CVG Airport Everbridge Alert Notifications

07.2023

Communication Goal

- To protect CVG Airport's employees, partners and guests by effectively communicating critical notifications that prepare for and respond to all potential hazards.

- Effectively leverage Everbridge's Critical Event Management (CEM) platform to streamline operational communications within the airport, while integrating seamlessly with other internal systems.

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Account Creation

- If not already done, an Everbridge account will need to be created to receive alerts and updates.

- To create an account, contact the AOC for a registration form.
  - Email: 7777@cvgairport.com

- Once the form is completed an email to complete registration is sent.

- From this point a <u>self-created</u> username and password are created to access Everbridge.

Everbridge Notification System

- The Everbridge system can be accessed one of two ways:
  - Online Member Portal
  - Mobile App

- The Online Member Portal is accessed through the Everbridge website using the user created name and password:
  - https://member.everbridge.net/index/892807736722429

- Everbridge is one of the airport's mass notification systems. Everbridge works by sending messages to the organization's contacts using a tiered system. A notification will be sent asking for you to click on a link or reply to confirm receipt unless given a different prompt to respond. If you confirm receipt of the message then the message will stop sending to your other contact methods.

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Account Home Page

- Allows users to adjust information in each section: Profile, subscriptions, locations, and information.
- Email, as well as multiple phone numbers can be added and edited on your account.
- Ensuring that all available information is added allows for direct and accurate notifications.

Home

My Profile (Edit)

Username:	CVGMobileEOC
First Name:	CVGAA Mobile EOC
Last Name:	CVGAA Mobile EOC
Registration Email:	eocManagerESF5@cvgairport.com
Time Zone:	America/New_York
Mobile Text 1:	+1 859 391 1531
	Receive Notifications: On
E-mail 1:	eocManagerESF5@cvgairport.com
	Receive Notifications: On
Mobile Member App:	Logged in
	Receive Notifications: On

My Locations (Edit)

CVG:	77 Comair Blvd, Erlanger, KY 41018

My Information (Edit)

Company:
KCAB

Work Location:
CVG Centre

Based on/off airport:

My Subscriptions (Edit)

Alert Subscriptions

Account Settings (My Profile)

- Most incidents allow the user to determine how they would like to be notified.

- In the settings this priority can be adjusted to the user's preference including adding "quiet hours".

- Please note that some notifications are not set to send to all contact methods.

My Profile

Profile information will help us customize the notifications we deliver to you.

All fields marked with * are required.

Username
CVGMobileEOC   Change Password

First Name *
CVGAA Mobile EOC

Last Name *
CVGAA Mobile EOC

Registration Email
eocManagerESF5@cvgairport.com

Time Zone:
(GMT-05 00) Eastern Standard Time (America/New_York)

Contact Information

To receive notifications, select the checkbox for each form of contact.

Mobile Text 1   ☑ Receive Notifications

Country / Region   Mobile Text 1 Number
United States   +1 859 391 1531

Add Quiet Time

E-mail 1   ☑ Receive Notifications

eocManagerESF5@cvgairport.com

Add Quiet Time

Mobile Member App   ☑ Receive Notifications

Chat Feature

- The chat feature is becoming increasingly more important for use during incidents of high significance.

- With the chat feature, an open chat is created for CVGAA and external stakeholders to discuss an ongoing situation and receive updates directly.

- This function allows all involved parties to field questions they may have about any part of the incident and even see prior conversations about the incident.

- An open chat can be initiated at any time, not just large-scale events.

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Subscription Based Alerts

- Currently there are 3 topic sources made optional to users that they can subscribe to for additional information at the airport

- Critical alert, Traffic, and Weather Events.

- These are accessed through Everbridge under "My Subscriptions (Edit)"

My Subscriptions

Checking or unchecking a subscription will also apply that change to any subgroups within that subscription.

| Alert Subscriptions |
| --- |
| ▾ ☑ CVG Critical Alert |
| ▸☑ Critical Alert (1) |
| ▾ ☑ Airport Alerts |
| ▾ ☑ Traffic (1) |
| ☑ Traffic Incidents |
| ▾ ☑ Weather Events |
| ▾ ☑ Severe Weather (4) |
| ☑ NWS Severe Thunderstorm (Watch, Warning) |
| ☑ NWS Tornado (Watch, Warning) |
| ☑ WX Sentry Lightning (<8 miles, <5 miles) |
| ☑ High Wind (Advisory, Watch, Warning) |
| ▾ ☑ Winter Weather (2) |
| ☑ Winter Storm (Advisory, Watch, Warning) |
| ☑ Wind Chill (Advisory, Watch, Warning) |

Cancel   Save

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Everbridge App

- Available on both Android and Apple devices

- Allows user to have full access to account and settings as well as push notification acknowledgement

