow just 0.84% per year between 2016 and 2020.” He says that sub-1% rate “won’t even keep up with inflation.” (Curran quotes NFL coach Mike Ditka – “In life, you get what you tolerate.”) To Curran, that means radio “must focus on sustainable growth, which means as dollars shift between media each year (more for Facebook, less for print), we need to be winning dollars.” Read Curran’s Open Letter about the virtues of radio (“an actively-engaged audience, authenticity, relationships and ‘can’t-miss-moments’”) [here](#).



### **iHeart tells Adweek “You can’t possibly correctly predict the next big thing...”**

Certainly not two years out, says Darren Davis. So the company’s strategy is “Don’t guess, just go everywhere.” Darren’s the President of iHeartMedia Network and the online/app-based IHeartRadio, and he says “it’s all about ubiquity for our broadcast brands,” taking them everywhere possible. They’re even looking at virtual reality, says Chief Marketing Officer Gayle Troberman. She says “we’re having some very interesting conversations with some brands about what makes sense in VR. But how do we leverage it

and what can we do with it? We're all just beginning that journey." While she says branded podcasts and custom stations on iHeartRadio are already "a big growth area." To Darren Davis, "Some of these are big integrations and reach a lot of people, some are small and they don't." While marketer Troberman says "the best relationships we have with brands are the brands that tap into us and leverage our capabilities across all these platforms." But the execs acknowledge that broadcast radio still generates the lion's share of revenues. Read the Adweek feature about iHeart [here](#).



### **A Texas judge nixes Townsquare's bid to dismiss a racial discrimination suit.**

A federal judge in Austin rules "there are sufficient allegations" to keep alive the suit brought by fired Killeen-Temple personality Charles Rivera. The former personality who identifies as Latino/Hispanic alleges both discrimination and retaliation, and claims that his sales manager asked him to charge the black artists he featured on his show for appearing. That was "despite the fact that this was not typically done to White artists." The suit says he was warned by management to be "careful about having Black people come to the station," and that management told him it didn't want to hear about him "being a victim" and he should "stop complaining about being discriminated against." Rivera was fired by Townsquare in June 2015 for alleged plagiarism. Though the suit says "at least two other similarly-situated, non-minority employees were accused of plagiarism, but were not terminated." Rivera filed with the Civil Rights Division of the Texas Workforce Commission, then sued in federal court (May 11 NOW Newsletter). Rivera's attorneys filed an amended complaint in July - and last week, Judge Sam Sparks denied the Townsquare motion to dismiss.



### **Threat from storm "Hermine" leads local officials to issue an incomplete EAS message - to "evacuate" part of Long Island.**

Note that the messages seen on TV screens and transmitted via automated calls weren't because of something broadcasters did. It was apparently because of local authorities being unfamiliar with part of the Emergency Alert System added after the devastating storm "Sandy." The full alert was aimed only at Fire Island, along the Long Island Sound, and it was only for a voluntary evacuation. But [New York's WPIX-TV](#) says Suffolk County Executive Steve Bellone had to issue a clarification Saturday night. While Staten Island's [SILive](#) says only the first part of the intended message was broadcast - about an evacuation order - and that federal authorities are now investigating just what happened.

### **The Omaha paper's online sports show graduates to KXSP radio/590.**

"TBL" - The Bottom Line - is already streaming at Omaha.com, News Channel Nebraska Television and some other sources. But [Omaha.com](#) says the midday sports show anchored by Mike'l Severe, a broadcaster who joined the Omaha World-Herald to work on the Spring-2014 launch of "TBL," is being added to a local radio station. World-Herald Publisher Terry Kroeger says "TBL is an important part of

our strategy to reach more people with compelling content, and we're pleased that [Scripps-owned] '590 ESPN' will be part of that." The full Bottom Line runs four hours and they're re-positioning the complete online/streaming version to 10am-2pm, with the noon-2pm hours airing on KXSP. The new arrangement starts tomorrow.

### **Next Senate FCC oversight hearing to drill in on "concerns about partisanship."**

Sure enough, Senate Commerce Committee Chair John Thune officially schedules the rumored Thursday, September 15 hearing (August 25 NOW). The Committee says "the hearing will have broad scope covering every aspect of the agency, and major policy issues before the Commission." This could be rough. Republican Chairman Thune certainly isn't happy with Democratic FCC Chair Tom Wheeler, and you can expect Republican Commissioners Ajit Pai and Mike O'Rielly to get plenty of chances to talk about how they've been ignored by the Democratic majority. Thune's setup statement is that "With the FCC considering significant new rules affecting consumer privacy, cable service through set-top boxes, and other issues impacting our economy, effective collaboration and informed decision making at the commission couldn't be more important." This could be Thune's last chance to grill Wheeler - who's probably leaving the FCC in early 2017. Though Wheeler's refusal to even commit to that (and leaving would be the traditional thing to do) is another thing that rankles Republicans in Congress. See the Senate calendar item about next week's oversight hearing [here](#).



**NFL opens its 2016-2017 season Thursday night** with the Denver Broncos and the Carolina Panthers, the traditional Game One re-match of the Super Bowl teams. Westwood One announces its own teams for various broadcasts - Tom McCarthy and John Sadak will handle the Sunday doubleheaders, with the analyst corps including Mike Holmgren, Jason Taylor, Mike Mayock and Ross Tucker. Scott Graham will do the pre-game/post-game/half-time work. Sunday Night Football will be handled by Kevin Kugler, back for his fourth year for Westwood, and this will be the eighth season for analyst James Lofton, a Hall of Fame player. Monday Night Football is Kevin Harlan and Boom Esiason, and it's Boomer's 17th year in that role (back to before he began co-hosting mornings on CBS Radio's New York "Fan" WFAN-AM/FM). Kurt Warner will split the analyst schedule with Boomer, while Jim Gray takes the pre-game/half-time chores. Thursday Night Football is led by Ian ("EYE-in") Eagle, with Tony Boselli switching off with Coach Mike Holmgren. Westwood has 70 NFL games, including the Super Bowl, three games from London and one from Mexico City (the Oakland Raiders and Houston Texans).





**Owner Steve Kingston of Annapolis-market adult alternative WRNR-FM/103.1**

stirs up so much support from listeners over interference from a proposed Baltimore translator move-in, he's pulled his promos off the air. But the onetime Z100/WXRK New York programmer Kingston contends the threat is serious. He tells the [Capital Gazette](#) the new translator "could affect 30% of our listenership." So WRNR-FM started running promos asking listeners to support the station with an online petition to the FCC – and PD Bob Waugh says "the reaction was overwhelming." So they backed off, for now. The translator was originally licensed to Roxanna, Delaware at 94.3. But under the FCC's AM Revitalization plan, it won permission to move in to Baltimore at 103.1, rebroadcasting Christian teaching WRBS/1230. It's the sister to "95.1 Shine" WRBS-FM, a commercially-operated contemporary Christian station owned by not-for-profit Peter & John. The translator's owned not by Peter & John, but by American FM Associates. It hasn't been lit up yet – but Kingston's primed. He's owned and sold several stations, and has kept WRNR-FM, licensed to Grasonville on Maryland's Eastern Shore.

**New "Rising Star" recognition from the MIW (Mentoring and Inspiring Women) in Radio**

organization stems from last year's death from cancer of Marketron's VP/International Sales Renee Roth. Now Marketron's sponsoring a "Rising Star" award for women in sales management, and the first recipient is Beasley Broadcast Group's Tampa general sales manager Erika Beasley. As usual, the MIW's will gather on the first night of the Fall Radio Show, and this year that's Wednesday, September 21 in Nashville.



**"There are a couple of ideas that would go a long way to 'fixing' AM."**



Ben Downs, GM of Bryan Broadcasting in Bryan-College Station and a longtime advocate for the AM service, picks up last week's theme about AM and says "One idea I'm pushing is to allow Daytime (class D) AM stations with a translator to get protection for their translator in exchange for turning off their AM. It would require there be no interference complaints against the translator for a couple of years. There are over 800 class D licenses, and I would think a large percentage would choose the 24/7 coverage of their translator over the daytime-only signal. Taking those 800 or so stations off the AM band would go a long way to cleaning up a lot of interference and noise.

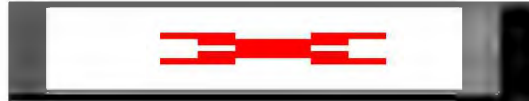
**"But the 'deep blue sky' idea,"** continues Ben Downs, "would be to provide some incentive for stations to convert to full AM Digital. Not the existing hybrid version, but the full digital that the NAB just completed testing. When a station has an FM translator, the AM has enough 'cover' to experiment and try new things like all-digital. In that mode, the signal goes as far as regular AM, and with FM

quality, but without the sideband hash of the current hybrid system on the air now. And all those new car radios pick it up just fine." Got your own opinion about AM revitalization and the AM band's future? Email the Soap Box - [Tom@RTK-Media.com](mailto:Tom@RTK-Media.com).



**Cued by the President, Honolulu's rhythmic "Bomb" and "Power" are joined by "The Beat."**

In other words, iHeart's challenging rhythmic CHR's "102.7 Da Bomb" KDDB (owned by Ohana) and "Power 104.3" KPHW (a onetime Cox station now owned by SummitMedia). iHeart says Friday's kickoff used "a recording of [onetime Hawaii resident] President Obama saying 'Are we ready to go? We got the cue. Alright, drop the Beat.'" And cued to the station's frequency, the flip occurred at 9:39am Hawaii time on former rhythmic AC "Jamz 93.9" KHJZ. We'll see what kind of marketing budget and plans iHeart has. Market president Chuck Cotton says "We're looking forward to introducing this station to everyone, so watch for 'The Beat on the Street.'"



**In Nashville, a two-translator classic country "Big Legend" joins iHeart's** existing country "Big 98" WSIX. The classic country opening must've seemed obvious to iHeart, which also wouldn't mind knocking Cumulus down a peg or two and perhaps helping out WSIX in the rankings. Cumulus has "Nash Icon" WSM-FM/95.5 and "Nash 103.3" WKDF. WSM-FM, leaning slightly older than Nash, has soared to the #3 spot with age 6+ AQH shares in the last two Nielsen PPM

monthlies. While WSIX has remained stuck around tenth place (though ahead of WKDF). So iHeart decided to drop alternative rock "Alt 98.3" on two translators and chase classic country, instead. They're calling it "Big Legend" and these two Nashville-licensed translators achieve about as much they possibly can, running at nice high antenna heights. (Though they overlap a fair amount.) iHeart's imaging the pair using the 98.3 frequency of its own W252CM at 98.3. It's a bit south of town, simulcasting on a translator owned by iHeart's friend EMF, the K-Love Christian broadcasting folks. That's W248BQ at 97.5, a bit north of town. Both are fed by the HD2 signal of iHeart's WNRQ Nashville/105.9. Another thing to watch - the possible impact of "Big Legend" on Ryman Hospitality's classic country-and-more WSM-AM/650.

**Saga's fifth "Outlaw" classic country signal is in Clarksville, Tennessee.** Here's another example of 2016 translator strategy - Saga re-purposes a translator it already owned, W264CK, turning that into "Outlaw 100.7." That signal had been rebroadcasting Saga's sports "ESPN Clarksville" WKFN at 540. But Saga paid \$30,000 to move in a different translator for WKFN. It's the Morganfield, Kentucky signal now at 104.1 in Clarksville. That liberated 100.7 to go its own way as "Outlaw." It's rebroadcasting the HD3 signal of Saga's "Q108" WCVQ Fort Campbell, Kentucky/107.9. Check out the newest Saga Outlaw, playing "Legends and Young Guns," [here](#). Saga also does the "Outlaw" format"

on what it calls metro signals in Asheville, Des Moines, Jonesboro and Springfield (Illinois).

**After a K-Love deal-closing in Boise**, the "Kool Oldies" brand migrates to an AM/HD4/translator combo owned by Impact Radio Group. For years "Kool Oldies 95.5" lived on Treasure Valley Broadcasting's KKOO, licensed to Fruitland, Idaho. As Impact CEO/market manager Darrell Calton says, "Randy Williamson and his family dedicated three decades to serving the Treasure Valley with local programming. When Randy made the decision to move on, we were thrilled to be able to bring the Kool Oldies brand over to Impact." Thanks to an intellectual property deal, Kool now lives at KSRV Ontario, Oregon (1380), the HD4 signal of KQBL Emmett, Idaho (101.9) and Boise translator K268CU at 101.5. They're imaging the trimulcast as "Kool Oldies 101.5." And yes - KKOO/95.5 is converting to EMF's contemporary Christian "K-Love." At least temporarily, EMF also owns KKOO's AM sister, Spanish variety hits "Radio Juan" KWEI/1260 licensed to Weiser. That presumably will be spun now that EMF has paid \$600,000 to Treasure Valley Broadcasting (May 13 NOW).



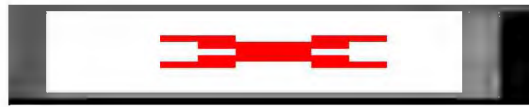
**"What I learned about being a general manager"** is blogger and Western Kentucky U. educator Dick Taylor's compendium of wisdom - and he doesn't go easy on himself. He advises radio pros to stay curious (as curious as they were in their early days), to get everyone in the organization focused on the same mission (there's a great JFK anecdote about NASA), working in a toxic environment for "a bastard," and the importance of balance (and the toll work can take on a marriage). Read "What I learned" from Dick Taylor [here](#).



**"I tried Apple CarPlay, and so should you."** Blogger Steve Goldstein was inspired by Jacapps' Bob Kernen to visit a local Honda dealer, and he found "the connection was seamless" between his phone and the car's dashboard - "It immediately took over the screen in the center stack and identified the CarPlay-compatible apps on my phone, and placed them on screen, eight at a time." Steve says Apple CarPlay, the technology the company's pushing for adoption by automakers, relies heavily on Siri voice commands to keep the driver's eyes on the road and not the iPhone's tiny screen." More from Goldstein's "eye-opening" test drive at his Amplifi Media blog [here](#). One of his conclusions - CarPlay and rival Android Auto constitute "a huge headwind" for AM/FM radio, because consumers are gaining an unrestricted ability to listen to audio from many different sources." Another conclusion is about an age-break - Steve's Honda rep said most potential customers above 40 are confused about this subject. But "under 40, connectivity is what sells cars."

**FCC's annual regulatory fees are finalized**, from the \$620 payable by Class C AMs serving a population of fewer than 25,000 all the way to the top of the card, \$17,175 due from Class B FMs and all the sub-classes of C FMs serving populations of more than six million. (Remember, this year there's a new in-between category of stations between three million and six million.) Attorneys David Oxenford and Kelly Donohue list the fee, containing "some adjustments" made after the first time we

saw the proposed schedule, [here](#).



**Trey Radel** is returning to a morning radio gig that has perhaps even worse hours than his previous job – serving in Congress. His time on Capitol Hill ended after he pleaded guilty to buying some cocaine from an undercover officer in a DC restaurant. That was a misdemeanor charge and his record's been expunged, after he completed his probation. Until he resigned in 2011 to run for the House, Radel hosted "Daybreak" on Sun Broadcasting's talk "Fox 92.5" WFSX Estero in the Ft. Myers-Naples market, and the [Naples News](#) says he's been rehired. Drew Steele left "Daybreak" this Summer to join Salt Lake City's KSL-TV. Trey has been filling in – and Fox 92.5 GM Jim Schwartzel says "Trey's local knowledge stood out." Radel says he's still "a proud member" of the Republican party, but says "I don't feel any obligation whatsoever to give out garbage political talking points, especially Republican talking points."

**Jim Pruett** and Mark Stevens "helped define morning radio in their decades together in Houston radio," says Houston observer/blogger Mike McGuff. Stevens died in 2011, and now Jim Pruett has passed at 72. McGuff says that in their years on then-Rock 101 KLOL, "they introduced a lot of people to comedy, as teenagers, and a lot of people to sex." He adds that they also "spoke to power, and took on City Hall and did all kinds of things to answer questions that people really wanted to know." Earlier on, Jim and Mark had filled the "Hudson & Harrigan" roles on Houston's KILT. McGuff's working on a documentary about KLOL, and he draws from that (and an interview with then-GM Pat Fant) to say that Pruett worked in Oklahoma City before serving in Vietnam, then got hired at then-KNUZ Houston. He was "Tony Raven" on the Night Flight Show, playing album rock. The Stevens & Pruett era ended on KLOL when Mark Stevens was fired in 2001. Pruett was gone by November 2004, when Clear Channel flipped Rock 101 to a Spanish-language hurban format as "Mega 101." Pruett later opened his own gun shop – as you can see in McGuff's opening photo [here](#). More about Jim Pruett from the Houston Chronicle [here](#). Plans for a public memorial for Jim Pruett are in the works.



**New jock's first day** – Frank Cipolla says "Reading the latest 'You Can't Make This Up' reminds me of a story years ago from when I worked in small-time New Jersey radio. This is before cell phones and beepers. A new jock started the overnight shift at the small FM station near the Pennsylvania border. To help him out, the program director spent the first hour with him just going over things and getting him comfortable before leaving to drive home. About 20 minutes after the PD left there was a problem, and the disc jockey had no way

of letting him know. So he took the mic at the end of the record, back-sold the song and artist, gave the time and temp, then said on the air, 'Bob, if you're listening in your car, could you come back? I got a problem.'" Radio/TV pro Frank Cipolla has published a book titled "It Shocked Even Us, and More Crazy Stories Covering Local News." The website is [here](#). Still laughing about (or haunted by) your own "first-day" story? Email "You Can't Make This Up" - [Tom@RTK-Media.com](mailto:Tom@RTK-Media.com).



**Welcome back from a Labor Day Holiday weekend that produced** more format changes than the July 4th holiday, and no doubt we'll be learning about more. This is the unofficial beginning of the get-serious-now-that-Summer's-over Fall season, and we soon swing into the RAB/NAB Radio Show in Nashville, opening just two weeks from tomorrow. Exactly two weeks from today is the RAIN Summit in Nashville, with keynoter Scott Borchetta of Big Machine Label Group (Taylor Swift and a lot more). Thanks for using this daily Tom Taylor NOW Newsletter to help keep up with the changes. Want to reach this readership of people hungry for new ideas, products and solutions? Talk to our Kristy Scott. She's at [Kristy@RTK-media.com](mailto:Kristy@RTK-media.com) or phone 818-591-6815, and she'll be in Nashville, available for meetings. See you back first thing tomorrow - Tom



#### BROKERS

**Dave Garland Media Brokerage:** Dave Garland, Cell: [\(b\)\(6\)](tel:(b)(6)), Email: [\(b\)\(6\)@radiobroker.com](mailto:(b)(6)@radiobroker.com)

**Kozacko Media Services:** [\(b\)\(6\)](tel:(b)(6)) Cell: [\(b\)\(6\)](tel:(b)(6)), Email: [\(b\)\(6\)@aol.com](mailto:(b)(6)@aol.com); Dick Kozacko, Cell: [\(b\)\(6\)](tel:(b)(6)), Email: [\(b\)\(6\)@kozacko.com](mailto:(b)(6)@kozacko.com); Omni Nashville Hotel; Office: 607-733-7138; [www.radio4sale.com](http://www.radio4sale.com)



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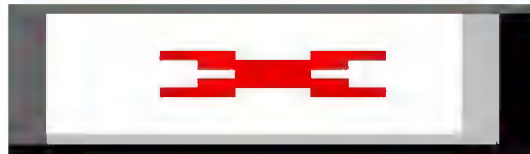


To talk about advertising or other creative ideas, contact Kristy Scott at [Kristy@RTK-media.com](mailto:Kristy@RTK-media.com) or

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**From:** Inside Radio  
**Sent:** Wed, 7 Sep 2016 11:48:24 +0000  
**To:** Kenyon, Alfred  
**Subject:** Radio Is Near Top of the Class in Complementing Digital Marketing Goals



Wednesday, September 07, 2016

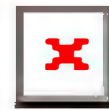


## **Borrell—Radio Earns High Grades in Driving Digital Goals.**

When it comes to using traditional media to drive digital marketing goals, nearly half of all advertisers choose—and rely on—radio. The medium ranked second only to TV in a new survey of local advertisers questioned by Borrell Associates. [READ MORE](#)

## Format of the Summer? For 2016, Classic Rock Beats the Hits.

For 2016, there's been an upset in radio's vaunted "format of the summer" winner. After two years of classic hits showing the greatest summertime ratings gains, its sister format, classic rock, wrestled away the crown this year. National classic rock ratings in Nielsen's PPM markets shot up 5.1% between June and August. [READ MORE](#)



### Quote Of The Day:

**"If [radio ad sales reps] turned the conversation around and learned about the advertisers' digital goals, they might actually have a better chance of selling spots. One of the resounding clangs in the thousands of comments we received is 'please listen to us!' They really need reps to listen, and I'm pretty sure if radio reps do that, they'll hear plenty of opportunity where radio can meet an advertiser's goal." —Gordon Borrell, CEO, Borrell Associates ([FULL STORY](#))**

## No Trump Spend Bump Leads To Lower Ad Forecast.

Donald Trump continues to lag behind in spending cash for his presidential campaign. This well-reported lack of spend has led analyst Brian Wieser of Pivotal Research to slice his forecast for political advertising spending growth through the remainder of the election cycle. [READ MORE](#)

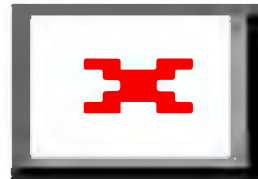
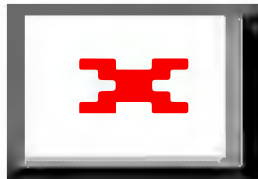


## **IAB Takes Measured Approach to Initial Podcast Metrics.**

Ahead of Wednesday's Podcast Upfront, the Interactive Advertising Bureau (IAB) has issued a set of new Podcast Ad Metrics Guidelines. Described as a "first step," the 14-page document describes common practices and provides a common set of metric definitions for the fast-growing medium. [READ MORE](#)

## **Georgia Stations Kept Listeners, Hermine on Their Minds.**

While Hurricane Hermine bore down on Florida after midnight Friday, the storm was tenacious in working its way up the East Coast through Georgia, North Carolina and Coastal Virginia before heading out to sea. And the Georgia Association of Broadcasters (GAB) shared summaries of how two independent radio groups served their communities during the weather event. [READ MORE](#)



## **Ugly EAS Snafu Creates Storm of Controversy.**

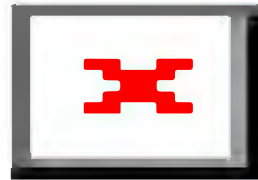
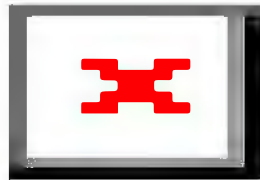
The Federal Emergency Management Agency (FEMA) is looking into what caused a glitch in an Emergency Alert System activation over the weekend that left radio stations—and some residents—on New York's Long Island scratching their heads. It snafu involved Suffolk County officials and an alarming twist to a message tied to tropical storm Hermine. [READ MORE](#)

## Home Depot Flirts With 60K Weekly Radio Spot Count.

If there are any doubts that The Home Depot relies on radio to tell consumers it's the place for "More saving. More doing," its national ad buy for the week of August 29-September 4 will quash that. The home improvement chain delivered a total of nearly 60,000 spots in the period. [READ MORE](#)

## Best Of The Blogs: DMR's Curran—Radio Needs 'Swagger' Back.

Revenue growth to \$20 billion by 2022? How does that sound as a goalpost for the radio industry? In a passionate "Open Letter to Radio" blog Andrew Curran, president & COO of DMR Interactive, says it's time to "help jump-start the conversation about overall growth for radio." [READ MORE](#)



## Kantar Says Holiday Sales Will Jingle Well.

In terms of predicted retail sales, it's beginning to book a lot like Christmas. That's according to consultancy Kantar Retail, which has released a report predicting a solid 3.8% gain in spending for the holiday shopping season. That includes a momentous 16% increase in online spending, with a 2% hike in brick-and-mortar shopping. [READ MORE](#)



## Programmer Turns Shazam Feed Into Countdown Show.

In a unique alliance between traditional FM radio and Shazam, Canada's Rogers

Radio has launched a nightly countdown based on listeners' use of the popular app on three of its regional radio stations. "The Shazam @ 7 Countdown" airs the top seven songs nightly at 7pm local time. [READ MORE](#)

### **Behind the Circular Logic in Pandora's Top Spins Chart.**

After years of secrecy about its most played songs, Pandora is providing a peek behind the curtain with a trio of music charts that launched in August. However, music research firm Intgr8 says there are three things to keep in mind about the one chart that will likely most interest programmers—Pandora's Top Spins chart. [READ MORE](#)

### **The latest Nielsen Audio ratings.**

We've added Nielsen Audio share data from Louisville, Puerto Rico, Baton Rouge, New Orleans, and Oklahoma City. Find a list of every station in a market, and ratings for Nielsen Audio subscribers, at [Stationratings.com](http://Stationratings.com).



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## **Executive Producer of Talk**

KSL NewsRadio in Salt Lake City, Utah is hiring a new manager to oversee three daily talk shows with the support of a staff of assistant producers and operators.



---

## **Associate Producer - Dallas**

Service Broadcasting Dallas-Ft. Worth is offering a unique opportunity for a skilled producer to join DeDe In The Morning as Associate Producer.



---

## **Classified Ad Pricing:**

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This email was sent to [alfred.kenyon@fema.dhs.gov](mailto:alfred.kenyon@fema.dhs.gov).

To continue receiving our emails, add us to your address book.



**From:** Smith, Jody M CTR DISA JITC (US)  
**Sent:** Tue, 6 Sep 2016 17:46:06 +0000  
**To:** Kenyon, Alfred  
**Subject:** RE: [Non-DoD Source] RE: Suffolk County XML  
**Attachments:** smime.p7s

Al,

Can you resend the 3 attachments to fema.ipaws.lab@awtestlab.com? DISA grabbed the attachments.

The news story was comical - always blaming FEMA.

Thanks!  
Jody

-----Original Message-----

From: Kenyon, Alfred [mailto:Alfred.Kenyon@fema.dhs.gov]  
Sent: Tuesday, September 06, 2016 1:31 PM  
To: Smith, Jody M CTR DISA JITC (US)  
Cc: Centeno, Manuel Jr CIV (US); (b)(6) CIV DISA JITC (US)  
Subject: [Non-DoD Source] RE: Suffolk County XML

All active links contained in this email were disabled. Please verify the identity of the sender, and confirm the authenticity of all links contained within the message prior to copying and pasting the address to a Web browser.

-----

Here are all three of them...

And a fun news story

Caution-http://news12.cv.net/video1/2016-09/2101609030035602321\_3082959.mp4

-----Original Message-----

From: Smith, Jody M CTR DISA JITC (US) [Caution-mailto: (b)(6)@mail.mil]  
Sent: Tuesday, September 06, 2016 1:26 PM  
To: Kenyon, Alfred <Alfred.Kenyon@fema.dhs.gov>  
Cc: Centeno, Manuel <Manuel.Centeno@fema.dhs.gov>; (b)(6)  
(b)(6) CIV DISA JITC (US); (b)(6)@mail.mil  
Subject: Suffolk County XML

Hi Al,

Can you send me the XML from the Suffolk County erred alerts?

Thanks,  
Jody

Jody Smith, PMP  
Manager, FEMA IPAWS Lab

Contractor, ManTech International  
Joint Interoperability Test Command  
Defense Information Systems Agency

(b)(6) (Direct)  
301.743.4340 (IPAWS Lab)  
(b)(6) (Mobile)  
(b)(6) @mail.mil

---

Al,

Can you resend the 3 attachments to fema.ipaws.lab@awtestlab.com? DISA grabbed the attachments.

The news story was comical - always blaming FEMA.

Thanks!  
Jody

-----Original Message-----

From: Kenyon, Alfred [mailto:Alfred.Kenyon@fema.dhs.gov]  
Sent: Tuesday, September 06, 2016 1:31 PM  
To: Smith, Jody M CTR DISA JITC (US)  
Cc: Centeno, Manuel Jr CIV (US); (b)(6) CIV DISA JITC (US)  
Subject: [Non-DoD Source] RE: Suffolk County XML

All active links contained in this email were disabled. Please verify the identity of the sender, and confirm the authenticity of all links contained within the message prior to copying and pasting the address to a Web browser.

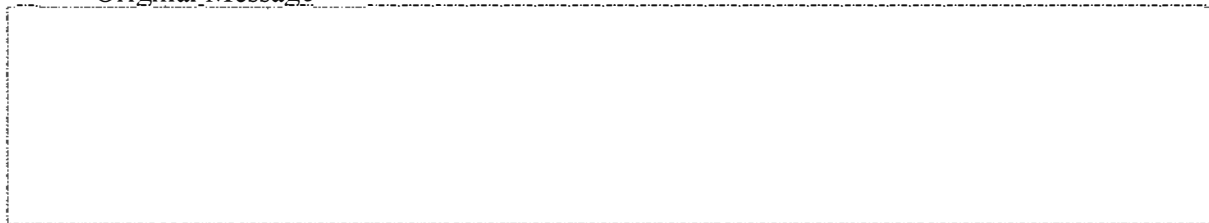
-----

Here are all three of them...

And a fun news story

Caution-[http://news12.cv.net/video1/2016-09/2101609030035602321\\_3082959.mp4](http://news12.cv.net/video1/2016-09/2101609030035602321_3082959.mp4)

-----Original Message-----



-----Original Message-----

From: Kenyon, Alfred [<mailto:Alfred.Kenyon@fema.dhs.gov>]

Sent: Tuesday, September 06, 2016 1:31 PM

To: Smith, Jody M CTR DISA JITC (US)

Cc: Centeno, Manuel Jr CIV (US); [REDACTED] CIV DISA JITC (US)

Subject: [Non-DoD Source] RE: Suffolk County XML

All active links contained in this email were disabled. Please verify the identity of the sender, and confirm the authenticity of all links contained within the message prior to copying and pasting the address to a Web browser.

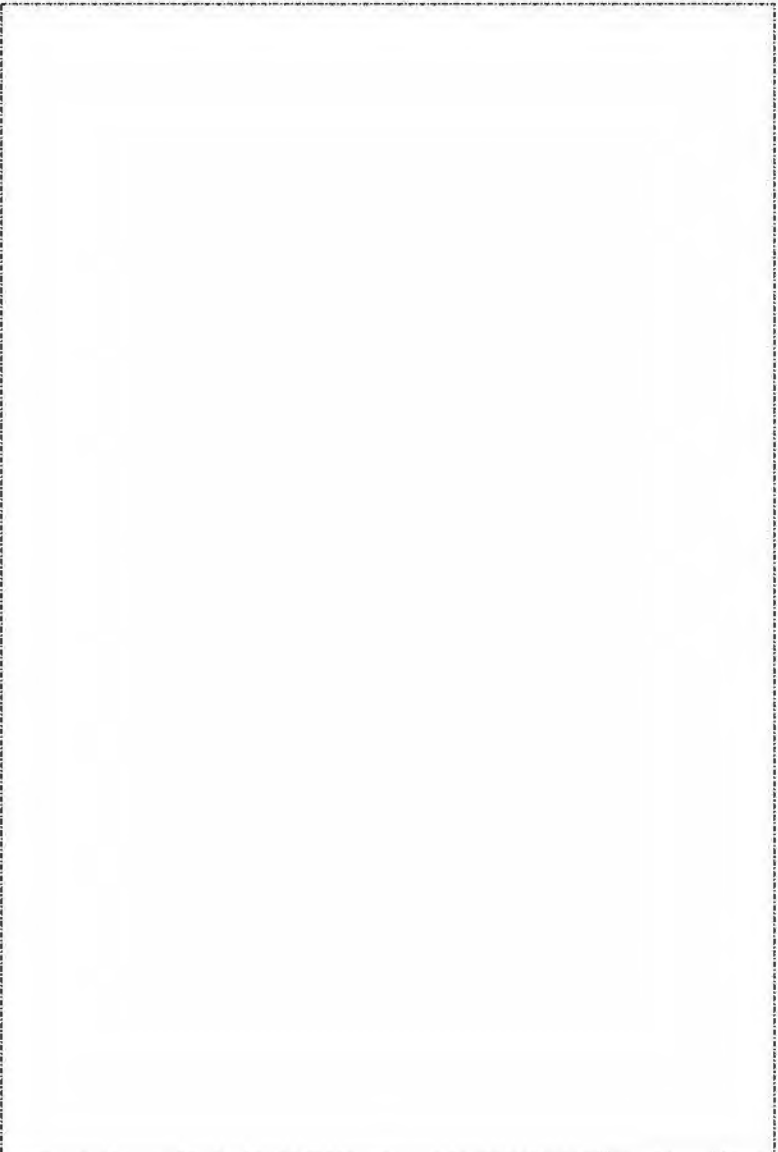


---

Here are all three of them...

And a fun news story

Caution-[http://news12.cnn.com/video/2016-09/21/1609030035602321\\_3082959.mp4](http://news12.cnn.com/video/2016-09/21/1609030035602321_3082959.mp4)



**From:** Witmer, Wade  
**Sent:** Fri, 9 Sep 2016 16:47:03 -0400  
**To:** Kenyon, Alfred  
**Subject:** RE: Call with Sen. Schumer's (D-NY) Office re Suffolk County, NY EAS Evacuation Message

AI - Below is story being referenced by Sen Schummer:

-----Original Appointment-----

**From:** Blaylock, Andrew  
**Sent:** Friday, September 09, 2016 3:48 PM  
**To:** Blaylock, Andrew; Johnson, Antwane; Brewster, Jared; Witmer, Wade; Johnson, Amanda; Sullivan, Kevin  
**Subject:** Call with Sen. Schumer's (D-NY) Office re Suffolk County, NY EAS Evacuation Message  
**When:** Monday, September 12, 2016 3:00 PM-3:30 PM (UTC-05:00) Eastern Time (US & Canada).  
**Where:** Conference Call: [REDACTED] (b)(6) #

FYSA – Below is an article that has informed Sen. Schumer’s office on this issue.

## Officials: Automated system caused false evacuation alert for Hermine

September 5, 2016 By David M. Schwartz [david.schwartz@newsday.com](mailto:david.schwartz@newsday.com)

A countywide evacuation order that crawled ominously — and falsely — across Suffolk television screens Saturday night as Tropical Storm Hermine approached was caused by the federal alert system that automatically generated a summary of the county’s warning but cut off the longer message, federal and county officials said Monday.

A spokeswoman for the Federal Emergency Management Agency said its officials are investigating why the message, sent by Suffolk County Fire, Rescue and Emergency Services, was shortened. County officials said they wouldn’t use the Emergency Alert System again until they had answers.

Sent from county emergency offices in the basement of a county building in Yaphank, the message that was supposed to appear was for a voluntary evacuation of Fire Island. Instead, what showed up on television screens at 7:40 p.m. on Saturday night read, “Civil Authorities have issued an Evacuation Immediate for the following New York counties: Suffolk. Effective until September 04-07:10 AM EDT. This is an emergency message from.” It ended there.

The partial message sparked a flood of 911 calls from concerned residents and agencies, said Greg Miniutti, chief of communication for the Department of Suffolk Fire and Rescue.

“It was controlled chaos,” Miniutti said. “The phone was ringing off the hook.”

While Bellone’s team took to Facebook to correct the alert and the police sent their own messages that county residents didn’t need to leave, Miniutti and his team scrambled. They couldn’t cancel the message. But they tried to send another.

They guessed a shorter version might go through, rather than the 600-character advisory originally sent. And it did.

About 10 to 15 minutes after the first message, the original warning reappeared with the new message — “UPDATED Message — Voluntary evacuation of Fire Island ONLY by 1 pm Saturday 9/4/16” — tacked onto the end.

Miniutti said the dispatch supervisor who sends the alert typed in the message correctly through the county’s Code Red system, which it buys through a vendor to interact with the federal systems, including the Emergency Alert System.

FEMA spokeswoman Lauren Lefebvre said the original message that appeared on television is generated automatically by the computer system. The agency is investigating why the rest of the county’s message wasn’t broadcast.

“We’ve formally asked New York State Emergency Management to find out what happened,” Suffolk Fire, Rescue and Emergency Services Commissioner Joseph Williams said. “Not to point fingers, but to find out what happened. We want to make sure what happened doesn’t happen again.”

The county will continue to use other aspects of the federal notification system, which allows it to send messages in other ways, including text messages to mobile phones near specific cell towers — as it did on Saturday night when the voluntary evacuation of Fire Island was enacted.

Lefebvre said she did not know of another instance when an abbreviated automated alert was sent in error. She said the public should continue to pay attention to local officials, newscasts and emergency alerts.

“It’s peak hurricane season. Alerts will go out if needed and are critical and contain lifesaving messaging,” she said.

**From:** David Donovan  
**Sent:** Mon, 12 Sep 2016 10:43:56 -0400  
**To:** Kenyon, Alfred  
**Subject:** RE: Copy of Suffolk County CAP messages

Thank you, Al Best DD



**David L. Donovan**  
**President**  
**New York State Broadcasters Association, Inc.**

1805 Western Avenue, Albany, NY 12203

(b)(6) fax (518) 456-8943

[www.nysbroadcasters.org](http://www.nysbroadcasters.org)

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---

**From:** Kenyon, Alfred [mailto:Alfred.Kenyon@fema.dhs.gov]  
**Sent:** Monday, September 12, 2016 10:11 AM  
**To:** David Donovan  
**Subject:** Copy of Suffolk County CAP messages

David,

I don't recall if I sent this to you earlier for your files. The attached are the full CAP messages (all three of them!) processed through IPAWS. If you click on the file name it should open in a browser window and be somewhat legible element by element.

