



UNITED STATES MARINE CORPS
MARINE CORPS AIR STATION
POSTAL SERVICE CENTER BOX 8003
CHERRY POINT, NORTH CAROLINA 28533-0003

ASO 5530.4
OPS

4 SEP 2015

AIR STATION ORDER 5530.4

From: Commanding Officer, Marine Corps Air Station, Cherry Point
To: Distribution List

Subj: EMERGENCY MASS NOTIFICATION SYSTEM

Ref: (a) DoDI 6055.17, "DoD Installation Emergency Management Program," November 19, 2010
(b) MCO 5530.14A
(c) UFC 4-010-01, "DoD Minimum Antiterrorism Standards for Buildings," October 1, 2013
(d) Provost Marshal Instruction #146-13 (NOTAL)

Encl: (1) MCAS Cherry Point Emergency Notification Procedures
(2) MCAS Cherry Point MNS Alert Release Process

Report(s) Required: MCAS Cherry Point Quarterly Emergency Mass Notification Test Report (Report Control Symbol MCAS CHERPT-5530-01), par. 3a(2)(i)

1. Situation. Reference (a) directs all Department of Defense (DoD) installations to maintain mass warning and notification capabilities to warn personnel immediately, but no longer than 10 minutes after incident notification and verification. The purpose of mass notification is to protect life by indicating the existence of an emergency situation and instructing personnel of the appropriate response. Reference (a) further requires all DoD installations to possess, operate, and maintain communication capabilities at the Emergency Operations Center (EOC) or other centralized location to ensure mass warning and notification. The mass warning and notification must give response direction using intelligible voice communications, visible signals, text messaging, computer notification, or other communication methods.

a. The Marine Corps Mass Notification System (MNS) is comprised of two components: the integrated Wireless Audio Visual Emergency System (WAVES), which consists of Giant Voice (GV), individual building MNS capabilities, and a software based net-centric MNS. Together, they provide the holistic MNS capability for MCAS Cherry Point.

(1) The MCAS Cherry Point WAVES capability is provided by GV and individual building MNS, as required by reference (b).

(a) The GV tower-mounted public address system provides real-time information to personnel in outdoor areas and multiple contiguous areas. The loudspeakers are positioned to provide sound coverage (sirens, pre-recorded messages, and live address capability) to areas of the Installation with high populations and critical missions/functions.

(b) Individual building MNS provide real-time information to building occupants in the immediate vicinity of a building, including exterior

DISTRIBUTION STATEMENT A: Approved for public release; distribution is unlimited.

4 SEP 2015

egress and gathering areas. The individual building MNS will be connected to the GV, but must also be capable of operating independently.

(2) The net-centric MNS provides rapid communication of network-based alert messages using a wide range of delivery methods/networks, to include: desktop notifications, email, landline telephone, text message, and mobile/handheld devices. Recipients of net-centric MNS notifications are termed "end-users."

2. Mission. This Order establishes the procedures and instructions for use of the MNS and assigns responsibility for its operation, testing, administration, and maintenance.

3. Execution

a. Commander's Intent and Concept of Operations

(1) Commander's Intent. In accordance with the references, provide the MCAS Cherry Point population with rapid notification, warning, and information during destructive weather events and emergency situations.

(2) Concept of Operations

(a) The Commanding Officer (CO), MCAS Cherry Point is the authority for the operation, administration, and maintenance of the MNS aboard the Installation. The Executive Agent for MNS policy and procedures is the Director of Operations (DirOps). DirOps has tasking authority to ensure MNS policies and procedures are implemented and executed. The Mission Assurance Program Manager is the action officer within the Operations Directorate responsible for MNS capability management and ensuring the MNS meets higher headquarters (HHQ) requirements. The Director of Security and Emergency Services (SES) provides MNS execution oversight for urgent notifications and provides a 24/7 capability to publish urgent alerts from the Emergency Dispatch Center. For the purposes of this Order, "all-hazards" is defined as any incident, natural or man-made, that warrants action to protect the life, property, health, and safety of military members, dependents, and civilians at risk and minimize any disruption of operations around the Installation.

(b) Primary 24/7 control of the MNS is maintained within the MCAS Cherry Point Emergency Dispatch Center in Building 294. Dispatch personnel are responsible for coordinating the release of emergency notifications through the MNS components upon the identification of a situation requiring public notification. Alternate control capabilities for the net-centric system and GV MNS are available within the MCAS Cherry Point EOC. Upon coordination, control of the MNS may be relinquished to the alternate location, if:

1. An event is during business hours and the Emergency Dispatch Center is overwhelmed by other responsibilities, preventing adequate and timely mass notification.

