

# Agenda

# Telephone Emergency Notification System Selection Committee

9/17/2013  
1:00 to 2:30 PM  
651 Pine Street  
Room 101  
Martinez

## Notes for TENS Selection Committee Meeting - 09/17/13

### Topics

#### 1 Introductions

##### Note

Attendees: Andres Soto, Tony Semenza, Frank Gordon, Heather Tiernan, Kathy Gerk, Tony Lloyd, Ralph Sattler

Staff: Randy Sawyer, Dorothy Sansoe

#### 2 Report back on the results of the August 28 TENS test by *HTier@so.cccounty.us*

##### Note

Heather Tiernan gave a report on the statistical results of the test that includes how calls were made, the number and percentage of calls that were answered by either a person or voice mail, the number and percentage of calls where there was not an answer, and the number and percentage of the calls where the call did not go through. Some of the reasons that the calls may not have gone through is that the number was no longer a working number, there were operator interrupts, the call went to fax machine that the system thought was a regular number, etc.

She also went over the results of the follow-up survey that was performed by EMC The survey results are:

Few respondents reported any problems with call quality, comprehension, or completeness of recording in the test call

}About two-thirds of those in each zone who got the call listened to the entire recording

}Few noticed the caller ID prior to picking up the phone

}Most understood the call was official, and that it was a test of the Community Warning System in Contra Costa County

}Trust in the CWS is high in all zones

}While many hear about incidents from calls and sirens, television is where most turn to learn more about the alert

than those in Martinez or Pittsburg/Antioch

Included with the e-mail distributing these meeting notes are copies of the presentation showing the TENS test result and the TENS follow-up survey results. The following is a link to all of the past meetings of the Ad Hoc Committee including the TENS selection committee  
<http://cchealth.org/hazmat/bos-adhoc-committee/>

• **Decision**

The committee members that were present at the meeting voted that the CWS Manager, Heather Tiernan develop a contract with 21st Century to be one of the two providers that would make phone calls to the community during incidents.

---

**3 Committee discussion on next steps**

• **Note**

The committee has completed its task and unless directed by the Ad Hoc Committee on the Community Warning System and the Industrial Safety Ordinance will not meet again.

---

**4 Next Meeting**

• **Note**

No scheduled meetings.