



UNITED STATES MARINE CORPS
MARINE AIR GROUND TASK FORCE TRAINING COMMAND
MARINE CORPS AIR GROUND COMBAT CENTER
BOX 788100
TWENTYNINE PALMS, CALIFORNIA 92278-8100

CCO 3440.3B
MA
DEC 04 2024

COMBAT CENTER ORDER 3440.3B

From: Commanding General
To: Distribution List

Subj: EMERGENCY MASS NOTIFICATION

Ref: (a) DoD Instruction 6055.17
(b) MCO 3440.9
(c) MCO 5530.14A
(d) CCO 3000.4E
(e) CCBul 3440

Encl: (1) Map of Giant Voice Locations

1. Situation. The purpose of this Order is to provide Marine Air Ground Task Force Training Command (MAGTFTC), Marine Corps Air Ground Combat Center (MCAGCC) guidance, as directed by references (a) through (d), on the use of the MAGTFTC, MCAGCC Enterprise Mass Notification System (eMNS). Efficient and timely mass notification to the public during a man-made or natural crisis incident is paramount in reducing the loss of life or serious injury or property damage. Timely mass notification provides real-time information and instructions to people in a building, area, site, or installation using intelligible voice communications along with visible signals, text and graphics or other communication means. Mass notification protects the public by indicating the existence of an emergency situation and providing instruction on an appropriate response and action.

2. Cancellation. CCO 3440.3A.

3. Mission. To establish the procedures to mass notify the MAGTFTC, MCAGCC population during emergency incidents and assigns responsibility for its operation, administration, and maintenance.

4. Execution

a. Commander's Intent and Concept of Operations

(1) Commander's Intent. To use all available means to provide efficient and timely mass notification to the MAGTFTC, MCAGCC population in a man-made or natural crisis incident.

(2) Concept of Operations

(a) Per the references, the Commanding General is the authority for the operation, administration, and maintenance of the eMNS aboard the installation. The Executive Agent for eMNS policy and procedures aboard MCAGCC is Mission Assurance (MA). The Combat Center Fire Department provides execution oversight of eMNS urgent (emergency) notifications and

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provides a 24/7 capability to publish all hazards alerts from their Consolidated Dispatch Center (911). The MAGTFTC, MCAGCC Emergency Operations Center (EOC), when activated, provides deliberate (non-urgent/non-emergency) and urgent eMNS notifications. For this Order, all hazards are defined as any incident, natural or man-made, that warrants action to protect the life, property, health, and safety of military members, dependents, and civilians at risk and minimize any disruption of installation operations. MA will provide administrative and test functions as required. Other MAGTFTC, MCAGCC Commanding Officers (COs), Assistant Chiefs of Staff (ACs/S), Division Directors, Special Staff Officers, and Officers-in-Charge (OICs) designated operators/end users may initiate deliberate notifications specific to their mission area.

(b) Anyone on aboard the Combat Center that witnesses an urgent all hazards (emergency) event may notify the Consolidated Dispatch Center by dialing 911. Authority to verify notifications and publish installation wide urgent/all hazards alerts rests with the Consolidated Dispatch Center or installation's EOC if activated. The Consolidated Dispatch Center and EOC personnel are trained to activate eMNS in the case of an event where urgent initial contact to key groups or widespread urgent mass notification is required.

(c) The following personnel are authorized to release an all hazards alert (emergency notification) via eMNS to warn of impending emergency events or broadcast other emergency announcements by dialing 911:

1. Chief of Staff
2. Assistant Chief of Staff (AC/S), G-4 Installation Support
3. Deputy AC/S, G-4 Installation Support
4. Director, MA
5. Deputy Director, MA
6. Command Duty Officer
7. EOC
8. Duty Fire Chief
9. Duty Provost Marshal's Office Watch Commander
10. Incident Commander
11. Director, Communication Strategy and Operations

(COMMSTRAT)

(d) The MAGTFTC, MCAGCC mass notification plan is designed to reach the population by the following available sources:

1. eMNS. This management system provides rapid communication of network-based alert messages using a wide range of delivery methods. eMNS notifies target audiences, including those who are offsite or offline at the time of an alert broadcast. Permission-based alerts published

from any networked computer can travel across firewalls, virtual private networks, and wireless networks, to ensure delivery of urgent messages using multiple devices including computers, landline telephones and cell phones, as well as other mobile and handheld devices.

a. Desktop Notification. Desktop notification is an intrusive computer desktop message, similar to a Windows error message. The message contents and appearance can be tailored by the initiator. The message must be acknowledged before the user can resume operations on the computer.

b. Email Alerts. Process by which emergency notification messages are sent via email message to the designate recipients.

c. Short Message Service (SMS) Texting. Process by which emergency notification messages are sent via SMS texting protocols, typically to mobile devices.

d. Telephone. Process by which emergency voice notifications are sent to designated recipients via telephone.