2. The MCAS Cherry Point EOC is activated.

(c) Authority to verify notifications and publish installation wide urgent alerts resides with the Emergency Dispatch Center and the MCAS Cherry Point EOC, when applicable. Dispatch personnel are trained to activate the MNS

4 SEP 2015

in the case of an event where urgent initial contact to key groups or wide spread urgent mass notification is required.

(d) The following personnel are authorized to request the release of an urgent alert via the MNS to warn of an impending emergency event or broadcast other emergency announcements by dialing 911 or contacting the Dispatch Supervisor:

1. Commanding Officer.
2. Executive Officer.
3. Director of Operations.
4. Mission Assurance Program Manager.
5. EOC Senior Watch Officer.
6. Provost Marshal.
7. Deputy Police Chief.
8. Provost Sergeant.
9. Fire Chief.
10. Any on-duty Assistant Fire Chief.
11. PMO Operations Officer.
12. PMO Assistant Operations Officer.
13. PMO Operations Chief.
14. Watch Commander.
15. Physical Security personnel (GV testing only).
16. Destructive Weather Officer.
17. Designated Regional Meteorological Oceanographic Center (METOC) personnel.
18. Dispatch Supervisor.

(e) The Mission Assurance Program Manager is responsible for maintaining a roster of operators authorized to publish notifications via the net-centric MNS. Operators currently consist of personnel from:

1. Mission Assurance
2. Security and Emergency Services
3. Telecommunications and Information Systems Directorate (TISD)
4. Marine Corps Community Services

4 SEP 2015

(f) Net-centric MNS operators designated by the DirOps and SES are authorized to perform the following net-centric functions:

1. Publish pre-defined alerts.
2. Create new alerts.
3. Manage alert scenarios.
4. Target alert recipients.
5. End alerts in progress.
6. Analyze and print reports.
7. Create and manage accounts.
8. Manage and monitor published alerts.
9. Define and manage alert channels.

(g) In addition to the functions listed above, MNS operators and administrators designated by SES are authorized to perform WAVES/GV functions in accordance with reference (d).

(h) Emergency Notification Release Procedures

1. MNS urgent notifications are initiated by dialing 911. Personnel listed in paragraph 4a(2) (d) can initiate a release by contacting the Dispatch Supervisor or MCAS Cherry Point EOC, when applicable.

2. MNS urgent notifications are to be limited to those events requiring rapid dissemination of information to notify the Installation population and assist with the management of an emergency situation. These notifications will provide specific information as to what to do and/or where to go during an emergency (e.g., evacuation order, lockdown, shelter in place, etc).

3. If an Incident Command (IC) is established, urgent MNS notifications will be directed by the on-scene Incident Commander. However, personnel designated in paragraph 4a(2) (d) may initiate urgent MNS notifications if required.

4. The following notifications and corresponding tones will sound on GV:

a. Emergency Notification. High-low tone for five seconds followed by the specific notification, instructions, and actions required by the targeted Installation population.

b. All Clear. Steady tone for five seconds followed by a verbal message: "All Clear."

5. The following alert/scenario publishing procedures will be performed within the net-centric MNS:

4 SEP 2015

a. The appropriate alert will be selected from the "Quick Publish" menu. If current scenarios do not match the event, create a new alert.

b. Perform necessary editing of the alert, to include alert title, alert body, targeting, and device coverage.

(1) Unless instructed otherwise, urgent notifications shall be sent to the entire user base by selecting "MCAS Cherry Point" under Target groups and lists.

(2) Unless instructed otherwise, urgent notifications shall be sent to all devices, to include: desktop pop-up, mobile application, telephones, email addresses, and text messaging.

c. Review and publish the message.