Regards,

**AL KENYON**

*IPAWS National Test Technical Lead*

IPAWS Program Office, National Continuity Programs

Department of Homeland Security - FEMA

500 C Street, SW, 5NW-0407

Washington, DC 20472-3153

202-646-3308 Office

202-538-4471 Cell

540-504-2389 eFax

[Alfred.Kenyon@fema.dhs.gov](mailto:Alfred.Kenyon@fema.dhs.gov)

**From:** Centeno, Manuel  
**Sent:** Wed, 7 Sep 2016 12:39:06 -0400  
**To:** Witmer, Wade; Lucero, Mark; Kenyon, Alfred  
**Cc:** Johnson, Antwane; Jackson, Liz; McCobb, Charles; Allen, Donica (b)(6)  
(b)(6); CIV (US) (b)(6) @mail.mil); Smith, Jody M CTR DISA JITC (US)  
**Subject:** RE: Discussion with Suffolk Talking Points

Wade,

Yes please. I already have some material that can be used.

Manny Centeno  
Project Manager  
DHS/FEMA/NCP/IPAWS  
202-538-4199

---

**From:** Witmer, Wade  
**Sent:** Wednesday, September 07, 2016 12:22:33 PM  
**To:** Lucero, Mark; Centeno, Manuel; Kenyon, Alfred  
**Cc:** Johnson, Antwane; Jackson, Liz; McCobb, Charles; Allen, Donica; (b)(6) CIV (US)  
(b)(6) @mail.mil); Smith, Jody M CTR DISA JITC (US)  
**Subject:** RE: Discussion with Suffolk Talking Points

Thoughts on developing a training webinar series and maybe an EMI course offering: "How to Effectively Use EAS to Communicate with the Public"?

---

**From:** Witmer, Wade  
**Sent:** Wednesday, September 07, 2016 11:57 AM  
**To:** Lucero, Mark <Mark.Lucero@fema.dhs.gov>; Centeno, Manuel <Manuel.Centeno@fema.dhs.gov>; Kenyon, Alfred <Alfred.Kenyon@fema.dhs.gov>  
**Cc:** Johnson, Antwane <Antwane.Johnson@fema.dhs.gov>; Jackson, Liz <Liz.Jackson@fema.dhs.gov>; McCobb, Charles <Charles.McCobb@fema.dhs.gov>; Allen, Donica <Donica.Allen@fema.dhs.gov>; (b)(6) CIV (US) (b)(6) @mail.mil (b)(6) @mail.mil); Smith, Jody M CTR DISA JITC (US) (b)(6) @mail.mil  
**Subject:** RE: Discussion with Suffolk Talking Points

EAS Text message was 683 characters including spaces

---

**From:** Lucero, Mark  
**Sent:** Wednesday, September 07, 2016 10:49 AM  
**To:** Centeno, Manuel <Manuel.Centeno@fema.dhs.gov>; Witmer, Wade <Wade.Witmer@fema.dhs.gov>; Kenyon, Alfred <Alfred.Kenyon@fema.dhs.gov>

Cc: Johnson, Antwane <Antwane.Johnson@fema.dhs.gov>; Jackson, Liz <Liz.Jackson@fema.dhs.gov>; McCobb, Charles <Charles.McCobb@fema.dhs.gov>; Allen, Donica <Donica.Allen@fema.dhs.gov>; (b)(6) CIV (US) (b)(6)@mail.mil; (b)(6)@mail.mil; Smith, Jody M CTR DISA JITC (US) (b)(6)@mail.mil  
**Subject:** RE: Discussion with Suffolk Talking Points

One more note: I checked JITC AMS and Suffolk has sent zero alerts to the lab

v/r  
Mark Lucero, CISSP  
Chief, IPAWS Engineering  
FEMA National Continuity Programs  
202-646-1386 (w)  
202-257-1364 (bb)  
mark.lucero@fema.dhs.gov  
ipaws@fema.dhs.gov

---

**From:** Centeno, Manuel  
**Sent:** Wednesday, September 07, 2016 10:14:39 AM  
**To:** Witmer, Wade; Kenyon, Alfred  
**Cc:** Johnson, Antwane; Jackson, Liz; Lucero, Mark; McCobb, Charles; Allen, Donica; (b)(6) CIV (US) (b)(6)@mail.mil; Smith, Jody M CTR DISA JITC (US)  
**Subject:** Discussion with Suffolk Talking Points

Wade,

A few points to aid in framing the discussion with Suffolk. Region II wants to keep the conversation short. I am hoping the following bullets will help frame the discussion.

- IPAWS staff and Lab observations
- IPAWS, WEA and EAS worked as currently designed – could use a few improvements that we are working on with the FCC
- Originator selected an extremely urgent event code: A Local Area Emergency (LAE) or Civil Danger Warning (CDW) may have been more appropriate
- TV EAS on-screen message is inconsistently displayed across EAS devices and TV/Cable participants. FEMA has been urging the FCC to address this (since 2010!)
- EAS text was a bit long:

**This is an emergency message from Suffolk County Office of Emergency Management. Suffolk County has declared a state of emergency in anticipation of the arrival of Tropical Storm Hermine. Due to the forecast of potentially life-threatening storm surge on Fire Island and other storm conditions we are asking all those on Fire Island to begin a voluntary evacuation**

**beginning immediately. Full medical services have been removed from Fire Island and we are concerned for those with medical conditions. Ferry Service to and from the island may be suspended as early as tomorrow at 1pm due to severe weather so you are urged to make arrangements to leave Fire Island prior to that time.**

- IPAWS is prepared to offer support to Suffolk

V/r

Manny Centeno, Program Manager  
FEMA/NCP/IPAWS  
500C Street SW Suite 506  
Washington, DC 20472  
202-646-4328 (Office)  
202-538-4199 (Cellular)  
Manuel.Centeno1@dhs.gov

**From:** Witmer, Wade  
**Sent:** Wed, 7 Sep 2016 12:22:33 -0400  
**To:** Lucero, Mark;Centeno, Manuel;Kenyon, Alfred  
**Cc:** Johnson, Antwane;Jackson, Liz;McCobb, Charles;Allen, Donica (b)(6)  
(b)(6) CIV (US) (b)(6) @mail.mil);Smith, Jody M CTR DISA JITC (US)  
**Subject:** RE: Discussion with Suffolk Talking Points

Thoughts on developing a training webinar series and maybe an EMI course offering: "How to Effectively Use EAS to Communicate with the Public"?

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**From:** Witmer, Wade  
**Sent:** Wednesday, September 07, 2016 11:57 AM  
**To:** Lucero, Mark <Mark.Lucero@fema.dhs.gov>; Centeno, Manuel <Manuel.Centeno@fema.dhs.gov>; Kenyon, Alfred <Alfred.Kenyon@fema.dhs.gov>  
**Cc:** Johnson, Antwane <Antwane.Johnson@fema.dhs.gov>; Jackson, Liz <Liz.Jackson@fema.dhs.gov>; McCobb, Charles <Charles.McCobb@fema.dhs.gov>; Allen, Donica <Donica.Allen@fema.dhs.gov>; (b)(6) CIV (US) (b)(6) @mail.mil) (b)(6) @mail.mil); Smith, Jody M CTR DISA JITC (US) (b)(6) @mail.mil  
**Subject:** RE: Discussion with Suffolk Talking Points

EAS Text message was 683 characters including spaces

---

**From:** Lucero, Mark  
**Sent:** Wednesday, September 07, 2016 10:49 AM  
**To:** Centeno, Manuel <Manuel.Centeno@fema.dhs.gov>; Witmer, Wade <Wade.Witmer@fema.dhs.gov>; Kenyon, Alfred <Alfred.Kenyon@fema.dhs.gov>  
**Cc:** Johnson, Antwane <Antwane.Johnson@fema.dhs.gov>; Jackson, Liz <Liz.Jackson@fema.dhs.gov>; McCobb, Charles <Charles.McCobb@fema.dhs.gov>; Allen, Donica <Donica.Allen@fema.dhs.gov>; (b)(6) CIV (US) (b)(6) @mail.mil) <(b)(6) @mail.mil>; Smith, Jody M CTR DISA JITC (US) (b)(6) @mail.mil  
**Subject:** RE: Discussion with Suffolk Talking Points

One more note: I checked JITC AMS and Suffolk has sent zero alerts to the lab

v/r  
Mark Lucero, CISSP  
Chief, IPAWS Engineering  
FEMA National Continuity Programs  
202-646-1386 (w)  
202-257-1364 (bb)  
mark.lucero@fema.dhs.gov  
ipaws@fema.dhs.gov



**From:** Centeno, Manuel  
**Sent:** Wednesday, September 07, 2016 10:14:39 AM  
**To:** Witmer, Wade; Kenyon, Alfred  
**Cc:** Johnson, Antwane; Jackson, Liz; Lucero, Mark; McCobb, Charles; Allen, Donica; (b)(6)  
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Washington, DC 20472  
202-646-4328 (Office)  
202-538-4199 (Cellular)  
Manuel.Centeno1@dhs.gov

**From:** Witmer, Wade  
**Sent:** Wed, 7 Sep 2016 11:56:34 -0400  
**To:** Lucero, Mark; Centeno, Manuel; Kenyon, Alfred  
**Cc:** Johnson, Antwane; Jackson, Liz; McCobb, Charles; Allen, Donica; (b)(6)  
(b)(6) CIV (US); (b)(6) @mail.mil; Smith, Jody M CTR DISA JITC (US)  
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202-538-4199 (Cellular)  
Manuel.Centeno1@dhs.gov

**From:** Centeno, Manuel  
**Sent:** Wed, 7 Sep 2016 11:35:37 -0400  
**To:** Witmer, Wade;Kenyon, Alfred;Lucero, Mark  
**Cc:** Johnson, Antwane;Jackson, Liz;McCobb, Charles;Allen, Donica; (b)(6)  
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Copy.

Manny Centeno  
Project Manager  
DHS/FEMA/NCP/IPAWS  
202-538-4199

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**To:** Centeno, Manuel; Kenyon, Alfred; Lucero, Mark  
**Cc:** Johnson, Antwane; Jackson, Liz; McCobb, Charles; Allen, Donica; (b)(6) CIV (US)  
(b)(6) @mail.mil); Smith, Jody M CTR DISA JITC (US)  
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- Wade

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**Cc:** Johnson, Antwane <Antwane.Johnson@fema.dhs.gov>; Jackson, Liz <Liz.Jackson@fema.dhs.gov>;  
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**Sent:** Wed, 7 Sep 2016 11:35:20 -0400  
**To:** Johnson, Antwane; Witmer, Wade; Kenyon, Alfred; Lucero, Mark  
**Cc:** Jackson, Liz; McCobb, Charles; Allen, Donica; (b)(6) CIV (US)  
(b)(6)@mail.mil); Smith, Jody M CTR DISA JITC (US)  
**Subject:** RE: Discussion with Suffolk Talking Points

Copy Sir!

Manny Centeno  
Project Manager  
DHS/FEMA/NCP/IPAWS  
202-538-4199

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**From:** Johnson, Antwane  
**Sent:** Wednesday, September 07, 2016 11:30:05 AM  
**To:** Witmer, Wade; Centeno, Manuel; Kenyon, Alfred; Lucero, Mark  
**Cc:** Jackson, Liz; McCobb, Charles; Allen, Donica; (b)(6) CIV (US)  
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On the plane headed for Chicago.

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Antwane V. Johnson  
Dir, IPAWS  
202-646-4383

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**To:** Centeno, Manuel; Kenyon, Alfred; Lucero, Mark  
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**From:** Centeno, Manuel  
**Sent:** Wed, 7 Sep 2016 11:32:37 -0400  
**To:** Lucero, Mark; Witmer, Wade; Kenyon, Alfred  
**Cc:** Johnson, Antwane; Jackson, Liz; McCobb, Charles; Allen, Donica; (b)(6)  
(b)(6) CIV (US) (b)(6)@mail.mil); Smith, Jody M CTR DISA JITC (US)  
**Subject:** RE: Discussion with Suffolk Talking Points

Rgr. Good catch. No practice.

Manny Centeno  
Project Manager  
DHS/FEMA/NCP/IPAWS  
202-538-4199

---

**From:** Lucero, Mark  
**Sent:** Wednesday, September 07, 2016 10:49:09 AM  
**To:** Centeno, Manuel; Witmer, Wade; Kenyon, Alfred  
**Cc:** Johnson, Antwane; Jackson, Liz; McCobb, Charles; Allen, Donica; (b)(6) CIV (US)  
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**From:** Centeno, Manuel  
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**Cc:** Johnson, Antwane; Jackson, Liz; Lucero, Mark; McCobb, Charles; Allen, Donica; (b)(6)  
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**Cc:** Johnson, Antwane; Jackson, Liz; McCobb, Charles; Allen, Donica; (b)(6)  
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Mark,

Copy all. Will you make the call?

Manny Centeno  
Project Manager  
DHS/FEMA/NCP/IPAWS  
202-538-4199

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FEMA National Continuity Programs  
202-646-1386 (w)  
202-257-1364 (bb)  
mark.lucero@fema.dhs.gov  
ipaws@fema.dhs.gov

---

**From:** Centeno, Manuel  
**Sent:** Wednesday, September 07, 2016 10:14:39 AM  
**To:** Witmer, Wade; Kenyon, Alfred  
**Cc:** Johnson, Antwane; Jackson, Liz; Lucero, Mark; McCobb, Charles; Allen, Donica; (b)(6)  
CIV (US); (b)(6)@mail.mil); Smith, Jody M CTR DISA JITC (US)  
**Subject:** Discussion with Suffolk Talking Points

Wade,

A few points to aid in framing the discussion with Suffolk. Region II wants to keep the conversation short. I am hoping the following bullets will help frame the discussion.

- IPAWS staff and Lab observations
- IPAWS, WEA and EAS worked as currently designed – could use a few improvements that we are working on with the FCC
- Originator selected an extremely urgent event code: A Local Area Emergency (LAE) or Civil Danger Warning (CDW) may have been more appropriate
- TV EAS on-screen message is inconsistently displayed across EAS devices and TV/Cable participants. FEMA has been urging the FCC to address this (since 2010!)
- EAS text was a bit long:

**This is an emergency message from Suffolk County Office of Emergency Management. Suffolk County has declared a state of emergency in anticipation of the arrival of Tropical Storm Hermine. Due to the forecast of potentially life-threatening storm surge on Fire Island and other storm conditions we are asking all those on Fire Island to begin a voluntary evacuation beginning immediately. Full medical services have been removed from Fire Island and we are concerned for those with medical conditions. Ferry Service to and from the island may be suspended as early as tomorrow at 1pm due to severe weather so you are urged to make arrangements to leave Fire Island prior to that time.**

- IPAWS is prepared to offer support to Suffolk

V/r

Manny Centeno, Program Manager  
FEMA/NCP/IPAWS  
500C Street SW Suite 506  
Washington, DC 20472  
202-646-4328 (Office)  
202-538-4199 (Cellular)  
Manuel.Centeno1@dhs.gov

**From:** Lucero, Mark  
**Sent:** Wed, 7 Sep 2016 10:47:17 -0400  
**To:** Centeno, Manuel;Witmer, Wade;Kenyon, Alfred  
**Cc:** Johnson, Antwane;Jackson, Liz;McCobb, Charles;Allen, Donica (b)(6)  
(b)(6) CIV (US) (b)(6) @mail.mil);Smith, Jody M CTR DISA JITC (US)  
**Subject:** RE: Discussion with Suffolk Talking Points  
**Attachments:** 5.xml, 6.xml, 7.xml

I just took a look at this and here's my observation:

1. The system worked as designed
2. Suffolk used CodeRED for all alerts
3. The mistake (in my opinion) was that they used EAS to warn a small, targeted area. They should have used WEA only.
- 4.
5. Suffolk County sent 3 CAP messages during this time period:
  - a. 8:10 PM
    - i. WEA was geotargeted to Fire Island and portions of the Long Island coast
    - ii. WEA text: Due to the severe weather a voluntary evacuation of Fire Island is ordered by 1pm 9/4/16
    - iii. EAS was geotargeted to Suffolk County
    - iv. EAS text: This is an emergency message from Suffolk County Office of Emergency Management. Suffolk County has declared a state of emergency in anticipation of the arrival of Tropical Storm Hermine. Due to the forecast of potentially life-threatening storm surge on Fire Island and other storm conditions we are asking all those on Fire Island to begin a voluntary evacuation beginning immediately. Full medical services have been removed from Fire Island and we are concerned for those with medical conditions. Ferry Service to and from the island may be suspended as early as tomorrow at 1pm due to severe weather so you are urged to make arrangements to leave Fire Island prior to that time.
  - b. 8:23 PM
    - i. EAS geotargeted to Suffolk County
    - ii. EAS text: Voluntary Evacuation of Fire Island ONLY disregard previous message
  - c. 8:51 PM
    - i. EAS geotargeted to Suffolk County
    - ii. EAS text: UPDATED Message - Voluntary Evacuation of Fire Island ONLY by 1pm Sunday 9/4/16

Other items to note:

1. Suffolk County came online 4/18/13
2. Suffolk County received their original Live digital certificate on 4/23/13 (it expired on 8/30/15)
3. Suffolk County received their renewal Live digital certificate on 8/12/15 (it expires on 6/1/18)
4. Suffolk County received their JITC Test digital certificate on 12/3/13 (it expired on 4/15/16)
5. Suffolk County successfully sent a CAP message on 5/11/15
  - a. WEA was geotargeted to a ~4mi radius circle in north Long Island

- b. WEA text: Lost 81 yo fem. Alzheimer's Charlotte Silverberg light pants/wht weater 537-7575.
  - c. EAS was geotargeted to Suffolk County
  - d. EAS text: This is a Suffolk Code Red message from the East Hampton Town Police Department. The Police are requesting the public's assistance in locating a missing 81 year old female with Alzheimer's Disease. Charlotte Silverberg is 5'0 tall has grey hair blue eyes and wearing light colored pants and a white sweater. If you have any information regarding Charlotte Silverberg please call the police at (631) 537-7575. Thank you.
6. Our POCs are:
- a. Edward Schneyer
  - b. John Jordan
  - c. Bruce Weinberg

v/r

Mark A. Lucero, CISSP  
Chief, IPAWS Engineering  
FEMA National Continuity Programs  
202-646-1386 (desk)  
202-257-1364 (mobile)  
[mark.lucero@fema.dhs.gov](mailto:mark.lucero@fema.dhs.gov)  
[ipaws@fema.dhs.gov](mailto:ipaws@fema.dhs.gov)

---

**From:** Centeno, Manuel

**Sent:** Wednesday, September 07, 2016 10:15 AM

**To:** Witmer, Wade <Wade.Witmer@fema.dhs.gov>; Kenyon, Alfred <Alfred.Kenyon@fema.dhs.gov>

**Cc:** Johnson, Antwane <Antwane.Johnson@fema.dhs.gov>; Jackson, Liz <Liz.Jackson@fema.dhs.gov>;

Lucero, Mark <Mark.Lucero@fema.dhs.gov>; McCobb, Charles <Charles.McCobb@fema.dhs.gov>; Allen,

Donica <Donica.Allen@fema.dhs.gov>; (b)(6) CIV (US) (b)(6)@mail.mil

(b)(6)@mail.mil>; Smith, Jody M CTR DISA JITC (US) (b)(6)@mail.mil>

**Subject:** Discussion with Suffolk Talking Points

Wade,

A few points to aid in framing the discussion with Suffolk. Region II wants to keep the conversation short. I am hoping the following bullets will help frame the discussion.

- IPAWS staff and Lab observations
- IPAWS, WEA and EAS worked as currently designed – could use a few improvements that we are working on with the FCC
- Originator selected an extremely urgent event code: A Local Area Emergency (LAE) or Civil Danger Warning (CDW) may have been more appropriate
- TV EAS on-screen message is inconsistently displayed across EAS devices and TV/Cable participants. FEMA has been urging the FCC to address this (since 2010!)

- EAS text was a bit long:

**This is an emergency message from Suffolk County Office of Emergency Management. Suffolk County has declared a state of emergency in anticipation of the arrival of Tropical Storm Hermine. Due to the forecast of potentially life-threatening storm surge on Fire Island and other storm conditions we are asking all those on Fire Island to begin a voluntary evacuation beginning immediately. Full medical services have been removed from Fire Island and we are concerned for those with medical conditions. Ferry Service to and from the island may be suspended as early as tomorrow at 1pm due to severe weather so you are urged to make arrangements to leave Fire Island prior to that time.**

- IPAWS is prepared to offer support to Suffolk

V/r

Manny Centeno, Program Manager  
FEMA/NCP/IPAWS  
500C Street SW Suite 506  
Washington, DC 20472  
202-646-4328 (Office)  
202-538-4199 (Cellular)  
Manuel.Centeno1@dhs.gov

**From:** Johnson, Antwane  
**Sent:** Wed, 7 Sep 2016 13:06:26 -0400  
**To:** Witmer, Wade; Lucero, Mark; Centeno, Manuel; Kenyon, Alfred  
**Cc:** Jackson, Liz; McCobb, Charles; Allen, Donica; (b)(6) CIV (US)  
(b)(6)@mail.mil; Smith, Jody M CTR DISA JITC (US)  
**Subject:** RE: Discussion with Suffolk Talking Points

This is a must, as this issue is sure to surface with others, if it hasn't already. With all the interest generated by this past weekends event, this seems like a great time to strike.

Antwane V. Johnson  
Dir, IPAWS  
202-646-4383

---

**From:** Witmer, Wade  
**Sent:** Wednesday, September 07, 2016 12:22:33 PM  
**To:** Lucero, Mark; Centeno, Manuel; Kenyon, Alfred  
**Cc:** Johnson, Antwane; Jackson, Liz; McCobb, Charles; Allen, Donica; (b)(6) CIV (US)  
(b)(6)@mail.mil; Smith, Jody M CTR DISA JITC (US)  
**Subject:** RE: Discussion with Suffolk Talking Points

Thoughts on developing a training webinar series and maybe an EMI course offering: "How to Effectively Use EAS to Communicate with the Public"?

---

**From:** Witmer, Wade  
**Sent:** Wednesday, September 07, 2016 11:57 AM  
**To:** Lucero, Mark <Mark.Lucero@fema.dhs.gov>; Centeno, Manuel <Manuel.Centeno@fema.dhs.gov>; Kenyon, Alfred <Alfred.Kenyon@fema.dhs.gov>  
**Cc:** Johnson, Antwane <Antwane.Johnson@fema.dhs.gov>; Jackson, Liz <Liz.Jackson@fema.dhs.gov>; McCobb, Charles <Charles.McCobb@fema.dhs.gov>; Allen, Donica <Donica.Allen@fema.dhs.gov>; (b)(6) CIV (US) (b)(6)@mail.mil; (b)(6)@mail.mil; Smith, Jody M CTR DISA JITC (US) (b)(6)@mail.mil  
**Subject:** RE: Discussion with Suffolk Talking Points

EAS Text message was 683 characters including spaces

---

**From:** Lucero, Mark  
**Sent:** Wednesday, September 07, 2016 10:49 AM  
**To:** Centeno, Manuel <Manuel.Centeno@fema.dhs.gov>; Witmer, Wade <Wade.Witmer@fema.dhs.gov>; Kenyon, Alfred <Alfred.Kenyon@fema.dhs.gov>  
**Cc:** Johnson, Antwane <Antwane.Johnson@fema.dhs.gov>; Jackson, Liz <Liz.Jackson@fema.dhs.gov>; McCobb, Charles <Charles.McCobb@fema.dhs.gov>; Allen, Donica <Donica.Allen@fema.dhs.gov>; (b)(6) CIV (US) (b)(6)@mail.mil (b)(6)@mail.mil; Smith, Jody

M CTR DISA JITC (US) (b)(6)@mail.mil>

**Subject:** RE: Discussion with Suffolk Talking Points

One more note: I checked JITC AMS and Suffolk has sent zero alerts to the lab

v/r

Mark Lucero, CISSP  
Chief, IPAWS Engineering  
FEMA National Continuity Programs  
202-646-1386 (w)  
202-257-1364 (bb)  
mark.lucero@fema.dhs.gov  
ipaws@fema.dhs.gov

---

**From:** Centeno, Manuel

**Sent:** Wednesday, September 07, 2016 10:14:39 AM

**To:** Witmer, Wade; Kenyon, Alfred

**Cc:** Johnson, Antwane; Jackson, Liz; Lucero, Mark; McCobb, Charles; Allen, Donica; (b)(6)  
CIV (US); (b)(6)@mail.mil); Smith, Jody M CTR DISA JITC (US)

**Subject:** Discussion with Suffolk Talking Points

Wade,

A few points to aid in framing the discussion with Suffolk. Region II wants to keep the conversation short. I am hoping the following bullets will help frame the discussion.

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**suspended as early as tomorrow at 1pm due to severe weather so you are urged to make arrangements to leave Fire Island prior to that time.**

- IPAWS is prepared to offer support to Suffolk

V/r

Manny Centeno, Program Manager  
FEMA/NCP/IPAWS  
500C Street SW Suite 506  
Washington, DC 20472  
202-646-4328 (Office)  
202-538-4199 (Cellular)  
Manuel.Centeno1@dhs.gov



**From:** Centeno, Manuel  
**Sent:** Sat, 3 Sep 2016 22:39:42 -0400  
**To:** Jackson, Liz;Kenyon, Alfred;Johnson, Antwane;Witmer, Wade;Lucero, Mark  
**Cc:** Stone, Roger L  
**Subject:** RE: IMPORTANT - FEMA National Watch Center

On the phone with Nathan with Region II. About to call the guys in Suffolk. Standby for a call.

Manny Centeno  
Project Manager  
DHS/FEMA/NCP/IPAWS  
202-538-4199

---

**From:** Jackson, Liz  
**Sent:** Saturday, September 03, 2016 10:37:38 PM  
**To:** Kenyon, Alfred; Johnson, Antwane; Witmer, Wade; Lucero, Mark; Centeno, Manuel  
**Cc:** Stone, Roger L  
**Subject:** RE: IMPORTANT - FEMA National Watch Center

Great. Thanks All!

---

**From:** Kenyon, Alfred  
**Sent:** Saturday, September 03, 2016 10:36:57 PM  
**To:** Jackson, Liz; Johnson, Antwane; Witmer, Wade; Lucero, Mark; Centeno, Manuel  
**Cc:** Stone, Roger L  
**Subject:** RE: IMPORTANT - FEMA National Watch Center

On it.

***AL KENYON***

*Engineering Branch*

IPAWS Program Office, National Continuity Programs

Department of Homeland Security - FEMA

500 C Street, SW, Rm 5NW-0407

Washington, DC 20472-3153

202-212-3308 Office (new 8/2016)

202-538-4471 Cell

540-504-2389 eFax

[Alfred.Kenyon@fema.dhs.gov](mailto:Alfred.Kenyon@fema.dhs.gov)

**From:** Jackson, Liz  
**Sent:** Saturday, September 03, 2016 10:36 PM  
**To:** Johnson, Antwane <Antwane.Johnson@fema.dhs.gov>; Witmer, Wade <Wade.Witmer@fema.dhs.gov>; Lucero, Mark <Mark.Lucero@fema.dhs.gov>; Centeno, Manuel <Manuel.Centeno@fema.dhs.gov>; Kenyon, Alfred <Alfred.Kenyon@fema.dhs.gov>  
**Cc:** Stone, Roger L <roger.l.stone@fema.dhs.gov>  
**Subject:** IMPORTANT - FEMA National Watch Center

All,  
I just received a call from the NWC. Apparently, New York put out an alert over IPAWS that inadvertently told Suffolk County to evacuate. RII contacted the NWC. All know it is on the state, but looking for any help or info appropriate. Hoping maybe you are already aware.

Please give the NWC a call at 202-646-2828. POC is Adam Burpee. He's presently trying to reach IPAWS tech support (already tried Manny).

Thanks,  
Liz

**From:** Centeno, Manuel  
**Sent:** Sat, 3 Sep 2016 22:44:12 -0400  
**To:** Jackson, Liz; Kenyon, Alfred; Johnson, Antwane; Witmer, Wade; Lucero, Mark  
**Cc:** Stone, Roger L  
**Subject:** RE: IMPORTANT - FEMA National Watch Center

Welcome. Al and I are on the phone with Suffolk Commissioner.

Manny Centeno  
Project Manager  
DHS/FEMA/NCP/IPAWS  
202-538-4199

---

**From:** Jackson, Liz  
**Sent:** Saturday, September 03, 2016 10:40:38 PM  
**To:** Centeno, Manuel; Kenyon, Alfred; Johnson, Antwane; Witmer, Wade; Lucero, Mark  
**Cc:** Stone, Roger L  
**Subject:** RE: IMPORTANT - FEMA National Watch Center

Thank you!

---

**From:** Centeno, Manuel  
**Sent:** Saturday, September 03, 2016 10:39:42 PM  
**To:** Jackson, Liz; Kenyon, Alfred; Johnson, Antwane; Witmer, Wade; Lucero, Mark  
**Cc:** Stone, Roger L  
**Subject:** RE: IMPORTANT - FEMA National Watch Center

On the phone with Nathan with Region II. About to call the guys in Suffolk. Standby for a call.

Manny Centeno  
Project Manager  
DHS/FEMA/NCP/IPAWS  
202-538-4199

---

**From:** Jackson, Liz  
**Sent:** Saturday, September 03, 2016 10:37:38 PM  
**To:** Kenyon, Alfred; Johnson, Antwane; Witmer, Wade; Lucero, Mark; Centeno, Manuel

**Cc:** Stone, Roger L  
**Subject:** RE: IMPORTANT - FEMA National Watch Center

Great. Thanks Al!

---

**From:** Kenyon, Alfred  
**Sent:** Saturday, September 03, 2016 10:36:57 PM  
**To:** Jackson, Liz; Johnson, Antwane; Witmer, Wade; Lucero, Mark; Centeno, Manuel  
**Cc:** Stone, Roger L  
**Subject:** RE: IMPORTANT - FEMA National Watch Center

On it.

**AL KENYON**

*Engineering Branch*

IPAWS Program Office, National Continuity Programs  
Department of Homeland Security - FEMA  
500 C Street, SW, Rm 5NW-0407  
Washington, DC 20472-3153  
202-212-3308 Office (new 8/2016)  
202-538-4471 Cell  
540-504-2389 eFax  
[Alfred.Kenyon@fema.dhs.gov](mailto:Alfred.Kenyon@fema.dhs.gov)

**From:** Jackson, Liz  
**Sent:** Saturday, September 03, 2016 10:36 PM  
**To:** Johnson, Antwane <Antwane.Johnson@fema.dhs.gov>; Witmer, Wade <Wade.Witmer@fema.dhs.gov>; Lucero, Mark <Mark.Lucero@fema.dhs.gov>; Centeno, Manuel <Manuel.Centeno@fema.dhs.gov>; Kenyon, Alfred <Alfred.Kenyon@fema.dhs.gov>  
**Cc:** Stone, Roger L <roger.l.stone@fema.dhs.gov>  
**Subject:** IMPORTANT - FEMA National Watch Center

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Please give the NWC a call at 202-646-2828. POC is Adam Burpee. He's presently trying to reach IPAWS tech support (already tried Manny).

Thanks,  
Liz

**From:** Lucero, Mark  
**Sent:** Wed, 7 Sep 2016 12:20:55 -0400  
**To:** Neidermeyer, Alan; Johnson, Antwane; Witmer, Wade; Jackson, Liz; McCobb, Charles; Kenyon, Alfred; Allen, Donica; (b)(6) CIV DISA JITC (US); Jody M CTR (US) Smith; Layton, John (DHSES); Centeno, Manuel; DosSantos, Jose; Lefebvre, Lauren; Caetano, Donald; Seidell, Nathan  
**Subject:** RE: IPAWS Call- Suffolk County  
**Attachments:** OR Lincoln County EAS Memo of Interoperability.pdf

FYI, here's the memo that I mentioned on the call. If the state were to adopt something like this, it would help to avoid ambiguity as to what goes out and what does not.

v/r  
Mark A. Lucero, CISSP  
Chief, IPAWS Engineering  
FEMA National Continuity Programs  
202-646-1386 (desk)  
202-257-1364 (mobile)  
[mark.lucero@fema.dhs.gov](mailto:mark.lucero@fema.dhs.gov)  
[ipaws@fema.dhs.gov](mailto:ipaws@fema.dhs.gov)

-----Original Appointment-----

**From:** Neidermeyer, Alan  
**Sent:** Wednesday, September 07, 2016 9:22 AM  
**To:** Neidermeyer, Alan; Johnson, Antwane; Witmer, Wade; Jackson, Liz; McCobb, Charles; Kenyon, Alfred; Lucero, Mark; Allen, Donica; (b)(6) CIV DISA JITC (US); Jody M CTR (US) Smith; Layton, John (DHSES); Centeno, Manuel; DosSantos, Jose; Lefebvre, Lauren; Caetano, Donald; Seidell, Nathan  
**Subject:** FW: IPAWS Call- Suffolk County  
**When:** Wednesday, September 07, 2016 11:30 AM-12:00 PM (UTC-05:00) Eastern Time (US & Canada).  
**Where:** Call in: (b)(6) PIN: (b)(6)

Manny Centeno  
Project Manager  
DHS/FEMA/NCP/IPAWS  
202-538-4199

**From:** Neidermeyer, Alan  
**Sent:** Wednesday, September 07, 2016 9:14:05 AM  
**To:** 'Layton, John (DHSES)'; Centeno, Manuel; DosSantos, Jose; Lefebvre, Lauren; Caetano, Donald; McCobb, Charles; Seidell, Nathan  
**Subject:** IPAWS Call- Suffolk County  
**When:** Wednesday, September 07, 2016 11:30 AM-12:00 PM.  
**Where:** Call in: (b)(6) PIN: (b)(6)

All

FEMA RII will be hosting a call at 1130 to discuss the IPAWS Suffolk County evacuation incident. Focus will be on the technical aspects of the system and what is being done to mitigate future issues.

We will be joined by reps from NYS DHSES (John Layton, Dep Director of OEM), Suffolk County, FEMA RII Watch and external affairs.

## Memorandum of Interoperability

For the purpose of Emergency Alerts in Oregon, using the "Federal Emergency Management Agency's" (FEMA) "Common Alerting Protocol" (CAP) and the associated "Wireless Emergency Alert" system (WEA) an agreement is made between the county, the Oregon Emergency Management (OEM) and the State Emergency Communications Committee. (SECC).

As part of the approval process, the County, OEM, and the SECC agree to the following:

### EVENT CODES:

The following event codes are approved for used by the SECC. It is only these events that are programmed into the broadcasters and systems EAS decoders. Therefore, it is only these events that will forward. These events are the event codes used by civil authorities;

CODE	EVENT	USE
CEM	Civil Emergency	This is the generic emergency code issued by both counties and the state.
EVI	Evacuation Immediate	Used for Tsunami events, fires, and events that requires the public to relocate.
TOE	911 Outage Emergency	Used when citizens are not able to use 911. Alerts are used to provide an alternate phone number to call.
RMT	Required Monthly test	Used to test the system on a monthly basis. These tests are done by both the state and the counties. They are not sent by WEA.
RWT	Weekly Test	Although not required to be performed by civil authorities, weekly tests are very helpful to determine the function ability of EAS systems. They are not sent using the WEA
ADR	Administrative message	This event is <i>not</i> broadcast over broadcast and cable systems. However, using CAP to deliver this message it is a method to send text messages or voice messages to all broadcasters to be used as informational purposes. This event is not sent using the WEA.

### INTEROPABILITY:

1. Using the Common Alerting Protocol through the FEMA server uses a connection through the public internet. It is very likely that in the event of a large disaster, such as earthquakes, tornados, etc. that the public internet becomes unusable due to either damage or excess traffic. This problem would hamper severely the ability for a county to issue an emergency alert.
2. As the ability to launch an emergency alert is available through multiple counties, the interoperability memorandum establishes an agreement with all counties with the ability to launch for other counties in the event.



**From:** Centeno, Manuel  
**Sent:** Wed, 7 Sep 2016 09:25:48 -0400  
**To:** Kenyon, Alfred; Johnson, Antwane; Witmer, Wade; Lucero, Mark; McCobb, Charles; Allen, Donica; (b)(6) CIV DISA JITC (US); Jody M CTR (US) Smith  
**Subject:** RE: IPAWS telecon- Suffolk County incident

Copy. They have a limited window. Will quote and cite your observations along with mine and JITC. The idea is moving forward in providing Suffolk with technical support. Maybe we can do a more specific tech talk this afternoon.

Manny Centeno  
Project Manager  
DHS/FEMA/NCP/IPAWS  
202-538-4199

---

**From:** Kenyon, Alfred  
**Sent:** Wednesday, September 07, 2016 9:19:14 AM  
**To:** Centeno, Manuel; Johnson, Antwane; Witmer, Wade; Lucero, Mark; McCobb, Charles; Allen, Donica; (b)(6) CIV DISA JITC (US); Jody M CTR (US) Smith  
**Subject:** RE: IPAWS telecon- Suffolk County incident

Not available, scheduled IPAWS briefing at Pentagon. Earliest availability is 2 PM.

