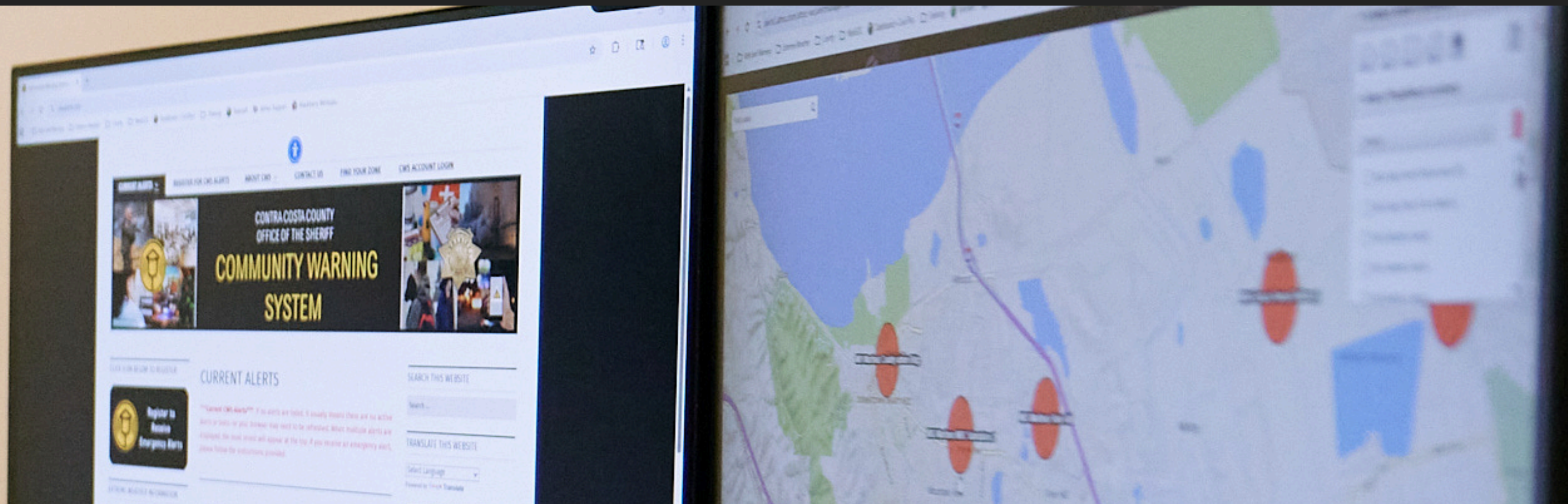




Community Warning System Program Overview

Public Protection Committee: June 15, 2026 | Presented By: Lorena Herrera, Community Warning Systems Manager



Introduction

The Community Warning System (CWS) is Contra Costa County's all-hazards alert and warning system. During emergencies or disasters such as hazardous materials incidents, wildfires, severe weather, or other threats, CWS issues emergency alerts when there is an imminent threat to life or safety, and residents need to take protective action. Alerts provide clear, timely information so the community understands what to do and can respond quickly to stay safe. Through these efforts, the program empowers the community to **BE READY. TAKE ACTION. STAY SAFE.**

Mission

To empower the community to take informed action during emergencies through timely, accurate alerts, public education, and strong partnerships with local agencies.



CWS Program Functions

CWS provides a coordinated, whole-community approach to alert and warning by:

- Delivering timely, actionable alerts
- Building public trust through outreach and education
- Supporting public safety agency coordination
- Integrating with the County's Emergency Operations Center (EOC) and Public Information functions
- Conducting trainings and exercises
- Sustaining countywide alert and warning capabilities



CURRENT STATUS AND READINESS



- 24/7 Operations
- Built-in redundancy
- Routine testing and maintenance
- Standardized countywide alerting process
- Fully trained staff to issue accurate, timely alerts
- Multiple alerting methods:
 - Sirens
 - Phone / Text / Email
 - Wireless Emergency Alerts (WEA)
 - Emergency Alert System (EAS)
 - NOAA Weather Radios
 - Website
 - Social media

User Base & Contact Data:

490,459 total users (Reverse 911 + Self-Registered)

Self-registered user reach (121,240 Accounts):