(i) Mass Notification System Testing

1. Holistic MNS Testing. On a quarterly basis, the entire MNS will be tested in order to validate procedures, system operational status, and notification timeliness. The Mission Assurance Department will initiate this test, which will be performed as follows:

a. Directorate, subordinate command, and supported command MNS points of contact (POC) will be contacted at least one day prior to the test in order to provide instructions for how to report notification times.

b. An exercise notification will be sent to the Emergency Dispatch Center to initiate the MNS test message.

c. Mission Assurance will track the net-centric alert distribution status through the duration of the test.

d. The designated POCs will contact Mission Assurance and provide how long it took to receive the MNS notification and also, if applicable, how long it took to release a new notification on an internal net-centric MNS.

e. The Physical Security Office will provide a status of GV and internal building MNS capabilities to Mission Assurance. The WAVES/GV test will consist of a steady tone for five seconds followed by the verbal message: "This is a test of the Giant Voice Mass Notification System. In an actual emergency you will be instructed what to do and where to go. This concludes the test."

f. A report will be produced containing the test results and any necessary mitigation. This report will be sent to the CO, DirOps, and Director of SES (RCS MCAS CHERPT-5530-01).

2. Net-Centric MNS Testing. Mission Assurance will assume the responsibility to test the net-centric component as necessary in order to validate system operational capability.

3. WAVES/GV Testing. The Physical Security Office will assume the responsibility to test the WAVE/GV MNS as necessary, in compliance with reference (e).

(j) Net-Centric MNS Alert/Scenario Management. The net-centric MNS stores alert scenarios that are commonly used to expedite urgent notifications. If no alert scenario matches the situational need, operators are trained to create new alerts. Alert scenarios will be revised as follows:

1. Annually, Mission Assurance will host a working group with key stakeholders in order to validate alert scenarios and update as necessary to match current needs.

2. Biennially, Mission Assurance will host a working group with key stakeholders to add MCAS Cherry Point Air Show-specific alert scenarios to the net-centric MNS quick publish menu.

3. Upon the advisement of net-centric MNS operators, administrators may update alert scenarios at any time if necessary in order to improve mass notification and best suit the needs of MCAS Cherry Point.

(k) WAVES/GV Alert Management. WAVES/GV alert management is outlined within reference (d).

(l) Net-Centric End-User Database Management

1. A database of end-user information was drawn from the active directory of "usmc.mil" account holders and entered into the net-centric MNS prior to fielding. Subsequent active directory updates occur on a weekly basis by the service provider.

2. Personnel aboard MCAS Cherry Point that do not have a "usmc.mil" account are not automatically entered into the net-centric MNS. As appropriate, these individuals will be manually loaded into the MNS database by end-user managers.

b. Subordinate Element Missions

(1) Operations Directorate (Mission Assurance Department)

(a) Incorporate use of the MNS into the MCAS Cherry Point Mission Assurance Plan, Installation Emergency Management Plan, and Destructive Weather Plan.

(b) Ensure the designation of a lead administrator for the net-centric MNS.

(c) Be prepared to support the Dispatch Center with MNS operations during business hours and upon activation of the EOC.

(d) Manage the designation of net-centric MNS operators and administrators. Upon transition of MNS capabilities to the EOC, MNS notifications are to be coordinated with the Dispatch Center prior to publication.

(e) Designate MCAS Cherry Point and supported command distribution lists and end-user managers responsible for creating, populating, and managing MNS distribution lists.

4 SEP 2015

(f) Coordinate training for net-centric MNS operators, administrators, distribution list managers, and end-user managers.

(g) Incorporate holistic MNS testing dates into the MCAS Cherry Point TEEP and calendar.

(h) Update MNS policy and procedures as required.

(2) Security and Emergency Services

(a) Provide MNS execution oversight as the staff department responsible for a 24/7 MNS capability for urgent alerts.

(b) Provide a 24/7 MNS capability for executing MNS notifications at the Dispatch Center aboard MCAS Cherry Point.

(c) Designate an administrator for the net-centric MNS.

(d) Designate sufficient operators to support net-centric and WAVES/GV MNS capabilities.

(e) Ensure urgent net-centric notification requests originate from on-scene witnesses or personnel listed in 4a(2)(d).

(f) Ensure all WAVES/GV MNS towers are installed per reference (d).

(g) Serve as the POC for all WAVES/GV MNS hardware maintenance issues.

(h) Ensure all SES-designated MNS operators, administrators, distribution list managers, and end-user managers are properly trained.

(i) Ensure reference (d) is updated to support this Order.

(3) TISD

(a) Designate an administrator for the net-centric MNS.

(b) Maintain technical proficiency in net-centric MNS in order to support end-user, operator, and administrator troubleshooting.

(c) Serve as the liaison to the net-centric MNS Help Desk to maintain network reliability.