**AL KENYON**

*Engineering Branch*  
IPAWS Program Office, National Continuity Programs  
Department of Homeland Security - FEMA  
500 C Street, SW, Rm 5NW-0407  
Washington, DC 20472-3153  
202-212-3308 Office (new 8/2016)  
202-538-4471 Cell  
540-504-2389 eFax  
[Alfred.Kenyon@fema.dhs.gov](mailto:Alfred.Kenyon@fema.dhs.gov)

**From:** Centeno, Manuel  
**Sent:** Wednesday, September 07, 2016 8:54 AM  
**To:** Johnson, Antwane <Antwane.Johnson@fema.dhs.gov>; Witmer, Wade <Wade.Witmer@fema.dhs.gov>; Lucero, Mark <Mark.Lucero@fema.dhs.gov>; McCobb, Charles

<Charles.McCobb@fema.dhs.gov>; Kenyon, Alfred <Alfred.Kenyon@fema.dhs.gov>; Allen, Donica <Donica.Allen@fema.dhs.gov>; Eckert, William S II CIV DISA JITC (US) (b)(6)@mail.mil>; Jody M CTR (US) Smith (b)(6)@mail.mil>  
**Subject:** FW: IPAWs telecon- Suffolk County incident

11:30 teleconference. Who's available to chat with Suffolk?

V/r

Manny Centeno  
Project Manager  
DHS/FEMA/NCP/IPAWS  
202-538-4199

---

**From:** Neidermeyer, Alan  
**Sent:** Wednesday, September 07, 2016 8:35:54 AM  
**To:** Centeno, Manuel  
**Cc:** McCobb, Charles; Lefebvre, Lauren; DosSantos, Jose  
**Subject:** FW: IPAWs telecon- Suffolk County incident

Manny

New York has asked us for an 1130 call today to discuss the Suffolk County evacuation incident. They are looking for some feedback on the technical side.

Please call me so we can discuss being part of a call later this morning.

**Alan Neidermeyer**  
Acting Response Director  
FEMA Region II  
One World Trade Center  
NY, NY 10007  
(Cell) 917 455-6835  
(Office) 212 680-3692

---

**From:** Neidermeyer, Alan  
**Sent:** Tuesday, September 06, 2016 9:37 AM  
**To:** mark.lucero@dhs.gov  
**Cc:** Tuttle, Christopher (b)(6)@HQ.DHS.GOV>; 'DosSantos, Jose (Jose.DosSantos@fema.dhs.gov)' <Jose.DosSantos@fema.dhs.gov>; (b)(6)@dhSES.ny.gov; Lefebvre, Lauren <lauren.lefebvre@fema.dhs.gov>  
**Subject:** IPAWs telecon- Suffolk County incident

Mark

Good morning.

I am reaching out to you to set up a telecon to discuss the Suffolk County IPAWs issue associated with TS Hermine.

Intent is to get some technical folks on the call to discuss what occurred and how we can work to mitigate re-occurrence. We will invite our partners from NY State and Suffolk county.

Request that you give me a call. Thanks.

**Alan Neidermeyer**

Director (Acting), Response Division

FEMA Region II

Tel. (Cell) 917 455-6835

Tel. (Office) 212 680-3692

**From:** Witmer, Wade  
**Sent:** Wed, 7 Sep 2016 08:56:00 -0400  
**To:** Centeno, Manuel;Johnson, Antwane;Lucero, Mark;McCobb, Charles;Kenyon, Alfred;Allen, Donica;(b)(6) CIV DISA JITC (US);Jody M CTR (US) Smith  
**Subject:** RE: IPAWs telecon- Suffolk County incident

Wade is.

---

**From:** Centeno, Manuel  
**Sent:** Wednesday, September 07, 2016 8:54 AM  
**To:** Johnson, Antwane <Antwane.Johnson@fema.dhs.gov>; Witmer, Wade <Wade.Witmer@fema.dhs.gov>; Lucero, Mark <Mark.Lucero@fema.dhs.gov>; McCobb, Charles <Charles.McCobb@fema.dhs.gov>; Kenyon, Alfred <Alfred.Kenyon@fema.dhs.gov>; Allen, Donica <Donica.Allen@fema.dhs.gov>; (b)(6) CIV DISA JITC (US) (b)(6)@mail.mil>; Jody M CTR (US) Smith (b)(6)@mail.mil>  
**Subject:** FW: IPAWs telecon- Suffolk County incident

11:30 teleconference. Who's available to chat with Suffolk?

V/r

Manny Centeno  
Project Manager  
DHS/FEMA/NCP/IPAWS  
202-538-4199

---

**From:** Neidermeyer, Alan  
**Sent:** Wednesday, September 07, 2016 8:35:54 AM  
**To:** Centeno, Manuel  
**Cc:** McCobb, Charles; Lefebvre, Lauren; DosSantos, Jose  
**Subject:** FW: IPAWs telecon- Suffolk County incident

Manny

New York has asked us for an 1130 call today to discuss the Suffolk County evacuation incident. They are looking for some feedback on the technical side.

Please call me so we can discuss being part of a call later this morning.

**Alan Neidermeyer**  
Acting Response Director  
FEMA Region II  
One World Trade Center

NY, NY 10007  
(Cell) 917 455-6835  
(Office) 212 680-3692

**From:** Neidermeyer, Alan  
**Sent:** Tuesday, September 06, 2016 9:37 AM  
**To:** mark.lucero@dhs.gov  
**Cc:** Tuttle, Christopher <(b)(6)@HQ.DHS.GOV>; 'DosSantos, Jose (Jose.DosSantos@fema.dhs.gov)' <Jose.DosSantos@fema.dhs.gov>; (b)(6)@dhSES.ny.gov; Lefebvre, Lauren <lauren.lefebvre@fema.dhs.gov>  
**Subject:** IPAWs telecon- Suffolk County incident

Mark

Good morning.

I am reaching out to you to set up a telecon to discuss the Suffolk County IPAWs issue associated with TS Hermine.

Intent is to get some technical folks on the call to discuss what occurred and how we can work to mitigate re-occurrence. We will invite our partners from NY State and Suffolk county.

Request that you give me a call. Thanks.

**Alan Neidermeyer**  
Director (Acting), Response Division  
FEMA Region II  
Tel. (Cell) 917 455-6835  
Tel. (Office) 212 680-3692

**From:** Centeno, Manuel  
**Sent:** Wed, 7 Sep 2016 09:31:54 -0400  
**To:** Kenyon, Alfred  
**Subject:** RE: IPAWs telecon- Suffolk County incident

Sir. Agree. We will express positively.

Manny Centeno  
Project Manager  
DHS/FEMA/NCP/IPAWS  
202-538-4199

---

**From:** Kenyon, Alfred  
**Sent:** Wednesday, September 07, 2016 9:28:45 AM  
**To:** Centeno, Manuel  
**Subject:** RE: IPAWs telecon- Suffolk County incident

Replying to just you... bottom line: IPAWS, WEA and EAS worked as currently designed – could use a few improvements that we are working on with the FCC. Originator selected an inappropriate event code.

---

**From:** Centeno, Manuel  
**Sent:** Wednesday, September 07, 2016 9:26 AM  
**To:** Kenyon, Alfred <Alfred.Kenyon@fema.dhs.gov>; Johnson, Antwane <Antwane.Johnson@fema.dhs.gov>; Witmer, Wade <Wade.Witmer@fema.dhs.gov>; Lucero, Mark <Mark.Lucero@fema.dhs.gov>; McCobb, Charles <Charles.McCobb@fema.dhs.gov>; Allen, Donica <Donica.Allen@fema.dhs.gov>; (b)(6) CIV DISA JITC (US) (b)(6) @mail.mil>; Jody M CTR (US) Smith (b)(6) @mail.mil>  
**Subject:** RE: IPAWs telecon- Suffolk County incident

Copy. They have a limited window. Will quote and cite your observations along with mine and JITC. The idea is moving forward in providing Suffolk with technical support. Maybe we can do a more specific tech talk this afternoon.

Manny Centeno  
Project Manager  
DHS/FEMA/NCP/IPAWS  
202-538-4199

---

**From:** Kenyon, Alfred  
**Sent:** Wednesday, September 07, 2016 9:19:14 AM

**To:** Centeno, Manuel; Johnson, Antwane; Witmer, Wade; Lucero, Mark; McCobb, Charles; Allen, Donica; (b)(6) CIV DISA JITC (US); Jody M CTR (US) Smith  
**Subject:** RE: IPAWS telecon- Suffolk County incident

Not available, scheduled IPAWS briefing at Pentagon. Earliest availability is 2 PM.

**AL KENYON**

*Engineering Branch*

IPAWS Program Office, National Continuity Programs

Department of Homeland Security - FEMA

500 C Street, SW, Rm 5NW-0407

Washington, DC 20472-3153

202-212-3308 Office (new 8/2016)

202-538-4471 Cell

540-504-2389 eFax

[Alfred.Kenyon@fema.dhs.gov](mailto:Alfred.Kenyon@fema.dhs.gov)

---

**From:** Centeno, Manuel

**Sent:** Wednesday, September 07, 2016 8:54 AM

**To:** Johnson, Antwane <Antwane.Johnson@fema.dhs.gov>; Witmer, Wade <Wade.Witmer@fema.dhs.gov>; Lucero, Mark <Mark.Lucero@fema.dhs.gov>; McCobb, Charles <Charles.McCobb@fema.dhs.gov>; Kenyon, Alfred <Alfred.Kenyon@fema.dhs.gov>; Allen, Donica <Donica.Allen@fema.dhs.gov>; (b)(6) CIV DISA JITC (US); (b)(6) @mail.mil>; Jody M CTR (US) Smith <(b)(6) @mail.mil>

**Subject:** FW: IPAWS telecon- Suffolk County incident

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Manny Centeno  
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**From:** Neidermeyer, Alan

**Sent:** Wednesday, September 07, 2016 8:35:54 AM

**To:** Centeno, Manuel

**Cc:** McCobb, Charles; Lefebvre, Lauren; DosSantos, Jose

**Subject:** FW: IPAWS telecon- Suffolk County incident

Manny

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Please call me so we can discuss being part of a call later this morning.

**Alan Neidermeyer**

Acting Response Director  
FEMA Region II  
One World Trade Center  
NY, NY 10007  
(Cell) 917 455-6835  
(Office) 212 680-3692

---

**From:** Neidermeyer, Alan

**Sent:** Tuesday, September 06, 2016 9:37 AM

**To:** mark.lucero@dhs.gov

**Cc:** Tuttle, Christopher <(b)(6)>@HQ.DHS.GOV>; 'DosSantos, Jose (Jose.DosSantos@fema.dhs.gov)' <Jose.DosSantos@fema.dhs.gov> <(b)(6)>@dhses.ny.gov; Lefebvre, Lauren <lauren.lefebvre@fema.dhs.gov>

**Subject:** IPAWs telecon- Suffolk County incident

Mark

Good morning.

I am reaching out to you to set up a telecon to discuss the Suffolk County IPAWs issue associated with TS Hermine.

Intent is to get some technical folks on the call to discuss what occurred and how we can work to mitigate re-occurrence. We will invite our partners from NY State and Suffolk county.

Request that you give me a call. Thanks.

**Alan Neidermeyer**

Director (Acting), Response Division  
FEMA Region II  
Tel. (Cell) 917 455-6835  
Tel. (Office) 212 680-3692



**From:** Rob Dale  
**Sent:** Tue, 6 Sep 2016 10:26:03 -0400  
**To:** Kenyon, Alfred  
**Subject:** Re: Learning lessons: Don't use EVI for voluntary evacuations

Just talked to a friend of mine at CodeRED and it sounds like passing the buck by the EM was not a good move ;)

On Mon, Sep 5, 2016 at 10:39 AM, Kenyon, Alfred <[Alfred.Kenyon@fema.dhs.gov](mailto:Alfred.Kenyon@fema.dhs.gov)> wrote:

Off list reply

Rob,

I would appreciate it if you could share any URLs where Suffolk County is walking back their earlier claim that a "Federal Agency" issued the first, overstated alert. I ended up on a late evening conference call with Suffolk County and others on Saturday night. About all I could add was that the EAS was a one and done thing. Of course if you send out two follow-up EAS messages in an effort to "clarify" the situation without understanding that header data determines the initial part of (and in some cases the entire) scrolled message for video service providers you are just making a bad situation worse.

Sorry, IPAWS can't pull it back, we typically process in a second or so and it is gone! The WEA message was reasonable. Suffolk could have issued a cancel to suspend new deliveries of that but like I said it was reasonable. When I saw the string of three EAS messages all I could do was shake my head.

"We even called Code Red to make sure we were structuring the message correctly." Hmm, got good advice there; didn't ya?

Did you see this early report?

[http://news12.cv.net/video1/2016-09/2101609030035602321\\_3082959.mp4](http://news12.cv.net/video1/2016-09/2101609030035602321_3082959.mp4)

That pretty well sums up the FEMA irritation factors from this.

I have to go back and scrub video captures to see if any NYC TV stations carried one or more of the EVIs. There is always the possibility that the stream capture is ahead of EAS insertion at the studio so that's not a definitive source either. I've decided that's more an "in-shift" task. I've got yard work to do.

Regards,

**AL KENYON**

*IPAWS National Test Technical Lead*

IPAWS Program Office, National Continuity Programs

Department of Homeland Security - FEMA

500 C Street, SW, 5NW-0407

Washington, DC 20472-3153

[202-646-3308](tel:202-646-3308) Office

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[540-504-2389](tel:540-504-2389) eFax

[Alfred.Kenyon@fema.dhs.gov](mailto:Alfred.Kenyon@fema.dhs.gov)

---

**From:** sbe-eas [mailto:[sbe-eas-bounces@sbe.org](mailto:sbe-eas-bounces@sbe.org)] **On Behalf Of** Rob Dale

**Sent:** Monday, September 05, 2016 7:57 AM

**To:** SBE EAS Exchange - a mail list for discussion about the Emergency Alert System and other emergency communication issues. <[sbe-eas@sbe.org](mailto:sbe-eas@sbe.org)>

**Subject:** Re: [sbe-eas] Learning lessons: Don't use EVI for voluntary evacuations

Originally local officials said FEMA caused this error. Now they are (rightly) backtracking and (wrongly) saying a software glitch caused this error.

I appreciate your passion Sean but I don't think you have a good handle on the emergency management arena. Some day when it's an actual "professional" field the lessons learned database or additional training and monitoring would be welcomed. It's a roadblock I've run into with tornado siren policies. "We don't need any outsiders telling us what that mumbo social science data shows - this is how we've always don't it and we aren't going to change."

Sadly seeing a professional emergency management field is probably decades away because the public doesn't really care.

On Sep 5, 2016, at 3:43 AM, Sean Donelan <[@donelan.com](mailto:(b)(6)@donelan.com)> wrote:

Suffolk County, NY didn't understand how EAS, WEA and IPAWS work; and wanted to notify tourists on fire island about a voluntary evacuation. It had trouble using the system, and now has a media problem.

This is a great example of non-warning "emergency government information."

In the west, EMAs have been using EVI for voluntary evacuations for wildfires, instead of using the FRW with a more detailed explanation about what areas and a voluntary evacuation. That use of EVI has caused some public confusion also when messages leak through other warning channels.

The non-specific action codes Immediate Evacuation (EVI) and Shelter-in-Place (SPW) are best used for immediate and extreme warnings, and not for voluntary advisories. It's better to use more specific hazard event codes, or the general purpose CEM or LAE for voluntary advisories.

It would be even better to have an official advisory government information, because EMAs often think there is something really important but isn't an actual emergency. Then broadcasters could safely leave EVI set for automatic, immediate broadcast, and handle less immediate, less extreme advisories differently. While EMAs used other IPAWS channels such as WEA and computer users. Even when you don't intend to send an alert via a particular warning channel, it's always a good idea to put information in all the fields just in case.

The challenge is EAS, WEA and IPAWS are now integrated systems. And understanding the relationships and impact on all the systems isn't always well-understood by the emergency officials using them and definitely not by the public.

It would be awesome if there was some forum available that all EAS, WEA and IPAWS participants and users could share lessons learned.

sbe-eas mailing list

[sbe-eas@sbe.org](mailto:sbe-eas@sbe.org)

<https://pairlist7.pair.net/mailman/listinfo/sbe-eas>

**From:** Rob Dale  
**Sent:** Mon, 5 Sep 2016 11:18:15 -0400  
**To:** Kenyon, Alfred  
**Subject:** Re: Learning lessons: Don't use EVI for voluntary evacuations

I'm on vacation too ;) so will look more tomorrow. But here is what I saw that refers to a press conference where it turned to a system glitch.

<http://longisland.news12.com/news/alert-erroneously-orders-countywide-evacuation-of-suffolk-1.12264303>

On Sep 5, 2016, at 10:39 AM, Kenyon, Alfred <[Alfred.Kenyon@fema.dhs.gov](mailto:Alfred.Kenyon@fema.dhs.gov)> wrote:

Off list reply

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Regards,

**AL KENYON**  
*IPAWS National Test Technical Lead*

IPAWS Program Office, National Continuity Programs  
Department of Homeland Security - FEMA  
500 C Street, SW, 5NW-0407  
Washington, DC 20472-3153  
202-646-3308 Office  
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540-504-2389 eFax  
[Alfred.Kenyon@fema.dhs.gov](mailto:Alfred.Kenyon@fema.dhs.gov)

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---

sbe-eas mailing list

[sbe-eas@sbe.org](mailto:sbe-eas@sbe.org)

<https://pairlist7.pair.net/mailman/listinfo/sbe-eas>

**From:** Roberts-Smith, Anne (CTR)  
**Sent:** Tue, 6 Sep 2016 11:34:11 -0400  
**To:** Kenyon, Alfred; Ham, Gary (CTR); Pullin, Kimberley (CTR); Allen, Donica  
**Subject:** RE: News Report on Suffolk County EAS Issues

My husband heard about it via the Drudge Report yesterday.

**Anne Roberts-Smith (CTR), MPA**  
**Arc Aspicio, Contractor**  
DHS/FEMA National Continuity Programs-Integrated Public Alert and Warning System (IPAWS)  
*5<sup>th</sup> Floor, FEMA HQ*  
*500 C. St., SW*  
*Washington, DC 20472*  
*202.212.4443 (desk)*  
*202.302.9567 (cell)*  
**Email:** [anne.roberts-smith@associates.fema.dhs.gov](mailto:anne.roberts-smith@associates.fema.dhs.gov)

---

**From:** Kenyon, Alfred  
**Sent:** Tuesday, September 06, 2016 11:13 AM  
**To:** Roberts-Smith, Anne (CTR); Ham, Gary (CTR); Pullin, Kimberley (CTR); Allen, Donica  
**Subject:** News Report on Suffolk County EAS Issues

This could have some outreach implications.

FYI - Here's the best report I've been able to locate:  
[http://news12.cv.net/video1/2016-09/2101609030035602321\\_3082959.mp4](http://news12.cv.net/video1/2016-09/2101609030035602321_3082959.mp4)

**AL KENYON**  
*IPAWS National Test Technical Lead*  
IPAWS Program Office, National Continuity Programs  
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500 C Street, SW, 5NW-0407  
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202-538-4471 Cell  
540-504-2389 eFax  
[Alfred.Kenyon@fema.dhs.gov](mailto:Alfred.Kenyon@fema.dhs.gov)



**From:** Centeno, Manuel  
**Sent:** Tue, 6 Sep 2016 13:40:06 -0400  
**To:** Kenyon, Alfred  
**Subject:** RE: State of NY IPAWS issue

Al,

That's pretty cool. So, participants apparently did what they should have done. Other than using EVI, what's the big deal?

Manny Centeno  
Project Manager  
DHS/FEMA/NCP/IPAWS  
202-538-4199

---

**From:** Kenyon, Alfred  
**Sent:** Tuesday, September 06, 2016 1:24:11 PM  
**To:** Centeno, Manuel  
**Subject:** RE: State of NY IPAWS issue

I found a news report with video....

[http://news12.cv.net/video1/2016-09/2101609030035602321\\_3082959.mp4](http://news12.cv.net/video1/2016-09/2101609030035602321_3082959.mp4)

The monitors display the header code derived text center screen and scroll the detail text at the top. I don't think that there was any TV station involvement in the EAS. All indications point back to the cable provider, which did nothing wrong – the wall of monitors displaying the message with the scroll at different points is pretty impressive.

AL

---

**From:** Centeno, Manuel  
**Sent:** Tuesday, September 06, 2016 1:19 PM  
**To:** Witmer, Wade <Wade.Witmer@fema.dhs.gov>; Kenyon, Alfred <Alfred.Kenyon@fema.dhs.gov>  
**Subject:** RE: State of NY IPAWS issue

Wade,

The lab is simulating what Suffolk sent so we can have a comparison and show how the message would look and sound across various EAS devices. It is possible the cable provider or TV stations did not relay for full message. Al mentioned this.

Manny Centeno  
Project Manager  
DHS/FEMA/NCP/IPAWS  
202-538-4199

---

**From:** Witmer, Wade  
**Sent:** Tuesday, September 06, 2016 12:55:20 PM  
**To:** Johnson, Amanda; Holstein-Wallace, Pamela; Kenyon, Alfred; McCobb, Charles; Jackson, Liz; Centeno, Manuel  
**Cc:** Johnson, Antwane  
**Subject:** RE: State of NY IPAWS issue

Amanda -

I am collecting & consolidating and will have something for you soon.

- Wade

---

**From:** Johnson, Amanda  
**Sent:** Tuesday, September 06, 2016 12:26:33 PM  
**To:** Witmer, Wade; Holstein-Wallace, Pamela; Kenyon, Alfred; McCobb, Charles; Jackson, Liz; Centeno, Manuel  
**Cc:** Johnson, Antwane  
**Subject:** RE: State of NY IPAWS issue

Following me up on this. Adding Liz and Manny. Are there any summaries I can use to start drafting responses?

---

**From:** Johnson, Amanda  
**Sent:** Tuesday, September 06, 2016 10:18:25 AM  
**To:** Witmer, Wade; Holstein-Wallace, Pamela; Kenyon, Alfred; McCobb, Charles  
**Cc:** Johnson, Antwane  
**Subject:** RE: State of NY IPAWS issue

Adding more folks. We need the report or your findings asap. We have multiple press queries and congressional queries coming in to work with y'all.

---

**From:** Johnson, Amanda  
**Sent:** Tuesday, September 06, 2016 8:28:15 AM  
**To:** Witmer, Wade  
**Cc:** Johnson, Antwane  
**Subject:** RE: State of NY IPAWS issue

Hi Wade – is the EAS Test summary available from this weekend of what happened? We are receiving media inquiries and I still plan to use what yall put together to build out the TPs.

What happened – how was the system used and/or used incorrectly?  
How many people received the incomplete message?  
Has this type of incident occurred before?  
What is the timeline/actions to correct the issue?  
What are we doing to support the county in training, etc. to ensure it doesn't happen again?

**From:** Witmer, Wade  
**Sent:** Saturday, September 03, 2016 11:35 PM  
**To:** Johnson, Amanda <Amanda.Johnson2@fema.dhs.gov>  
**Subject:** FW: State of NY IPAWS issue

Amanda - some more background info in messages below fro Manny - who was talking with NY, R2, and Suffolk Co.

---

**From:** Centeno, Manuel  
**Sent:** Saturday, September 03, 2016 11:28:45 PM  
**To:** Witmer, Wade; Kenyon, Alfred  
**Cc:** Johnson, Antwane; Lucero, Mark; McCobb, Charles; Jackson, Liz; Stone, Roger L  
**Subject:** RE: State of NY IPAWS issue

Wade,

Copy that. It will be necessary to communicate back to NWC, Region II and FOC with a brief on what happened. There may also be a "blame-game" brewing up as indicated by Greg at Suffolk County. As soon as the logs are reviewed and Al provides his input, I will draft a brief with what I have.

Have a good evening and thank you.

V/r

Manny Centeno  
Project Manager  
DHS/FEMA/NCP/IPAWS  
202-538-4199

---

**From:** Witmer, Wade  
**Sent:** Saturday, September 03, 2016 11:19:38 PM  
**To:** Centeno, Manuel; Kenyon, Alfred

**Cc:** Johnson, Antwane; Lucero, Mark; McCobb, Charles; Jackson, Liz; Stone, Roger L  
**Subject:** RE: State of NY IPAWS issue

Thank you Manny and Al. Sounds like more points for the broadcast & cell stakeholders asking for FEMA to do more outreach & training.

Thank you for responding and working late into the evening.

- Wade

---

**From:** Centeno, Manuel  
**Sent:** Saturday, September 03, 2016 11:13:29 PM  
**To:** Witmer, Wade; Kenyon, Alfred  
**Cc:** Johnson, Antwane; Lucero, Mark; McCobb, Charles; Jackson, Liz  
**Subject:** RE: State of NY IPAWS issue

Wade,

IPAWS worked as expected.

This is the classic issue with jurisdictions trying to send evacuation sub-county messages over EAS. I'm not certain what the "text-to-speech" portion was, but, as we all know, it will not send the crawl below county level. The sender has to make sure the EAS TTS or audio message provides further instructions regarding the areas within the county. Al is working on the logs and can provide more insight into that.

Suffolk County is using Code Red and may have received poor support from them and very little to no training.

There is nothing we can do once the message is sent. Suffolk attempted to correct the original message by sending "updated" messages. This caused more alerts to go out at the county level.

I offered to follow up with Suffolk to get them to understand the system better.

V/r

Manny Centeno  
Project Manager  
DHS/FEMA/NCP/IPAWS  
202-538-4199

---

**From:** Witmer, Wade  
**Sent:** Saturday, September 03, 2016 10:51:55 PM

**To:** FEMA-NWC  
**Cc:** Stone, Roger L; Jackson, Liz; FEMA-R2-WatchOfficer; Centeno, Manuel; FEMA OPERATIONS CENTER; Lucero, Mark; Kenyon, Alfred; FEMA-NWC; Tennyson, Stephanie  
**Subject:** RE: State of NY IPAWS issue

Check - Manny is already engaged.

- Wade

---

**From:** FEMA-NWC  
**Sent:** Saturday, September 03, 2016 10:45:02 PM  
**To:** Witmer, Wade  
**Cc:** Stone, Roger L; Jackson, Liz; FEMA-R2-WatchOfficer; Centeno, Manuel; FEMA OPERATIONS CENTER; Lucero, Mark; Kenyon, Alfred; FEMA-NWC; Tennyson, Stephanie  
**Subject:** State of NY IPAWS issue

Background:

NY State EOC tried to evacuate a small portion of Suffolk County, but they accidentally sent the message for all of Suffolk County.

Suffolk County is about 1.5 million pax, and it makes up about half of Long Island.

Region II is looking to offer any assistance to the State.

Liz Jackson asked to have Manny handle this. We cast a wide net because we were unsure who would be able to assist. initially My recommendation is to have Manny take point based on Liz' guidance and to limit the number of people calling Region II. Of course, your team can work it however you see fit. Please note that Nate is solo at the Region II watch, so I recommend limiting the number of inputs to him. Nate is on the CC line too.

The POC at Region II is:

**Nathan Seidell**  
Senior Watch Officer – Regional Watch Center  
Response Division  
DHS / FEMA Region 2  
26 Federal Plaza – New York, NY 10278  
24hr. Watch Operations Center: 877-568-9043

I'll follow up this email with some background emails.

The FOC, Damon Penn, and Bob Farmer are aware of the issue already.

Very Respectfully,

Team Delta  
National Watch Center  
Response Directorate, FEMA  
Phone: 202-646-2828  
[fema-nwc@fema.dhs.gov](mailto:fema-nwc@fema.dhs.gov)  
[fema-nwc@dhs.gov](mailto:fema-nwc@dhs.gov)

**From:** Centeno, Manuel  
**Sent:** Tue, 6 Sep 2016 13:18:38 -0400  
**To:** Witmer, Wade;Kenyon, Alfred  
**Subject:** RE: State of NY IPAWS issue

Wade,

The lab is simulating what Suffolk sent so we can have a comparison and show how the message would look and sound across various EAS devices. It is possible the cable provider or TV stations did not relay for full message. Al mentioned this.

Manny Centeno  
Project Manager  
DHS/FEMA/NCP/IPAWS  
202-538-4199

---

**From:** Witmer, Wade  
**Sent:** Tuesday, September 06, 2016 12:55:20 PM  
**To:** Johnson, Amanda; Holstein-Wallace, Pamela; Kenyon, Alfred; McCobb, Charles; Jackson, Liz; Centeno, Manuel  
**Cc:** Johnson, Antwane  
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Amanda -

I am collecting & consolidating and will have something for you soon.

- Wade

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**Cc:** Stone, Roger L; Jackson, Liz; FEMA-R2-WatchOfficer; Centeno, Manuel; FEMA OPERATIONS CENTER; Lucero, Mark; Kenyon, Alfred; FEMA-NWC; Tennyson, Stephanie  
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Response Division  
DHS / FEMA Region 2  
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24hr. Watch Operations Center: 877-568-9043

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**From:** Centeno, Manuel  
**Sent:** Tue, 6 Sep 2016 12:39:42 -0400  
**To:** Kenyon, Alfred; Witmer, Wade  
**Cc:** Johnson, Antwane; Lucero, Mark  
**Subject:** RE: State of NY IPAWS issue

Al,

You summed it up perfectly. This is a case of an originator with little knowledge of public warning and the systems/tools. I did offer exercise support through the lab.

Sorry for the short response.

Manny Centeno  
Project Manager  
DHS/FEMA/NCP/IPAWS  
202-538-4199

---

**From:** Kenyon, Alfred  
**Sent:** Tuesday, September 06, 2016 10:15:59 AM  
**To:** Witmer, Wade; Centeno, Manuel  
**Cc:** Johnson, Antwane; Lucero, Mark  
**Subject:** RE: State of NY IPAWS issue

Wade,

Several of Amanda's questions presuppose

What happened – how was the system used and/or used incorrectly?

Suffolk County incorrectly selected the EVI (Evacuation Immediately) event code for their message. This code automatically caused video service providers to display the following message first (header text):

“A Civil Authority has issued an Immediate Evacuation Warning for Suffolk County beginning at 7:10 PM and ending at 3:10 AM.”

Further, Suffolk County did not understand that video service providers may not display the desired message text in the same format as the header text. One of the news stories regarding this incident contains video of a bank of cable tv monitors displaying header text center screen while the full message text scrolls across the top of the monitors in smaller text.

The issue with the event code selection is that they did not intend to issue an evacuation order, it was not intended for immediate action and they did not intend to target the entire county. Overall the selection

of EVI was not appropriate. Any of the following event codes approved for use by Suffolk County may have been more appropriate:

- Civil Danger Warning      CDW
- Civil Emergency Message    CEM
- Local Area Emergency      LAE

Here is a list of event codes approved for use by Suffolk County:

**Event Codes:** *[Check all that apply]*

- | <u>EAS/CMAS/HazCollect</u>  |   | <u>EAS/HazCollect Event Codes</u>                                    |
|---|---|--|
| <input type="checkbox"/> Avalanche Warning (AVW)                      | <input checked="" type="checkbox"/> Law Enforcement Warning (LEW)     | <input checked="" type="checkbox"/> Administrative Message (ADR)     |
| <input checked="" type="checkbox"/> Civil Danger Warning (CDW)        | <input checked="" type="checkbox"/> Local Area Emergency (LAE)        | <input type="checkbox"/> Avalanche Watch (AVA)                       |
| <input checked="" type="checkbox"/> Civil Emergency Message (CEM)     | <input checked="" type="checkbox"/> Nuclear Power Plant Warning (NUW) | <input checked="" type="checkbox"/> Child Abduction Emergency (CAE)  |
| <input checked="" type="checkbox"/> Earthquake Warning (EQW)          | <input checked="" type="checkbox"/> Radiological Hazard Warning (RHW) | <input checked="" type="checkbox"/> Telephone Outage Emergency (TOE) |
| <input checked="" type="checkbox"/> Evacuation Immediate (EVI)        | <input checked="" type="checkbox"/> Shelter in Place Warning (SPW)    | <u>Test Codes</u>  |
| <input checked="" type="checkbox"/> Fire Warning (FRW)                | <input type="checkbox"/> Volcano Warning (VOW)                        | <input checked="" type="checkbox"/> Required Monthly Test (RMT)      |
| <input checked="" type="checkbox"/> Hazardous Materials Warning (HMW) |   | <input checked="" type="checkbox"/> Required Weekly Test (RWT)       |

*The undersigned has reviewed this application and the public alerting authorities requested by the applicant are consistent with the state Emergency Alert System plan, AMBER Alert System plan, or other operational public warning plans.*

**For the State of** New York      **Agency:** Suffolk County

How many people received the incomplete message?

We have no way to track how many viewers we viewing cable television at the time the messages were displayed. Thus far I have not found evidence that any NYC television stations carried the EVI EAS messages.

Has this type of incident occurred before?

There are no documented cases similar to this incident although this probably has occurred before in an area with lower sensitivities than the New York Metro.

What is the timeline/actions to correct the issue?

The primary means of "correction" is training. Not only for the Suffolk County emergency services personnel but also for representatives of Code Red, the CAP authoring tool vendor, who provided active guidance during the process of generating the alert.

What are we doing to support the county in training, etc. to ensure it doesn't happen again?

Saturday night during our conference call with Suffolk County Manny suggested that Suffolk County schedule time to train against the JITC IPAWS Demo Environment so that they will be more familiar with exactly what sort of public display may be produced from input from their Code Red alerting tool.

Manny may have additional thoughts.



Al

---

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Al, Manny –

Would you please begin to assemble high level talking points to providing information addressing the following questions drafted by Amanda:

What happened – how was the system used and/or used incorrectly?  
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If there are additional questions you anticipate, please suggest w/ talking point answers also.

Thank you,

- Wade

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Wade,

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V/r

Manny Centeno  
Project Manager  
DHS/FEMA/NCP/IPAWS  
202-538-4199

---

**From:** Witmer, Wade  
**Sent:** Saturday, September 03, 2016 10:51:55 PM  
**To:** FEMA-NWC  
**Cc:** Stone, Roger L; Jackson, Liz; FEMA-R2-WatchOfficer; Centeno, Manuel; FEMA OPERATIONS CENTER; Lucero, Mark; Kenyon, Alfred; FEMA-NWC; Tennyson, Stephanie  
**Subject:** RE: State of NY IPAWS issue

Check - Manny is already engaged.

- Wade

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**From:** FEMA-NWC  
**Sent:** Saturday, September 03, 2016 10:45:02 PM  
**To:** Witmer, Wade  
**Cc:** Stone, Roger L; Jackson, Liz; FEMA-R2-WatchOfficer; Centeno, Manuel; FEMA OPERATIONS CENTER; Lucero, Mark; Kenyon, Alfred; FEMA-NWC; Tennyson, Stephanie  
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Response Division

DHS / FEMA Region 2

26 Federal Plaza – New York, NY 10278

24hr. Watch Operations Center: 877-568-9043

I'll follow up this email with some background emails.

The FOC, Damon Penn, and Bob Farmer are aware of the issue already.

Very Respectfully,

Team Delta

National Watch Center

Response Directorate, FEMA

Phone: 202-646-2828

[fema-nwc@fema.dhs.gov](mailto:fema-nwc@fema.dhs.gov)

[fema-nwc@dhs.sgov.gov](mailto:fema-nwc@dhs.sgov.gov)



**From:** Johnson, Amanda  
**Sent:** Tue, 6 Sep 2016 10:18:25 -0400  
**To:** Witmer, Wade;Holstein-Wallace, Pamela;Kenyon, Alfred;McCobb, Charles  
**Cc:** Johnson, Antwane  
**Subject:** RE: State of NY IPAWS issue

Adding more folks. We need the report or your findings asap. We have multiple press queries and congressional queries coming in to work with y'all.

---

**From:** Johnson, Amanda  
**Sent:** Tuesday, September 06, 2016 8:28:15 AM  
**To:** Witmer, Wade  
**Cc:** Johnson, Antwane  
**Subject:** RE: State of NY IPAWS issue

Hi Wade – is the EAS Test summary available from this weekend of what happened? We are receiving media inquiries and I still plan to use what y'all put together to build out the TPs.

What happened – how was the system used and/or used incorrectly?  
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**From:** Witmer, Wade  
**Sent:** Saturday, September 03, 2016 11:35 PM  
**To:** Johnson, Amanda <Amanda.Johnson2@fema.dhs.gov>  
**Subject:** FW: State of NY IPAWS issue

Amanda - some more background info in messages below fro Manny - who was talking with NY, R2, and Suffolk Co.

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**From:** Centeno, Manuel  
**Sent:** Saturday, September 03, 2016 11:28:45 PM  
**To:** Witmer, Wade; Kenyon, Alfred  
**Cc:** Johnson, Antwane; Lucero, Mark; McCobb, Charles; Jackson, Liz; Stone, Roger L  
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Wade,

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County. As soon as the logs are reviewed and Al provides his input, I will draft a brief with what I have.