- We recommend/prefer the mobile app be used as the primary method to receive messaging and interact during incidents.
 - You can do this by setting it as your first contact method in your settings.
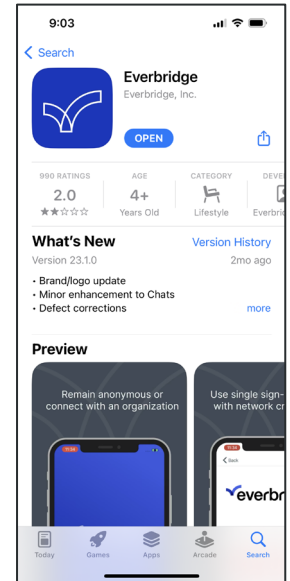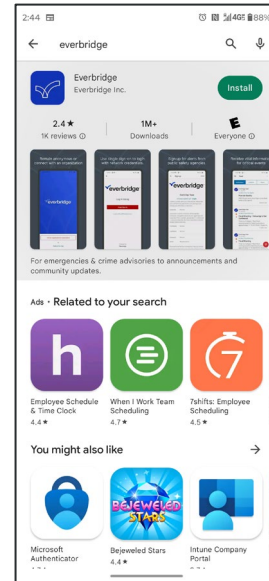
Everbridge App

- App opens to your feed of incidents/notifications
  - Use Notifications to see the latest messaging that has been sent.
  - Use Incidents to see all notifications related to a specific incident.

- Profile settings, feed, and incident chats can be accessed from the settings menu in the top left of the screen
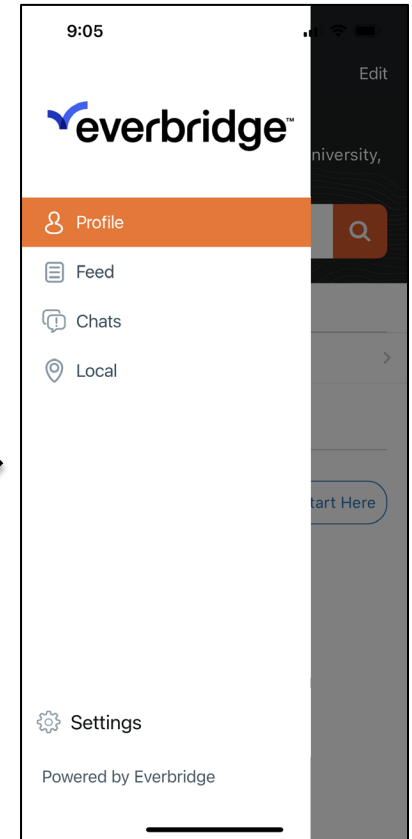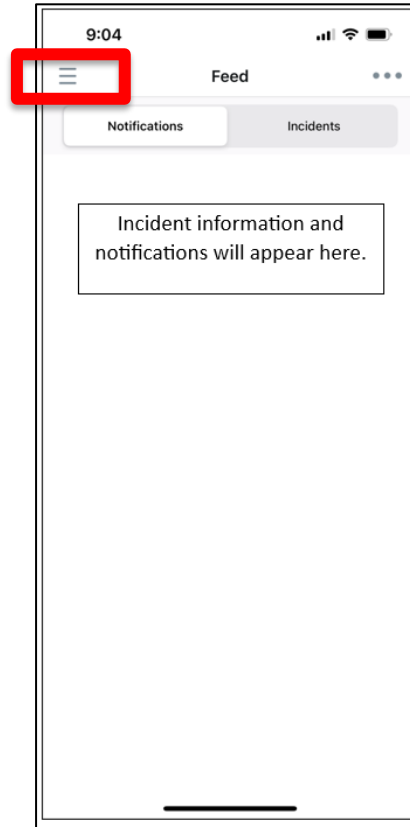
Alternate Opt-in Method (Nixle)

- Nixle:
  - Nixle is a text-message based notification method designed for individuals wishing to receive certain notifications that do not have an Everbridge account. This is a great option for non-supervisory employees of your organization.
  - Current notification options
    - Traffic: Text CVGTRAFFIC to 333111
      - Issued anytime there is an impact to traffic getting to or around the airport.
    - Weather: Text CVGWEATHER to 333111
      - Issued anytime the NWS issues a weather alert for the CVG area.
  - We are working to develop additional Nixle notifications, these new notifications will be shared once they are implemented.
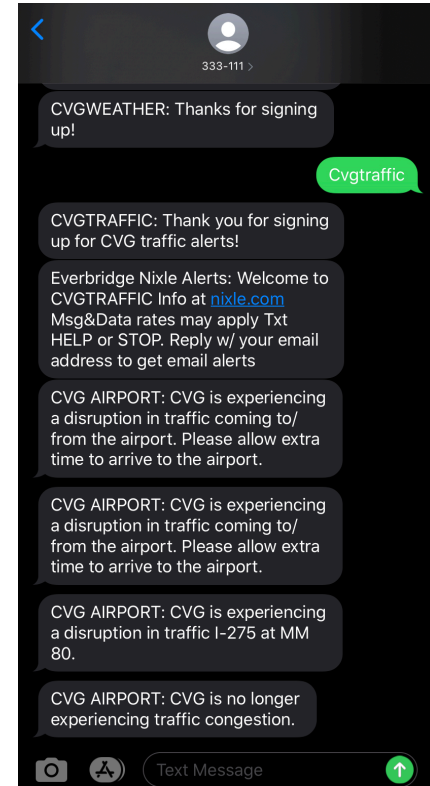
Future Goals

1. One mass notification system that encompasses all CVGAA employees, our stakeholders, as well as our customers and public with everyone's safety and security in mind.