(d) Ensure all TISD-designated MNS operators and administrators are properly trained.

(4) Joint Public Affairs

(a) Prepare articles to promote public awareness of MNS, to include the meaning of each signal/tone and publish them at least semi-annually on the Cherry Point website.

(b) Publish announcements of MNS tests on the MCAS Cherry Point website.

(c) Develop and execute standing operating procedures for distribution of appropriate MNS alerts via social media.

(5) Marine Corps Community Services

(a) Designate 2 MCCS employees to serve as primary/alternate managers for the MCCS end-user database and distribution list within the net-centric MNS.

(b) Maintain a process to add and/or delete personnel from the net-centric MNS as necessary.

(c) Ensure the accuracy of end-user registration information.

(d) Ensure designated MNS operators, distribution list managers, and end-user managers are properly trained.

c. Supported Commands

(1) Marine Corps Supported Commands

(a) Personnel within Marine Corps supported commands aboard MCAS Cherry Point with "usmc.mil" email addresses are automatically imported into the MCAS Cherry Point net-centric MNS. Personnel are advised to review enclosure (1) in order to validate contact and organizational information.

(b) Marine Corps supported commands are also capable of using the net-centric MNS for command-specific notifications via a distribution list. If supported commands request this access, they must contact Mission Assurance for appropriate operator training and account creation. These personnel will only be able to view and release alerts to those on their respective distribution list.

(2) Supported Commands, Other Services/Agencies

(a) Select personnel from supported commands/activities that do not have "usmc.mil" email addresses and do not receive MCAS Cherry Point net-centric MNS messages have been imported into the Installation system. The following commands/activities have imported key personnel into the MCAS Cherry Point net-centric MNS:

1. Fleet Readiness Center East (FRC East)
2. Naval Health Clinic Cherry Point (NHCCP)
3. Defense Commissary Agency (DeCA)
4. Defense Logistics Agency (DLA)
5. Naval Criminal Investigative Service (NCIS)
6. U.S. Army Veterinary Service
7. Center for Naval Aviation Technical Training (CNATT)

4 SEP 2015

(b) It is the responsibility of these commands/agencies to provide Mission Assurance with updates to imported key personnel lists, as necessary.

(c) FRC East. FRC East utilizes an internal net-centric MNS capability that is not connected to the MCAS Cherry Point MNS. A distribution list has been created of select FRC East leadership and staff. This list has been imported into the MCAS Cherry Point net-centric MNS. Personnel on this list will receive emergency notifications and are responsible for redistributing the message via the internal net-centric MNS. The FRC East security office is responsible for notifying Mission Assurance of any distribution list changes. CNATT personnel also receive alerts sent out via the FRC East net-centric MNS.

(d) NHCCP. Similar to FRC East, NHCCP also maintains an internal net-centric MNS capability and the same procedures have been established as identified in the above paragraph.

4. Administration and Logistics. Questions pertaining to the content of this Order should be directed to Mission Assurance, Operations Directorate, at 252-466-2343/7561.

a. The net-centric MNS may also be used for non-emergency notifications for situational awareness. The CO, XO, and DirOps must provide approval for such releases. These releases may include delays and cancellations, event announcements, as well as exercise messages.

b. Units should incorporate MNS registration/de-registration into their check-in/check-out process. See enclosure (1) for registration guidance.

5. Command and Signal

a. Command. This Order is applicable to MCAS Cherry Point and its subordinate and tenant commands.

b. Signal. This Order is effective the date signed.

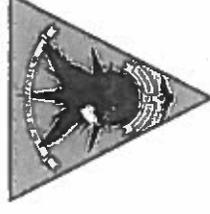


C. PAPPAS III

DISTRIBUTION: A

MCAS CHERRY POINT

EMERGENCY NOTIFICATION PROCEDURES



ACTIONS UPON RECEIVING AN EMERGENCY NOTIFICATION

EMERGENCY LOCKDOWN

An emergency lockdown is primary affiliated with a potential hostile threat aboard MCAS Cherry Point, such as an active shooter. Upon notification to "lockdown", personnel and residents should:

- Move Indoors (If unable, find cover)
- Lock Exterior Doors and Windows
- Close Blinds
- Move away from Doors and Windows
- Wait for the "All Clear" or additional instructions.

If an active shooter is within your building, be prepared to "run, hide, or fight".