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**From:** Witmer, Wade  
**Sent:** Saturday, September 03, 2016 11:19:38 PM  
**To:** Centeno, Manuel; Kenyon, Alfred  
**Cc:** Johnson, Antwane; Lucero, Mark; McCobb, Charles; Jackson, Liz; Stone, Roger L  
**Subject:** RE: State of NY IPAWS issue

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Thank you for responding and working late into the evening.

- Wade

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[fema-nwc@dhs.gov](mailto:fema-nwc@dhs.gov)

**From:** Centeno, Manuel  
**Sent:** Tue, 6 Sep 2016 09:52:04 -0400  
**To:** Witmer, Wade;Kenyon, Alfred  
**Cc:** Johnson, Antwane;Lucero, Mark  
**Subject:** RE: State of NY IPAWS issue

Wade,

Roger that.

Manny Centeno  
Project Manager  
DHS/FEMA/NCP/IPAWS  
202-538-4199

---

**From:** Witmer, Wade  
**Sent:** Tuesday, September 06, 2016 9:33:30 AM  
**To:** Kenyon, Alfred; Centeno, Manuel  
**Cc:** Johnson, Antwane; Lucero, Mark  
**Subject:** FW: State of NY IPAWS issue

Al, Manny –

Would you please begin to assemble high level talking points to providing information addressing the following questions drafted by Amanda:

What happened – how was the system used and/or used incorrectly?

How many people received the incomplete message?

Has this type of incident occurred before?

What is the timeline/actions to correct the issue?

What are we doing to support the county in training, etc. to ensure it doesn't happen again?

If there are additional questions you anticipate, please suggest w/ talking point answers also.

Thank you,

- Wade

**From:** Johnson, Amanda  
**Sent:** Tuesday, September 06, 2016 8:28 AM  
**To:** Witmer, Wade <Wade.Witmer@fema.dhs.gov>  
**Cc:** Johnson, Antwane <Antwane.Johnson@fema.dhs.gov>  
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**From:** Centeno, Manuel  
**Sent:** Sat, 3 Sep 2016 23:30:23 -0400  
**To:** Jackson, Liz; Kenyon, Alfred  
**Subject:** RE: State of NY IPAWS issue

Welcome....

V/r

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---

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**To:** Centeno, Manuel; Kenyon, Alfred  
**Subject:** RE: State of NY IPAWS issue

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This is the classic issue with jurisdictions trying to send evacuation sub-county messages over EAS. I'm not certain what the "text-to-speech" portion was, but, as we all know, it will not send the crawl below county level. The sender has to make sure the EAS TTS or audio message provides further instructions regarding the areas within the county. Al is working on the logs and can provide more insight into that.

Suffolk County is using Code Red and may have received poor support from them and very little to no training.

There is nothing we can do once the message is sent. Suffolk attempted to correct the original message by sending "updated" messages. This caused more alerts to go out at the county level.

I offered to follow up with Suffolk to get them to understand the system better.

V/r

Manny Centeno  
Project Manager

DHS/FEMA/NCP/IPAWS  
202-538-4199

---

**From:** Witmer, Wade  
**Sent:** Saturday, September 03, 2016 10:51:55 PM  
**To:** FEMA-NWC  
**Cc:** Stone, Roger L; Jackson, Liz; FEMA-R2-WatchOfficer; Centeno, Manuel; FEMA OPERATIONS CENTER; Lucero, Mark; Kenyon, Alfred; FEMA-NWC; Tennyson, Stephanie  
**Subject:** RE: State of NY IPAWS issue

Check - Manny is already engaged.

- Wade

---

**From:** FEMA-NWC  
**Sent:** Saturday, September 03, 2016 10:45:02 PM  
**To:** Witmer, Wade  
**Cc:** Stone, Roger L; Jackson, Liz; FEMA-R2-WatchOfficer; Centeno, Manuel; FEMA OPERATIONS CENTER; Lucero, Mark; Kenyon, Alfred; FEMA-NWC; Tennyson, Stephanie  
**Subject:** State of NY IPAWS issue

Background:

NY State EOC tried to evacuate a small portion of Suffolk County, but they accidentally sent the message for all of Suffolk County.

Suffolk County is about 1.5 million pax, and it makes up about half of Long Island.

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The POC at Region II is:

**Nathan Seidell**

Senior Watch Officer – Regional Watch Center

Response Division

DHS / FEMA Region 2

26 Federal Plaza – New York, NY 10278

24hr. Watch Operations Center: 877-568-9043

I'll follow up this email with some background emails.

The FOC, Damon Penn, and Bob Farmer are aware of the issue already.

Very Respectfully,

Team Delta  
National Watch Center  
Response Directorate, FEMA  
Phone: 202-646-2828  
[fema-nwc@fema.dhs.gov](mailto:fema-nwc@fema.dhs.gov)  
[fema-nwc@dhs.gov](mailto:fema-nwc@dhs.gov)

**From:** Centeno, Manuel  
**Sent:** Sat, 3 Sep 2016 23:13:29 -0400  
**To:** Witmer, Wade;Kenyon, Alfred  
**Cc:** Johnson, Antwane;Lucero, Mark;McCobb, Charles;Jackson, Liz  
**Subject:** RE: State of NY IPAWS issue

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This is the classic issue with jurisdictions trying to send evacuation sub-county messages over EAS. I'm not certain what the "text-to-speech" portion was, but, as we all know, it will not send the crawl below county level. The sender has to make sure the EAS TTS or audio message provides further instructions regarding the areas within the county. Al is working on the logs and can provide more insight into that.

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V/r

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Project Manager  
DHS/FEMA/NCP/IPAWS  
202-538-4199

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**Sent:** Saturday, September 03, 2016 10:51:55 PM  
**To:** FEMA-NWC  
**Cc:** Stone, Roger L; Jackson, Liz; FEMA-R2-WatchOfficer; Centeno, Manuel; FEMA OPERATIONS CENTER; Lucero, Mark; Kenyon, Alfred; FEMA-NWC; Tennyson, Stephanie  
**Subject:** RE: State of NY IPAWS issue

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**To:** Witmer, Wade  
**Cc:** Stone, Roger L; Jackson, Liz; FEMA-R2-WatchOfficer; Centeno, Manuel; FEMA OPERATIONS CENTER; Lucero, Mark; Kenyon, Alfred; FEMA-NWC; Tennyson, Stephanie  
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Team Delta

National Watch Center

Response Directorate, FEMA

Phone: 202-646-2828

[fema-nwc@fema.dhs.gov](mailto:fema-nwc@fema.dhs.gov)

[fema-nwc@dhs.gov](mailto:fema-nwc@dhs.gov)

**From:** Tennyson, Stephanie  
**Sent:** Sat, 3 Sep 2016 22:53:25 -0400  
**To:** Centeno, Manuel;FEMA-NWC;Witmer, Wade;Stone, Roger L;Jackson, Liz;FEMA-R2-WatchOfficer;Lucero, Mark;Kenyon, Alfred;Campbell, Delores  
**Cc:** FEMA-NWC;FEMA OPERATIONS CENTER;Batkin, Joshua  
**Subject:** RE: State of NY IPAWS issue

We've alerted R2 EA as well.

Sent from my iFEMA mobile device.

---

**From:** Centeno, Manuel  
**Sent:** Saturday, September 03, 2016 10:52:03 PM  
**To:** FEMA-NWC; Witmer, Wade; Stone, Roger L; Jackson, Liz; FEMA-R2-WatchOfficer; Lucero, Mark; Kenyon, Alfred; Tennyson, Stephanie; (b)(6)  
**Cc:** FEMA-NWC; FEMA OPERATIONS CENTER  
**Subject:** RE: State of NY IPAWS issue

Manny Centeno and Al Kenyon are on the telephone with Suffolk at the moment. Please Standby.

V/r

Manny Centeno  
Project Manager  
DHS/FEMA/NCP/IPAWS  
202-538-4199

---

**From:** FEMA-NWC  
**Sent:** Saturday, September 03, 2016 10:49:58 PM  
**To:** Witmer, Wade; Stone, Roger L; Jackson, Liz; FEMA-R2-WatchOfficer; Centeno, Manuel; Lucero, Mark; Kenyon, Alfred; Tennyson, Stephanie; (b)(6)  
**Cc:** FEMA-NWC; FEMA OPERATIONS CENTER  
**Subject:** RE: State of NY IPAWS issue

All,

Please see attached/below for more background on this incident. Please note – there is negative media attention erroneously indicating FEMA initiated the alert:

<http://pix11.com/2016/09/03/fema-issues-accidental-evacuation-of-suffolk-county-as-tropical-storm-hermine-looms/>

RII Watch Officer's summary:

"FYSA, Real world issue.

Received a call from John Layton, NYSOEM; Cell: (b)(6)

Suffolk County EOC launched IPAWS voluntary evac message that was supposed to identify a select area.

There is a message error calling for county wide evac now.

It had been running for 20 minutes on TV when I received the call.

I immediately called HQ to see if they had an IPAWS rep present, was directed to FOC.

Called FOC, FOC doesn't own IPAWS. FOC is making calls right now to kill message.

I notified John Layton of actions taken and will follow up when FOC calls back. "

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Phone: 202-646-2828  
[fema-nwc@fema.dhs.gov](mailto:fema-nwc@fema.dhs.gov)  
[fema-nwc@dhs.gov](mailto:fema-nwc@dhs.gov)

**From:** FEMA-NWC

**Sent:** Saturday, September 03, 2016 10:45 PM

**To:** Witmer, Wade <Wade.Witmer@fema.dhs.gov>

**Cc:** Stone, Roger L <roger.l.stone@fema.dhs.gov>; Jackson, Liz <Liz.Jackson@fema.dhs.gov>; FEMA-R2-WatchOfficer <FEMA-R2-WatchOfficer@fema.dhs.gov>; Centeno, Manuel <Manuel.Centeno@fema.dhs.gov>; FEMA OPERATIONS CENTER <FEMA-OPERATIONS-CENTER@fema.dhs.gov>; Lucero, Mark <Mark.Lucero@fema.dhs.gov>; Kenyon, Alfred <Alfred.Kenyon@fema.dhs.gov>; FEMA-NWC <FEMA-NWC@fema.dhs.gov>; Tennyson, Stephanie <stephanie.tennyson@fema.dhs.gov>

**Subject:** State of NY IPAWS issue

Background:

NY State EOC tried to evacuate a small portion of Suffolk County, but they accidentally sent the message for all of Suffolk County.

Suffolk County is about 1.5 million pax, and it makes up about half of Long Island.

Region II is looking to offer any assistance to the State.

Liz Jackson asked to have Manny handle this. We cast a wide net because we were unsure who would be able to assist. initially My recommendation is to have Manny take point based on Liz' guidance and to limit the number of people calling Region II. Of course, your team can work it however you see fit. Please note that Nate is solo at the Region II watch, so I recommend limiting the number of inputs to him. Nate is on the CC line too.

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**Nathan Seidell**

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Response Division

DHS / FEMA Region 2



26 Federal Plaza – New York, NY 10278  
24hr. Watch Operations Center: 877-568-9043

I'll follow up this email with some background emails.  
The FOC, Damon Penn, and Bob Farmer are aware of the issue already.

Very Respectfully,

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[fema-nwc@dhs.sgov.gov](mailto:fema-nwc@dhs.sgov.gov)

**From:** Centeno, Manuel  
**Sent:** Sat, 3 Sep 2016 22:52:03 -0400  
**To:** FEMA-NWC;Witmer, Wade;Stone, Roger L;Jackson, Liz;FEMA-R2-WatchOfficer;Lucero, Mark;Kenyon, Alfred;Tennyson, Stephanie; (b)(6)  
**Cc:** FEMA-NWC;FEMA OPERATIONS CENTER  
**Subject:** RE: State of NY IPAWS issue

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Manny Centeno  
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DHS/FEMA/NCP/IPAWS  
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**From:** FEMA-NWC

**Sent:** Saturday, September 03, 2016 10:45 PM

**To:** Witmer, Wade <Wade.Witmer@fema.dhs.gov>

**Cc:** Stone, Roger L <roger.l.stone@fema.dhs.gov>; Jackson, Liz <Liz.Jackson@fema.dhs.gov>; FEMA-R2-WatchOfficer <FEMA-R2-WatchOfficer@fema.dhs.gov>; Centeno, Manuel <Manuel.Centeno@fema.dhs.gov>; FEMA OPERATIONS CENTER <FEMA-OPERATIONS-CENTER@fema.dhs.gov>; Lucero, Mark <Mark.Lucero@fema.dhs.gov>; Kenyon, Alfred <Alfred.Kenyon@fema.dhs.gov>; FEMA-NWC <FEMA-NWC@fema.dhs.gov>; Tennyson, Stephanie <stephanie.tennyson@fema.dhs.gov>

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Response Division

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24hr. Watch Operations Center: 877-568-9043

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**From:** Witmer, Wade  
**Sent:** Sat, 3 Sep 2016 22:51:55 -0400  
**To:** FEMA-NWC  
**Cc:** Stone, Roger L; Jackson, Liz; FEMA-R2-WatchOfficer; Centeno, Manuel; FEMA OPERATIONS CENTER; Lucero, Mark; Kenyon, Alfred; FEMA-NWC; Tennyson, Stephanie  
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Check - Manny is already engaged.

- Wade

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**To:** Witmer, Wade; Stone, Roger L; Jackson, Liz; FEMA-R2-WatchOfficer; Centeno, Manuel; Lucero, Mark; Kenyon, Alfred; Tennyson, Stephanie (b)(6)  
**Cc:** FEMA-NWC; FEMA OPERATIONS CENTER  
**Subject:** RE: State of NY IPAWS issue  
**Attachments:** Real World Issue - Suffolk County IPAWS Evac Error Message

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**To:** Witmer, Wade <Wade.Witmer@fema.dhs.gov>  
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[fema-nwc@dhs.sgov.gov](mailto:fema-nwc@dhs.sgov.gov)



**From:** FEMA-R2-WatchOfficer  
**Sent:** Sat, 3 Sep 2016 22:17:25 -0400  
**To:** Allen, Donica;Holstein-Wallace, Pamela;McCobb, Charles;Romanies, Nicole (CTR);IPAWS  
**Cc:** FEMA-R2-WatchOfficer;FEMA-NWC;DosSantos, Jose;Neidermeyer, Alan  
**Subject:** Real World Issue - Suffolk County IPAWS Evac Error Message  
**Importance:** High

Hi IPAWS team,  
Can anyone from IPAWS take action and end the active IPAWS message referenced below?

Regards,

**Nathan Seidell**

Senior Watch Officer – Regional Watch Center  
Response Division

DHS / FEMA Region 2

26 Federal Plaza – New York, NY 10278

24hr. Watch Operations Center: 877-568-9043

p: 212-680-8622, c: 917-561-3462

FEMA Region II WebEOC Link: <https://femacms.webeoc.us/>

FEMA Region II Common Operating Picture Link:

[\\fema.net\r2\Common\R&R\WATCH\\_OPERATIONS\Common Operating Picture Dashboard\~00Production\RWC\\_files\COP.htm](https://fema.net/r2/Common/R&R/WATCH_OPERATIONS/Common_Operating_Picture_Dashboard/~00Production\RWC_files\COP.htm)

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**From:** FEMA-R2-WatchOfficer  
**Sent:** Saturday, September 03, 2016 10:08 PM  
**To:** Neidermeyer, Alan <Alan.Neidermeyer@fema.dhs.gov>; DosSantos, Jose <Jose.DosSantos@fema.dhs.gov>  
**Cc:** Byrne, Michael <michael.byrne@fema.dhs.gov>; Hatfield, Jerome <jerome.hatfield@fema.dhs.gov>; FEMA-R2-WatchOfficer <FEMA-R2-WatchOfficer@fema.dhs.gov>  
**Subject:** Real World Issue - Suffolk County IPAWS Evac Error Message

Gentlemen,

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24hr. Watch Operations Center: 877-568-9043

p: 212-680-8622, c: 917-561-3462

FEMA Region II WebEOC Link: <https://femacms.webeoc.us/>

FEMA Region II Common Operating Picture Link:

[\\fema.net\r2\Common\R&R\WATCH OPERATIONS\Common Operating Picture Dashboard\~00Production\RWC\\_files\COP.htm](\\fema.net\r2\Common\R&R\WATCH OPERATIONS\Common Operating Picture Dashboard\~00Production\RWC_files\COP.htm)

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**From:** Johnson, Amanda  
**Sent:** Tue, 6 Sep 2016 16:30:59 -0400  
**To:** Witmer, Wade;Holstein-Wallace, Pamela;Kenyon, Alfred;McCobb, Charles;Jackson, Liz;Centeno, Manuel  
**Cc:** Johnson, Antwane  
**Subject:** RE: State of NY IPAWS issue

We've missed the media inquiry deadline and Shumer's office is pinging us again. EA doesn't need anything formal, we just need the validated information on our end to draft messaging around if that helps.

**From:** Witmer, Wade  
**Sent:** Tuesday, September 06, 2016 12:55 PM  
**To:** Johnson, Amanda <Amanda.Johnson2@fema.dhs.gov>; Holstein-Wallace, Pamela <pamela.holstein-wallace1@fema.dhs.gov>; Kenyon, Alfred <Alfred.Kenyon@fema.dhs.gov>; McCobb, Charles <Charles.McCobb@fema.dhs.gov>; Jackson, Liz <Liz.Jackson@fema.dhs.gov>; Centeno, Manuel <Manuel.Centeno@fema.dhs.gov>  
**Cc:** Johnson, Antwane <Antwane.Johnson@fema.dhs.gov>  
**Subject:** RE: State of NY IPAWS issue

Amanda -

I am collecting & consolidating and will have something for you soon.

- Wade

---

**From:** Johnson, Amanda  
**Sent:** Tuesday, September 06, 2016 12:26:33 PM  
**To:** Witmer, Wade; Holstein-Wallace, Pamela; Kenyon, Alfred; McCobb, Charles; Jackson, Liz; Centeno, Manuel  
**Cc:** Johnson, Antwane  
**Subject:** RE: State of NY IPAWS issue

Following me up on this. Adding Liz and Manny. Are there any summaries I can use to starting drafting responses?

---

**From:** Johnson, Amanda  
**Sent:** Tuesday, September 06, 2016 10:18:25 AM  
**To:** Witmer, Wade; Holstein-Wallace, Pamela; Kenyon, Alfred; McCobb, Charles  
**Cc:** Johnson, Antwane  
**Subject:** RE: State of NY IPAWS issue

Adding more folks. We need the report or your findings asap. We have multiple press queries and congressional queries coming in to work with y'all.

---

**From:** Johnson, Amanda  
**Sent:** Tuesday, September 06, 2016 8:28:15 AM  
**To:** Witmer, Wade  
**Cc:** Johnson, Antwane  
**Subject:** RE: State of NY IPAWS issue

Hi Wade – is the EAS Test summary available from this weekend of what happened? We are receiving media inquiries and I still plan to use what yall put together to build out the TPs.

What happened – how was the system used and/or used incorrectly?  
How many people received the incomplete message?  
Has this type of incident occurred before?  
What is the timeline/actions to correct the issue?  
What are we doing to support the county in training, etc. to ensure it doesn't happen again?

---

**From:** Witmer, Wade  
**Sent:** Saturday, September 03, 2016 11:35 PM  
**To:** Johnson, Amanda <Amanda.Johnson2@fema.dhs.gov>  
**Subject:** FW: State of NY IPAWS issue

Amanda - some more background info in messages below fro Manny - who was talking with NY, R2, and Suffolk Co.

---

**From:** Centeno, Manuel  
**Sent:** Saturday, September 03, 2016 11:28:45 PM  
**To:** Witmer, Wade; Kenyon, Alfred  
**Cc:** Johnson, Antwane; Lucero, Mark; McCobb, Charles; Jackson, Liz; Stone, Roger L  
**Subject:** RE: State of NY IPAWS issue

Wade,

Copy that. It will be necessary to communicate back to NWC, Region II and FOC with a brief on what happened. There may also be a "blame-game" brewing up as indicated by Greg at Suffolk County. As soon as the logs are reviewed and Al provides his input, I will draft a brief with what I have.

Have a good evening and thank you.

V/r

Manny Centeno  
Project Manager  
DHS/FEMA/NCP/IPAWS  
202-538-4199

---

**From:** Witmer, Wade  
**Sent:** Saturday, September 03, 2016 11:19:38 PM  
**To:** Centeno, Manuel; Kenyon, Alfred  
**Cc:** Johnson, Antwane; Lucero, Mark; McCobb, Charles; Jackson, Liz; Stone, Roger L  
**Subject:** RE: State of NY IPAWS issue

Thank you Manny and Al. Sounds like more points for the broadcast & cell stakeholders asking for FEMA to do more outreach & training.

Thank you for responding and working late into the evening.

- Wade

---

**From:** Centeno, Manuel  
**Sent:** Saturday, September 03, 2016 11:13:29 PM  
**To:** Witmer, Wade; Kenyon, Alfred  
**Cc:** Johnson, Antwane; Lucero, Mark; McCobb, Charles; Jackson, Liz  
**Subject:** RE: State of NY IPAWS issue

Wade,

IPAWS worked as expected.

This is the classic issue with jurisdictions trying to send evacuation sub-county messages over EAS. I'm not certain what the "text-to-speech" portion was, but, as we all know, it will not send the crawl below county level. The sender has to make sure the EAS TTS or audio message provides further instructions regarding the areas within the county. Al is working on the logs and can provide more insight into that.

Suffolk County is using Code Red and may have received poor support from them and very little to no training.

There is nothing we can do once the message is sent. Suffolk attempted to correct the original message by sending "updated" messages. This caused more alerts to go out at the county level.

I offered to follow up with Suffolk to get them to understand the system better.

V/r

Manny Centeno  
Project Manager  
DHS/FEMA/NCP/IPAWS  
202-538-4199

---

**From:** Witmer, Wade  
**Sent:** Saturday, September 03, 2016 10:51:55 PM  
**To:** FEMA-NWC  
**Cc:** Stone, Roger L; Jackson, Liz; FEMA-R2-WatchOfficer; Centeno, Manuel; FEMA OPERATIONS CENTER; Lucero, Mark; Kenyon, Alfred; FEMA-NWC; Tennyson, Stephanie  
**Subject:** RE: State of NY IPAWS issue

Check - Manny is already engaged.

- Wade

---

**From:** FEMA-NWC  
**Sent:** Saturday, September 03, 2016 10:45:02 PM  
**To:** Witmer, Wade  
**Cc:** Stone, Roger L; Jackson, Liz; FEMA-R2-WatchOfficer; Centeno, Manuel; FEMA OPERATIONS CENTER; Lucero, Mark; Kenyon, Alfred; FEMA-NWC; Tennyson, Stephanie  
**Subject:** State of NY IPAWS issue

Background:

NY State EOC tried to evacuate a small portion of Suffolk County, but they accidentally sent the message for all of Suffolk County.

Suffolk County is about 1.5 million pax, and it makes up about half of Long Island.

Region II is looking to offer any assistance to the State.

Liz Jackson asked to have Manny handle this. We cast a wide net because we were unsure who would be able to assist. initially My recommendation is to have Manny take point based on Liz' guidance and to limit the number of people calling Region II. Of course, your team can work it however you see fit. Please note that Nate is solo at the Region II watch, so I recommend limiting the number of inputs to him. Nate is on the CC line too.

The POC at Region II is:

**Nathan Seidell**  
Senior Watch Officer – Regional Watch Center  
Response Division  
DHS / FEMA Region 2  
26 Federal Plaza – New York, NY 10278  
24hr. Watch Operations Center: 877-568-9043

I'll follow up this email with some background emails.  
The FOC, Damon Penn, and Bob Farmer are aware of the issue already.

Very Respectfully,

Team Delta  
National Watch Center  
Response Directorate, FEMA  
Phone: 202-646-2828  
[fema-nwc@fema.dhs.gov](mailto:fema-nwc@fema.dhs.gov)  
[fema-nwc@dhs.sgov.gov](mailto:fema-nwc@dhs.sgov.gov)

**From:** David Donovan  
**Sent:** Fri, 9 Sep 2016 16:14:43 -0400  
**To:** Kenyon, Alfred  
**Subject:** Re: Suffolk County  
**Attachments:** image002.png

Al. I think you are correct. However cable tells me they sent the entire text of the CAP messages  
I am uncovering other issues on the radio side.

Talk on Monday

Best  
David

Sent from my iPhone

On Sep 9, 2016, at 4:05 PM, Kenyon, Alfred <[Alfred.Kenyon@fema.dhs.gov](mailto:Alfred.Kenyon@fema.dhs.gov)> wrote:

Monday's fine. I'm getting the distinct impression that the only video service provider that carried the alert was the cable company. The TV guys I've talked to all said "Not us!" which is its own sort of problem.

Have a great weekend, one without late night phone calls.

Al

---

**From:** David Donovan [[mailto:\(b\)\(6\)@nysbroadcasters.org](mailto:(b)(6)@nysbroadcasters.org)]  
**Sent:** Friday, September 09, 2016 3:59 PM  
**To:** Kenyon, Alfred <[Alfred.Kenyon@fema.dhs.gov](mailto:Alfred.Kenyon@fema.dhs.gov)>  
**Subject:** Suffolk County

Al – Still gathering data...picture is starting to clarify... can we talk on Monday? Can give you a partial picture now if you want...Best DD

---

<image002.png>

**David L. Donovan**  
**President**

**New York State Broadcasters Association, Inc.**

1805 Western Avenue, Albany, NY 12203

(b)(6) fax (518) 456-8943

[www.nysbroadcasters.org](http://www.nysbroadcasters.org)

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**From:** Lucero, Mark  
**Sent:** Wed, 7 Sep 2016 16:36:03 -0400  
**To:** Kenyon, Alfred  
**Subject:** RE: Suffolk County EAS Video Coverage

I'm not convinced that they should have used a different event code. On the call with Suffolk county, they defended their decision to use EVI. Ed Czarnecki said (on the EAS forum) that the FCC rules do clearly state what the TV crawl should say. Maybe he's right, but if so then I submit that the TV crawl should also include the <description> and <instruction> element as is done in the text to speech.

v/r

Mark A. Lucero, CISSP  
Chief, IPAWS Engineering  
FEMA National Continuity Programs  
202-646-1386 (desk)  
202-257-1364 (mobile)  
[mark.lucero@fema.dhs.gov](mailto:mark.lucero@fema.dhs.gov)  
[ipaws@fema.dhs.gov](mailto:ipaws@fema.dhs.gov)

---

**From:** Kenyon, Alfred  
**Sent:** Wednesday, September 07, 2016 3:57 PM  
**To:** Lucero, Mark <Mark.Lucero@fema.dhs.gov>  
**Subject:** Suffolk County EAS Video Coverage

Mark,

I believe that the problem centers on how the cable system displayed the EAS message content. It's not the cable system's fault; that's just how their system is configured. Watch the attached news report. You will note that in big letters, center screen they displayed information normally associated with the data header: Originator & Event; I suspect that is part of a vertical scroll as you can see the tail of the truncated detailed message "rrow at 1pm due to severe w" disappearing at the top of the screen. You can also make out the full message text scrolling horizontally across the top of the screen in white on red.

This is the best video that I have been able to locate illustrating what happened in Suffolk County. Please note the screen displays at the beginning of the piece. These monitors were apparently all driven by the local cable system which displayed the header data center screen and the detailed message crawl at the top.

[http://news12.cv.net/video1/2016-09/2101609030035602321\\_3082959.mp4](http://news12.cv.net/video1/2016-09/2101609030035602321_3082959.mp4)

The text crawl is required to display Originator, Event, Area Affected, Effective Time and End Time; essentially all the stuff normally contained in EAS header data. There's the issue: the event code EVI is "Evacuation Immediate" on the FCC event code list and the Area Affected is the county by reference to CFR 47 Part 11.31. I suppose they could have entered the FIPS code as 836103, where the "8" designates South Central, but nobody has ever used that as far as I know. So you end up with what appears to be an

immediate evacuation for the whole county which is the eastern two thirds of Long Island – something everyone there knows is impossible. They should have used a different event code so the standard EAS header crap was more generic.

As we know there are some notable errors in the statement by the Suffolk County Executive quoted.

AI

**From:** David Donovan  
**Sent:** Thu, 8 Sep 2016 16:32:03 -0400  
**To:** Kenyon, Alfred  
**Subject:** RE: Suffolk County EAS

Al – still gathering data...maybe later tomorrow...Best DD



**David L. Donovan**  
**President**  
**New York State Broadcasters Association, Inc.**

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---

**From:** Kenyon, Alfred [mailto:Alfred.Kenyon@fema.dhs.gov]  
**Sent:** Thursday, September 08, 2016 10:57 AM  
**To:** David Donovan  
**Subject:** RE: Suffolk County EAS

David,

Other than a short meeting at 10 AM I'll be available.

Thanks!

**AL KENYON**

*Engineering Branch*

IPAWS Program Office, National Continuity Programs

Department of Homeland Security - FEMA

500 C Street, SW, Rm 5NW-0407

Washington, DC 20472-3153

202-212-3308 Office (new 8/2016)

202-538-4471 Cell

540-504-2389 eFax

[Alfred.Kenyon@fema.dhs.gov](mailto:Alfred.Kenyon@fema.dhs.gov)

---

**From:** David Donovan [mailto:(b)(6)@nysbroadcasters.org]

**Sent:** Thursday, September 08, 2016 10:55 AM

**To:** Kenyon, Alfred <Alfred.Kenyon@fema.dhs.gov>

**Subject:** Suffolk County EAS

Al – I am digging out the facts of the Suffolk county message issue. (Getting logs from stations) Have also been in contact with NY State DHSES. Are you around for a call tomorrow? Thanks David Donovan



**David L. Donovan**  
**President**

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**From:** Bud Williamson  
**Sent:** Thu, 8 Sep 2016 00:46:52 +0000  
**To:** Kenyon, Alfred  
**Subject:** RE: Suffolk County EVI follow up

And when you talk to jesse you will realize this is the overworked kid with a newborn responsible for walk and 5 other stations, plus remote studios, on long island. And you guessed it... underpaid and minimally qualified. They fired the chief about a year ago and didn't hire a replacement.

---

**From:** Kenyon, Alfred [mailto:Alfred.Kenyon@fema.dhs.gov]  
**Sent:** Wednesday, September 07, 2016 8:28 PM  
**To:** Bud Williamson (b)(6)@DRE.cc>  
**Subject:** RE: Suffolk County EVI follow up

Yep, Austin is THE guy behind ETRS,

AL KENYON  
IPAWS National Test Technical Lead  
IPAWS Program Office, National Continuity Programs  
Department of Homeland Security - FEMA  
500 C Street, SW, 5NW-0407  
Washington, DC 20472-3153  
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540-504-2389 eFax  
[Alfred.Kenyon@fema.dhs.gov](mailto:Alfred.Kenyon@fema.dhs.gov)

Sent from my iFEMA mobile device

---

**From:** Bud Williamson  
**Sent:** Wednesday, September 07, 2016 7:06:25 PM  
**To:** Kenyon, Alfred  
**Cc:** John Caracciolo  
**Subject:** RE: Suffolk County EVI follow up

Did Austin do the ETRS webinar?

---

**From:** Kenyon, Alfred [mailto:Alfred.Kenyon@fema.dhs.gov]  
**Sent:** Wednesday, September 07, 2016 7:01 PM  
**To:** Bud Williamson (b)(6)@DRE.cc>  
**Cc:** John Caracciolo (b)(6)@jvcbroadcasting.com>  
**Subject:** RE: Suffolk County EVI follow up

Thanks Bud,

I'll be part of a two man show in Nashville. Our joint FEMA/FCC presentation will have a vague resemblance to a visit with Harry Potter (FCC's young attorney Austin Randazzo) and Dumbledore (me). (No kidding when you see this kid you'll recall this and smile.) We'll not be performing magic acts from a stage in the exhibition hall on Wednesday at 3:30.

Thanks for the assist!

Al

---

**From:** Bud Williamson [mailto:(b)(6)]@DRE.cc]  
**Sent:** Wednesday, September 07, 2016 5:13 PM  
**To:** Kenyon, Alfred <Alfred.Kenyon@fema.dhs.gov>  
**Cc:** John Caracciolo (b)(6)]@jvcbroadcasting.com>  
**Subject:** RE: Suffolk County EVI follow up

Hey Al,

Good to hear from you – was just thinking of you & Janine a few weeks ago when we were in Baltimore & DC... took rob gates & the girls to an orioles game...

Dick Novik will likely turn your email over to David Donovan and want to be a middle man, but here is some info:

John Caracciolo from JVC can help you a lot. He dealt with this for his stations and may have audio. I am copying him on this email. He is out at manorville today dealing with an SBA shit storm. He may have a contact at Stony Brook... I think he does.....

Also at WALK-fm - I attach Jesse Sayre's contact info. He is the engineer for WALK.

At WCBS/WLNY – Richard Mulliner. Attached.

Good luck,  
See you in Nashville?

John, can you call Al?

Bud



**Bud Williamson**

d (b)(6)

f 845.856.4757

(b)(6)@DRE.cc

**Digital Radio Engineering, Inc. - Professional Broadcast Engineering and Consulting Services**  
**Neversink Media Group, LLC – WALL Radio, WABT Pocono 96.7, WDLC Country 107.7, WYNY 106.9**  
**Hudson Valley Public Radio, Inc. - WJZZ 88.1/89.9/93.3/106.1/106.3/106.5 The Hudson Valley's**  
**JAZZfm**

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[www.NeversinkMediaGroup.com](http://www.NeversinkMediaGroup.com)

[www.HVPR.org](http://www.HVPR.org)

**PO Box 920**  
**15 Neversink Drive**  
**Port Jervis, NY 12771**

---

**From:** Kenyon, Alfred [<mailto:Alfred.Kenyon@fema.dhs.gov>]

**Sent:** Wednesday, September 07, 2016 4:42 PM

**To:** Bud Williamson (b)(6)@DRE.cc>

**Subject:** FW: Suffolk County EVI follow up

Bud,

I know that you've passed the NY SECC baton but I thought I'd copy you on this email to the "new guy" for old time's sake.

Regards,

**AL KENYON**

*IPAWS National Test Technical Lead*

IPAWS Program Office, National Continuity Programs

Department of Homeland Security - FEMA

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Washington, DC 20472-3153

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202-538-4471 Cell  
540-504-2389 eFax  
[Alfred.Kenyon@fema.dhs.gov](mailto:Alfred.Kenyon@fema.dhs.gov)

---

**From:** Kenyon, Alfred  
**Sent:** Wednesday, September 07, 2016 4:36 PM  
**To:** (b)(6)@nysbroadcasters.org; (b)(6)@nysbroadcasters.org>  
**Subject:** Suffolk County EVI follow up

Richard,

I would like to capture as much information as possible regarding what stations carried one or all three of the Suffolk County EVIs last Saturday. No one is in trouble for carrying them, not carrying them or delaying them. My premise is that the county made a poor choice when composing the alert and then wasn't happy with the result. It apparently came as a big surprise to them that the words "Evacuation Immediate for Suffolk County" appeared on some video displays. This is a teachable moment. I would like to capture some audio and if possible video from the stations/systems that ran the alert. I don't have any contacts in that area of the state.

If I can document the heck out of this perhaps we can use it in training for alerting authorities to help them properly use EAS. I am interested in Connoisseur's WALK-FM, JVC's WRCN-FM, Stony Brook's WUSB, WCBS-TV, WLNY-TV, WFTY-DT, and anyone else that may have carried the alert. If you can help me with contacts or by reaching out to these stations I would appreciate it.

Regards,

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*IPAWS National Test Technical Lead*  
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[Alfred.Kenyon@fema.dhs.gov](mailto:Alfred.Kenyon@fema.dhs.gov)

**From:** Bud Williamson  
**Sent:** Thu, 8 Sep 2016 00:42:21 +0000  
**To:** Kenyon, Alfred  
**Subject:** RE: Suffolk County EVI follow up

And I sent an email last night and have not heard back.....

---

**From:** Kenyon, Alfred [mailto:Alfred.Kenyon@fema.dhs.gov]  
**Sent:** Wednesday, September 07, 2016 8:28 PM  
**To:** Bud Williamson (b)(6)@DRE.cc>  
**Subject:** RE: Suffolk County EVI follow up

Yep, Austin is THE guy behind ETRS,

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Sent from my iFEMA mobile device

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**To:** Kenyon, Alfred  
**Cc:** John Caracciolo  
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Thanks for the assist!

AI

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See you in Nashville?

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Bud

**Bud Williamson**

d  
o  
f (b)(6)  
f. 845.856.4757  
(b)(6)@DRE.cc

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Hudson Valley Public Radio, Inc. - WJZZ 88.1/89.9/93.3/106.1/106.3/106.5 The Hudson Valley's  
JAZZfm

[www.DigitalRadioEngineering.com](http://www.DigitalRadioEngineering.com)  
[www.NeversinkMediaGroup.com](http://www.NeversinkMediaGroup.com)  
[www.HVPR.org](http://www.HVPR.org)

PO Box 920  
15 Neversink Drive  
Port Jervis, NY 12771

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Regards,

**AL KENYON**

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IPAWS Program Office, National Continuity Programs  
Department of Homeland Security - FEMA  
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540-504-2389 eFax  
[Alfred.Kenyon@fema.dhs.gov](mailto:Alfred.Kenyon@fema.dhs.gov)

**From:** Bud Williamson  
**Sent:** Thu, 8 Sep 2016 00:41:48 +0000  
**To:** Kenyon, Alfred  
**Subject:** RE: Suffolk County EVI follow up

Ha! There was no visual on the webinar but I said to myself this sounds like harry potter...