153,124 email addresses

199,057 SMS-capable phone numbers

201,531 phones via phone call

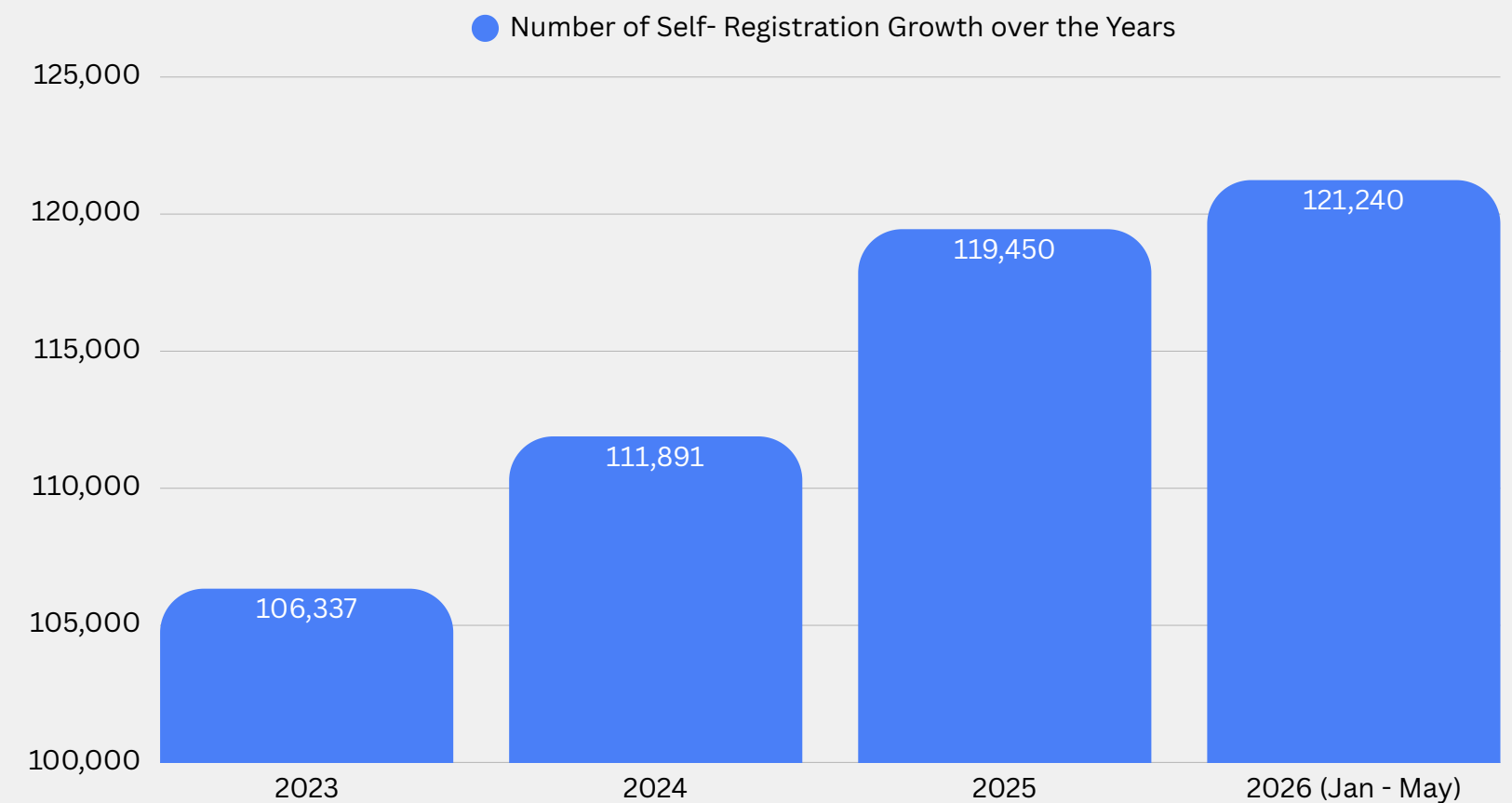
User Profile includes:

Up to 3 phone numbers (Voice/SMS)

Up to 3 email addresses

Up to 3 physical addresses

Hundreds of thousands more via Reverse 911 phone calls



Program Activities

2025

- 38 Outreach Events
- 5 Major Exercises
- 25 Duty Officer and Incident Commander Trainings
- Level 1 Opt-ins for residents
- PSA Campaigns
- CWS CAER Magnets

