



09 July 2020

Announcement to all Lake County residents and visitors:

Tomorrow, Friday, July 10, the Lake County Emergency Operations Center will be testing our Integrated Public Alert and Warning System (IPAWS) for the first time.

**What is IPAWS?** IPAWS is the national alert and warning system. Through a partnership between the Federal Communications Commission (FCC), Federal Emergency Management Agency (FEMA), and commercial mobile service providers, alerting authorities are able to use IPAWS to send Wireless Emergency Alerts (WEA), even when cellular networks are overloaded and can no longer support person-to person calls, texts, or e-mails. This is similar to the “Amber Alerts” you may be familiar with.

You will not be charged for receiving a WEA message. Alert messages will be in English and Spanish.

**Who is this for?** This alert is for all Lake County residents and visitors with a mobile phone that is enabled to receive WEAs.

**Why?** Our local partners and community members have expressed feedback that this communication method could be productive in alerting Lake County visitors and tourists to the COVID-19 Safer-At-Home public health order and face coverings requirement in Lake County. It will serve to inform Lake County residents, too. This use will also allow Lake County Emergency Management to test the WEA alerts in preparation of future information needs.

#### **Why didn't I receive a WEA when someone near me did?**

Since this is the first time Lake County is using this system, we do not know how consistent it will be in hitting all cell phones and cell phone providers. There may be cases where you will not receive a WEA. There are many reasons this may happen, including:

- You do not have adequate cell reception.
- Your mobile phone is turned off or set to airplane mode.
- Your mobile phone is not connected to a cell site broadcasting the alert; instead it could be synced to a cell site nearby that is not broadcasting the alert.
- Your mobile phone is connected to a cell site that is currently undergoing maintenance or is out of service.
- You have opted out of receiving alerts on your mobile phone. The location of the alerts opt in/out menu depends on the phone make and model, but typically is in the notification settings menu.
- Some mobile phones will not present an alert if the phone is being used for a call or in an active data session; this varies by make and model.
- If your mobile phone continues to receive the same WEA over and over it is most likely an issue with the device; mobile phones should ignore subsequent re-broadcasts of a WEA but sometimes a device gets stuck in a loop repeatedly alerting for the same WEA; powering off the device and turning it back on may help.

For more FAQs visit <https://www.fema.gov/frequently-asked-questions-wireless-emergency-alerts>

**Questions?** Contact Lake County Office of Emergency Management Director, Cailee Hamm, at [EOC@co.lake.co.us](mailto:EOC@co.lake.co.us) or 719.293.1244.

Thank you.