



A Tradition of Stewardship
A Commitment to Service

County Executive Office

1195 Third Street
Suite 310
Napa, CA 94559
www.countyofnapa.org

Main: (707) 253-4821
Fax: (707) 259-8681

Kerry John Whitney
Risk & Emergency Services Manager

Brentt L. Blaser
Emergency Services Officer

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FOR IMMEDIATE RELEASE

CONTACT: Noel Brinkerhoff, Public Information Officer
707-253-4111

**Integrated Public Alert and Warning System
Wireless Emergency Alert Test
Frequently Asked Questions**

General Information

On December 11, 2019, Napa County will be testing the Wireless Emergency Alert (WEA) System. Those with cell phones near Aetna Springs, Pope Valley, and Angwin areas on December 11, 2019, between 1:00 PM and 2:00 PM should expect to receive a test message via mobile text message. This document answers questions about this emergency alert test.

FAQ (English)

What is the WEA message?

Wireless Emergency Alerts (WEA) are emergency messages sent by authorized government alerting authorities through your mobile carrier.

What is the difference between WEA and Nixle?

Nixle is an "opt-in" system, meaning that users sign up to receive text messages. Users may cancel their Nixle subscription at any time. WEA is a national emergency alert system. This means that a message will be sent to any compatible cell phone in the service area that is in range of an active cell phone tower.

Napa County has the ability to link WEA messages to the Nixle system. As a result, Nixle subscribers may receive the message twice.

Will the WEA text message be bilingual?

Currently, the WEA system only allows messages to be sent in English. Napa County will send a second WEA message in Spanish so residents should expect multiple WEA messages. Napa County will also link the WEA system to the Nixle system during real emergencies. Those Nixle users that have subscribed to mobile phone messages in Spanish should receive the test message twice, once in Spanish and once in English.

What will the message say?

The WEA message sent in English will say, "TEST message. Go to www.readynapacounty.org/IPAWS for feedback. No other action needed."

The WEA message sent in Spanish will say, "Mensaje de prueba. readynapacounty.org/IPAWS para dejar comentarios. Prueba solamente."

What if I don't receive the text message?

This test is targeting a specific area of Napa County, so not everyone will receive the test message. If you feel you should have received the test message, then please go to www.readynapacounty.org/IPAWS to complete the survey. In addition, some cellular phones allow emergency alerts to be turned off in the phone's settings. Please check your phone's settings or contact your service provider for additional information.

Do I need to respond to the text message?

We encourage taking the survey to assist with improving our service to the public, emergency responses, and emergency planning efforts. Otherwise, no response is necessary.

What if I don't have a mobile phone?

While WEA alerts require the use of a mobile phone (including some prepaid phones), emergency officials send notifications through other sources such as NOAA Weather Radio, news broadcasts and the Emergency Alert System on radio and TV and Nixle.

NOAA Weather Radio is an "all hazards" radio network, making it the single source for the most comprehensive weather and emergency information available to the public. It broadcasts warning and post-event information for all types of hazards – both natural (such as tornadoes, earthquakes and tsunamis) and technological (such as chemical releases or oil spills). NOAA Weather Radio will also be used to broadcast AMBER alerts for missing children.

Nixle will send notifications by email or over the web.

Who do I call with questions about the Napa County WEA Test?

Media inquiries can be directed to Noel Brinkerhoff at Noel.Brinkerhoff@countyofnapa.org or (707) 253-4111.

Primary sources of information:

- FEMA website: <https://www.fema.gov/frequently-asked-questions-wireless-emergency-alerts>
- FCC website: <https://www.fcc.gov/consumers/guides/wireless-emergency-alertswea>
- NWS website: <https://www.weather.gov/phi/nwrfaq>