---

**From:** Kenyon, Alfred [mailto:Alfred.Kenyon@fema.dhs.gov]  
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**Subject:** RE: Suffolk County EVI follow up

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Also at WALK-fm - I attach Jesse Sayre's contact info. He is the engineer for WALK.

At WCBS/WLNY – Richard Mulliner. Attached.

Good luck,  
See you in Nashville?

John, can you call AI?

Bud

**Bud Williamson**



d  
o (b)(6)

f. 845.856.4757

(b)(6)@DRE.cc

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Neversink Media Group, LLC – WALL Radio, WABT Pocono 96.7, WDLC Country 107.7, WYNY 106.9  
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[www.HVPR.org](http://www.HVPR.org)

PO Box 920  
15 Neversink Drive  
Port Jervis, NY 12771

---

**From:** Kenyon, Alfred [<mailto:Alfred.Kenyon@fema.dhs.gov>]

**Sent:** Wednesday, September 07, 2016 4:42 PM

**To:** Bud Williamson [(b)(6)@DRE.cc]

**Subject:** FW: Suffolk County EVI follow up

Bud,

I know that you've passed the NY SECC baton but I thought I'd copy you on this email to the "new guy" for old time's sake.

Regards,

**AL KENYON**

*IPAWS National Test Technical Lead*

IPAWS Program Office, National Continuity Programs

Department of Homeland Security - FEMA

500 C Street, SW, 5NW-0407

Washington, DC 20472-3153

202-646-3308 Office

202-538-4471 Cell

540-504-2389 eFax

[Alfred.Kenyon@fema.dhs.gov](mailto:Alfred.Kenyon@fema.dhs.gov)

**From:** Kenyon, Alfred  
**Sent:** Wednesday, September 07, 2016 4:36 PM  
**To:** (b)(6)@nysbroadcasters.org' (b)(6)@nysbroadcasters.org>  
**Subject:** Suffolk County EVI follow up

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[Alfred.Kenyon@fema.dhs.gov](mailto:Alfred.Kenyon@fema.dhs.gov)

**From:** Bud Williamson  
**Sent:** Wed, 7 Sep 2016 23:06:25 +0000  
**To:** Kenyon, Alfred  
**Cc:** John Caracciolo  
**Subject:** RE: Suffolk County EVI follow up

Did Austin do the ETRS webinar?

---

**From:** Kenyon, Alfred [mailto:Alfred.Kenyon@fema.dhs.gov]  
**Sent:** Wednesday, September 07, 2016 7:01 PM  
**To:** Bud Williamson (b)(6)@DRE.cc>  
**Cc:** John Caracciolo (b)(6)@jvcbroadcasting.com>  
**Subject:** RE: Suffolk County EVI follow up

Thanks Bud,

I'll be part of a two man show in Nashville. Our joint FEMA/FCC presentation will have a vague resemblance to a visit with Harry Potter (FCC's young attorney Austin Randazzo) and Dumbledore (me). (No kidding when you see this kid you'll recall this and smile.) We'll not be performing magic acts from a stage in the exhibition hall on Wednesday at 3:30.

Thanks for the assist!

Al

---

**From:** Bud Williamson [mailto:(b)(6)@DRE.cc]  
**Sent:** Wednesday, September 07, 2016 5:13 PM  
**To:** Kenyon, Alfred <Alfred.Kenyon@fema.dhs.gov>  
**Cc:** John Caracciolo (b)(6)@jvcbroadcasting.com>  
**Subject:** RE: Suffolk County EVI follow up

Hey Al,

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**From:** Kenyon, Alfred [<mailto:Alfred.Kenyon@fema.dhs.gov>]  
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**To:** Bud Williamson (b)(6)@DRE.cc>  
**Subject:** FW: Suffolk County EVI follow up

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**From:** Kenyon, Alfred

**Sent:** Wednesday, September 07, 2016 4:36 PM

**To:** (b)(6)@nysbroadcasters.org; (b)(6)@nysbroadcasters.org>

**Subject:** Suffolk County EVI follow up

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[Alfred.Kenyon@fema.dhs.gov](mailto:Alfred.Kenyon@fema.dhs.gov)

**From:** John Caracciolo  
**Sent:** Wed, 7 Sep 2016 21:34:33 +0000  
**To:** Bud Williamson;Kenyon, Alfred  
**Subject:** RE: Suffolk County EVI follow up

I just left you a VM Al and would be happy to discuss what happened on our end last Saturday night  
My contact info is below, please call at your convenience and you guys better not leave me out of a cold  
beer in Nashville!

I get in on Wed and out on Friday but thanks to radio, can drink any hour of the day!  
John

John Caracciolo  
631 648 2500 (Office)  
631 445 4878 ( Cell)

---

**From:** Bud Williamson [mailto:[bud@DRE.cc](mailto:bud@DRE.cc)]  
**Sent:** Wednesday, September 07, 2016 5:13 PM  
**To:** Kenyon, Alfred  
**Cc:** John Caracciolo  
**Subject:** RE: Suffolk County EVI follow up

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**To:** Bud Williamson (b)(6)@DRE.cc>  
**Subject:** FW: Suffolk County EVI follow up

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[Alfred.Kenyon@fema.dhs.gov](mailto:Alfred.Kenyon@fema.dhs.gov)

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**To:** (b)(6)@nysbroadcasters.org; (b)(6)@nysbroadcasters.org>  
**Subject:** Suffolk County EVI follow up

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**From:** Bud Williamson  
**Sent:** Wed, 7 Sep 2016 21:13:20 +0000  
**To:** Kenyon, Alfred  
**Cc:** John Caracciolo  
**Subject:** RE: Suffolk County EVI follow up  
**Attachments:** Jesse Sayre.eml, Richard Mulliner.eml

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[Alfred.Kenyon@fema.dhs.gov](mailto:Alfred.Kenyon@fema.dhs.gov)

**Sent:** Wed, 26 Oct 2022 18:38:20 +0000  
**Subject:** Jesse Sayre

**Sent:** Wed, 26 Oct 2022 18:38:20 +0000  
**Subject:** Richard Mulliner

Transmitter Site  
315 Wading River Hollow Road  
Ridge, NY 11961

**From:** Dick Novik  
**Sent:** Thu, 8 Sep 2016 14:35:14 -0400  
**To:** Kenyon, Alfred  
**Subject:** Re: Suffolk County EVI follow up

Alfred

David Donovan. Our President is. Working on. This for you and will be in touch.

Dn

Sent from my BlackBerry 10 smartphone on the Verizon Wireless 4G LTE network.

---

**From:** Kenyon, Alfred  
**Sent:** Wednesday, September 7, 2016 4:36 PM  
**To:** (b)(6)k@nysbroadcasters.org  
**Subject:** Suffolk County EVI follow up

---

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[Alfred.Kenyon@fema.dhs.gov](mailto:Alfred.Kenyon@fema.dhs.gov)

**From:** Gregory Cooke  
**Sent:** Wed, 14 Sep 2016 18:15:20 +0000  
**To:** Kenyon, Alfred  
**Subject:** RE: Suffolk County EVI

Thanks Al, I am amazed that there were not more ripples here.

---

**From:** Kenyon, Alfred [mailto:Alfred.Kenyon@fema.dhs.gov]  
**Sent:** Monday, September 12, 2016 11:59 AM  
**To:** Gregory Cooke; (b)(6)@fcc.gov>  
**Subject:** Suffolk County EVI  
**Importance:** High

Greg,

You certainly picked a good week to be out of the office. By now you've most likely heard about the Suffolk County's EAS alerts issued in anticipation of the arrival of Tropical Storm Hermine. Here is a sample of the publicity resulting from those alerts:

## Officials: Automated system caused false evacuation alert for Hermine

September 5, 2016 By David M. Schwartz [david.schwartz@newsday.com](mailto:david.schwartz@newsday.com)

A countywide evacuation order that crawled ominously — and falsely — across Suffolk television screens Saturday night as Tropical Storm Hermine approached was caused by the federal alert system that automatically generated a summary of the county's warning but cut off the longer message, federal and county officials said Monday.

A spokeswoman for the Federal Emergency Management Agency said its officials are investigating why the message, sent by Suffolk County Fire, Rescue and Emergency Services, was shortened. County officials said they wouldn't use the Emergency Alert System again until they had answers.

Sent from county emergency offices in the basement of a county building in Yaphank, the message that was supposed to appear was for a voluntary evacuation of Fire Island. Instead, what showed up on television screens at 7:40 p.m. on Saturday night read, "Civil Authorities have issued an Evacuation Immediate for the following New York counties: Suffolk. Effective until September 04-07:10 AM EDT. This is an emergency message from." It ended there.

The partial message sparked a flood of 911 calls from concerned residents and agencies, said Greg Miniutti, chief of communication for the Department of Suffolk Fire and Rescue.

"It was controlled chaos," Miniutti said. "The phone was ringing off the hook."

While Bellone's team took to Facebook to correct the alert and the police sent their own messages that county residents didn't need to leave, Miniutti and his team scrambled. They couldn't cancel the message. But they tried to send another.

They guessed a shorter version might go through, rather than the 600-character advisory originally sent. And it did.



About 10 to 15 minutes after the first message, the original warning reappeared with the new message — “UPDATED Message — Voluntary evacuation of Fire Island ONLY by 1 pm Saturday 9/4/16” — tacked onto the end.

Miniutti said the dispatch supervisor who sends the alert typed in the message correctly through the county’s Code Red system, which it buys through a vendor to interact with the federal systems, including the Emergency Alert System.

FEMA spokeswoman Lauren Lefebvre said the original message that appeared on television is generated automatically by the computer system. The agency is investigating why the rest of the county’s message wasn’t broadcast.

“We’ve formally asked New York State Emergency Management to find out what happened,” Suffolk Fire, Rescue and Emergency Services Commissioner Joseph Williams said. “Not to point fingers, but to find out what happened. We want to make sure what happened doesn’t happen again.”

The county will continue to use other aspects of the federal notification system, which allows it to send messages in other ways, including text messages to mobile phones near specific cell towers — as it did on Saturday night when the voluntary evacuation of Fire Island was enacted. Lefebvre said she did not know of another instance when an abbreviated automated alert was sent in error. She said the public should continue to pay attention to local officials, newscasts and emergency alerts.

“It’s peak hurricane season. Alerts will go out if needed and are critical and contain lifesaving messaging,” she said.

What actually occurred is that Suffolk county decided to issue an EVI which produced the “offending” header data related text. They did not furnish an audio file but did include the following description which was broadcast by the LP-1 using TTS following a one hour hold (station policy, allowing a live operator to insert the message) since the station was operating unattended. No television stations broadcast the message as an EAS, some television stations routed the information to their newsrooms for inclusion in the next newscast (WCBS, WLNY). The main cable provider in the county automatically overrode all programming with a text screen featuring the entire message scrolling across the top in a red banner. The main screen displayed header data text as described in the second paragraph of the article above. All indications are that the cable system’s EAS equipment performed correctly but people failed to read all the information presented.

This is the best video that I have been able to locate illustrating what happened in Suffolk County. Please note the screen displays at the beginning of the piece. These monitors were apparently all driven by the local cable system which displayed the header data center screen and the detailed message crawl at the top.

[http://news12.cv.net/video1/2016-09/2101609030035602321\\_3082959.mp4](http://news12.cv.net/video1/2016-09/2101609030035602321_3082959.mp4)

There are some notable errors in the statement by the Suffolk County Executive quoted.

Welcome back!

Regards,

**AL KENYON**

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[Alfred.Kenyon@fema.dhs.gov](mailto:Alfred.Kenyon@fema.dhs.gov)

**From:** David Donovan  
**Sent:** Fri, 9 Sep 2016 17:20:56 -0400  
**To:** Kenyon, Alfred  
**Subject:** RE: Suffolk County

OK ...let's talk at 9 AM...I am fairly close to Sen Schumer and can help if you want...DD



**David L. Donovan**  
**President**  
**New York State Broadcasters Association, Inc.**

1805 Western Avenue, Albany, NY 12203  
(b)(6) fax (518) 456-8943

[www.nysbroadcasters.org](http://www.nysbroadcasters.org)

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---

**From:** Kenyon, Alfred [mailto:Alfred.Kenyon@fema.dhs.gov]  
**Sent:** Friday, September 09, 2016 4:59 PM  
**To:** David Donovan  
**Subject:** RE: Suffolk County

We should talk in the morning if possible, I've just been informed that our office has a call with Senator Schumer Monday afternoon.

Al

AL KENYON  
IPAWS National Test Technical Lead  
IPAWS Program Office, National Continuity Programs  
Department of Homeland Security - FEMA  
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[Alfred.Kenyon@fema.dhs.gov](mailto:Alfred.Kenyon@fema.dhs.gov)

Sent from my iFEMA mobile device

---

**From:** David Donovan  
**Sent:** Friday, September 09, 2016 4:14:43 PM  
**To:** Kenyon, Alfred  
**Subject:** Re: Suffolk County

Al. I think you are correct. However cable tells me they sent the entire text of the CAP messages

I am uncovering other issues on the radio side.

Talk on Monday

Best  
David

Sent from my iPhone

On Sep 9, 2016, at 4:05 PM, Kenyon, Alfred <[Alfred.Kenyon@fema.dhs.gov](mailto:Alfred.Kenyon@fema.dhs.gov)> wrote:

Monday's fine. I'm getting the distinct impression that the only video service provider that carried the alert was the cable company. The TV guys I've talked to all said "Not us!" which is its own sort of problem.

Have a great weekend, one without late night phone calls.

Al

---

**From:** David Donovan [[mailto:\(b\)\(6\)@nysbroadcasters.org](mailto:(b)(6)@nysbroadcasters.org)]  
**Sent:** Friday, September 09, 2016 3:59 PM  
**To:** Kenyon, Alfred <[Alfred.Kenyon@fema.dhs.gov](mailto:Alfred.Kenyon@fema.dhs.gov)>  
**Subject:** Suffolk County

Al – Still gathering data...picture is starting to clarify... can we talk on Monday? Can give you a partial picture now if you want...Best DD

---

<image002.png>

**David L. Donovan**

**President**

**New York State Broadcasters Association, Inc.**

1805 Western Avenue, Albany, NY 12203

(b)(6) fax (518) 456-8943

[www.nysbroadcasters.org](http://www.nysbroadcasters.org)

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if you have received this communication in error, please notify us immediately by return e-mail and delete the original message and any copies of it from your computer system.

**From:** Ed Czarnecki  
**Sent:** Mon, 5 Sep 2016 09:59:01 -0400  
**To:** 'Al Kenyon'  
**Cc:** Kenyon, Alfred  
**Subject:** RE: Suffolk County's EVIs from Saturday night

Not sure this should have been a public warning matter in the first place. Broadcasters in Suffolk are usually VERY cooperative about getting this type of info out there. Maybe a CEM. Love Steve Bellone trying to dump the whole thing on FEMA.

Sean Donelan might have a point about EGI (but he's barking up the wrong tree with WEA, imho, and I'm hearing that he's wearing thin on the EAS/SBE-EAS community.) And, the concept as currently suggested blurs the lines between public *warning* and public *information*.

If a gov't user can create this much of a mess with a relatively simple EVI code, imagine the havoc from the generic EGI ...

---

**From:** Al Kenyon [mailto:(b)(6)@cox.net]  
**Sent:** Sunday, September 4, 2016 10:27 PM  
**To:** 'ed.czarnecki'  
**Cc:** Kenyon, Alfred  
**Subject:** Suffolk County's EVIs from Saturday night

Ed,

There were several things that went wrong for Suffolk County Saturday night. Apparently they may have launched a Code Red enhanced telephone notification with bad information. They did issue an EVI to EAS without realizing what the header derived text would look like. The text content was pretty long and may have been truncated. They followed up with 3 more (!) EVIs with more moderate messages in an attempt to correct the initial impression.

Probably should have gone with CEM to begin with since there was no mandatory evacuation, it was not calling for immediate action, and it did not affect the entire county.

Here's the best report I've been able to locate:

[http://news12.cv.net/video1/2016-09/2101609030035602321\\_3082959.mp4](http://news12.cv.net/video1/2016-09/2101609030035602321_3082959.mp4)

Regards,

Al Kenyon  
(b)(6)@cox.net  
3440 Little Hunting Creek Dr.  
Alexandria, VA 22309

(b)(6) Cell  
Home

**From:** Kenyon, Alfred  
**Sent:** Wed, 7 Sep 2016 23:01:05 +0000  
**To:** 'Bud Williamson'  
**Cc:** John Caracciolo  
**Subject:** RE: Suffolk County EVI follow up

Thanks Bud,

I'll be part of a two man show in Nashville. Our joint FEMA/FCC presentation will have a vague resemblance to a visit with Harry Potter (FCC's young attorney Austin Randazzo) and Dumbledore (me). (No kidding when you see this kid you'll recall this and smile.) We'll not be performing magic acts from a stage in the exhibition hall on Wednesday at 3:30.

Thanks for the assist!

Al

**From:** Bud Williamson [mailto:(b)(6)@DRE.cc]  
**Sent:** Wednesday, September 07, 2016 5:13 PM  
**To:** Kenyon, Alfred <Alfred.Kenyon@fema.dhs.gov>  
**Cc:** John Caracciolo (b)(6)@jvcbroadcasting.com  
**Subject:** RE: Suffolk County EVI follow up

Hey Al,

Good to hear from you – was just thinking of you & Janine a few weeks ago when we were in Baltimore & DC... took rob gates & the girls to an orioles game...

Dick Novik will likely turn your email over to David Donovan and want to be a middle man, but here is some info:

John Caracciolo from JVC can help you a lot. He dealt with this for his stations and may have audio. I am copying him on this email. He is out at manorville today dealing with an SBA shit storm. He may have a contact at Stony Brook... I think he does.....

Also at WALK-fm - I attach Jesse Sayre's contact info. He is the engineer for WALK.

At WCBS/WLNY – Richard Mulliner. Attached.

Good luck,  
See you in Nashville?

John, can you call Al?

Bud

**Bud Williamson**

d  
o  
f. 845.856.4757  
(b)(6)@DRE.cc

**Digital Radio Engineering, Inc. - Professional Broadcast Engineering and Consulting Services**  
**Neversink Media Group, LLC – WALL Radio, WABT Pocono 96.7, WDLC Country 107.7, WYNY 106.9**  
**Hudson Valley Public Radio, Inc. - WJZZ 88.1/89.9/93.3/106.1/106.3/106.5 The Hudson Valley's**  
**JAZZfm**

[www.DigitalRadioEngineering.com](http://www.DigitalRadioEngineering.com)  
[www.NeversinkMediaGroup.com](http://www.NeversinkMediaGroup.com)  
[www.HVPR.org](http://www.HVPR.org)

**PO Box 920**  
**15 Neversink Drive**  
**Port Jervis, NY 12771**

---

**From:** Kenyon, Alfred [mailto:Alfred.Kenyon@fema.dhs.gov]  
**Sent:** Wednesday, September 07, 2016 4:42 PM  
**To:** Bud Williamson (b)(6)@DRE.cc>  
**Subject:** FW: Suffolk County EVI follow up

Bud,

I know that you've passed the NY SECC baton but I thought I'd copy you on this email to the "new guy" for old time's sake.

Regards,



**AL KENYON**

*IPAWS National Test Technical Lead*  
IPAWS Program Office, National Continuity Programs  
Department of Homeland Security - FEMA  
500 C Street, SW, 5NW-0407  
Washington, DC 20472-3153  
202-646-3308 Office  
202-538-4471 Cell  
540-504-2389 eFax  
[Alfred.Kenyon@fema.dhs.gov](mailto:Alfred.Kenyon@fema.dhs.gov)

---

**From:** Kenyon, Alfred  
**Sent:** Wednesday, September 07, 2016 4:36 PM  
**To:** (b)(6)@nysbroadcasters.org' <(b)(6)@nysbroadcasters.org>  
**Subject:** Suffolk County EVI follow up

Richard,

I would like to capture as much information as possible regarding what stations carried one or all three of the Suffolk County EVIs last Saturday. No one is in trouble for carrying them, not carrying them or delaying them. My premise is that the county made a poor choice when composing the alert and then wasn't happy with the result. It apparently came as a big surprise to them that the words "Evacuation Immediate for Suffolk County" appeared on some video displays. This is a teachable moment. I would like to capture some audio and if possible video from the stations/systems that ran the alert. I don't have any contacts in that area of the state.

If I can document the heck out of this perhaps we can use it in training for alerting authorities to help them properly use EAS. I am interested in Connoisseur's WALK-FM, JVC's WRCN-FM, Stony Brook's WUSB, WCBS-TV, WLNY-TV, WFTY-DT, and anyone else that may have carried the alert. If you can help me with contacts or by reaching out to these stations I would appreciate it.

Regards,

**AL KENYON**

*IPAWS National Test Technical Lead*  
IPAWS Program Office, National Continuity Programs  
Department of Homeland Security - FEMA  
500 C Street, SW, 5NW-0407  
Washington, DC 20472-3153  
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202-538-4471 Cell  
540-504-2389 eFax  
[Alfred.Kenyon@fema.dhs.gov](mailto:Alfred.Kenyon@fema.dhs.gov)

**From:** Kenyon, Alfred  
**Sent:** Thu, 8 Sep 2016 00:27:34 +0000  
**To:** Bud Williamson  
**Subject:** RE: Suffolk County EVI follow up

Yep, Austin is THE guy behind ETRS,

AL KENYON  
IPAWS National Test Technical Lead  
IPAWS Program Office, National Continuity Programs  
Department of Homeland Security - FEMA  
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Washington, DC 20472-3153  
202-646-3308 Office  
202-538-4471 Cell  
540-504-2389 eFax  
Alfred.Kenyon@fema.dhs.gov

Sent from my iFEMA mobile device

---

**From:** Bud Williamson  
**Sent:** Wednesday, September 07, 2016 7:06:25 PM  
**To:** Kenyon, Alfred  
**Cc:** John Caracciolo  
**Subject:** RE: Suffolk County EVI follow up

Did Austin do the ETRS webinar?

---

**From:** Kenyon, Alfred [mailto:Alfred.Kenyon@fema.dhs.gov]  
**Sent:** Wednesday, September 07, 2016 7:01 PM  
**To:** Bud Williamson [b)(6)]@DRE.cc>  
**Cc:** John Caracciolo [b)(6)]@jvcbroadcasting.com>  
**Subject:** RE: Suffolk County EVI follow up

Thanks Bud,

I'll be part of a two man show in Nashville. Our joint FEMA/FCC presentation will have a vague resemblance to a visit with Harry Potter (FCC's young attorney Austin Randazzo) and Dumbledore (me). (No kidding when you see this kid you'll recall this and smile.) We'll not be performing magic acts from a stage in the exhibition hall on Wednesday at 3:30.

Thanks for the assist!

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At WCBS/WLNY – Richard Mulliner. Attached.

Good luck,  
See you in Nashville?

John, can you call Al?

Bud

**Bud Williamson**

d: (b)(6)  
o: (b)(6)  
f. 845.856.4757  
(b)(6)@DRE.cc

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[www.DigitalRadioEngineering.com](http://www.DigitalRadioEngineering.com)  
[www.NeversinkMediaGroup.com](http://www.NeversinkMediaGroup.com)  
[www.HVPR.org](http://www.HVPR.org)

PO Box 920  
15 Neversink Drive  
Port Jervis, NY 12771

---

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**Sent:** Wednesday, September 07, 2016 4:42 PM  
**To:** Bud Williamson; [\(b\)\(6\)@DRE.cc](mailto:(b)(6)@DRE.cc)>  
**Subject:** FW: Suffolk County EVI follow up

Bud,

I know that you've passed the NY SECC baton but I thought I'd copy you on this email to the "new guy" for old time's sake.

Regards,

***AL KENYON***

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540-504-2389 eFax  
[Alfred.Kenyon@fema.dhs.gov](mailto:Alfred.Kenyon@fema.dhs.gov)

---

**From:** Kenyon, Alfred  
**Sent:** Wednesday, September 07, 2016 4:36 PM

To: (b)(6)@nysbroadcasters.org' (b)(6)@nysbroadcasters.org>  
Subject: Suffolk County EVI follow up

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Regards,

**AL KENYON**

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540-504-2389 eFax  
[Alfred.Kenyon@fema.dhs.gov](mailto:Alfred.Kenyon@fema.dhs.gov)

**From:** Kenyon, Alfred  
**Sent:** Wed, 14 Sep 2016 18:32:36 +0000  
**To:** 'Gregory Cooke'  
**Subject:** RE: Suffolk County EVI

Getting a called by a senator's staff member is a pretty big ripple. Bottom line: IPAWS and EAS worked as designed. No broadcast TV carried the alert. One unattended LP-1 relayed the alert with a one-hour delay. The cable company may have two EAS systems connected internally because the message seemed to appear using two different display techniques. Observers tend to read only the big print in the middle of a TV screen and ignore the little letters scrolling across the top. And finally, the Suffolk County guy now knows more about how a message is displayed by the cable system than he did before.

---

**From:** Gregory Cooke [mailto:(b)(6)@fcc.gov]  
**Sent:** Wednesday, September 14, 2016 2:15 PM  
**To:** Kenyon, Alfred <Alfred.Kenyon@fema.dhs.gov>  
**Subject:** RE: Suffolk County EVI

Thanks Al, I am amazed that there were not more ripples here.

---

**From:** Kenyon, Alfred [mailto:Alfred.Kenyon@fema.dhs.gov]  
**Sent:** Monday, September 12, 2016 11:59 AM  
**To:** Gregory Cooke <(b)(6)@fcc.gov>  
**Subject:** Suffolk County EVI  
**Importance:** High

Greg,

You certainly picked a good week to be out of the office. By now you've most likely heard about the Suffolk County's EAS alerts issued in anticipation of the arrival of Tropical Storm Hermine. Here is a sample of the publicity resulting from those alerts:

## Officials: Automated system caused false evacuation alert for Hermine

September 5, 2016 By David M. Schwartz [david.schwartz@newsday.com](mailto:david.schwartz@newsday.com)

A countywide evacuation order that crawled ominously — and falsely — across Suffolk television screens Saturday night as Tropical Storm Hermine approached was caused by the federal alert system that automatically generated a summary of the county's warning but cut off the longer message, federal and county officials said Monday.

A spokeswoman for the Federal Emergency Management Agency said its officials are investigating why the message, sent by Suffolk County Fire, Rescue and Emergency Services, was shortened. County officials said they wouldn't use the Emergency Alert System again until they had answers.

Sent from county emergency offices in the basement of a county building in Yaphank, the message that was supposed to appear was for a voluntary evacuation of Fire Island. Instead,

what showed up on television screens at 7:40 p.m. on Saturday night read, "Civil Authorities have issued an Evacuation Immediate for the following New York counties: Suffolk. Effective until September 04-07:10 AM EDT. This is an emergency message from." It ended there.

The partial message sparked a flood of 911 calls from concerned residents and agencies, said Greg Miniutti, chief of communication for the Department of Suffolk Fire and Rescue.

"It was controlled chaos," Miniutti said. "The phone was ringing off the hook."

While Bellone's team took to Facebook to correct the alert and the police sent their own messages that county residents didn't need to leave, Miniutti and his team scrambled. They couldn't cancel the message. But they tried to send another.

They guessed a shorter version might go through, rather than the 600-character advisory originally sent. And it did.

About 10 to 15 minutes after the first message, the original warning reappeared with the new message — "UPDATED Message — Voluntary evacuation of Fire Island ONLY by 1 pm Saturday 9/4/16" — tacked onto the end.

Miniutti said the dispatch supervisor who sends the alert typed in the message correctly through the county's Code Red system, which it buys through a vendor to interact with the federal systems, including the Emergency Alert System.

FEMA spokeswoman Lauren Lefebvre said the original message that appeared on television is generated automatically by the computer system. The agency is investigating why the rest of the county's message wasn't broadcast.

"We've formally asked New York State Emergency Management to find out what happened," Suffolk Fire, Rescue and Emergency Services Commissioner Joseph Williams said. "Not to point fingers, but to find out what happened. We want to make sure what happened doesn't happen again."

The county will continue to use other aspects of the federal notification system, which allows it to send messages in other ways, including text messages to mobile phones near specific cell towers — as it did on Saturday night when the voluntary evacuation of Fire Island was enacted. Lefebvre said she did not know of another instance when an abbreviated automated alert was sent in error. She said the public should continue to pay attention to local officials, newscasts and emergency alerts.

"It's peak hurricane season. Alerts will go out if needed and are critical and contain lifesaving messaging," she said.

What actually occurred is that Suffolk county decided to issue an EVI which produced the "offending" header data related text. They did not furnish an audio file but did include the following description which was broadcast by the LP-1 using TTS following a one hour hold (station policy, allowing a live operator to insert the message) since the station was operating unattended. No television stations broadcast the message as an EAS, some television stations routed the information to their newsrooms for inclusion in the next newscast (WCBS, WLNY). The main cable provider in the county automatically overrode all programming with a text screen featuring the entire message scrolling across the top in a red banner. The main screen displayed header data text as described in the second paragraph of the article above. All indications are that the cable system's EAS equipment performed correctly but people failed to read all the information presented.

This is the best video that I have been able to locate illustrating what happened in Suffolk County. Please note the screen displays at the beginning of the piece. These monitors were apparently all driven by the local cable system which displayed the header data center screen and the detailed message crawl at the top.

[http://news12.cv.net/video1/2016-09/2101609030035602321\\_3082959.mp4](http://news12.cv.net/video1/2016-09/2101609030035602321_3082959.mp4)

There are some notable errors in the statement by the Suffolk County Executive quoted.

Welcome back!

Regards,

**AL KENYON**

*IPAWS National Test Technical Lead*

IPAWS Program Office, National Continuity Programs

Department of Homeland Security - FEMA

500 C Street, SW, 5NW-0407

Washington, DC 20472-3153

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540-504-2389 eFax

[Alfred.Kenyon@fema.dhs.gov](mailto:Alfred.Kenyon@fema.dhs.gov)



**From:** Kenyon, Alfred  
**Sent:** Tue, 6 Sep 2016 17:31:06 +0000  
**To:** 'Smith, Jody M CTR DISA JITC (US)'; Centeno, Manuel; Eckert, (b)(6) CIV DISA JITC (US)  
**Subject:** RE: Suffolk County XML  
**Attachments:** postdmessage\_msgxml\_20018909180.xml, postdmessage\_msgxml\_27015185.xml, postdmessage\_msgxml\_200018909744.xml, smime.p7s

Here are all three of them...

And a fun news story

[http://news12.civ.net/video/1/2016-09/2101609030035602321\\_3082959.mp4](http://news12.civ.net/video/1/2016-09/2101609030035602321_3082959.mp4)

-----Original Message-----

From: Smith, Jody M CTR DISA JITC (US) [mailto:(b)(6)@mail.mil]

Sent: Tuesday, September 06, 2016 1:26 PM

To: Kenyon, Alfred <Alfred.Kenyon@fema.dhs.gov>

Cc: Centeno, Manuel <Manuel.Centeno@fema.dhs.gov> (b)(6)

Cc: CIV DISA JITC (US) (b)(6) <(b)(6)@mail.mil>

Subject: Suffolk County XML

Hi Al,

Can you send me the XML from the Suffolk County errd alerts?

Thanks,

Jody

Jody Smith, PMF

Manager, FEMA IPAWS Lab

Contractor, ManTech International

Joint Interoperability Test Command

Defense Information Systems Agency

(Direct) (b)(6)

301 743 4340 (IPAWS Lab)

(Mobile) (b)(6)

(b)(6)@mail.mil

**From:** Kenyon, Alfred  
**Sent:** Fri, 9 Sep 2016 20:59:00 +0000  
**To:** David Donovan  
**Subject:** RE: Suffolk County

We should talk in the morning if possible, I've just been informed that our office has a call with Senator Schumer Monday afternoon.

Al

AL KENYON  
IPAWS National Test Technical Lead  
IPAWS Program Office, National Continuity Programs  
Department of Homeland Security - FEMA  
500 C Street, SW, 5NW-0407  
Washington, DC 20472-3153  
202-646-3308 Office  
202-538-4471 Cell  
540-504-2389 eFax  
Alfred.Kenyon@fema.dhs.gov

Sent from my iFEMA mobile device

---

**From:** David Donovan  
**Sent:** Friday, September 09, 2016 4:14:43 PM  
**To:** Kenyon, Alfred  
**Subject:** Re: Suffolk County

Al. I think you are correct. However cable tells me they sent the entire text of the CAP messages I am uncovering other issues on the radio side.

Talk on Monday

Best

David

Sent from my iPhone

On Sep 9, 2016, at 4:05 PM, Kenyon, Alfred <[Alfred.Kenyon@fema.dhs.gov](mailto:Alfred.Kenyon@fema.dhs.gov)> wrote:

Monday's fine. I'm getting the distinct impression that the only video service provider that carried the alert was the cable company. The TV guys I've talked to all said "Not us!" which is its own sort of problem.

Have a great weekend, one without late night phone calls.

AI

**From:** David Donovan [mailto:(b)(6)@nysbroadcasters.org]  
**Sent:** Friday, September 09, 2016 3:59 PM  
**To:** Kenyon, Alfred <Alfred.Kenyon@fema.dhs.gov>  
**Subject:** Suffolk County

AI – Still gathering data...picture is starting to clarify... can we talk on Monday? Can give you a partial picture now if you want...Best DD

---

<image002.png>

**David L. Donovan**  
**President**

**New York State Broadcasters Association, Inc.**

1805 Western Avenue, Albany, NY 12203

(b)(6) fax (518) 456-8943  
[www.nysbroadcasters.org](http://www.nysbroadcasters.org)

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**From:** Kenyon, Alfred  
**Sent:** Thu, 22 Sep 2016 21:33:06 +0000  
**To:** Johnson, Antwane; Lucero, Mark; Witmer, Wade; Centeno, Manuel; McCobb, Charles; Allen, Donica  
**Subject:** RE: Suffolk Cty IPAWS Call- 1600 22 Sept

Hard limit of 256 characters including header data.

AL KENYON  
IPAWS National Test Technical Lead  
IPAWS Program Office, National Continuity Programs  
Department of Homeland Security - FEMA  
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202-646-3308 Office  
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540-504-2389 eFax  
Alfred.Kenyon@fema.dhs.gov

Sent from my iFEMA mobile device

---

**From:** Johnson, Antwane  
**Sent:** Thursday, September 22, 2016 5:28:56 PM  
**To:** Lucero, Mark; Witmer, Wade; Centeno, Manuel; McCobb, Charles; Allen, Donica; Kenyon, Alfred  
**Subject:** RE: Suffolk Cty IPAWS Call- 1600 22 Sept

Ability or inability to process 256 characters.

Antwane V. Johnson  
Dir, IPAWS  
202-646-4383

---

**From:** Lucero, Mark  
**Sent:** Thursday, September 22, 2016 5:09:47 PM  
**To:** Witmer, Wade; Centeno, Manuel; McCobb, Charles; Allen, Donica; Kenyon, Alfred; Johnson, Antwane  
**Subject:** RE: Suffolk Cty IPAWS Call- 1600 22 Sept

It was a good call.

We learned that a Scientific Atlantic cable box issued by Cablevision only has the ability to process 256 characters of the EAS TV crawl. They plan to remove these models by the end of

the year. The original alert Suffolk county sent was well over 256 characters.

This was the cause of EAS messages that basically said "evacuate Suffolk County" and didn't mention that it was only Fire Island that was under a voluntary evacuation.

v/r

Mark Lucero, CISSP  
Chief, IPAWS Engineering  
FEMA National Continuity Programs  
202-646-1386 (w)  
202-257-1364 (bb)  
mark.lucero@fema.dhs.gov  
ipaws@fema.dhs.gov

---

**From:** Witmer, Wade  
**Sent:** Wednesday, September 21, 2016 12:02:52 PM  
**To:** Centeno, Manuel; McCobb, Charles; Lucero, Mark; Allen, Donica; Kenyon, Alfred; Johnson, Antwane  
**Subject:** RE: Suffolk Cty IPAWS Call- 1600 22 Sept

IPAWS - I have been out of loop on this - Did R2 coordinate with someone to arrange IPAWS support for the call at 4pm tomorrow?

thx  
- Wade

**From:** Neidermeyer, Alan  
**Sent:** Wednesday, September 21, 2016 10:56 AM  
**To:** (b)(6)@suffolkcountyny.gov; (b)(6)@suffolkcountyny.gov; (b)(6)@dhSES.ny.gov; Caetano, Donald <Donald.Caetano@fema.dhs.gov>; Centeno, Manuel <Manuel.Centeno@fema.dhs.gov>; DosSantos, Jose <Jose.DosSantos@fema.dhs.gov>; DosSantos, Jose <Jose.DosSantos@fema.dhs.gov>; Lefebvre, Lauren <lauren.lefebvre@fema.dhs.gov>; McCobb, Charles <Charles.McCobb@fema.dhs.gov>; Tuttle, Christopher (b)(6)@HQ.DHS.GOV  
**Cc:** (b)(6)@ecnetwork.com; Allen, Donica <Donica.Allen@fema.dhs.gov>; (b)(6)@dhSES.ny.gov; Brewster, Jared <Jared.Brewster@fema.dhs.gov>; (b)(6)@mail.mil; Jackson, Liz <Liz.Jackson@fema.dhs.gov>; (b)(6)@mail.mil; Johnson, Antwane <Antwane.Johnson@fema.dhs.gov>; Kenyon, Alfred <Alfred.Kenyon@fema.dhs.gov>; Lucero, Mark <Mark.Lucero@fema.dhs.gov>; Witmer, Wade <Wade.Witmer@fema.dhs.gov>; (b)(6)@cablevision.com  
**Subject:** Suffolk Cty IPAWS Call- 1600 22 Sept

All

We will have a follow up iPaws call at 1600 22 September regarding the Suffolk County evacuation incident.