FORCE PROTECTION CONDITION (FPCON) CHANGE

MCAS Cherry Point may increase the current security posture due to a local threat or based on a directive by U.S. Northern Command for all military installations. MNS will be used to announce the change and provide any amplifying information /instructions. Personnel should be aware of potential access changes in higher FPCONS.

DESTRUCTIVE WEATHER

If personnel are threatened by a destructive weather event, such as a tornado, flood, or hurricane, MNS will be used to disseminate real-time information in order to ensure life safety.

SUPPORTED COMMAND eMNS

Personnel within Marine Corps Supported Commands, such as 2MAW, will receive MCAS Cherry Point AtHoc eMNS notifications as long as they have a "usmc.mil" account. However, some supported commands from other services, such as FRCEAST and Naval Health Clinic Cherry Point (NHCCP) utilize organic eMNS.

Upon notification of an installation emergency, key personnel from supported commands, such as FRCEAST and NHCCP will receive the AtHoc notification and will redistribute the alert by means of their Internal notification systems. For specific information about your command/activity mass notification procedures, please contact your designated Security, Emergency Management, or Mission Assurance POC. For the following, contact the listed number:

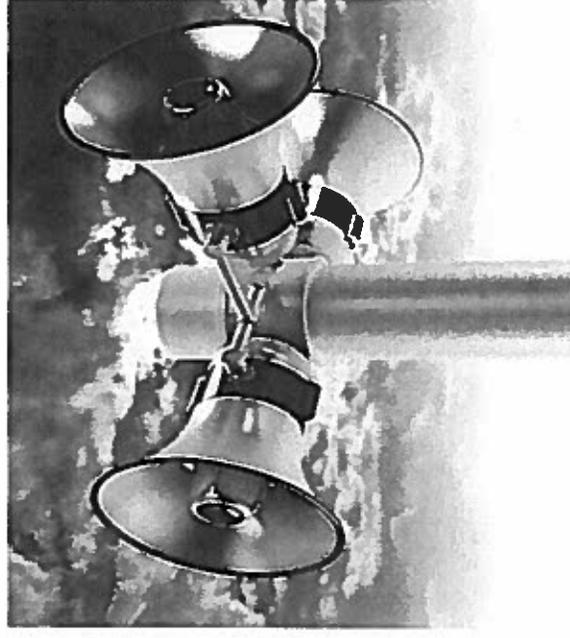
FRCEAST: 464-5114
NHCCP: 466-0393

MARINE CORPS COMMUNITY SERVICES (MCCS):

MCCS personnel contact information have been imported into the AtHoc eMNS and will receive all notifications other than "desktop pop-ups". MCCS personnel should contact 466-2731 for questions pertaining to MCCS AtHoc procedures.

STATION MNS POINT OF CONTACT

If you have questions or issues associated with AtHoc and have a "usmc.mil" account, please contact 466-2343 or 466-7561.



EMERGENCY NOTIFICATIONS CAN SAVE YOUR LIFE. ENSURE THAT YOU RECEIVE THEM.

WHY IS NOTIFICATION IMPORTANT?

During an emergency, it is critical that personnel, dependents, and others aboard MCAS Cherry Point receive immediate notifications in order to take appropriate action. Whether it is an active shooter, hurricane, or other threat/hazard, it is crucial that personnel and dependents understand how they are notified and what actions to take.

HOW WILL I BE NOTIFIED?

The primary means to disseminate emergency information at MCAS Cherry Point is by means of the following:

- Public Affairs
- Giant/Little Voice Systems
- AtHoc Emergency Mass Notification System (eMNS)
- Supported Command eMNS

PUBLIC AFFAIRS

During an emergency, The Joint Public Affairs Office (JPAO) will utilize all-hands emails, social media, and digital marquees to supplement mass notification systems.

GIANT VOICE MNS

The Giant Voice System consists of speaker towers strategically placed outdoors and within select buildings within MCAS Cherry Point. During an emergency event, the voice of an operator will be heard providing notification and instructions.

ATHOC eMNS

All personnel with a "usmc.mil" email account are currently registered within AtHoc in order to receive desktop pop-up messages and alerts through work telephone and email. However, it is highly recommended that personnel verify contact information and insert additional contact information in order to ensure notification wherever they may be.