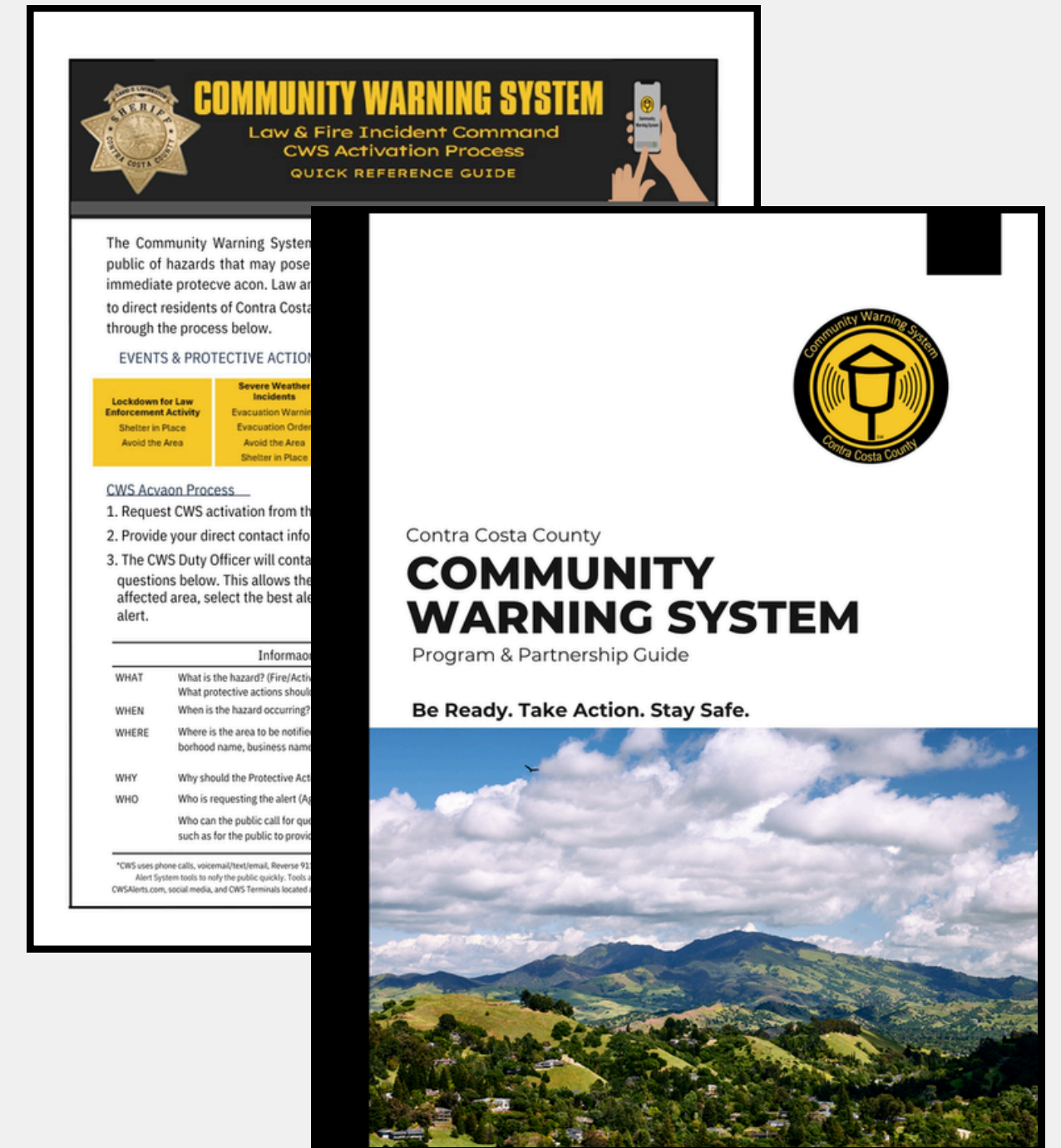
2026 (January - May)

- 3 -Year strategic plan
- County's CWS assessment
- 6 Incident Commander trainings
- Bi-weekly duty officer trainings
- Richmond Evacuation Drill
- EOC table-tops and functional exercise
- Public Outreach Strategy



Lessons Learned & Improvements

- Refined procedures
- County-wide incident commander training
- HazMat facility operator training
- Improved public messaging clarity - Message Design Dashboard
- Enhanced training and readiness
- 3-Year Strategic Plan



Looking Ahead

- Continue to advance system reliability and redundancy
- Strengthen public understanding of CWS
- Boost registrations
- Refine coordination with public safety and industry partners
- Enhance CWS Training Programs





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