2. WAVES. The Program of Record system used by the Marine Corps is the Cooper Notification WAVES. The system provides both Giant Voice Mass Notification System (MNS) and Individual Building MNS. This system is a one-way, audible, and visual emergency communication system in that personnel are unable to acknowledge or respond to the messages being broadcast.

a. Giant Voice (GV) MNS. This system is installed to provide real-time information or instructions to outdoor areas or multiple contiguous areas. This system is installed on every permanent Marine Corps installation and is designed to cover most large, populated areas.

b. Individual Building MNS. This system is installed to provide real-time information or instruction to building occupants or personnel in the immediate vicinity of a building, including exterior egress, and gathering areas. The individual building MNS must be connected to the base wide MNS. Although separate from the Occupant Alerting System, this system integration may occur at the same time as the fire system installation or later when funds become available. These systems are designed to operate from the main panel and/or one remote microphone location in the duty or administration room. The individual building MNS will be capable of being operated independent of the base wide MNS and is usually an integral part of the buildings fire alarm system.

3. Electronic Message Signs. There are several static electronic message signs located aboard MCAGCC.

b. Subordinate Element Missions

(1) COs, ACs/S, Deputy Directors, Division Directors, OICs, and Special Staff Officers

(a) While the eMNS is designed to be used primarily as an installation's emergency notification system, directorates/commands and special staff are authorized to use the eMNS for time-sensitive recall/accountability notifications only within their organizations through the creation of organization-specific hierarchies and directories.

(b) To use this capability, organizations must designate personnel as eMNS operators/end user managers and have these personnel trained by the approved installation's eMNS administrator prior to being assigned an account. Once granted access, the eMNS operators/end user managers will be able to log into the eMNS server and execute functions as defined by their role. These designated are responsible for managing the accounts of their end users to ensure their personnel receive all targeted alerts. The eMNS operators/end users' activity will be monitored and recorded in the system and audited periodically to ensure proper usage of the system.

(c) All Marine Corps Enterprise Network (MCEN) users can self-register/update their AtHoc information by using the following self-service access at: <https://alerts1.mcidsus.mcids.usmc.mil/SelfService/USMC>. If a user experiences difficulties or are not able to access the self-service URL the individual should contact their designated unit AtHoc administrator.

(d) Those users who are non-Navy and Marine Corps Intranet (NMCI)/MCEN (CAC) holders will need to contact MA to request the data be imported into AtHoc. MA will send a formatted template in Microsoft Excel (.xlsx) format. The requesting unit/agency will fill in the form with the user data and return to MA via an email. It is the unit's/agencies' responsibility to verify the accuracy of their user's data before submitting files for import into AtHoc. Units/agencies should submit quarterly updates to keep their personnel information updated.

(e) Ensure all sections within your area of responsibility have developed and implemented an Emergency Action Plan and a unit Continuity of Operations Plan also known as a COOP that supports actions to respond to any installation's eMNS notifications.

(2) Director, MA

(a) Serve as the Executive Agent for AtHoc MNS policy and procedures aboard this installation.

(b) Develop and executes standing operating procedures for posting appropriate AtHoc MNS alerts on marquee signs to include Marine Corps Community Services and other operated marquee signs if required.

(c) Conduct AtHoc monthly eMNS tests and ensure, in conjunction with physical security, all GV MNS towers are tested too.

(d) Ensure Consolidated Dispatch Center personnel are capable for executing all hazards (emergency) notifications at the 911 aboard MCAGCC. Designate sufficient AtHoc administrators and operators to support the capability and ensure all operators are properly trained in the release of emergency alerts.

(e) Conduct quarterly coordination meetings with COMMSTRAT to develop communication plans aimed at increasing enrollment in AtHoc.

(f) Conduct operator, manager training as required for all designated AtHoc personnel.

c. Coordinating Instructions

(1) The installation's Mission Assurance Working Group (MAWG) is instrumental in the continuous development of the MAGTFCTC, MCAGCC eMNS order and meets quarterly. Specific dates, times, and locations will be published in reference (e).

(2) Feedback from all organizations on possible improvements of the eMNS plan should be submitted to the MAWG via unit's mission assurance representatives.

(3) Units are required to incorporate eMNS registration/de-registration into their check-in/check-out process.

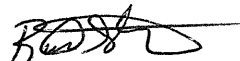
(4) Any changes deemed necessary to help prevent the loss of life or serious property damage shall, upon approval of the Commanding General, be implemented immediately and be incorporated during the annual review of this order.

5. Administration and Logistics. Directives issued by this Headquarters are published and distributed electronically. Electronic versions of Combat Center directives can be found at <https://www.29palms.marines.mil/Staff-Offices/G-1-Manpower-Directorate/Adjutant/#combat-center-orders>.

6. Command and Signal

a. Command. This Order is applicable to active duty, reserve, civilian personnel, contractors, and family members working and living aboard the Combat Center.

b. Signal. This Order is effective the date signed.



R. D. STORER
Chief of Staff

DISTRIBUTION: A

Map of Giant Voice Locations