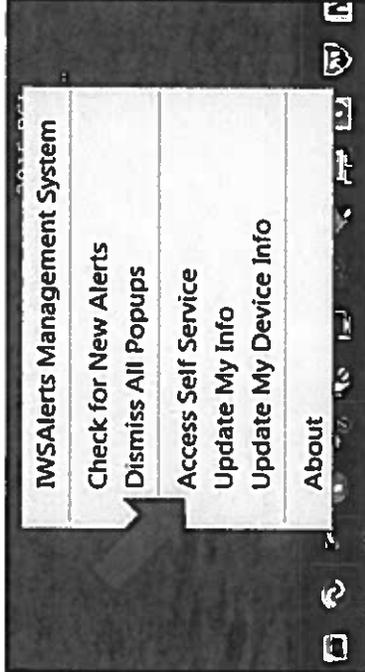
How do I add or verify my contact information within AtHoc?

If you have the AtHoc software on your computer (must have usmc.mil account), follow these instructions:

1. On your desktop, locate the AtHoc "Purple Globe" within your Item Tray.



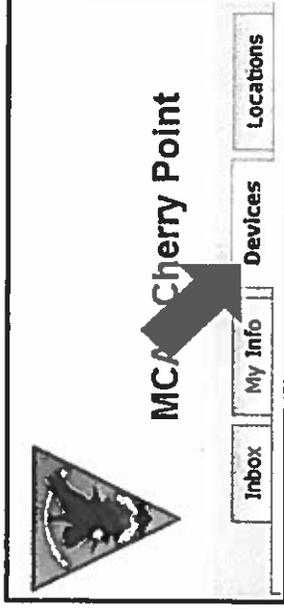
2. Left click and select "Access Self Service".



3. Within "My Info", verify Organizational Information. If it is incorrect/incomplete, click on the hyperlink and chose the correct organization. Press save.



4. Next, chose the "Devices" tab at the top of the screen.



5. Within "Devices", verify your work phone and email address. Also, it is highly recommended that you add other contact information. Additionally, a dependent can receive notifications by inserting information within "Phone-Dependent" and "Email-Personal #2". Press save when complete.

MCAS CHERRY POINT MNS ALERT RELEASE PROCESS

EMERGENCY ALERT FLOW
 Notification received, and validated, requiring rapid dissemination of information to the base population within 10 minutes.



Release Authority Received

Net-Centric MNS Procedures

1. Locate the appropriate alert from the from the "Quick Publish" menu and select "Edit & Publish". If current scenarios do not match the event, create a new alert.
2. Perform necessary editing of the alert, to include alert title, alert body, targeting, and device coverage. Unless instructed otherwise, urgent notifications shall be sent to the entire user base by selecting "MCAS Cherry Point" under Target groups and lists.
3. Unless instructed otherwise, urgent notifications shall be sent to all devices, to include: desktop popup, mobile application, telephones, email addresses, and text messaging.
4. Review and publish the message.

WAVES/GV MNS Procedures

1. Click "Selection" near top left corner of screen. You should see series of icons on the left side.
2. Pre-Recorded Broadcast Selection
 - a. Click "MCAS CHERRY POINT" if message shall be sent station wide.
 - b. Click "DETAILS" if specific towers or buildings are to be selected. Select appropriate locations.
 - c. Select appropriate message from right side of screen. Once selected, message will broadcast.
3. Manual Broadcast

Release Authority

- Commanding Officer
- Executive Officer
- Director of Operations
- Mission Assurance Program Manager
- EOC Senior Watch Officer
- Provost Marshal
- Deputy Police Chief
- Provost Sergeant
- Fire Chief
- Any on duty Asst. Fire Chief
- PMO Operations Officer
- PMO Asst. Operations Officer
- PMO Operations Chief
- Watch Commander
- Physical Security (GV Testing Only)
- Destructive Weather Officer (Weather Only)
- METOC Personnel (Weather Only)
- Dispatch Supervisor

NOTED CONSIDERATIONS

Relinquishment to the EOC

Upon coordination, control of the net-centric and/or WAVES/GV MNS can be relinquished to the EOC:

1. If an event is during business hours and the 911 ECC is overwhelmed by other responsibilities, preventing adequate and timely mass notification. Contact 466-2343/7561/5217/5218
2. Upon the activation of the MCAS Cherry Point EOC.

ADMIN USE: The net-centric MNS may also be used for non-emergency notifications for situational awareness, exercises, and testing. The CO, XO, and Director of Operations must provide approval for such releases. Mission Assurance coordinates these

Immediately report release to Director of SES and Director of Operations/Mission Assurance