



## FIRE DEPARTMENT SANTA CLARA COUNTY



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August 27, 2019

Michael J. Wilhelm  
Chief, Policy and Licensing Division  
Public Safety and Homeland Security Bureau  
Federal Communications Commission  
445 12<sup>th</sup> Street SW  
Washington, DC 20554

Re: AMENDED - Santa Clara County Fire Department Emergency Alert (WEA) Test

Dear Chief Wilhelm,

This letter is to respectfully request approval for an FCC Rule Waiver in order to conduct a live Wireless Emergency Alert (WEA) test in a focused area of the Santa Clara County Fire Department (SCCFD) service area on **Friday, August 30, 2019 at 10:00 a.m. (PT)**. A backup test date is not scheduled, if local or regional emergencies arise, the test will be cancelled. This letter is being submitted as an amendment to SCCFD's original FCC Rule Waiver request submitted on August 23, 2019.

If approved, the WEA test will accompany the planned 'opt-in' test of subscribers in the designated geographical area only, and will be initiated through the Santa Clara County AlertSCC emergency notification system. The test message is less than 90 characters in length and will read: **"This is a TEST. Have a fire safe weekend. Find wildfire prep info at [sccfd.org/rsg](http://sccfd.org/rsg)."**

SCCFD services a significant portion of Santa Clara County considered as Wildland Urban Interface (WUI) area, where the threat of wildfire is elevated and there is a great likelihood that this system will be used in the future to communicate evacuation orders in the event of a wildfire. In addition, SCCFD provides management of Santa Clara County Office of Emergency Management (OEM) and Santa Clara County Communications dispatch center. We are responsible for public alert and warning during incidents in the areas we serve. The purpose of this test is to ensure that the WEA system will work during such emergencies, and that the public is aware of the methods by which they will receive alerts. As we are currently in the height of fire season, where our outreach efforts are focused on wildfire preparedness and safety, the test will also serve as a call to action for our residents to prepare for wildfire.

We are working closely with personnel at our dispatch center and OEM to ensure the message is scripted, mapped and sent as planned.

In advance of this test, we have developed test-specific graphics, messages and an 'AlertSCC' awareness video. We are conducting considerable public outreach through the Santa Clara County Fire Department website ([www.sccfd.org/rsg](http://www.sccfd.org/rsg)), via social media and neighborhood platforms, and directly with media. Messaging includes the possibility that the public will receive

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Organized as the Santa Clara County Central Fire Protection District

*Serving Santa Clara County and the communities of Campbell, Cupertino, Los Altos,  
Los Altos Hills, Los Gatos, Monte Sereno, and Saratoga*

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duplicate messages or messages outside of the designated test area, due to the nature of the alerting system.

Local stakeholders, including Santa Clara County Board of Supervisors, Executive's Office, City and Town Managers, local and neighboring PSAPs, neighboring Law Enforcement and Fire Department agencies, hospitals, school districts, and local employers have also been notified and provided with details of the test and public outreach materials to share. Each of the five national wireless carriers have been contacted via phone and email with details of the test and contact information for our team.

Santa Clara County Communications routinely completes internal testing to ensure staff members maintain the ability to accurately send emergency alerts from our dispatch center. Prior to the live test, the dispatch center will send the same test internally through the IPAWS Lab. Data generated from the live test message will serve for program improvement and to gauge the effectiveness of our campaigns.

If you have questions or need additional information, please contact Luisa Rapport, Information and Public Affairs, Santa Clara County Fire Department at [Luisa.rapport@sccfd.org](mailto:Luisa.rapport@sccfd.org) or 408-335-9485.

We appreciate your prompt attention and consideration, and the opportunity to test this critical component of our alerting system in Santa Clara County.

Sincerely,



Suwanna Kerdkaew

Deputy Chief, Administration and Planning

Santa Clara County Fire Department

408.335.9485

[suwanna.kerdkaew@sccfd.org](mailto:suwanna.kerdkaew@sccfd.org)

Atta.