



Date: April 17, 2018
To: Patrick H. West, City Manager *T.M.C.*
From: Reginald Harrison, Director of Disaster Preparedness and Emergency Communications *R.H.*
For: Mayor and Members of the City Council
Subject: Disaster Preparedness Communications Systems

Attached is a summary of the many communications systems used by the Department of Disaster Preparedness and Emergency Communications to provide emergency information to residents before, during, and after a major emergency or disaster.

Additional information on other disaster preparedness topics is available on the City's Disaster Preparedness website at www.longbeach.gov/disasterpreparedness. Staff is also available to discuss disaster preparedness programs at community meetings.

If you have any questions, please contact me (562) 570-9460.

ATTACHMENT

CC: CHARLES PARKIN, CITY ATTORNEY
LAURA DOUD, CITY AUDITOR
DOUG HAUBERT, CITY PROSECUTOR
TOM MODICA, ASSISTANT CITY MANAGER
KEVIN JACKSON, DEPUTY CITY MANAGER
REBECCA GARNER, ASSISTANT TO THE CITY MANAGER
DEPARTMENT HEADS

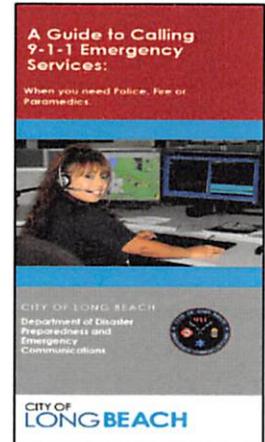


Sign up now for AlertLongBeach, go to: www.longbeach.gov
Disaster Preparedness & Emergency Communications Department
2990 Redondo Ave Long Beach, CA 90806
☎ (562) 570-9250

Disaster Preparedness Communications Systems

Public Safety Dispatch System

Replaced and upgraded the Public Safety Dispatch radio system, including consoles, microwave network, and the core system with new up-to-date technology. The Police, Fire, Public Works, Parks, Recreation and Marine, Disaster Preparedness, Airport, Gas, and Port all rely on this equipment for day-to-day and emergency response radio communications. The upgraded equipment is compatible with other Los Angeles County law and fire agencies, which will allow for interoperable communications and coordination within the region in the event of a disaster.



Cost: \$7 million (No cost to the City)

Source: Homeland Security Grant

9-1-1 Telephone System

Replaced and upgraded the 9-1-1 emergency communications telephone system, which residents use to call for police, fire, or emergency medical services. The upgrade comes with several advantages in how 9-1-1 calls are handled, including streamlining call processing, integrated Text-to-9-1-1 capabilities, and other Next Generation 9-1-1 services still in development, including photos and videos to 9-1-1.

Cost: \$1.2 million (No cost to the City)

Source: CA State 9-1-1 Funds

AlertLongBeach

AlertLongBeach is a free emergency notification system designed to keep those who live or work in Long Beach informed of important information before, during, and after a major emergency or disaster. This alerting system allows residents to register their cell phone, e-mail address, and text message information to ensure they receive emergency alerts. Alert messages inform registered users of what has happened, what first responders are doing, and what actions residents should take to protect themselves and preserve property. Messages can be sent in various languages including English, Spanish, and Tagalog.



Cost: \$100,000 annually (No cost to the City)

Source: Homeland Security Grant

AlertLongBeach – Accessible Alerts

AlertLongBeach was upgraded to be able to send American Sign Language videos with English voice and text over video. This improvement allowed Long Beach to become the first city in Los Angeles County to provide emergency alert messages to residents who are deaf, blind, or hard of hearing in accessible formats.



Cost: \$49,000 annually (No cost to the City)

Source: Homeland Security Grant

Text to 9-1-1

Earlier this year the City implemented Text-to-9-1-1 services as an option for residents who are hearing and/or speech impaired and those in situations where it is too dangerous to dial 9-1-1 for assistance during an emergency. "Call if you can -- text if you can't" is the slogan developed by the Federal Communications Commission (FCC) that is being utilized by Long Beach and other cities in Southern California that have implemented this new technology.



Cost: No cost to the City

Source: CA State 9-1-1 Funds

Wireless Emergency Alert Messages

The City is in the final stages of implementing the FEMA-managed Wireless Emergency Alert (WEA) messaging system. During an emergency, WEA messages are sent to every cell phone in contact with a cell tower. WEA messages are accompanied with a loud warning similar to AMBER alerts. No signup or registration is required for this system, which is an important feature for residents and tourists visiting Long Beach. These messages are delivered to targeted areas across multiple communications platforms including TV, radio, and mobile/cellular wireless devices.



Cost: No cost to the city

Source: FEMA Funded