Representatives from NYS, Suffolk county, the cable providers and iPaws will be on the call.

The Call in is: (b)(6)  
PIN is: (b)(6)

Alan Neidermeyer  
Acting Director, Response Division  
FEMA Region II  
(917) 455-6835

Sent from my iFEMA mobile device.

All times listed are in the following time zone:(UTC-05:00) Eastern Time (US & Canada)

-----Original Appointment-----

**From:** Neidermeyer, Alan [Alan.Neidermeyer@fema.dhs.gov]

**Sent:** 9/7/2016 9:14:02 AM

**To:** Neidermeyer, Alan; Neidermeyer, Alan; 'Layton, John (DHSES)'; Centeno, Manuel; DosSantos, Jose; Lefebvre, Lauren; Caetano, Donald; McCobb, Charles; (b)(6)

**Subject:** IPAWS Call- Suffolk County

**Where:** Call in: (b)(6), PIN: (b)(6)

\*~\*~\*~\*~\*~\*~\*~\*~\*~\*~\*~\*~\*~\*~\*~\*

All

FEMA RII will be hosting a call at 1130 to discuss the IPAWS Suffolk County evacuation incident. Focus will be on the technical aspects of the system and what is being done to mitigate future issues.

We will be joined by reps from NYS DHSES (John Layton, Dep Director of OEM), Suffolk County, FEMA RII Watch and external affairs.

Alan Neidermeyer  
Acting Director, Response Division  
FEMA Region II  
(917) 455-6835

Sent from my iFEMA mobile device.

**From:** Kenyon, Alfred  
**Sent:** Fri, 16 Sep 2016 14:44:38 +0000  
**To:** Lucero, Mark  
**Subject:** RE: WAR

Analyzed and responded to an expired digital cert associated with the Monday morning IPAWS EAS RWT process. Released brief public statements on EAS listservers.

Coordinated installation of updated digital certificate in IPAWS Lab DASEOC CAP authoring tool and coordinated origination of a "make-good" RWT sent to All-US. This effort resulted in the discovery of certificate verification issues in some Monroe DASDEC devices in the field which would otherwise not have appeared until the nationwide IPAWS/EAS test on the 28<sup>th</sup>.

Participated in discussion of Suffolk County EVI with NY Senator Schumer's office.

**Upcoming Travel/Meetings/Events/Assignments/Key Budget Action Dates:**

**Engineering Branch:**

**Lucero:**

**Centeno:**

**Kenyon:**

September 20-22 – NAB Radio, Nashville

**From:** Lucero, Mark  
**Sent:** Friday, September 16, 2016 10:12 AM  
**To:** Kenyon, Alfred <Alfred.Kenyon@fema.dhs.gov>  
**Subject:** WAR

Please send me (email is fine) your HIGH LEVEL bullets for this week, and planned activities for next week. Need it ASAP! Thanks!

v/r

Mark A. Lucero, CISSP  
Chief, IPAWS Engineering  
FEMA National Continuity Programs  
202-646-1386 (desk)  
202-257-1364 (mobile)  
[mark.lucero@fema.dhs.gov](mailto:mark.lucero@fema.dhs.gov)  
[ipaws@fema.dhs.gov](mailto:ipaws@fema.dhs.gov)

**From:** Kenyon, Alfred  
**Sent:** Tue, 6 Sep 2016 15:05:33 +0000  
**To:** McCobb, Charles  
**Subject:** Suffolk County EAS News Report

Charles,

Thought you might find this interesting:

[http://news12.cv.net/video1/2016-09/2101609030035602321\\_3082959.mp4](http://news12.cv.net/video1/2016-09/2101609030035602321_3082959.mp4)

**AL KENYON**

*IPAWS National Test Technical Lead*

IPAWS Program Office, National Continuity Programs

Department of Homeland Security - FEMA

500 C Street, SW, 5NW-0407

Washington, DC 20472-3153

202-646-3308 Office

202-538-4471 Cell

540-504-2389 eFax

[Alfred.Kenyon@fema.dhs.gov](mailto:Alfred.Kenyon@fema.dhs.gov)



**From:** Kenyon, Alfred  
**Sent:** Tue, 6 Sep 2016 15:00:20 +0000  
**To:** Johnson, Amanda  
**Subject:** Suffolk County EAS Video Coverage

Amanda,

This is the best video that I have been able to locate illustrating what happened in Suffolk County. Please note the screen displays at the beginning of the piece. These monitors were apparently all driven by the local cable system which displayed the header data center screen and the detailed message crawl at the top.

[http://news12.cv.net/video1/2016-09/2101609030035602321\\_3082959.mp4](http://news12.cv.net/video1/2016-09/2101609030035602321_3082959.mp4)

There are some notable errors in the statement by the Suffolk County Executive quoted.

AI

---

**From:** Johnson, Amanda  
**Sent:** Tuesday, September 06, 2016 10:18 AM  
**To:** Witmer, Wade <Wade.Witmer@fema.dhs.gov>; Holstein-Wallace, Pamela <pamela.holstein-wallace1@fema.dhs.gov>; Kenyon, Alfred <Alfred.Kenyon@fema.dhs.gov>; McCobb, Charles <Charles.McCobb@fema.dhs.gov>  
**Cc:** Johnson, Antwane <Antwane.Johnson@fema.dhs.gov>  
**Subject:** RE: State of NY IPAWS issue

Adding more folks. We need the report or your findings asap. We have multiple press queries and congressional queries coming in to work with y'all.

---

**From:** Johnson, Amanda  
**Sent:** Tuesday, September 06, 2016 8:28:15 AM  
**To:** Witmer, Wade  
**Cc:** Johnson, Antwane  
**Subject:** RE: State of NY IPAWS issue

Hi Wade – is the EAS Test summary available from this weekend of what happened? We are receiving media inquiries and I still plan to use what y'all put together to build out the TPs.

What happened – how was the system used and/or used incorrectly?  
How many people received the incomplete message?  
Has this type of incident occurred before?  
What is the timeline/actions to correct the issue?  
What are we doing to support the county in training, etc. to ensure it doesn't happen again?

**From:** Witmer, Wade  
**Sent:** Saturday, September 03, 2016 11:35 PM  
**To:** Johnson, Amanda <Amanda.Johnson2@fema.dhs.gov>  
**Subject:** FW: State of NY IPAWS issue

Amanda - some more background info in messages below fro Manny - who was talking with NY, R2, and Suffolk Co.

---

**From:** Centeno, Manuel  
**Sent:** Saturday, September 03, 2016 11:28:45 PM  
**To:** Witmer, Wade; Kenyon, Alfred  
**Cc:** Johnson, Antwane; Lucero, Mark; McCobb, Charles; Jackson, Liz; Stone, Roger L  
**Subject:** RE: State of NY IPAWS issue

Wade,

Copy that. It will be necessary to communicate back to NWC, Region II and FOC with a brief on what happened. There may also be a "blame-game" brewing up as indicated by Greg at Suffolk County. As soon as the logs are reviewed and Al provides his input, I will draft a brief with what I have.

Have a good evening and thank you.

V/r

Manny Centeno  
Project Manager  
DHS/FEMA/NCP/IPAWS  
202-538-4199

---

**From:** Witmer, Wade  
**Sent:** Saturday, September 03, 2016 11:19:38 PM  
**To:** Centeno, Manuel; Kenyon, Alfred  
**Cc:** Johnson, Antwane; Lucero, Mark; McCobb, Charles; Jackson, Liz; Stone, Roger L  
**Subject:** RE: State of NY IPAWS issue

Thank you Manny and Al. Sounds like more points for the broadcast & cell stakeholders asking for FEMA to do more outreach & training.

Thank you for responding and working late into the evening.

- Wade

---

**From:** Centeno, Manuel  
**Sent:** Saturday, September 03, 2016 11:13:29 PM  
**To:** Witmer, Wade; Kenyon, Alfred  
**Cc:** Johnson, Antwane; Lucero, Mark; McCobb, Charles; Jackson, Liz  
**Subject:** RE: State of NY IPAWS issue

Wade,

IPAWS worked as expected.

This is the classic issue with jurisdictions trying to send evacuation sub-county messages over EAS. I'm not certain what the "text-to-speech" portion was, but, as we all know, it will not send the crawl below county level. The sender has to make sure the EAS TTS or audio message provides further instructions regarding the areas within the county. Al is working on the logs and can provide more insight into that.

Suffolk County is using Code Red and may have received poor support from them and very little to no training.

There is nothing we can do once the message is sent. Suffolk attempted to correct the original message by sending "updated" messages. This caused more alerts to go out at the county level.

I offered to follow up with Suffolk to get them to understand the system better.

V/r

Manny Centeno  
Project Manager  
DHS/FEMA/NCP/IPAWS  
202-538-4199

---

**From:** Witmer, Wade  
**Sent:** Saturday, September 03, 2016 10:51:55 PM  
**To:** FEMA-NWC  
**Cc:** Stone, Roger L; Jackson, Liz; FEMA-R2-WatchOfficer; Centeno, Manuel; FEMA OPERATIONS CENTER; Lucero, Mark; Kenyon, Alfred; FEMA-NWC; Tennyson, Stephanie  
**Subject:** RE: State of NY IPAWS issue

Check - Manny is already engaged.

- Wade

---

**From:** FEMA-NWC

**Sent:** Saturday, September 03, 2016 10:45:02 PM

**To:** Witmer, Wade

**Cc:** Stone, Roger L; Jackson, Liz; FEMA-R2-WatchOfficer; Centeno, Manuel; FEMA OPERATIONS CENTER; Lucero, Mark; Kenyon, Alfred; FEMA-NWC; Tennyson, Stephanie

**Subject:** State of NY IPAWS issue

Background:

NY State EOC tried to evacuate a small portion of Suffolk County, but they accidentally sent the message for all of Suffolk County.

Suffolk County is about 1.5 million pax, and it makes up about half of Long Island.

Region II is looking to offer any assistance to the State.

Liz Jackson asked to have Manny handle this. We cast a wide net because we were unsure who would be able to assist. initially My recommendation is to have Manny take point based on Liz' guidance and to limit the number of people calling Region II. Of course, your team can work it however you see fit. Please note that Nate is solo at the Region II watch, so I recommend limiting the number of inputs to him. Nate is on the CC line too.

The POC at Region II is:

**Nathan Seidell**

Senior Watch Officer – Regional Watch Center

Response Division

DHS / FEMA Region 2

26 Federal Plaza – New York, NY 10278

24hr. Watch Operations Center: 877-568-9043

I'll follow up this email with some background emails.

The FOC, Damon Penn, and Bob Farmer are aware of the issue already.

Very Respectfully,

Team Delta

National Watch Center

Response Directorate, FEMA

Phone: 202-646-2828

[fema-nwc@fema.dhs.gov](mailto:fema-nwc@fema.dhs.gov)

[fema-nwc@dhs.gov](mailto:fema-nwc@dhs.gov)

**From:** Kenyon, Alfred  
**Sent:** Wed, 7 Sep 2016 19:56:51 +0000  
**To:** Lucero, Mark  
**Subject:** Suffolk County EAS Video Coverage

Mark,

I believe that the problem centers on how the cable system displayed the EAS message content. It's not the cable system's fault; that's just how the system is configured. Watch the attached news report. You will note that in big letters, center screen they displayed information normally associated with the data header: Originator & Event; I suspect that is part of a vertical scroll as you can see the tail of the truncated detailed message "row at 1pm due to severe w" disappearing at the top of the screen. You can also make out the full message text scrolling horizontally across the top of the screen in white on red.

This is the best video that I have been able to locate illustrating what happened in Suffolk County. Please note the screen displays at the beginning of the piece. These monitors were apparently all driven by the local cable system which displayed the header data center screen and the detailed message crawl at the top.

[http://news12.cv.net/video/2016-09/2101609030035602321\\_3082959.mp4](http://news12.cv.net/video/2016-09/2101609030035602321_3082959.mp4)

The text crawl is required to display Originator, Event, Area Affected, Effective Time and End Time; essentially all the stuff normally contained in EAS header data. There's the issue: the event code EVI is "Evacuation Immediate" on the FCC event code list and the Area Affected is the county by reference to CFR 47 Part 11.31. I suppose they could have entered the FIPS code as 836103, where the "8" designates South Central, but nobody has ever used that as far as I know. So you end up with what appears to be an immediate evacuation for the whole county which is the eastern two thirds of Long Island – something everyone there knows is impossible. They should have used a different event code so the standard EAS header crap was more generic.

As we know there are some notable errors in the statement by the Suffolk County Executive quoted.

Al

**From:** Kenyon, Alfred  
**Sent:** Wed, 7 Sep 2016 20:35:50 +0000  
**To:** (b)(6) nysbroadcasters.org'  
**Subject:** Suffolk County EVI follow up

Richard,

I would like to capture as much information as possible regarding what stations carried one or all three of the Suffolk County EVIs last Saturday. No one is in trouble for carrying them, not carrying them or delaying them. My premise is that the county made a poor choice when composing the alert and then wasn't happy with the result. It apparently came as a big surprise to them that the words "Evacuation Immediate for Suffolk County" appeared on some video displays. This is a teachable moment. I would like to capture some audio and if possible video from the stations/systems that ran the alert. I don't have any contacts in that area of the state.

If I can document the heck out of this perhaps we can use it in training for alerting authorities to help them properly use EAS. I am interested in Connoisseur's WALK-FM, JVC's WRCN-FM, Stony Brook's WUSB, WCBS-TV, WLNY-TV, WFTY-DT, and anyone else that may have carried the alert. If you can help me with contacts or by reaching out to these stations I would appreciate it.

Regards,

**AL KENYON**

*IPAWS National Test Technical Lead*

IPAWS Program Office, National Continuity Programs

Department of Homeland Security - FEMA

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202-646-3308 Office

202-538-4471 Cell

540-504-2389 eFax

[Alfred.Kenyon@fema.dhs.gov](mailto:Alfred.Kenyon@fema.dhs.gov)

**From:** Kenyon, Alfred  
**Sent:** Mon, 12 Sep 2016 15:58:55 +0000  
**To:** 'Gregory Cooke'  
**Subject:** Suffolk County EVI  
**Importance:** High

Greg,

You certainly picked a good week to be out of the office. By now you've most likely heard about the Suffolk County's EAS alerts issued in anticipation of the arrival of Tropical Storm Hermine. Here is a sample of the publicity resulting from those alerts:

## **Officials: Automated system caused false evacuation alert for Hermine**

September 5, 2016 By David M. Schwartz [david.schwartz@newsday.com](mailto:david.schwartz@newsday.com)

A countywide evacuation order that crawled ominously — and falsely — across Suffolk television screens Saturday night as Tropical Storm Hermine approached was caused by the federal alert system that automatically generated a summary of the county's warning but cut off the longer message, federal and county officials said Monday.

A spokeswoman for the Federal Emergency Management Agency said its officials are investigating why the message, sent by Suffolk County Fire, Rescue and Emergency Services, was shortened. County officials said they wouldn't use the Emergency Alert System again until they had answers.

Sent from county emergency offices in the basement of a county building in Yaphank, the message that was supposed to appear was for a voluntary evacuation of Fire Island. Instead, what showed up on television screens at 7:40 p.m. on Saturday night read, "Civil Authorities have issued an Evacuation Immediate for the following New York counties: Suffolk. Effective until September 04-07:10 AM EDT. This is an emergency message from." It ended there.

The partial message sparked a flood of 911 calls from concerned residents and agencies, said Greg Miniutti, chief of communication for the Department of Suffolk Fire and Rescue.

"It was controlled chaos," Miniutti said. "The phone was ringing off the hook."

While Bellone's team took to Facebook to correct the alert and the police sent their own messages that county residents didn't need to leave, Miniutti and his team scrambled. They couldn't cancel the message. But they tried to send another.

They guessed a shorter version might go through, rather than the 600-character advisory originally sent. And it did.

About 10 to 15 minutes after the first message, the original warning reappeared with the new message — "UPDATED Message — Voluntary evacuation of Fire Island ONLY by 1 pm Saturday 9/4/16" — tacked onto the end.

Miniutti said the dispatch supervisor who sends the alert typed in the message correctly through the county's Code Red system, which it buys through a vendor to interact with the federal systems, including the Emergency Alert System.

FEMA spokeswoman Lauren Lefebvre said the original message that appeared on television is generated automatically by the computer system. The agency is investigating why the rest of the county's message wasn't broadcast.

“We’ve formally asked New York State Emergency Management to find out what happened,” Suffolk Fire, Rescue and Emergency Services Commissioner Joseph Williams said. “Not to point fingers, but to find out what happened. We want to make sure what happened doesn’t happen again.”

The county will continue to use other aspects of the federal notification system, which allows it to send messages in other ways, including text messages to mobile phones near specific cell towers — as it did on Saturday night when the voluntary evacuation of Fire Island was enacted. Lefebvre said she did not know of another instance when an abbreviated automated alert was sent in error. She said the public should continue to pay attention to local officials, newscasts and emergency alerts.

“It’s peak hurricane season. Alerts will go out if needed and are critical and contain lifesaving messaging,” she said.

What actually occurred is that Suffolk county decided to issue an EVI which produced the “offending” header data related text. They did not furnish an audio file but did include the following description which was broadcast by the LP-1 using TTS following a one hour hold (station policy, allowing a live operator to insert the message) since the station was operating unattended. No television stations broadcast the message as an EAS, some television stations routed the information to their newsrooms for inclusion in the next newscast (WCBS, WLNY). The main cable provider in the county automatically overrode all programming with a text screen featuring the entire message scrolling across the top in a red banner. The main screen displayed header data text as described in the second paragraph of the article above. All indications are that the cable system’s EAS equipment performed correctly but people failed to read all the information presented.

This is the best video that I have been able to locate illustrating what happened in Suffolk County. Please note the screen displays at the beginning of the piece. These monitors were apparently all driven by the local cable system which displayed the header data center screen and the detailed message crawl at the top.

[http://news12.cv.net/video1/2016-09/2101609030035602321\\_3082959.mp4](http://news12.cv.net/video1/2016-09/2101609030035602321_3082959.mp4)

There are some notable errors in the statement by the Suffolk County Executive quoted.

Welcome back!

Regards,

**AL KENYON**

*IPAWS National Test Technical Lead*

IPAWS Program Office, National Continuity Programs

Department of Homeland Security - FEMA

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[Alfred.Kenyon@fema.dhs.gov](mailto:Alfred.Kenyon@fema.dhs.gov)



**From:** Kenyon, Alfred  
**Sent:** Wed, 7 Sep 2016 14:37:57 +0000  
**To:** 'contact@insideradio.com'  
**Subject:** Suffolk County IPAWS/EAS/WEA

Who is the editorial contact for Inside Radio? I know and have worked with Tom Taylor with *Now* and Paul McLane and Susan Ashworth with *Radio World*... don't know the new guy at *RBR* but I've known Leslie for years. I'm generally not in a position to be quoted on behalf of FEMA but we've managed to work together to get correct information out.

This is an old story now but here's some additional background:

In the case of Suffolk County EAS and WEA worked properly, the message sent to cell phones was: "Due to the severe weather a voluntary evacuation of Fire Island is ordered by 1pm 9/4/16"

The juxtaposition of "voluntary" and "ordered" in a single message to the public was not optimal.

The biggest problem was selection of EVI "Evacuation Immediate" EAS event code. That produced the featured text on the cable system while the more moderate and accurate text message scrolled across the top of the screen. They probably would have been better off selecting CDW – Civil Danger Warning, CEM – Civil Emergency Message, or LAW – Local Area Emergency.

Sorry, you may not quote me. Perhaps under different circumstances. My office number and FEMA email pretty much follow me everywhere.

Regards,

***AL KENYON***

*IPAWS National Test Technical Lead*

IPAWS Program Office, National Continuity Programs

Department of Homeland Security - FEMA

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540-504-2389 eFax

[Alfred.Kenyon@fema.dhs.gov](mailto:Alfred.Kenyon@fema.dhs.gov)

**From:** Kenyon, Alfred  
**Sent:** Tue, 6 Sep 2016 17:48:59 +0000  
**To:** 'fema.ipaws.lab@awtestlab.com'  
**Subject:** Suffolk County NY IPAWS issue  
**Attachments:** postedmessage\_msgxml\_26841673.xml,  
postedmessage\_msgxml\_200018728209.xml, postedmessage\_msgxml\_26955181.xml

***AL KENYON***

*IPAWS National Test Technical Lead*

IPAWS Program Office, National Continuity Programs

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202-538-4471 Cell

540-504-2389 eFax

[Alfred.Kenyon@fema.dhs.gov](mailto:Alfred.Kenyon@fema.dhs.gov)

**From:** Kenyon, Alfred  
**Sent:** Wed, 21 Sep 2016 22:37:19 +0000  
**To:** Neidermeyer, Alan  
**Subject:** Tentative: Follow-up Call- Suffolk County iPaws incident

**From:** Kenyon, Alfred  
**Sent:** Mon, 12 Sep 2016 15:15:15 +0000  
**To:** Blaylock, Andrew  
**Subject:** Accepted: Call with Sen. Schumer's (D-NY) Office re Suffolk County, NY EAS  
Evacuation Message

**From:** Kenyon, Alfred  
**Sent:** Mon, 12 Sep 2016 14:10:55 +0000  
**To:** '(b)(6)'@nysbroadcasters.org'  
**Subject:** Copy of Suffolk County CAP messages  
**Attachments:** postedmessage\_msgxml\_200018909744.xml,  
postedmessage\_msgxml\_27015185.xml, postedmessage\_msgxml\_200018909180.xml

David,

I don't recall if I sent this to you earlier for your files. The attached are the full CAP messages (all three of them!) processed through IPAWS. If you click on the file name it should open in a browser window and be somewhat legible element by element.

Regards,

***AL KENYON***

*IPAWS National Test Technical Lead*

IPAWS Program Office, National Continuity Programs

Department of Homeland Security - FEMA

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[Alfred.Kenyon@fema.dhs.gov](mailto:Alfred.Kenyon@fema.dhs.gov)

**From:** Kenyon, Alfred  
**Sent:** Thu, 8 Sep 2016 20:08:40 +0000  
**To:** Centeno, Manuel;Lucero, Mark  
**Cc:** Bartholomew, Dee  
**Subject:** Engineering WAR  
**Attachments:** IPAWS WAR 20160912 - Kenyon.doc

Manny,

You probably have a lot to add if you have time to login. I just hit the high points.

**AL KENYON**

*IPAWS National Test Technical Lead*

IPAWS Program Office, National Continuity Programs

Department of Homeland Security - FEMA

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[Alfred.Kenyon@fema.dhs.gov](mailto:Alfred.Kenyon@fema.dhs.gov)

**IPAWS**  
**WEEKLY ACTIVITY REPORT**  
**Date**

To: Antwane V. Johnson, Director, IPAWS Division  
From: IPAWS Division Staff  
Subject: Weekly Activity Report, Integrated Public Alert and Warning System Division

**Most Note-Worthy Achievement/Event/Information for this Week**

**Policy:**

**Interagency Coordination & Special Studies Branch:**

**Business Operations Branch:**

**Engineering Branch:**

**Accomplishments/Significant Meetings:**

**Engineering Branch:**

**Lucero**

**Centeno:**

**Kenyon:**

Assisted North Carolina OES with analysis of EmNet/IPAWS EAS Amber alert which was not broadcast as expected on several radio stations. Cause was improper population of CAP message by EmNet CAP authoring tool. NC will take that up with Comlab EmNet.

Pentagon Amateur Radio Club Briefing went well with about 20 in attendance including some former cyberwarfare operators who were generous with recommendations for EAS improvements.

Late Saturday night Manny and Al responded to concerns resulting from Suffolk County, NY, use of IPAWS to warn vacationers on Fire Island of the possibility that Tropical Storm Hermine might leave them stranded without access to emergency services. The alert as presented on the area cable TV system appeared stronger than intended which resulted in some short term blame casting. All IPAWS EAS and WEA systems performed properly as designed. No, FEMA did not issue an "Evacuation Immediate" order.

**Upcoming Travel/Meetings/Events/Assignments/Key Budget Action Dates:**

**Engineering Branch:**

**Lucero:**

**Centeno:**

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**Kenyon:**  
September 20-22 – NAB Radio, Nashville

**Upcoming Project Meetings – Week of (Month) and (Date Range)**

**Long Range Objectives/Decisions/Requirements:**

**Engineering Branch:**

**Lucero:**

**Centeno:**

**Kenyon:**

**Topics of Interest/Concerns:**

**Engineering Branch:**

**Lucero:**

**Centeno:**

**Kenyon:**

**Training:**

**Lucero:**

**Centeno:**

**Kenyon:**

**Upcoming Personal Leave –Annual/Sick/CWS,etc.:**

**Lucero:**

**Centeno:**

**Kenyon:**

~~FOR OFFICIAL USE ONLY~~



**From:** Kenyon, Alfred  
**Sent:** Sun, 4 Sep 2016 13:40:34 +0000  
**To:** (b)(6)@cox.net  
**Subject:** FW: State of NY IPAWS issue

**From:** Tennyson, Stephanie  
**Sent:** Saturday, September 03, 2016 10:53 PM  
**To:** Centeno, Manuel <Manuel.Centeno@fema.dhs.gov>; FEMA-NWC <FEMA-NWC@fema.dhs.gov>; Witmer, Wade <Wade.Witmer@fema.dhs.gov>; Stone, Roger L <roger.l.stone@fema.dhs.gov>; Jackson, Liz <Liz.Jackson@fema.dhs.gov>; FEMA-R2-WatchOfficer <FEMA-R2-WatchOfficer@fema.dhs.gov>; Lucero, Mark <Mark.Lucero@fema.dhs.gov>; Kenyon, Alfred <Alfred.Kenyon@fema.dhs.gov>; Campbell, Delores <Delores.Campbell@fema.dhs.gov>  
**Cc:** FEMA-NWC <FEMA-NWC@fema.dhs.gov>; FEMA OPERATIONS CENTER <FEMA-OPERATIONS-CENTER@fema.dhs.gov>; Batkin, Joshua <joshua.batkin@fema.dhs.gov>  
**Subject:** RE: State of NY IPAWS issue

We've alerted R2 EA as well.

Sent from my iFEMA mobile device.

---

**From:** Centeno, Manuel  
**Sent:** Saturday, September 03, 2016 10:52:03 PM  
**To:** FEMA-NWC; Witmer, Wade; Stone, Roger L; Jackson, Liz; FEMA-R2-WatchOfficer; Lucero, Mark; Kenyon, Alfred; Tennyson, Stephanie; Campbell, Delores  
**Cc:** FEMA-NWC; FEMA OPERATIONS CENTER  
**Subject:** RE: State of NY IPAWS issue

Manny Centeno and Al Kenyon are on the telephone with Suffolk at the moment. Please Standby.

V/r

Manny Centeno  
Project Manager  
DHS/FEMA/NCP/IPAWS  
202-538-4199

---

**From:** FEMA-NWC  
**Sent:** Saturday, September 03, 2016 10:49:58 PM

**To:** Witmer, Wade; Stone, Roger L; Jackson, Liz; FEMA-R2-WatchOfficer; Centeno, Manuel; Lucero, Mark; Kenyon, Alfred; Tennyson, Stephanie; Campbell, Delores  
**Cc:** FEMA-NWC; FEMA OPERATIONS CENTER  
**Subject:** RE: State of NY IPAWS issue

All,

Please see attached/below for more background on this incident. Please note – there is negative media attention erroneously indicating FEMA initiated the alert:

<http://pix11.com/2016/09/03/fema-issues-accidental-evacuation-of-suffolk-county-as-tropical-storm-hermine-looms/>

RII Watch Officer's summary:

“FYSA, Real world issue.

Received a call from John Layton, NYSOEM; Cell: 518-527-9740

Suffolk County EOC launched IPAWS voluntary evac message that was supposed to identify a select area.

There is a message error calling for county wide evac now.

It had been running for 20 minutes on TV when I received the call.

I immediately called HQ to see if they had an IPAWS rep present, was directed to FOC.

Called FOC, FOC doesn't own IPAWS. FOC is making calls right now to kill message.

I notified John Layton of actions taken and will follow up when FOC calls back. “

Team Delta  
National Watch Center  
Response Directorate, FEMA  
Phone: 202-646-2828  
[fema-nwc@fema.dhs.gov](mailto:fema-nwc@fema.dhs.gov)  
[fema-nwc@dhs.gov](mailto:fema-nwc@dhs.gov)

**From:** FEMA-NWC

**Sent:** Saturday, September 03, 2016 10:45 PM

**To:** Witmer, Wade <Wade.Witmer@fema.dhs.gov>

**Cc:** Stone, Roger L <roger.l.stone@fema.dhs.gov>; Jackson, Liz <Liz.Jackson@fema.dhs.gov>; FEMA-R2-WatchOfficer <FEMA-R2-WatchOfficer@fema.dhs.gov>; Centeno, Manuel <Manuel.Centeno@fema.dhs.gov>; FEMA OPERATIONS CENTER <FEMA-OPERATIONS-CENTER@fema.dhs.gov>; Lucero, Mark <Mark.Lucero@fema.dhs.gov>; Kenyon, Alfred <Alfred.Kenyon@fema.dhs.gov>; FEMA-NWC <FEMA-NWC@fema.dhs.gov>; Tennyson, Stephanie <stephanie.tennyson@fema.dhs.gov>

**Subject:** State of NY IPAWS issue

Background:

NY State EOC tried to evacuate a small portion of Suffolk County, but they accidentally sent the message for all of Suffolk County.

Suffolk County is about 1.5 million pax, and it makes up about half of Long Island.

Region II is looking to offer any assistance to the State.

Liz Jackson asked to have Manny handle this. We cast a wide net because we were unsure who would be able to assist. initially My recommendation is to have Manny take point based on Liz' guidance and to limit the number of people calling Region II. Of course, your team can work it however you see fit. Please note that Nate is solo at the Region II watch, so I recommend limiting the number of inputs to him. Nate is on the CC line too.

The POC at Region II is:

**Nathan Seidell**

Senior Watch Officer – Regional Watch Center

Response Division

DHS / FEMA Region 2

26 Federal Plaza – New York, NY 10278

24hr. Watch Operations Center: 877-568-9043

I'll follow up this email with some background emails.

The FOC, Damon Penn, and Bob Farmer are aware of the issue already.

Very Respectfully,

Team Delta

National Watch Center

Response Directorate, FEMA

Phone: 202-646-2828

[fema-nwc@fema.dhs.gov](mailto:fema-nwc@fema.dhs.gov)

[fema-nwc@dhs.gov](mailto:fema-nwc@dhs.gov)

**From:** Kenyon, Alfred  
**Sent:** Mon, 12 Sep 2016 13:38:32 +0000  
**To:** David Donovan  
**Subject:** FW: Suffolk County EAS Video Coverage

This is the best video that I have been able to locate illustrating what happened in Suffolk County. Please note the screen displays at the beginning of the piece. These monitors were apparently all driven by the local cable system which displayed the header data center screen and the detailed message crawl at the top.

[http://news12.cv.net/video1/2016-09/2101609030035602321\\_3082959.mp4](http://news12.cv.net/video1/2016-09/2101609030035602321_3082959.mp4)

There are some notable errors in the statement by the Suffolk County Executive quoted.

AI

**From:** Kenyon, Alfred  
**Sent:** Wed, 7 Sep 2016 20:37:48 +0000  
**To:** Centeno, Manuel  
**Subject:** FW: Suffolk County EAS Video Coverage

Sigh...

---

**From:** Lucero, Mark  
**Sent:** Wednesday, September 07, 2016 4:36 PM  
**To:** Kenyon, Alfred <Alfred.Kenyon@fema.dhs.gov>  
**Subject:** RE: Suffolk County EAS Video Coverage

I'm not convinced that they should have used a different event code. On the call with Suffolk county, they defended their decision to use EVI. Ed Czarnecki said (on the EAS forum) that the FCC rules do clearly state what the TV crawl should say. Maybe he's right, but if so then I submit that the TV crawl should also include the <description> and <instruction> element as is done in the text to speech.

v/r

Mark A. Lucero, CISSP  
Chief, IPAWS Engineering  
FEMA National Continuity Programs  
202-646-1386 (desk)  
202-257-1364 (mobile)  
[mark.lucero@fema.dhs.gov](mailto:mark.lucero@fema.dhs.gov)  
[ipaws@fema.dhs.gov](mailto:ipaws@fema.dhs.gov)

---

**From:** Kenyon, Alfred  
**Sent:** Wednesday, September 07, 2016 3:57 PM  
**To:** Lucero, Mark <Mark.Lucero@fema.dhs.gov>  
**Subject:** Suffolk County EAS Video Coverage

Mark,

I believe that the problem centers on how the cable system displayed the EAS message content. It's not the cable system's fault; that's just how their system is configured. Watch the attached news report. You will note that in big letters, center screen they displayed information normally associated with the data header: Originator & Event; I suspect that is part of a vertical scroll as you can see the tail of the truncated detailed message "rrow at 1pm due to severe w" disappearing at the top of the screen. You can also make out the full message text scrolling horizontally across the top of the screen in white on red.

This is the best video that I have been able to locate illustrating what happened in Suffolk County. Please note the screen displays at the beginning of the piece. These monitors were apparently all driven by the local cable system which displayed the header data center screen and the detailed message crawl at the top.

[http://news12.cv.net/video1/2016-09/2101609030035602321\\_3082959.mp4](http://news12.cv.net/video1/2016-09/2101609030035602321_3082959.mp4)

The text crawl is required to display Originator, Event, Area Affected, Effective Time and End Time; essentially all the stuff normally contained in EAS header data. There's the issue: the event code EVI is "Evacuation Immediate" on the FCC event code list and the Area Affected is the county by reference to CFR 47 Part 11.31. I suppose they could have entered the FIPS code as 836103, where the "8" designates South Central, but nobody has ever used that as far as I know. So you end up with what appears to be an immediate evacuation for the whole county which is the eastern two thirds of Long Island – something everyone there knows is impossible. They should have used a different event code so the standard EAS header crap was more generic.

As we know there are some notable errors in the statement by the Suffolk County Executive quoted.

AI

**From:** Kenyon, Alfred  
**Sent:** Mon, 12 Sep 2016 20:31:04 +0000  
**To:** 'Witmer, Wade'  
**Subject:** FW: Suffolk County EAS Video Coverage

---

**From:** Kenyon, Alfred  
**Sent:** Monday, September 12, 2016 9:39 AM  
**To:** David Donovan (b)(6)@nysbroadcasters.org>  
**Subject:** FW: Suffolk County EAS Video Coverage

This is the best video that I have been able to locate illustrating what happened in Suffolk County. Please note the screen displays at the beginning of the piece. These monitors were apparently all driven by the local cable system which displayed the header data center screen and the detailed message crawl at the top.

[http://news12.cv.net/video1/2016-09/2101609030035602321\\_3082959.mp4](http://news12.cv.net/video1/2016-09/2101609030035602321_3082959.mp4)

There are some notable errors in the statement by the Suffolk County Executive quoted.

Al

**From:** Kenyon, Alfred  
**Sent:** Wed, 7 Sep 2016 20:42:14 +0000  
**To:** (b)(6)@dre.cc'  
**Subject:** FW: Suffolk County EVI follow up

Bud,

I know that you've passed the NY SECC baton but I thought I'd copy you on this email to the "new guy" for old time's sake.

Regards,

**AL KENYON**

*IPAWS National Test Technical Lead*  
IPAWS Program Office, National Continuity Programs  
Department of Homeland Security - FEMA  
500 C Street, SW, 5NW-0407  
Washington, DC 20472-3153  
202-646-3308 Office  
202-538-4471 Cell  
540-504-2389 eFax  
[Alfred.Kenyon@fema.dhs.gov](mailto:Alfred.Kenyon@fema.dhs.gov)

---

**From:** Kenyon, Alfred  
**Sent:** Wednesday, September 07, 2016 4:36 PM  
**To:** (b)(6)@nysbroadcasters.org; (b)(6)@nysbroadcasters.org>  
**Subject:** Suffolk County EVI follow up

Richard,

I would like to capture as much information as possible regarding what stations carried one or all three of the Suffolk County EVIs last Saturday. No one is in trouble for carrying them, not carrying them or delaying them. My premise is that the county made a poor choice when composing the alert and then wasn't happy with the result. It apparently came as a big surprise to them that the words "Evacuation Immediate for Suffolk County" appeared on some video displays. This is a teachable moment. I would like to capture some audio and if possible video from the stations/systems that ran the alert. I don't have any contacts in that area of the state.