2. IPAWS (Integrated Public Alert and Warning System): FEMA's national system for local alerting that provides authenticated emergency and life-saving information to the public through cell phones using Wireless Emergency Alerts and to radio and television via the Emergency Alert System. This is a geographical messaging system that does not require opt-in to receive and will only be used under immediate threat to life incidents.

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Future Goals: IPAWS
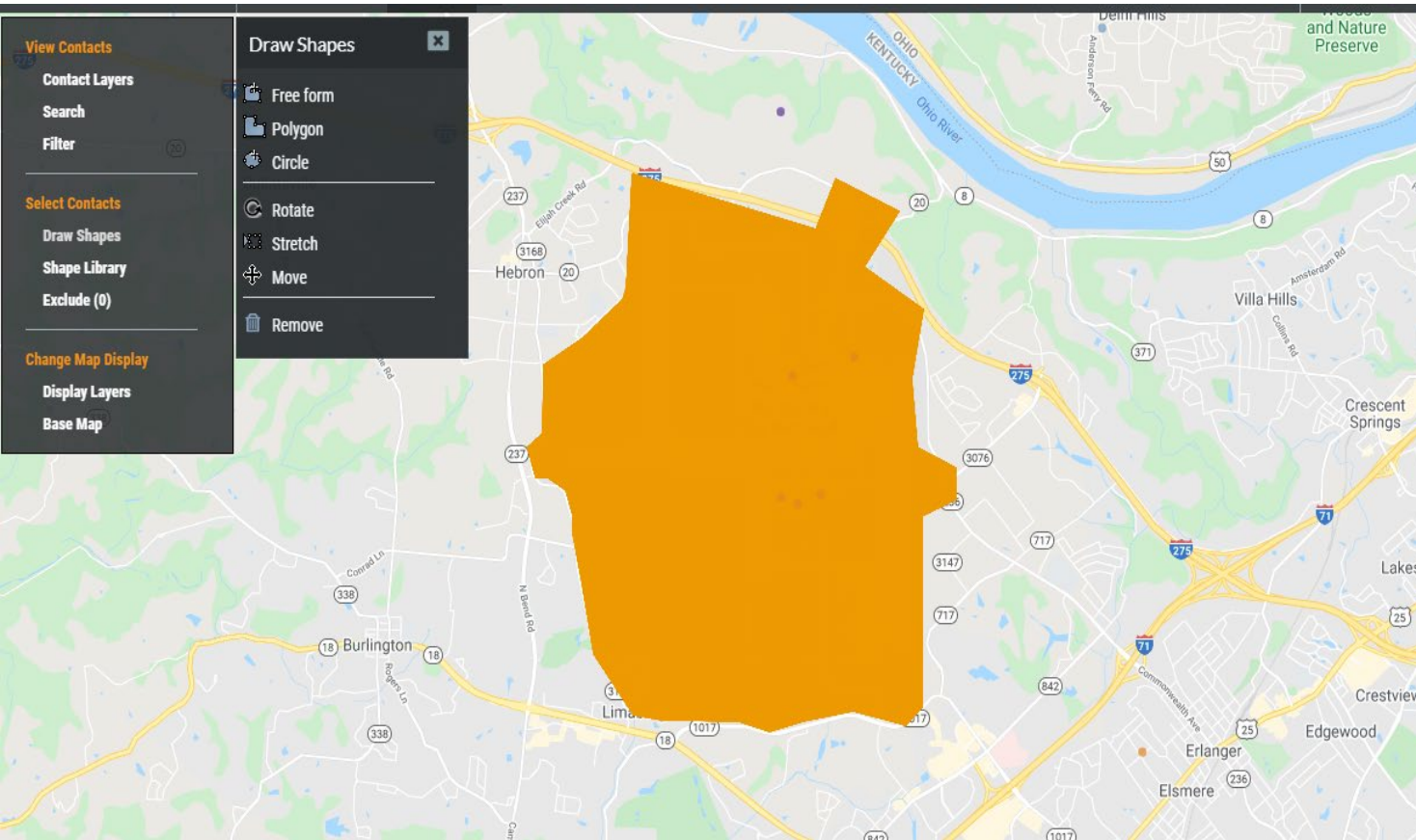
Warnings

Shelter-in-place

Radiological Hazard

Evacuations

Civil Danger

Law Enforcement

Calling the AOC

- EMERGENCY – 911
- Non-Emergency requests– (859) 767-7777

Where, What, When, Who, Why?

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