



Executive Summary – KOVA Emergency Alert Notification System (KEANS)

Operational Impact and Relevance

Augusta Regional Airport must maintain rapid and reliable emergency communication to meet FAA safety requirements for alerting Aircraft Rescue and Fire Fighting (ARFF) units. The proposed KOVA Emergency Alert Notification System (KEANS) will significantly enhance the airport's emergency response capabilities by instantly notifying all relevant agencies and personnel of any critical incident. KEANS provides resilient, secure communications to multiple locations and systems simultaneously, potentially saving precious time, resources, and lives. This modern "crash phone" solution is already trusted in several of the nation's largest airports and has become a preferred industry standard for its effectiveness and reliability. KEANS ensures that Airport Marshals, ARFF, Operations, and other responders receive emergency notifications within seconds, enabling them to react even before formal dispatch requests are made. In summary, adopting KEANS will significantly enhance Augusta Regional's operational readiness and emergency response speed, directly supporting passenger safety and regulatory compliance.

Unique Capabilities and Reliability

KEANS offers a suite of unique capabilities designed specifically for airport emergency communications. Its key features and reliability measures include:

- **Instant Multi-Agency Alerts:** The system automatically broadcasts the control tower's emergency message to all designated parties at once. Alerts are sent over dedicated crash hotline phones and radio interfaces, played over loudspeakers/public address systems, and can even be delivered via integrated digital channels (email, SMS, etc.), ensuring every responder is notified within moments.
- **Redundant & Secure Communications:** KEANS operates on dedicated, redundant networks (such as T-1 lines and LAN/VLAN ring-down lines) rather than relying on public telephone networks. This design virtually eliminates the risk of communication failure due to overloaded commercial lines, ensuring the alarm will reach its destination even under peak demand or infrastructure stress. The system's IP-based architecture, utilizing commercial off-the-shelf components, also guards against obsolescence, providing a future-proof solution.
- **Real-Time Monitoring & Testing:** A user-friendly dashboard continuously monitors each endpoint and communication channel, displaying easy-to-read indicators that show the status of all connected phones, speakers, and circuits. KEANS conducts automated tests on a regular schedule to verify every component is functioning correctly. If any endpoint is disconnected or a component fails, the system immediately alerts designated personnel. These proactive diagnostics guarantee that the emergency alert system is always ready to perform when an actual crisis occurs.



- **Recorded Communications:** All emergency communications through KEANS are recorded and securely stored, allowing authorized personnel to playback the calls and announcements after an event. This capability is invaluable for post-incident analysis, training, and continuous improvement of emergency response procedures.
- **Mobile Integration and Two-Way Communication:** The KEANS platform supports secure wireless access for mobile tablet devices, ARFF responders, and Operations agents to receive alerts, even when they are away from a fixed crash phone location. Responders can use tablets or the KEANS mobile app for two-way voice communication over the system, enhancing coordination on the ground. This mobility ensures that key staff, such as fire chiefs, operations managers, or senior staff, can be reached wherever they are and respond immediately.
- **Customizable & Expandable Design:** KEANS is highly customizable to Augusta's operational protocols and can integrate with existing infrastructure and procedures. The system's modular design provides flexibility to add endpoints or features over time, allowing it to grow in line with the airport's evolving needs. This means Augusta Regional can incorporate future technologies or expand to additional facilities without needing to replace the core system. Notably, KEANS can also interface with broader mass notification platforms (such as Everbridge) if desired, extending emergency alerts to secondary channels and stakeholders off-site. In short, the solution is tailored to airport operations and built for long-term adaptability.

This investment will equip Augusta Regional Airport with a state-of-the-art emergency alert notification system, which will materially improve safety, compliance, and efficiency in our emergency responses. Adopting KEANS is a strategic and urgent step to ensure that, in any airfield crisis, our first responders and key partners are instantly connected and can act with unified urgency.