If I can document the heck out of this perhaps we can use it in training for alerting authorities to help them properly use EAS. I am interested in Connoisseur's WALK-FM, JVC's WRCN-FM, Stony Brook's WUSB, WCBS-TV, WLNY-TV, WFTY-DT, and anyone else that may have carried the alert. If you can help me with contacts or by reaching out to these stations I would appreciate it.

Regards,



**AL KENYON**

*IPAWS National Test Technical Lead*

IPAWS Program Office, National Continuity Programs

Department of Homeland Security - FEMA

500 C Street, SW, 5NW-0407

Washington, DC 20472-3153

202-646-3308 Office

202-538-4471 Cell

540-504-2389 eFax

[Alfred.Kenyon@fema.dhs.gov](mailto:Alfred.Kenyon@fema.dhs.gov)

**From:** Kenyon, Alfred  
**Sent:** Tue, 6 Sep 2016 15:13:10 +0000  
**To:** Roberts-Smith, Anne (CTR);Ham, Gary (CTR);Pullin, Kimberley (CTR);Allen, Donica  
**Subject:** News Report on Suffolk County EAS Issues

This could have some outreach implications.

FYI - Here's the best report I've been able to locate:

[http://news12.cv.net/video1/2016-09/2101609030035602321\\_3082959.mp4](http://news12.cv.net/video1/2016-09/2101609030035602321_3082959.mp4)

**AL KENYON**

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540-504-2389 eFax

[Alfred.Kenyon@fema.dhs.gov](mailto:Alfred.Kenyon@fema.dhs.gov)

**From:** Kenyon, Alfred  
**Sent:** Thu, 8 Sep 2016 16:59:03 +0000  
**To:** 'Smith, Jody M CTR DISA JITC (US)'  
**Subject:** RE: [Non-DoD Source] RE: Amber Alert North Carolina  
**Attachments:** postedmessage\_msgxml\_27015185.txt, smime.p7s

Change it back to .xml for easier viewing.

-----Original Message-----

From: Smith, Jody M CTR DISA JITC (US) [mailto:(b)(6)@mail.mil]  
Sent: Thursday, September 08, 2016 12:49 PM  
To: Kenyon, Alfred <Alfred.Kenyon@fema.dhs.gov>  
Subject: RE: [Non-DoD Source] RE: Amber Alert North Carolina

That makes sense. The sage will send an EOM when something isn't "right."  
I didn't see the XML - DISA!

-----Original Message-----

From: Kenyon, Alfred [mailto:Alfred.Kenyon@fema.dhs.gov]  
Sent: Thursday, September 08, 2016 12:13 PM  
To: Stoney Owen; Allen Sherrill; Montague, Mike  
Cc: (b)(6)@wralfm.com; (b)(6)@gmail.com; Eddie Raye; Smith, Jody M CTR  
DISA JITC (US)  
Subject: [Non-DoD Source] RE: Amber Alert North Carolina

All active links contained in this email were disabled. Please verify the identity of the sender, and confirm the authenticity of all links contained within the message prior to copying and pasting the address to a Web browser.

---

Mike,

Well, I've received an education. I'm going to attempt to boil down twenty minutes of conversation with members of our development team into some brief plain English.

The problem with the CAE message sent out Tuesday is that the Description field was not correctly populated. <description> is a REQUIRED CAP element which is used by EAS device text to speech engines in the absence of, or delayed retrieval of an audio file. The Sage EAS devices properly followed protocol by substituting TTS from the Description field when they were unable to retrieve the audio file within a preset time interval.

The EASText element is an OPTIONAL element which may be used to generate a video display crawl.

This may be stuff that you cannot see from the alerting authority side of the CAP authoring tool. Good practice would call for both the Description element and the EASText element to be populated with the same information if it is used.

I've attached a copy of my problem CAP message of the week. This message is properly formed and populated so it is a good example. The issue with this one was that the alerting authority did not realize exactly how the selected Event Code would be displayed by dominant cable system in the county. Big letters saying Evacuation Immediate for a voluntary evacuation before noon tomorrow explained in little scrolling type did not work out well. This message was issued as TTS without any supporting audio file. The EAS boxes converted the contents of the Description element to machine speech. That part and the WEA worked well.

You may want to give the folks at EmNet a call to see if there is a box or button or something in their software that will ensure that the Description field is properly populated.

Regards,

AL KENYON

Engineering Branch

IPAWS Program Office, National Continuity Programs

Department of Homeland Security - FEMA

500 C Street, SW, Rm 5NW-0407

Washington, DC 20472-3153

202-212-3308 Office (new 8/2016)

202-538-4471 Cell

540-504-2389 eFax

Alfred.Kenyon@fema.dhs.gov < Caution-mailto:Alfred.Kenyon@fema.dhs.gov >

From: Stoney Owen [Caution-mailto: (b)(6)@wkbcradio.com]  
Sent: Thursday, September 08, 2016 11:07 AM  
To: Allen Sherrill <(b)(6)@curtismedia.com>; Kenyon, Alfred  
<(b)(6)@fema.dhs.gov>; Montague, Mike <(b)(6)@ncdps.gov>  
Cc: (b)(6)@wralfm.com; (b)(6)@gmail.com; Eddie Raye  
(b)(6)@curtismedia.com>  
Subject: Re: Amber Alert North Carolina

WKBC's EAS unit is also a 3644. I spoke with a station that does not have EMnet and uses a 3644 and they had the same truncated message.

Stoney

----- Original Message -----

From: Allen Sherrill <Caution-mailto: (b)(6)@curtismedia.com >  
To: Kenyon, Alfred <Caution-mailto: Alfred.Kenyon@fema.dhs.gov >  
; Montague, Mike <Caution-mailto: (b)(6)@ncdps.gov >  
Cc: Stoney Owen <Caution-mailto: (b)(6)@wkbcradio.com > ; Harrison,  
Keith (b)(6)@wralfm.com) <Caution-mailto: (b)(6)@wralfm.com > ; Ed Harrell  
(b)(6)@gmail.com) <Caution-mailto: (b)(6)@gmail.com >  
; Eddie Raye <Caution-mailto: (b)(6)@curtismedia.com >

Sent: Thursday, September 08, 2016 10:55 AM

Subject: RE: Amber Alert North Carolina

Hello Al and everyone:

The box that sent the truncated CAE on our station WWPL, is a Sage Endec 3644.

Here is the actual log from the box. It appears that the alert was

received directly from the CAP server about a half-minute before it received the same alert from EMNet. I am assuming the same thing happened on the other stations in our group that also aired the truncated TTS alert.

Maybe you guys can sort this out. I recall there were some tricky settings in this box for making text-to-speech work correctly. Maybe our settings are incorrect.

Thanks

Allen

Duplicate

09/06/16 22:40:57

Child Abduction Emergency, Received on Monitor 2.  
The Civil Authorities have issued a Child Abduction Emergency for all of North Carolina beginning at 10:38 pm Tue Sep 6 and ending at 1:38 am Wed Sep 7 (WDCG)

Duplicate

09/06/16 22:40:27

Child Abduction Emergency, Received on Monitor 1.  
The Civil Authorities have issued a Child Abduction Emergency for all of North Carolina beginning at 10:38 pm Tue Sep 6 and ending at 1:38 am Wed Sep 7 (WRDU)

Sent

09/06/16 22:40:01

Child Abduction Emergency, Sent from header AMBER.  
The Civil Authorities have issued a Child Abduction Emergency for all of North Carolina beginning at 10:38 pm Tue Sep 6 and ending at 1:38 am Wed Sep 7 (WWPL).

CAP Reference ID:  
EMnet-NC.001,NC.001\_123\_2016-09-06T22:38:00-04:00,2016-09-06T22:38:00-04:00

CAP Text: The Civil Authorities have issued a Child Abduction Emergency for all of North Carolina beginning at 10:38 pm Tue Sep 6 and ending at 1:38 am Wed Sep 7 (fromcap). THIS IS A NORTH...

Duplicate

09/06/16 22:39:56

Child Abduction Emergency, Received on Monitor 4.  
The Civil Authorities have issued a Child Abduction Emergency for all of  
North Carolina beginning at 10:38 pm Tue Sep 6 and ending at 1:38 am Wed Sep  
7 (NC001)

Received

09/06/16 22:39:22

Matched filter AMBER, Received from CAP. Automatic Relay. Alert received  
09/06/16 22:40:03.  
The Civil Authorities have issued a Child Abduction Emergency for all of  
North Carolina beginning at 10:38 pm Tue Sep 6 and ending at 1:38 am Wed Sep  
7 (fromcap).

CAP Server: FEMA

CAP Reference ID:

