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

ASO 5530.4A
MA
24 MAY 2023

AIR STATION ORDER 5530.4A

From: Commanding Officer
To: Distribution List

Subj: EMERGENCY MASS NOTIFICATION SYSTEM

Ref: (a) DoD Instruction 6055.17 Ch 1 of 19 November 2010, "DoD Installation Emergency
Management Program"
(b) MCO 5530.14A Marine Corps Physical Security Program Manual
(c) UFC 4-010-01 DoD Minimum Antiterrorism Standards for Buildings. With Change 2, 30 July
2022
(d) Provost Marshal Instruction #146-13

Encl: (1) MCAS Cherry Point MNS Alert Release Process

1. <u>Situation</u>. 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) and 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, live address capability) to areas of the base 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 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. <u>Cancellation</u>. ASO 5530.4

3. <u>Mission</u>. This Order establishes the procedures and instructions for use of the MNS and assigns responsibility for its operation, testing, administration, and maintenance.

4. <u>Execution</u>

   a. <u>Commander's Intent and Concept of Operations</u>

      (1) <u>Commander's Intent</u>. 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) <u>Concept of Operations</u>

         (a) The Commanding Officer (CO) is the authority for the operation, administration, and maintenance of the MNS aboard MCAS Cherry Point. The Executive Agent for MNS policy and procedures is the Director of Mission Assurance. Mission Assurance has tasking authority to ensure MNS policies and procedures are implemented and executed. The Emergency Manager is the action officer within Mission Assurance responsible for MNS capability management and ensuring the MNS meets higher headquarters (HHQ) requirements. The Emergency Dispatch Center provides MNS execution oversight for urgent notifications and provides a 24/7 capability to publish urgent alerts from the Emergency Dispatch Center. For the purpose 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 Station operations.

         (b) Primary 24/7 control of the MNS is maintained within the MCAS Cherry Point Emergency Dispatch Center. 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:

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

            <u>2</u>. The MCAS Cherry Point EOC is activated.

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

         (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.

            <u>1</u>. Commanding Officer

            <u>2</u>. Executive Officer

            <u>3</u>. Director of Operations

    4. Mission Assurance Director

    5. Dispatch Supervisor

    6. CommStrat

(e) The Emergency 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. Dispatch

    3. CommStrat

(f) Net-centric MNS operators 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 PMO 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 Emergency Dispatch Center.

    2. MNS urgent notifications are to be limited to those events requiring rapid dissemination of information to notify the base population.

    3. 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 base population.

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

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

    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 popup, 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 (POCs) will be contacted at least 1 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."

    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

1. 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 created new alerts. Alert scenarios will be revised as follows:

a. 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.

b. 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.

c. 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 per paragraph 4.c.

b. Subordinate Element Missions

(1) Mission Assurance

(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 one MA personnel as the lead administrator for the net-centric MNS.

(c) Be prepared to support the Dispatch Center with MNS operations during business hours when the Dispatch Center is overwhelmed.

(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 list and end-user managers responsible for creating, populating, and managing MNS distribution lists.

(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) Dispatch

(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 1 Dispatch individual as the administrator for the net-centric MNS.

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

(3) Physical Security

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

(b) Serve as the point of contact for all WAVES/GV MNS hardware maintenance issues.

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

(4) TISD

(a) Designate 1 TISD individual as the 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.

(5) COMMSTRAT

(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 SOPs for distribution of appropriate MNS alerts via social media.

(d) Designate sufficient operators to support net-centric MNS.

c. Supported Commands

(1) <u>Marine Corps Supported Commands</u>

(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) <u>Supported Commands, Other Services/Agencies</u>. 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. It is the responsibility of these commands/agencies to provide Mission Assurance with updates to imported key personnel lists, as necessary.

5. <u>Administration and Logistics</u>

a. The net-centric MNS may also be used for non-emergency notifications for situational awareness. The CO, XO, and Director of Operations 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.

c. Personnel should contact Mission Assurance at (252) 466-2343 or (252) 466-7561 to address any MNS issues or concerns.

6. <u>Command and Signal</u>

a. <u>Command.</u> This Order is applicable to MCAS Cherry Point, its subordinates, and all supported commands.

b. <u>Signal</u>. This Order is effective the date signed.

B. BURKS

DISTRIBUTION: A

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 ECCC 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

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Immediately report release to Director of PMO and Director of Operations