EMnet-NC.001,NC.001 -123\_2016-09-06T22:38:00-04:00,2016-09-06T22:38:00-04:00

CAP Text: THIS IS A NORTH...

```
<?xml version="1.0" encoding="UTF-8" standalone="yes"?><alert
xmlns="urn:oasis:names:tc:emergency:cap:1.2"><identifier>91fdee50-79b6-
41c0-8c7c-
df0bb3016112</identifier><sender>[REDACTED]@suffolkcountyny.gov</sender
><sent>2016-09-03T20:10:12-
04:00</sent><status>Actual</status><msgType>Alert</msgType><source>NY
Suffolk County</source><scope>Public</scope><addresses>200162
</addresses><code>IPAWSv1.0</code><info><language>en-
US</language><category>Safety</category><event>Evacuation
Immediate</event><responseType>Evacuate</responseType><urgency>Immediate</
urgency><severity>Extreme</severity><certainty>Likely</certainty><eventCod
e><valueName>SAME</valueName><value>EVI</value></eventCode><effective>2016
-09-03T20:10:12-04:00</effective><expires>2016-09-04T07:10:12-
04:00</expires><senderName>NY Suffolk
County, Yaphank, NY</senderName><headline>Evacuation
Immediate</headline><description>This is an emergency message from Suffolk
County Office of Emergency Management.
Suffolk County has declared a state of emergency in anticipation of the
arrival of Tropical Storm Hermine. Due to the forecast of potentially
life-threatening storm surge on Fire Island and other storm conditions we
are asking all those on Fire Island to begin a voluntary evacuation
beginning immediately.
Full medical services have been removed from Fire Island and we are
concerned for those with medical conditions.
Ferry Service to and from the island may be suspended as early as tomorrow
at lpm due to severe weather so you are urged to make arrangements to
leave Fire Island prior to that time.
</description><parameter><valueName>EAS-
ORG</valueName><value>CIV</value></parameter><parameter><valueName>CMAMtex
t</valueName><value>Due to the severe weather a voluntary evacuation of
Fire Island is ordered by lpm
9/4/16</value></parameter><parameter><valueName>BLOCKCHANNEL</valueName><v
alue></value></parameter><parameter><valueName>BLOCKCHANNEL</valueName><va
lue>NWEM</value></parameter><parameter><valueName>BLOCKCHANNEL</valueName><
value></value></parameter><parameter><valueName>BLOCKCHANNEL</valueName><
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County</areaDesc><polygon>40.65568048905449,-73.337152648277836
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72.8180486681911 40.696653553361728,-72.829034993053057  
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72.847354645143341 40.673743410926157,-72.863834152651947  
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72.886713224871642 40.5987096902066,-73.322513372825057  
40.61122116267822,-73.32983301646675 40.620947204462858,-  
73.336246271020372 40.62998397814188,-73.339899245135769  
40.63832132610856,-73.339899241721426 40.647345328988337,-  
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9efo64W2QcT3kOZ/kCx/YsoaEh+LzJKt+heWCNLCZTi2uBzOGUCbdGx0e60jQricgFNShVpaIp  
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C=US</X509SubjectName><X509Certificate>MIIG6TCCBdGgAwIBAgIEVRsGKDANBgqhki  
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6hK3QTb21lpjJbFSX370HhzOv/085GeXuZPH</X509Certificate></X509Data></KeyInfo>  
</Signature></alert>

**From:** Kenyon, Alfred  
**Sent:** Thu, 8 Sep 2016 16:12:59 +0000  
**To:** 'Stoney Owen';Allen Sherrill;Montague, Mike  
**Cc:** (b)(6)@wralfm.com; (b)(6)@gmail.com;Eddie Raye;'Smith, Jody M CTR  
DISA JITC (US)'  
**Subject:** RE: Amber Alert North Carolina  
**Attachments:** postedmessage\_msgxml\_27015185.xml

Mike,

Well, I've received an education. I'm going to attempt to boil down twenty minutes of conversation with members of our development team into some brief plain English.

The problem with the CAE message sent out Tuesday is that the Description field was not correctly populated. <description> is a REQUIRED CAP element which is used by EAS device text to speech engines in the absence of, or delayed retrieval of an audio file. The Sage EAS devices properly followed protocol by substituting TTS from the Description field when they were unable to retrieve the audio file within a preset time interval.

The EASText element is an OPTIONAL element which may be used to generate a video display crawl.

This may be stuff that you cannot see from the alerting authority side of the CAP authoring tool. Good practice would call for both the Description element and the EASText element to be populated with the same information if it is used.

I've attached a copy of my problem CAP message of the week. This message is properly formed and populated so it is a good example. The issue with this one was that the alerting authority did not realize exactly how the selected Event Code would be displayed by dominant cable system in the county. Big letters saying Evacuation Immediate for a voluntary evacuation before noon tomorrow explained in little scrolling type did not work out well. This message was issued as TTS without any supporting audio file. The EAS boxes converted the contents of the Description element to machine speech. That part and the WEA worked well.

You may want to give the folks at EmNet a call to see if there is a box or button or something in their software that will ensure that the Description field is properly populated.

Regards,

**AL KENYON**

*Engineering Branch*

IPAWS Program Office, National Continuity Programs

Department of Homeland Security - FEMA

500 C Street, SW, Rm 5NW-0407

Washington, DC 20472-3153

202-212-3308 Office (new 8/2016)

202-538-4471 Cell

540-504-2389 eFax

Alfred.Kenyon@fema.dhs.gov

---

**From:** Stoney Owen [mailto:(b)(6)@wkbcradio.com]  
**Sent:** Thursday, September 08, 2016 11:07 AM  
**To:** Allen Sherrill (b)(6)@curtismedia.com>; Kenyon, Alfred <Alfred.Kenyon@fema.dhs.gov>;  
Montague, Mike (b)(6)@ncdps.gov>  
**Cc:** (b)(6)@wralfm.com; (b)(6)@gmail.com; Eddie Raye (b)(6)@curtismedia.com>  
**Subject:** Re: Amber Alert North Carolina

WKBC's EAS unit is also a 3644. I spoke with a station that does not have EMnet and uses a 3644 and they had the same truncated message.

Stoney

----- Original Message -----

**From:** Allen Sherrill  
**To:** Kenyon, Alfred; Montague, Mike  
**Cc:** Stoney Owen; Harrison, Keith (b)(6)@wralfm.com; Ed Harrell (b)(6)@gmail.com; Eddie Raye  
**Sent:** Thursday, September 08, 2016 10:55 AM  
**Subject:** RE: Amber Alert North Carolina

Hello Al and everyone:

The box that sent the truncated CAE on our station WWPL, is a Sage Endec 3644.

Here is the actual log from the box. It appears that the alert was received directly from the CAP server about a half-minute before it received the same alert from EMNet. I am assuming the same thing happened on the other stations in our group that also aired the truncated TTS alert.

Maybe you guys can sort this out. I recall there were some tricky settings in this box for making text-to-speech work correctly. Maybe our settings are incorrect.

Thanks

Allen

Duplicate	09/06/16	Child Abduction Emergency, Received on Monitor 2. 22:40:57 The Civil Authorities have issued a Child Abduction Emergency for all of North Carolina beginning at 10:38 pm Tue Sep 6 and ending at 1:38 am Wed Sep 7 (WDCG)
Duplicate	09/06/16	Child Abduction Emergency, Received on Monitor 1. 22:40:27 The Civil Authorities have issued a Child Abduction Emergency for all of North Carolina beginning at 10:38 pm Tue Sep 6 and ending at 1:38 am Wed Sep 7 (WRDU)
Sent	09/06/16	Child Abduction Emergency, Sent from header AMBER. 22:40:01 The Civil Authorities have issued a Child Abduction Emergency for all of North Carolina beginning at 10:38 pm Tue Sep 6 and ending at 1:38 am Wed Sep 7 (WWPL).

CAP Reference ID: EMnet-NC.001,NC.001\_123\_2016-09-06T22:38:00-04:00,2016-09-06T22:38:00-04:00

CAP Text: The Civil Authorities have issued a Child Abduction Emergency for all of North Carolina beginning at 10:38 pm Tue Sep 6 and ending at 1:38 am Wed Sep 7 (fromcap). THIS IS A NORTH...

Duplicate 09/06/16 22:39:56 Child Abduction Emergency, Received on Monitor 4.  
The Civil Authorities have issued a Child Abduction Emergency for all of North Carolina beginning at 10:38 pm Tue Sep 6 and ending at 1:38 am Wed Sep 7 (NC001)

Received 09/06/16 22:39:22 Matched filter AMBER, Received from CAP. Automatic Relay. Alert received 09/06/16 22:40:03.  
The Civil Authorities have issued a Child Abduction Emergency for all of North Carolina beginning at 10:38 pm Tue Sep 6 and ending at 1:38 am Wed Sep 7 (fromcap).

CAP Server: FEMA  
CAP Reference ID: EMnet-NC.001,NC.001\_123\_2016-09-06T22:38:00-04:00,2016-09-06T22:38:00-04:00

CAP Text: THIS IS A NORTH...

**From:** Kenyon, Alfred  
**Sent:** Wed, 7 Sep 2016 13:19:13 +0000  
**To:** Centeno, Manuel; Johnson, Antwane; Witmer, Wade; Lucero, Mark; McCobb, Charles; Allen, Donica; (b)(6) CIV DISA JITC (US); Jody M CTR (US) Smith  
**Subject:** RE: IPAWS telecon- Suffolk County incident

Not available, scheduled IPAWS briefing at Pentagon. Earliest availability is 2 PM.

**AL KENYON**

*Engineering Branch*

IPAWS Program Office, National Continuity Programs

Department of Homeland Security - FEMA

500 C Street, SW, Rm 5NW-0407

Washington, DC 20472-3153

202-212-3308 Office (new 8/2016)

202-538-4471 Cell

540-504-2389 eFax

[Alfred.Kenyon@fema.dhs.gov](mailto:Alfred.Kenyon@fema.dhs.gov)

---

**From:** Centeno, Manuel  
**Sent:** Wednesday, September 07, 2016 8:54 AM  
**To:** Johnson, Antwane <Antwane.Johnson@fema.dhs.gov>; Witmer, Wade <Wade.Witmer@fema.dhs.gov>; Lucero, Mark <Mark.Lucero@fema.dhs.gov>; McCobb, Charles <Charles.McCobb@fema.dhs.gov>; Kenyon, Alfred <Alfred.Kenyon@fema.dhs.gov>; Allen, Donica <Donica.Allen@fema.dhs.gov>; (b)(6) CIV DISA JITC (US) (b)(6)@mail.mil>; Jody M CTR (US) Smith <jody.(b)(6)@mail.mil>  
**Subject:** FW: IPAWS telecon- Suffolk County incident

11:30 teleconference. Who's available to chat with Suffolk?

V/r

Manny Centeno  
Project Manager  
DHS/FEMA/NCP/IPAWS  
202-538-4199

---

**From:** Neidermeyer, Alan  
**Sent:** Wednesday, September 07, 2016 8:35:54 AM  
**To:** Centeno, Manuel  
**Cc:** McCobb, Charles; Lefebvre, Lauren; DosSantos, Jose  
**Subject:** FW: IPAWs telecon- Suffolk County incident

Manny

New York has asked us for an 1130 call today to discuss the Suffolk County evacuation incident. They are looking for some feedback on the technical side.

Please call me so we can discuss being part of a call later this morning.

**Alan Neidermeyer**

Acting Response Director  
FEMA Region II  
One World Trade Center  
NY, NY 10007  
(Cell) 917 455-6835  
(Office) 212 680-3692

---

**From:** Neidermeyer, Alan  
**Sent:** Tuesday, September 06, 2016 9:37 AM  
**To:** mark.lucero@dhs.gov  
**Cc:** Tuttle, Christopher <(b)(6)>@HQ.DHS.GOV>; 'DosSantos, Jose (Jose.DosSantos@fema.dhs.gov)' <Jose.DosSantos@fema.dhs.gov>; <(b)(6)>@dhses.ny.gov; Lefebvre, Lauren <lauren.lefebvre@fema.dhs.gov>  
**Subject:** IPAWs telecon- Suffolk County incident

Mark

Good morning.

I am reaching out to you to set up a telecon to discuss the Suffolk County IPAWs issue associated with TS Hermine.

Intent is to get some technical folks on the call to discuss what occurred and how we can work to mitigate re-occurrence. We will invite our partners from NY State and Suffolk county.

Request that you give me a call. Thanks.

**Alan Neidermeyer**

Director (Acting), Response Division  
FEMA Region II  
Tel. (Cell) 917 455-6835  
Tel. (Office) 212 680-3692

**From:** Kenyon, Alfred  
**Sent:** Wed, 7 Sep 2016 13:28:44 +0000  
**To:** Centeno, Manuel  
**Subject:** RE: IPAWs telecon- Suffolk County incident

Replying to just you... bottom line: IPAWS, WEA and EAS worked as currently designed – could use a few improvements that we are working on with the FCC. Originator selected an inappropriate event code.

---

**From:** Centeno, Manuel  
**Sent:** Wednesday, September 07, 2016 9:26 AM  
**To:** Kenyon, Alfred <Alfred.Kenyon@fema.dhs.gov>; Johnson, Antwane <Antwane.Johnson@fema.dhs.gov>; Witmer, Wade <Wade.Witmer@fema.dhs.gov>; Lucero, Mark <Mark.Lucero@fema.dhs.gov>; McCobb, Charles <Charles.McCobb@fema.dhs.gov>; Allen, Donica <Donica.Allen@fema.dhs.gov>; (b)(6) CIV DISA JITC (US) (b)(6) @mail.mil>; Jody M CTR (US) Smith; (b)(6) @mail.mil>  
**Subject:** RE: IPAWs telecon-Suffolk County incident

Copy. They have a limited window. Will quote and cite your observations along with mine and JITC. The idea is moving forward in providing Suffolk with technical support. Maybe we can do a more specific tech talk this afternoon.

Manny Centeno  
Project Manager  
DHS/FEMA/NCP/IPAWS  
202-538-4199

---

**From:** Kenyon, Alfred  
**Sent:** Wednesday, September 07, 2016 9:19:14 AM  
**To:** Centeno, Manuel; Johnson, Antwane; Witmer, Wade; Lucero, Mark; McCobb, Charles; Allen, Donica; (b)(6) CIV DISA JITC (US); Jody M CTR (US) Smith  
**Subject:** RE: IPAWs telecon- Suffolk County incident

Not available, scheduled IPAWS briefing at Pentagon. Earliest availability is 2 PM.

**AL KENYON**  
*Engineering Branch*  
IPAWS Program Office, National Continuity Programs  
Department of Homeland Security - FEMA  
500 C Street, SW, Rm 5NW-0407  
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540-504-2389 eFax  
[Alfred.Kenyon@fema.dhs.gov](mailto:Alfred.Kenyon@fema.dhs.gov)

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**From:** Centeno, Manuel  
**Sent:** Wednesday, September 07, 2016 8:54 AM  
**To:** Johnson, Antwane <Antwane.Johnson@fema.dhs.gov>; Witmer, Wade <Wade.Witmer@fema.dhs.gov>; Lucero, Mark <Mark.Lucero@fema.dhs.gov>; McCobb, Charles <Charles.McCobb@fema.dhs.gov>; Kenyon, Alfred <Alfred.Kenyon@fema.dhs.gov>; Allen, Donica <Donica.Allen@fema.dhs.gov>; (b)(6) <(b)(6)@mail.mil>; Jody M CTR (US) Smith <(b)(6)@mail.mil>  
**Subject:** FW: IPAWs telecon- Suffolk County incident

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V/r

Manny Centeno  
Project Manager  
DHS/FEMA/NCP/IPAWS  
202-538-4199

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**From:** Neidermeyer, Alan  
**Sent:** Wednesday, September 07, 2016 8:35:54 AM  
**To:** Centeno, Manuel  
**Cc:** McCobb, Charles; Lefebvre, Lauren; DosSantos, Jose  
**Subject:** FW: IPAWs telecon- Suffolk County incident

Manny

New York has asked us for an 1130 call today to discuss the Suffolk County evacuation incident. They are looking for some feedback on the technical side.

Please call me so we can discuss being part of a call later this morning.

**Alan Neidermeyer**  
Acting Response Director  
FEMA Region II  
One World Trade Center  
NY, NY 10007  
(Cell) 917 455-6835  
(Office) 212 680-3692

---

**From:** Neidermeyer, Alan

**Sent:** Tuesday, September 06, 2016 9:37 AM

**To:** mark.lucero@dhs.gov

**Cc:** Tuttle, Christopher [(b)(6)]@HQ.DHS.GOV; 'DosSantos, Jose (Jose.DosSantos@fema.dhs.gov)' <Jose.DosSantos@fema.dhs.gov> [(b)(6)]@dhses.ny.gov; Lefebvre, Lauren <lauren.lefebvre@fema.dhs.gov>

**Subject:** IPAWs telecon- Suffolk County incident

Mark

Good morning.

I am reaching out to you to set up a telecon to discuss the Suffolk County IPAWs issue associated with TS Hermine.

Intent is to get some technical folks on the call to discuss what occurred and how we can work to mitigate re-occurrence. We will invite our partners from NY State and Suffolk county.

Request that you give me a call. Thanks.

**Alan Neidermeyer**

Director (Acting), Response Division

FEMA Region II

Tel. (Cell) 917 455-6835

Tel. (Office) 212 680-3692

**From:** Kenyon, Alfred  
**Sent:** Fri, 9 Sep 2016 17:00:11 +0000  
**To:** Witmer, Wade  
**Subject:** RE: IPAWS Use Stats RE: Talking Points for NAC Meeting September 15  
**Attachments:** WEA Alerts not sent by NOAA or NCMEC.xlsx

---

**From:** Witmer, Wade  
**Sent:** Friday, September 09, 2016 12:50 PM  
**To:** Lai, Chan (CTR) <chan.lai@associates.fema.dhs.gov>; Roberts-Smith, Anne (CTR) <anne.roberts-smith@associates.fema.dhs.gov>; Lucero, Mark <Mark.Lucero@fema.dhs.gov>  
**Cc:** Kenyon, Alfred <Alfred.Kenyon@fema.dhs.gov>; Ham, Gary (CTR) <Gary.Ham@associates.fema.dhs.gov>; Sheppard, Benjamin (CTR) <benjamin.sheppard@associates.fema.dhs.gov>  
**Subject:** RE: IPAWS Use Stats RE: Talking Points for NAC Meeting September 15

What was "WEA Alerts sent by other Users" as of August 31, 2015?

What is "WEA Alerts sent by other Users" as of August 31, 2016?

I want to begin tracking the statistic by month, by user type (NOAA, NCMEC, State, Local, other), by dissemination channel, in total, subtotal without EAS test messages.

Thank you!  
- Wade

---

**From:** Lai, Chan (CTR)  
**Sent:** Friday, September 09, 2016 12:39 PM  
**To:** Roberts-Smith, Anne (CTR) <anne.roberts-smith@associates.fema.dhs.gov>; Witmer, Wade <Wade.Witmer@fema.dhs.gov>; Lucero, Mark <Mark.Lucero@fema.dhs.gov>  
**Cc:** Kenyon, Alfred <Alfred.Kenyon@fema.dhs.gov>; Ham, Gary (CTR) <Gary.Ham@associates.fema.dhs.gov>; Sheppard, Benjamin (CTR) <benjamin.sheppard@associates.fema.dhs.gov>; Lai, Chan (CTR) <chan.lai@associates.fema.dhs.gov>  
**Subject:** RE: IPAWS Use Stats RE: Talking Points for NAC Meeting September 15

Attached is the IPAWS Use Stats as of August 31, 2016 since April 1, 2012.

- Will provide Anne one more IPAWS Use Stats update for reformat as of September 12, 2016 since April 1, 2012 by COB 9/12 that will cover Wade's request.
- From the attached, the total "WEA Alerts sent by other Users" on the IPAWS Usage slide was up to 3,094 as of March 2016 is incorrect.

Let me know if you have any questions.

v/r,  
**Chan Lai (CTR)**  
CACI Inc., Contractor  
FEMA IPAWS Program Management Office  
5NW-0404, FEMA HQ  
500 C. St., SW  
Washington, DC 20472  
Office: (202) 212-7680  
Mobile: (571) 334-7780  
E-mail: [chan.lai@associates.fema.dhs.gov](mailto:chan.lai@associates.fema.dhs.gov)

---

**From:** Roberts-Smith, Anne (CTR)  
**Sent:** Friday, September 09, 2016 11:54 AM  
**To:** Witmer, Wade <Wade.Witmer@fema.dhs.gov>; Lucero, Mark <Mark.Lucero@fema.dhs.gov>  
**Cc:** Kenyon, Alfred <Alfred.Kenyon@fema.dhs.gov>; Lai, Chan (CTR) <chan.lai@associates.fema.dhs.gov>; Ham, Gary (CTR) <Gary.Ham@associates.fema.dhs.gov>; Sheppard, Benjamin (CTR) <benjamin.sheppard@associates.fema.dhs.gov>  
**Subject:** RE: IPAWS Use Stats RE: Talking Points for NAC Meeting September 15

Thanks Wade- I have also reached out to Chan and Gary.

**Anne Roberts-Smith (CTR), MPA**  
**Arc Aspicio, Contractor**  
DHS/FEMA National Continuity Programs-Integrated Public Alert and Warning System (IPAWS)  
5<sup>th</sup> Floor, FEMA HQ  
500 C. St., SW  
Washington, DC 20472  
202.212.4443 (desk)  
202.302.9567 (cell)  
Email: [anne.roberts-smith@associates.fema.dhs.gov](mailto:anne.roberts-smith@associates.fema.dhs.gov)

---

**From:** Witmer, Wade  
**Sent:** Friday, September 09, 2016 11:52 AM  
**To:** Lucero, Mark  
**Cc:** Roberts-Smith, Anne (CTR); Kenyon, Alfred  
**Subject:** IPAWS Use Stats RE: Talking Points for NAC Meeting September 15

Mark –

Help with some IPAWS message counting statistics. In particular breakdown by user type. What is the current counts of non-test messages sent by other than NOAA and NCMEC?

In an IPAWS briefing for the NAPSG last week – the total “WEA Alerts sent by other Users” on the IPAWS Usage slide was up to 3,094 as of March? Last number I remember was 300 at the end of 2015? Has there been a 10 fold increase in WEA use by non-NOAA, non-NCMEC in 2016?

I perused the sheets in S:\104-008 Disaster Preparedness and Planning\104-008-02 Aggregator\104-008-02b IPAWS-OPEN\Metrics\Message Statistics ... but they are not updated and don't count usage by user.

- Wade

---

**From:** Roberts-Smith, Anne (CTR)  
**Sent:** Friday, September 09, 2016 11:23 AM  
**To:** Johnson, Antwane <Antwane.Johnson@fema.dhs.gov>  
**Cc:** Witmer, Wade <Wade.Witmer@fema.dhs.gov>  
**Subject:** RE: Talking Points for NAC Meeting September 15

Will do-thank you

**Anne Roberts-Smith (CTR), MPA**  
**Arc Aspicio, Contractor**  
DHS/FEMA National Continuity Programs-Integrated Public Alert and Warning System (IPAWS)  
5<sup>th</sup> Floor, FEMA HQ  
500 C. St., SW  
Washington, DC 20472  
202.212.4443 (desk)  
202.302.9567 (cell)  
*Email: [anne.roberts-smith@associates.fema.dhs.gov](mailto:anne.roberts-smith@associates.fema.dhs.gov)*

---

**From:** Johnson, Antwane

**Sent:** Friday, September 09, 2016 11:14 AM

**To:** Roberts-Smith, Anne (CTR)

**Cc:** Witmer, Wade

**Subject:** FW: Talking Points for NAC Meeting September 15

Ann,

Please work with the team to address the two questions in the attached.

Antwane V. Johnson

Director, IPAWS

DHS Sr Prog/Proj Mgr III

202-646-4383

*"The highest courage is to dare to be yourself in the face of adversity. Choosing right over wrong, ethics over convenience, and truth over popularity... these are the choices that measure your life. Travel the path of integrity without looking back, for there is never a wrong time to do the right thing." Author Unknown*

---

**From:** Oh, Suzie  
**Sent:** Friday, September 09, 2016 10:39 AM  
**To:** Jackson, Liz <Liz.Jackson@fema.dhs.gov>; FEMA-ActionOffice-NPD, <FEMA-ActionOffice-NPD@fema.dhs.gov>; FEMA-ActionOffice-PNP <FEMA-ActionOffice-PNP@fema.dhs.gov>  
**Cc:** Witmer, Wade <Wade.Witmer@fema.dhs.gov>; Johnson, Antwane <Antwane.Johnson@fema.dhs.gov>; Riley, Wendy <Wendy.Riley@fema.dhs.gov>  
**Subject:** RE: Talking Points for NAC Meeting September 15

Hi Liz,

Please address the comments attached to the talking points.

Let me know if you have questions,

Suzie

---

**From:** Jackson, Liz  
**Sent:** Thursday, September 08, 2016 4:53 PM  
**To:** Oh, Suzie <suzie.oh@fema.dhs.gov>; FEMA-ActionOffice-NPD, <FEMA-ActionOffice-NPD@fema.dhs.gov>; FEMA-ActionOffice-PNP <FEMA-ActionOffice-PNP@fema.dhs.gov>  
**Cc:** Witmer, Wade <Wade.Witmer@fema.dhs.gov>; Johnson, Antwane <Antwane.Johnson@fema.dhs.gov>; Riley, Wendy <Wendy.Riley@fema.dhs.gov>; Kekauoha-Taylor, Kaawaloa <kaawaloa.kekauoha-taylor@fema.dhs.gov>; Schweitzer, Robert <Robert.Schweitzer2@fema.dhs.gov>  
**Subject:** RE: Talking Points for NAC Meeting September 15

The AA-approved talking points are attached, same as submitted to the PNP AO this afternoon. Apologies on the delay.

V/R,  
Liz

---

**From:** Oh, Suzie  
**Sent:** Thursday, September 08, 2016 4:45 PM  
**To:** FEMA-ActionOffice-NPD, <FEMA-ActionOffice-NPD@fema.dhs.gov>; FEMA-ActionOffice-PNP <FEMA-ActionOffice-PNP@fema.dhs.gov>  
**Cc:** Jackson, Liz <Liz.Jackson@fema.dhs.gov>; Witmer, Wade <Wade.Witmer@fema.dhs.gov>; Johnson, Antwane <Antwane.Johnson@fema.dhs.gov>; Riley, Wendy <Wendy.Riley@fema.dhs.gov>; Kekauoha-Taylor, Kaawaloa <kaawaloa.kekauoha-taylor@fema.dhs.gov>; Schweitzer, Robert <Robert.Schweitzer2@fema.dhs.gov>  
**Subject:** RE: Talking Points for NAC Meeting September 15

Good Evening - any updates on this?

Suzie

Sent from my iFEMA mobile device.

---

**From:** Oh, Suzie  
**Sent:** Thursday, August 25, 2016 3:05:11 PM  
**To:** FEMA-ActionOffice-NPD,; FEMA-ActionOffice-PNP  
**Cc:** Jackson, Liz; Witmer, Wade; Johnson, Antwane; Riley, Wendy; Kekauoha-Taylor, Kaawaloa; Schweitzer, Robert  
**Subject:** Talking Points for NAC Meeting September 15

Hello all –

We would like to request talking points and all pertinent background information for DA Manning to speak for the Update on the IPAWS Subcommittee at the FEMA National Advisory Council Meeting taking place on September 15. Please submit by COB September 7.

Thank you!

***Suzie G. Oh***  
Special Assistant to  
Deputy Administrator Manning  
Protection & National Preparedness  
(202)536-7687  
[suzie.oh@fema.dhs.gov](mailto:suzie.oh@fema.dhs.gov)











**From:** Kenyon, Alfred  
**Sent:** Mon, 5 Sep 2016 14:39:01 +0000  
**To:** 'Rob Dale'  
**Subject:** RE: Learning lessons: Don't use EVI for voluntary evacuations

Off list reply

Rob,

I would appreciate it if you could share any URLs where Suffolk County is walking back their earlier claim that a "Federal Agency" issued the first, overstated alert. I ended up on a late evening conference call with Suffolk County and others on Saturday night. About all I could add was that the EAS was a one and done thing. Of course if you send out two follow-up EAS messages in an effort to "clarify" the situation without understanding that header data determines the initial part of (and in some cases the entire) scrolled message for video service providers you are just making a bad situation worse.

Sorry, IPAWS can't pull it back, we typically process in a second or so and it is gone! The WEA message was reasonable. Suffolk could have issued a cancel to suspend new deliveries of that but like I said it was reasonable. When I saw the string of three EAS messages all I could do was shake my head.

"We even called Code Red to make sure we were structuring the message correctly." Hmm, got good advice there; didn't ya?

Did you see this early report?

[http://news12.cv.net/video1/2016-09/2101609030035602321\\_3082959.mp4](http://news12.cv.net/video1/2016-09/2101609030035602321_3082959.mp4)

That pretty well sums up the FEMA irritation factors from this.

I have to go back and scrub video captures to see if any NYC TV stations carried one or more of the EVIs. There is always the possibility that the stream capture is ahead of EAS insertion at the studio so that's not a definitive source either. I've decided that's more an "in-shift" task. I've got yard work to do.

Regards,

**AL KENYON**

*IPAWS National Test Technical Lead*  
IPAWS Program Office, National Continuity Programs  
Department of Homeland Security - FEMA  
500 C Street, SW, 5NW-0407  
Washington, DC 20472-3153  
202-646-3308 Office  
202-538-4471 Cell  
540-504-2389 eFax  
[Alfred.Kenyon@fema.dhs.gov](mailto:Alfred.Kenyon@fema.dhs.gov)

**From:** sbe-eas [mailto:sbe-eas-bounces@sbe.org] **On Behalf Of** Rob Dale

**Sent:** Monday, September 05, 2016 7:57 AM

**To:** SBE EAS Exchange - a mail list for discussion about the Emergency Alert System and other emergency communication issues. <sbe-eas@sbe.org>

**Subject:** Re: [sbe-eas] Learning lessons: Don't use EVI for voluntary evacuations

Originally local officials said FEMA caused this error. Now they are (rightly) backtracking and (wrongly) saying a software glitch caused this error.

I appreciate your passion Sean but I don't think you have a good handle on the emergency management arena. Some day when it's an actual "professional" field the lessons learned database or additional training and monitoring would be welcomed. It's a roadblock I've run into with tornado siren policies. "We don't need any outsiders telling us what that mumbo social science data shows - this is how we've always don't it and we aren't going to change."

Sadly seeing a professional emergency management field is probably decades away because the public doesn't really care.

On Sep 5, 2016, at 3:43 AM, Sean Donelan [(b)(6)]@donelan.com> wrote:

Suffolk County, NY didn't understand how EAS, WEA and IPAWS work; and wanted to notify tourists on fire island about a voluntary evacuation. It had trouble using the system, and now has a media problem.

This is a great example of non-warning "emergency government information."

In the west, EMAs have been using EVI for voluntary evacuations for wildfires, instead of using the FRW with a more detailed explanation about what areas and a voluntary evacuation. That use of EVI has caused some public confusion also when messages leak through other warning channels.

The non-specific action codes Immediate Evacuation (EVI) and Shelter-in-Place (SPW) are best used for immediate and extreme warnings, and not for voluntary advisories. Its better to use more specific hazard event codes, or the general purpose CEM or LAE for voluntary advisories.

It would be even better to have an official advisory government information, because EMAs often think there is something really important but isn't an actual emergency. Then broadcasters could safely leave EVI set for automatic, immediate broadcast; and handle less less immediate, less extreme advisories differently. While EMAs used other IPAWS channels such as WEA and computer users. Even when you don't intend to send an alert via a particular warning channel, its always a good idea to put information in all the fields just in case.

The challenge is EAS, WEA and IPAWS are now integrated systems. And understanding the

relationships and impact on all the systems isn't always well-understood by the emergency officials using them and definitely not by the public.

It would be awesome if there was some forum available that all EAS, WEA and IPAWS participants and users could share lessons learned.

sbe-eas mailing list

[sbe-eas@sbe.org](mailto:sbe-eas@sbe.org)

<https://pairlist7.pair.net/mailman/listinfo/sbe-eas>

**From:** Kenyon, Alfred  
**Sent:** Tue, 6 Sep 2016 14:25:03 +0000  
**To:** Witmer, Wade;Centeno, Manuel  
**Cc:** Johnson, Antwane;Lucero, Mark  
**Subject:** RE: State of NY IPAWS issue - Revised response

---

**From:** Kenyon, Alfred  
**Sent:** Tuesday, September 06, 2016 10:16 AM  
**To:** Witmer, Wade <Wade.Witmer@fema.dhs.gov>; Centeno, Manuel <Manuel.Centeno@fema.dhs.gov>  
**Cc:** Johnson, Antwane <Antwane.Johnson@fema.dhs.gov>; Lucero, Mark <Mark.Lucero@fema.dhs.gov>  
**Subject:** RE: State of NY IPAWS issue

Wade,

Several of Amanda's questions presuppose

What happened – how was the system used and/or used incorrectly?

Suffolk County incorrectly selected the EVI (Evacuation Immediately) event code for their message. This code automatically caused video service providers to display the following message first (header text):

"A Civil Authority has issued an Immediate Evacuation Warning for Suffolk County beginning at 7:10 PM and ending at 3:10 AM."

Further, Suffolk County did not understand that video service providers may not display the desired message text in the same format as the header text. One of the news stories regarding this incident contains video of a bank of cable tv monitors displaying header text center screen while the full message text scrolls across the top of the monitors in smaller text.

The issue with the event code selection is that they did not intend to issue an evacuation order, it was not intended for immediate action and they did not intend to target the entire county. Overall the selection of EVI was not appropriate. Any of the following event codes approved for use by Suffolk County may have been more appropriate:

Civil Danger Warning	CDW
Civil Emergency Message	CEM
Local Area Emergency	LAE

Here is a list of event codes approved for use by Suffolk County:

**Event Codes:** [Check all that apply]

EAS/CMAS/HazCollect

- Avalanche Warning (AVW)
- Civil Danger Warning (CDW)
- Civil Emergency Message (CEM)
- Earthquake Warning (EQW)
- Evacuation Immediate (EVI)
- Fire Warning (FRW)
- Hazardous Materials Warning (HMW)

- Law Enforcement Warning (LEW)
- Local Area Emergency (LAE)
- Nuclear Power Plant Warning (NUW)
- Radiological Hazard Warning (RHW)
- Shelter in Place Warning (SPW)
- Volcano Warning (VOW)

EAS/HazCollect Event Codes

- Administrative Message (ADR)
- Avalanche Watch (AVA)
- Child Abduction Emergency (CAE)
- Telephone Outage Emergency (TOE)

Test Codes

- Required Monthly Test (RMT)
- Required Weekly Test (RWT)

*The undersigned has reviewed this application and the public alerting authorities requested by the applicant are consistent with the state Emergency Alert System plan, AMBER Alert System plan, or other operational public warning plans.*

For the State of New York

Agency: Suffolk County

How many people received the incomplete message?

We have no way to track how many viewers we viewing cable television at the time the messages were displayed. Thus far I have not found evidence that any NYC television stations carried the EVI EAS messages.

Has this type of incident occurred before?

There are no documented cases similar to this incident although this probably has occurred before in an area with lower sensitivities than the New York Metro.

What is the timeline/actions to correct the issue?

The primary means of "correction" is training. Not only for the Suffolk County emergency services personnel but also for representatives of Code Red, the CAP authoring tool vendor, who provided active guidance during the process of generating the alert.

Several months ago FEMA shared recommended improvements for the EAS device message retrieval process with the FCC; some of these recommended improvement address elements that may have contributed to this issue. Using incident as an example of current process limitations we may have an opportunity to press a renewed discussion of EAS message visual display options with the FCC.

What are we doing to support the county in training, etc. to ensure it doesn't happen again?

Saturday night during a conference call with Suffolk County Manny suggested that Suffolk County schedule time to train against the JITC IPAWS Demo Environment so that they will be more familiar with exactly what sort of public display may be produced from input from their Code Red alerting tool.

Manny may have additional thoughts.

AI

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**From:** Witmer, Wade  
**Sent:** Tuesday, September 06, 2016 9:34 AM  
**To:** Kenyon, Alfred <Alfred.Kenyon@fema.dhs.gov>; Centeno, Manuel <Manuel.Centeno@fema.dhs.gov>  
**Cc:** Johnson, Antwane <Antwane.Johnson@fema.dhs.gov>; Lucero, Mark <Mark.Lucero@fema.dhs.gov>  
**Subject:** FW: State of NY IPAWS issue

Al, Manny –

Would you please begin to assemble high level talking points to providing information addressing the following questions drafted by Amanda:

What happened – how was the system used and/or used incorrectly?  
How many people received the incomplete message?  
Has this type of incident occurred before?  
What is the timeline/actions to correct the issue?  
What are we doing to support the county in training, etc. to ensure it doesn't happen again?

If there are additional questions you anticipate, please suggest w/ talking point answers also.

Thank you,

- Wade

---

**From:** Johnson, Amanda  
**Sent:** Tuesday, September 06, 2016 8:28 AM  
**To:** Witmer, Wade <Wade.Witmer@fema.dhs.gov>  
**Cc:** Johnson, Antwane <Antwane.Johnson@fema.dhs.gov>  
**Subject:** RE: State of NY IPAWS issue

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What is the timeline/actions to correct the issue?  
What are we doing to support the county in training, etc. to ensure it doesn't happen again?

---

**From:** Witmer, Wade  
**Sent:** Saturday, September 03, 2016 11:35 PM  
**To:** Johnson, Amanda <Amanda.Johnson2@fema.dhs.gov>  
**Subject:** FW: State of NY IPAWS issue

Amanda - some more background info in messages below fro Manny - who was talking with NY, R2, and Suffolk Co.



---

**From:** Centeno, Manuel  
**Sent:** Saturday, September 03, 2016 11:28:45 PM  
**To:** Witmer, Wade; Kenyon, Alfred  
**Cc:** Johnson, Antwane; Lucero, Mark; McCobb, Charles; Jackson, Liz; Stone, Roger L  
**Subject:** RE: State of NY IPAWS issue

Wade,

Copy that. It will be necessary to communicate back to NWC, Region II and FOC with a brief on what happened. There may also be a "blame-game" brewing up as indicated by Greg at Suffolk County. As soon as the logs are reviewed and Al provides his input, I will draft a brief with what I have.

Have a good evening and thank you.

V/r

Manny Centeno  
Project Manager  
DHS/FEMA/NCP/IPAWS  
202-538-4199

---

**From:** Witmer, Wade  
**Sent:** Saturday, September 03, 2016 11:19:38 PM  
**To:** Centeno, Manuel; Kenyon, Alfred  
**Cc:** Johnson, Antwane; Lucero, Mark; McCobb, Charles; Jackson, Liz; Stone, Roger L  
**Subject:** RE: State of NY IPAWS issue

Thank you Manny and Al. Sounds like more points for the broadcast & cell stakeholders asking for FEMA to do more outreach & training.

Thank you for responding and working late into the evening.

- Wade

---

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**Cc:** Johnson, Antwane; Lucero, Mark; McCobb, Charles; Jackson, Liz  
**Subject:** RE: State of NY IPAWS issue

Wade,

IPAWS worked as expected.

This is the classic issue with jurisdictions trying to send evacuation sub-county messages over EAS. I'm not certain what the "text-to-speech" portion was, but, as we all know, it will not send the crawl below county level. The sender has to make sure the EAS TTS or audio message provides further instructions regarding the areas within the county. Al is working on the logs and can provide more insight into that.

Suffolk County is using Code Red and may have received poor support from them and very little to no training.

There is nothing we can do once the message is sent. Suffolk attempted to correct the original message by sending "updated" messages. This caused more alerts to go out at the county level.

I offered to follow up with Suffolk to get them to understand the system better.

V/r

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**From:** Witmer, Wade  
**Sent:** Saturday, September 03, 2016 10:51:55 PM  
**To:** FEMA-NWC  
**Cc:** Stone, Roger L; Jackson, Liz; FEMA-R2-WatchOfficer; Centeno, Manuel; FEMA OPERATIONS CENTER; Lucero, Mark; Kenyon, Alfred; FEMA-NWC; Tennyson, Stephanie  
**Subject:** RE: State of NY IPAWS issue

Check - Manny is already engaged.

- Wade

---

**From:** FEMA-NWC  
**Sent:** Saturday, September 03, 2016 10:45:02 PM  
**To:** Witmer, Wade  
**Cc:** Stone, Roger L; Jackson, Liz; FEMA-R2-WatchOfficer; Centeno, Manuel; FEMA OPERATIONS CENTER; Lucero, Mark; Kenyon, Alfred; FEMA-NWC; Tennyson, Stephanie  
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**Background:**

NY State EOC tried to evacuate a small portion of Suffolk County, but they accidentally sent the message for all of Suffolk County.

Suffolk County is about 1.5 million pax, and it makes up about half of Long Island.

Region II is looking to offer any assistance to the State.

Liz Jackson asked to have Manny handle this. We cast a wide net because we were unsure who would be able to assist. initially My recommendation is to have Manny take point based on Liz' guidance and to limit the number of people calling Region II. Of course, your team can work it however you see fit. Please note that Nate is solo at the Region II watch, so I recommend limiting the number of inputs to him. Nate is on the CC line too.

The POC at Region II is:

**Nathan Seidell**

Senior Watch Officer – Regional Watch Center

Response Division

DHS / FEMA Region 2

26 Federal Plaza – New York, NY 10278

24hr. Watch Operations Center: 877-568-9043

I'll follow up this email with some background emails.

The FOC, Damon Penn, and Bob Farmer are aware of the issue already.

Very Respectfully,

Team Delta

National Watch Center

Response Directorate, FEMA

Phone: 202-646-2828

[fema-nwc@fema.dhs.gov](mailto:fema-nwc@fema.dhs.gov)

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**From:** Kenyon, Alfred  
**Sent:** Tue, 6 Sep 2016 14:15:57 +0000  
**To:** Witmer, Wade;Centeno, Manuel  
**Cc:** Johnson, Antwane;Lucero, Mark  
**Subject:** RE: State of NY IPAWS issue

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**Sent:** Tue, 6 Sep 2016 17:24:10 +0000  
**To:** Centeno, Manuel  
**Subject:** RE: State of NY IPAWS issue

I found a news report with video....

[http://news12.cv.net/video1/2016-09/2101609030035602321\\_3082959.mp4](http://news12.cv.net/video1/2016-09/2101609030035602321_3082959.mp4)

The monitors display the header code derived text center screen and scroll the detail text at the top. I don't think that there was any TV station involvement in the EAS. All indications point back to the cable provider, which did nothing wrong – the wall of monitors displaying the message with the scroll at different points is pretty impressive.

AL

---

**From:** Centeno, Manuel  
**Sent:** Tuesday, September 06, 2016 1:19 PM  
**To:** Witmer, Wade <Wade.Witmer@fema.dhs.gov>; Kenyon, Alfred <Alfred.Kenyon@fema.dhs.gov>  
**Subject:** RE: State of NY IPAWS issue

Wade,

The lab is simulating what Suffolk sent so we can have a comparison and show how the message would look and sound across various EAS devices. It is possible the cable provider or TV stations did not relay for full message. Al mentioned this.

Manny Centeno  
Project Manager  
DHS/FEMA/NCP/IPAWS  
202-538-4199

---

**From:** Witmer, Wade  
**Sent:** Tuesday, September 06, 2016 12:55:20 PM  
**To:** Johnson, Amanda; Holstein-Wallace, Pamela; Kenyon, Alfred; McCobb, Charles; Jackson, Liz; Centeno, Manuel  
**Cc:** Johnson, Antwane  
**Subject:** RE: State of NY IPAWS issue

Amanda -

I am collecting & consolidating and will have something for you soon.

- Wade

---

**From:** Johnson, Amanda  
**Sent:** Tuesday, September 06, 2016 12:26:33 PM  
**To:** Witmer, Wade; Holstein-Wallace, Pamela; Kenyon, Alfred; McCobb, Charles; Jackson, Liz; Centeno, Manuel  
**Cc:** Johnson, Antwane  
**Subject:** RE: State of NY IPAWS issue

Following me up on this. Adding Liz and Manny. Are there any summaries I can use to start drafting responses?

---

**From:** Johnson, Amanda  
**Sent:** Tuesday, September 06, 2016 10:18:25 AM  
**To:** Witmer, Wade; Holstein-Wallace, Pamela; Kenyon, Alfred; McCobb, Charles  
**Cc:** Johnson, Antwane  
**Subject:** RE: State of NY IPAWS issue

Adding more folks. We need the report or your findings asap. We have multiple press queries and congressional queries coming in to work with y'all.

---

**From:** Johnson, Amanda  
**Sent:** Tuesday, September 06, 2016 8:28:15 AM  
**To:** Witmer, Wade  
**Cc:** Johnson, Antwane  
**Subject:** RE: State of NY IPAWS issue

Hi Wade – is the EAS Test summary available from this weekend of what happened? We are receiving media inquiries and I still plan to use what y'all put together to build out the TPs.

What happened – how was the system used and/or used incorrectly?  
How many people received the incomplete message?  
Has this type of incident occurred before?  
What is the timeline/actions to correct the issue?  
What are we doing to support the county in training, etc. to ensure it doesn't happen again?

---

**From:** Witmer, Wade  
**Sent:** Saturday, September 03, 2016 11:35 PM  
**To:** Johnson, Amanda <Amanda.Johnson2@fema.dhs.gov>  
**Subject:** FW: State of NY IPAWS issue

Amanda - some more background info in messages below fro Manny - who was talking with NY, R2, and Suffolk Co.

---

**From:** Centeno, Manuel  
**Sent:** Saturday, September 03, 2016 11:28:45 PM  
**To:** Witmer, Wade; Kenyon, Alfred  
**Cc:** Johnson, Antwane; Lucero, Mark; McCobb, Charles; Jackson, Liz; Stone, Roger L  
**Subject:** RE: State of NY IPAWS issue

Wade,

Copy that. It will be necessary to communicate back to NWC, Region II and FOC with a brief on what happened. There may also be a "blame-game" brewing up as indicated by Greg at Suffolk County. As soon as the logs are reviewed and Al provides his input, I will draft a brief with what I have.

Have a good evening and thank you.

V/r

Manny Centeno  
Project Manager  
DHS/FEMA/NCP/IPAWS  
202-538-4199

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**From:** Witmer, Wade  
**Sent:** Saturday, September 03, 2016 11:19:38 PM  
**To:** Centeno, Manuel; Kenyon, Alfred  
**Cc:** Johnson, Antwane; Lucero, Mark; McCobb, Charles; Jackson, Liz; Stone, Roger L  
**Subject:** RE: State of NY IPAWS issue

Thank you Manny and Al. Sounds like more points for the broadcast & cell stakeholders asking for FEMA to do more outreach & training.

Thank you for responding and working late into the evening.

- Wade

---

**From:** Centeno, Manuel  
**Sent:** Saturday, September 03, 2016 11:13:29 PM  
**To:** Witmer, Wade; Kenyon, Alfred

**Cc:** Johnson, Antwane; Lucero, Mark; McCobb, Charles; Jackson, Liz  
**Subject:** RE: State of NY IPAWS issue

Wade,

IPAWS worked as expected.

This is the classic issue with jurisdictions trying to send evacuation sub-county messages over EAS. I'm not certain what the "text-to-speech" portion was, but, as we all know, it will not send the crawl below county level. The sender has to make sure the EAS TTS or audio message provides further instructions regarding the areas within the county. Al is working on the logs and can provide more insight into that.

Suffolk County is using Code Red and may have received poor support from them and very little to no training.

There is nothing we can do once the message is sent. Suffolk attempted to correct the original message by sending "updated" messages. This caused more alerts to go out at the county level.

I offered to follow up with Suffolk to get them to understand the system better.

V/r

Manny Centeno  
Project Manager  
DHS/FEMA/NCP/IPAWS  
202-538-4199

---

**From:** Witmer, Wade  
**Sent:** Saturday, September 03, 2016 10:51:55 PM  
**To:** FEMA-NWC  
**Cc:** Stone, Roger L; Jackson, Liz; FEMA-R2-WatchOfficer; Centeno, Manuel; FEMA OPERATIONS CENTER; Lucero, Mark; Kenyon, Alfred; FEMA-NWC; Tennyson, Stephanie  
**Subject:** RE: State of NY IPAWS issue

Check - Manny is already engaged.

- Wade

---

**From:** FEMA-NWC  
**Sent:** Saturday, September 03, 2016 10:45:02 PM  
**To:** Witmer, Wade  
**Cc:** Stone, Roger L; Jackson, Liz; FEMA-R2-WatchOfficer; Centeno, Manuel; FEMA OPERATIONS CENTER;

Lucero, Mark; Kenyon, Alfred; FEMA-NWC; Tennyson, Stephanie  
**Subject:** State of NY IPAWS issue

Background:

NY State EOC tried to evacuate a small portion of Suffolk County, but they accidentally sent the message for all of Suffolk County.

Suffolk County is about 1.5 million pax, and it makes up about half of Long Island.

Region II is looking to offer any assistance to the State.

Liz Jackson asked to have Manny handle this. We cast a wide net because we were unsure who would be able to assist. initially My recommendation is to have Manny take point based on Liz' guidance and to limit the number of people calling Region II. Of course, your team can work it however you see fit. Please note that Nate is solo at the Region II watch, so I recommend limiting the number of inputs to him. Nate is on the CC line too.

The POC at Region II is:

**Nathan Seidell**

Senior Watch Officer – Regional Watch Center

Response Division

DHS / FEMA Region 2

26 Federal Plaza – New York, NY 10278

24hr. Watch Operations Center: 877-568-9043

I'll follow up this email with some background emails.

The FOC, Damon Penn, and Bob Farmer are aware of the issue already.

Very Respectfully,

Team Delta

National Watch Center

Response Directorate, FEMA

Phone: 202-646-2828

[fema-nwc@fema.dhs.gov](mailto:fema-nwc@fema.dhs.gov)

[fema-nwc@dhs.gov](mailto:fema-nwc@dhs.gov)

**From:** Kenyon, Alfred  
**Sent:** Fri, 9 Sep 2016 20:04:40 +0000  
**To:** 'David Donovan'  
**Subject:** RE: Suffolk County

Monday's fine. I'm getting the distinct impression that the only video service provider that carried the alert was the cable company. The TV guys I've talked to all said "Not us!" which is its own sort of problem.

Have a great weekend, one without late night phone calls.

Al

---

**From:** David Donovan [mailto:(b)(6)@nysbroadcasters.org]  
**Sent:** Friday, September 09, 2016 3:59 PM  
**To:** Kenyon, Alfred <Alfred.Kenyon@fema.dhs.gov>  
**Subject:** Suffolk County

Al – Still gathering data...picture is starting to clarify... can we talk on Monday? Can give you a partial picture now if you want...Best DD



**David L. Donovan**  
**President**  
**New York State Broadcasters Association, Inc.**

1805 Western Avenue, Albany, NY 12203

(b)(6) fax (518) 456-8943

[www.nysbroadcasters.org](http://www.nysbroadcasters.org)

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**From:** Kenyon, Alfred  
**Sent:** Thu, 8 Sep 2016 14:57:22 +0000  
**To:** 'David Donovan'  
**Subject:** RE: Suffolk County EAS

David,

Other than a short meeting at 10 AM I'll be available.

Thanks!

**AL KENYON**

*Engineering Branch*

IPAWS Program Office, National Continuity Programs

Department of Homeland Security - FEMA

500 C Street, SW, Rm 5NW-0407

Washington, DC 20472-3153

202-212-3308 Office (new 8/2016)

202-538-4471 Cell

540-504-2389 eFax

[Alfred.Kenyon@fema.dhs.gov](mailto:Alfred.Kenyon@fema.dhs.gov)

---

**From:** David Donovan [mailto:(b)(6)@nysbroadcasters.org]  
**Sent:** Thursday, September 08, 2016 10:55 AM  
**To:** Kenyon, Alfred <Alfred.Kenyon@fema.dhs.gov>  
**Subject:** Suffolk County EAS

Al – I am digging out the facts of the Suffolk county message issue. (Getting logs from stations) Have also been in contact with NY State DHSES. Are you around for a call tomorrow? Thanks David Donovan



**David L. Donovan**  
**President**

**New York State Broadcasters Association, Inc.**

1805 Western Avenue, Albany, NY 12203

(b)(6) fax (518) 456-8943

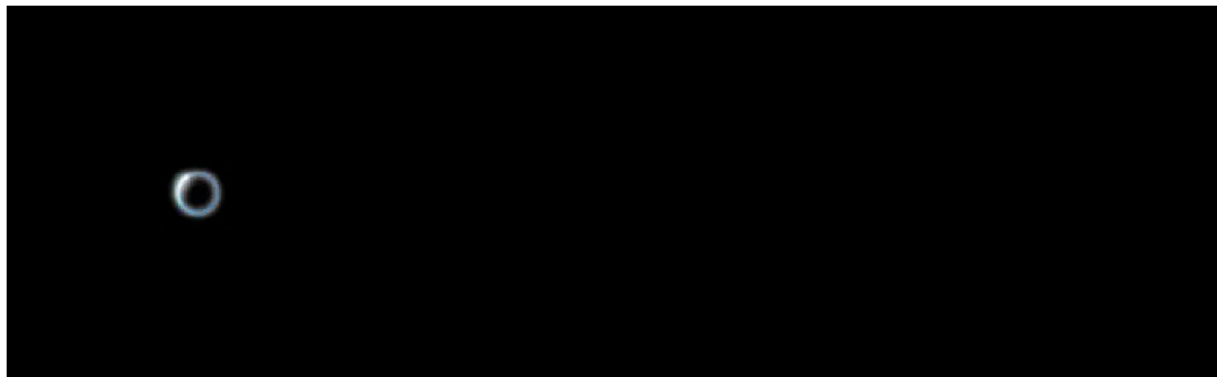


[www.nysbroadcasters.org](http://www.nysbroadcasters.org).

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# FEMA issues accidental evacuation of Suffolk County as Tropical Storm Hermine looms

Posted 9:33 PM, September 3, 2016, by [Alyssa Zauderer](#)



<div>Please enable Javascript to watch this video</div>

SUFFOLK COUNTY, N.Y. — Suffolk County residents were told to pack their bags Saturday evening by an accidental FEMA warning as Tropical Storm Hermine moves towards the tri-state area.

Suffolk County Executive Steve Bellone issued a statement Saturday night regarding an erroneous robocall several residents received.

"An inaccurate phone call went out this evening from a federal emergency management authority to some Suffolk County residents stating that all Suffolk County residents must evacuate. THAT WAS INCORRECT," wrote Bellone.

The evacuation was only supposed to be voluntary and for residents of Fire Island.

Bellone says while the Fire Island evacuation is voluntary, it is "of critical importance that those with medical conditions and certain seniors evacuate as access to doctors and medical assistance may be extremely limited."

A second round of calls has gone out to clarify that Suffolk County is not being evacuated.

FEMA has not released a statement regarding the incident.

# Emergency alert on TV mistakenly orders full evacuation of Long Island due to Hermine



Beachgoers stand at the edge of the water, Sunday, Sept. 4, 2016, in Bridgehampton, N.Y., on the southeastern shore of Long Island, where the effects of storm system Hermine could be seen in the rough surf and a ban on swimming. Hermine spun away from the U.S. East Coast on Sunday, removing the threat of heavy rain but maintaining enough power to churn dangerous waves and currents and keep beaches off-limits to disappointed swimmers and surfers during the holiday weekend. *(AP Photo/Jennifer Peltz)*

Print Email



By Associated Press

on September 04, 2016 at 8:57 PM, updated September 04, 2016 at 8:59 PM

ISLIP, N.Y. — Federal officials in New York are investigating an emergency alert system after a mistakenly truncated message about [storm system Hermine](#) wrongly advised TV watchers on Long Island of an ordered evacuation, authorities said Sunday.

The Saturday night confusion started after Suffolk County emergency officials used an aspect of the Federal Emergency Management Agency's alert system for the first time since gaining access to it after Superstorm Sandy. They had hoped to advise viewers that a voluntary evacuation had been ordered for Fire Island, a thin strip of land off of Long Island's southern shore and a popular summertime destination.

Instead, somehow only the first part of the message — that an evacuation order had been issued — was broadcast to viewers. That the order was voluntary and only applied to those on Fire Island didn't make it onto TV screens.

"It caused obvious and expected questioning," said Gregory Miniutto, chief of communication for Suffolk County's Department of Fire Rescue.

Lauren Lefebvre, a spokeswoman for the FEMA region that covers New York, said officials are investigating what caused the message to be shortened.

It wasn't immediately clear how many TV viewers saw the wrong alert. Nearly 2 million people live on Long Island, with 1.5 million people in Suffolk County and another roughly 321,000 in Nassau County, census records show.

After county officials realized the misleading alert had been sent to the public around 7:30 p.m. Saturday from FEMA's Integrated Public Alert and Warning System, a clarifying alert was subsequently issued, Miniutto said.

Emergency officials gained access to the FEMA broadcast system after 2012, when Superstorm Sandy caused major devastation, flooding and even deaths across Long Island and throughout New York and New Jersey.

Normally, Suffolk County uses another system that sends out emergency messages and mass notifications through text messages or reverse 911 calls to landlines, Miniutto said. But on Saturday evening officials decided to use the FEMA broadcast

system because most of the people on Fire Island are tourists and visitors who don't have landlines or sign up for emergency alerts on their phones, he said.

**IPAWS**  
**WEEKLY ACTIVITY REPORT**  
**Date**

To: Antwane V. Johnson, Director, IPAWS Division  
From: IPAWS Division Staff  
Subject: Weekly Activity Report, Integrated Public Alert and Warning System Division

**Most Note-Worthy Achievement/Event/Information for this Week**

**Policy:**

**Interagency Coordination & Special Studies Branch:**

**Business Operations Branch:**

**Engineering Branch:**

**Accomplishments/Significant Meetings:**

**Engineering Branch:**

**Lucero**

**Centeno:**

**Kenyon:**

Assisted North Carolina OES with analysis of EmNet/IPAWS EAS Amber alert which was not broadcast as expected on several radio stations. Cause was improper population of CAP message by EmNet CAP authoring tool. NC will take that up with Comlab EmNet.

Pentagon Amateur Radio Club Briefing went well with about 20 in attendance including some former cyberwarfare operators who were generous with recommendations for EAS improvements.

Late Saturday night Manny and Al responded to concerns resulting from Suffolk County, NY, use of IPAWS to warn vacationers on Fire Island of the possibility that Tropical Storm Hermine might leave them stranded without access to emergency services. The alert as presented on the area cable TV system appeared stronger than intended which resulted in some short term blame casting. All IPAWS EAS and WEA systems performed properly as designed. No, FEMA did not issue an "Evacuation Immediate" order.

**Upcoming Travel/Meetings/Events/Assignments/Key Budget Action Dates:**

**Engineering Branch:**

**Lucero:**

**Centeno:**

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**Kenyon:**  
September 20-22 – NAB Radio, Nashville

**Upcoming Project Meetings – Week of (Month) and (Date Range)**

**Long Range Objectives/Decisions/Requirements:**

**Engineering Branch:**

**Lucero:**

**Centeno:**

**Kenyon:**

**Topics of Interest/Concerns:**

**Engineering Branch:**

**Lucero:**

**Centeno:**

**Kenyon:**

**Training:**

**Lucero:**

**Centeno:**

**Kenyon:**

**Upcoming Personal Leave –Annual/Sick/CWS,etc.:**

**Lucero:**

**Centeno:**

**Kenyon:**

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Partial History of alerts sent in error:

Cold War False Alarm - February 20, 1971 Operator at NORAD inserted incorrect tape signifying "Emergency Action Notification" Radio/TV stations begin emergency broadcast announcements standing by for additional attack information for 40 minutes... until the error cleared from the National Emergency Warning Center at Cheyenne Mountain

June 2014... San Luis Obispo Nuclear Power Plant accidentally sounded sirens and sent EAS and a WEA that said "Civil Emergency in this area until 4:10PM PDT Prepare for Action SLO\_OES". Authorities quickly sent follow-up message 10 mins later that said "An early warning system siren has sounded in error. There is no emergency"

Sept 2016 – New York's Suffolk County, Long Island, incorrectly appeared to issue a county-wide Evacuate Immediately (EVI) alert by using an inappropriate event code for the situation.

Fall 2017 - . Riverside/San Bernardino County is a single two county IPAWS Common Operation Group (COG). Early last fall they issued a fire warning for a modest (by recent CA standards) brush fire near Riverside. The operator mistakenly selected San Bernardino County as the affected area. SB is a very large county which adjoins Clark County in Nevada. The message was something to the effect of "Brush fire at xxxx and xxxx Riverside" When this appeared on cell handsets near Las Vegas it raised a lot of questions.

January 13, 2018 – Hawaii EMA issued a Civil Emergency Message warning that a ballistic missile attack had been launched against the Hawaiian Islands.

January 23, 2018 – Oregon DOT ran a system test that resulted in an incorrect message being released to the public via ODOT's TripCheck website and social media channels: "I-5, 1 Mi S of I-84, Closed, An air craft crash has occurred, use an alternate route.... Tpck.us/I318844" "We were conducting a test and instead of being private and internal it went public," he said. "And for about four minutes there was an alert out there that there had been a plane crash when, of course, there had not been any plane crash."

February 2018 – National Tsunami Warning Center issued a routine test message for the US Atlantic coast that was misinterpreted by AccuWeather, a third party service, resulting in the third party notifying their subscribers of a Tsunami Warning. There was no IPAWS involvement.

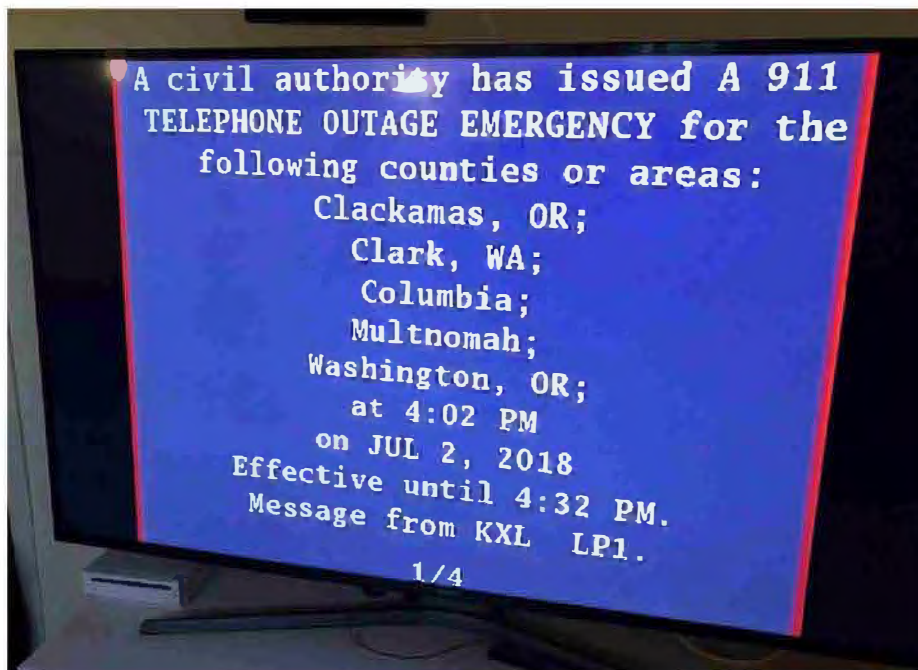
May 2018 – National Tsunami Warning Center issued a routine test message for the US Pacific coast that was misinterpreted by EMnet, a third party service, resulting in transmission via EAS in Alaska. There was no IPAWS involvement.

May 30, 2018 – Oregon OEM issued a joint EAS and WEA message for a possible drinking water contamination problem. The EAS message with referenced audio worked well. They failed to enter a custom 90 character WEA message so this system default message was sent to cell phones: "Civil Emergency in this area until 11:28PM PDT Prepare for Action OEM,1,OR". The initial WEA message was not cancelled but was later followed up 30 minutes later with a new WEA message: "WATER EMERGENCY FOR THE SALEM AREA www.cityofsaalem.net for info"



June 29, 2018 – Contra Costa County intended to issue a WEA supporting an immediate evacuation for a wild fire. Their software did not populate the 90 character WEA message field so the following generic LAE message appeared on phones: “Local Area Emergency in this area until 9:02 PM PDT Take Shelter Now CA Contra C”. The message they intended to send was: “Immediate Evacuation in Concord near Montecito drive and Crystal Ranch Drive due to fire”. They made a second attempt to send the WEA message and failed due to selection of COG to COG restriction. They then sent an EAS LAE twice with the following message for Text to Speech: “Immediate Evacuation in Concord near Montecito drive and Crystal Ranch Drive due to fire. This is a message from Contra Costa Fire Department. Due to fire an immediate evacuation has been ordered for Montecito and Crystal Ranch neighborhoods in Concord. Leave now by car. Avoid Ygnacio Valley Road going towards Walnut Creek. Take only those essential items you have ready and can carry with you. Pets must be in a carrier or on a leash. Lock your windows and doors as you leave. Stay off the phone unless you need to report a life-threatening emergency at your location. However, if you are physically unable to leave your home unassisted, call 9 1 1 for help.” The two EAS messages were downloaded 634 and 621 times respectively. Four hours later they issued cancellations for all four IPAWS messages.

July 2, 2018 – Portland OR Bureau of Emergency Communications inadvertently sent a live transmission during testing their EAS origination:



The Portland Oregon area maintains a VHF Local Relay Network (LRN) for EAS activations. During a previously scheduled test they found that there were audio and distortion issues so Kent Randalls, the LECC, worked with the county telecom guys to make adjustments. Yesterday they went to test the LRN intending to send a DMO event code message. The originating equipment is a Sage Endec which they operate from the four button front panel. The operator selected “DMO” but didn’t realize that there was another selection behind that menu level. The hidden selection was the “TOE” which is what was transmitted to the LRN.