COMMUNICATIONS STANDARDIZED
RADIO/REPORTING POLICY

Policy No.	**9110**	Date Issued:	September 8, 2006
Section:	9000 – Standardized Radio/Reporting Policies	Date Revised:	November 26, 2017

SUBJECT: EMERGENCY NOTIFICATION SYSTEM

APPROVED: _____

    Chairperson, Users Subcommittee

APPROVED: _____

    Dennis Kidd, General Manager

1.0   Policy

The purpose of this policy is to establish authority and responsibility for system administration, control, access, maintenance, and use of the emergency notification system and its associated features.

2.0   Introduction

    2.1   Community Notifications
        2.1.1   The emergency notification system allows SCR9-1-1 to make mass notifications to the community via telephone, text, email and mobile alerts on behalf of a User or public official.
        2.1.2   The primary purpose of the system is to improve customer service through timely information sharing regarding emergencies, extraordinary events, or neighborhood alerts.

    2.2   Warning System (IPAWS)
        2.2.1   During imminent threat situations, the emergency notification system may be used to activate IPAWS (Integrated Public Alert and Warning System) to disseminate messages to broadcast media (EAS), cellphones and other mobile devices via Wireless Emergency Alerts (WEA), internet services, road signs, sirens, etc.

2.2.2 The primary purpose of IPAWS is to facilitate the rapid and reliable delivery of alerts and warnings over multiple communications pathways to preserve life and property.

2.3 Personnel Notifications

The emergency notification system also includes an application used to make mass notifications of public safety personnel.

3.0 Administration

SCR9-1-1 personnel will perform all administrative functions for the emergency notification system. The SCR9-1-1 General Manager will appoint one employee as the emergency notification system administrator. All requests for pre-planned scenarios, personnel changes or additions, or any other system administration issues should be directed to the system administrator. The system administrator will maintain all databases, geofiles, and pre-planned scenarios for the emergency notification system. The system administrator is responsible for all training of SCR9-1-1 emergency notification system users.

The system administrator will be responsible for tracking and reporting system usage for evaluation purposes.

4.0 Activation

4.1 Community Notifications

Requests for emergency notification system activation should be made to an on-duty Lead Dispatcher. All Lead Dispatchers will be trained and proficient in community notifications and public safety personnel call-outs. The emergency notification system will only be activated when agreed upon by both a law field supervisor or fire incident commander and a SCR9-1-1 lead dispatcher.

Requests from agencies or sources other than a fire or law User agency should be referred to the on-duty (or on-call) operations supervisor for review and evaluation. The operations supervisor will always attempt to defer the request to a law or fire User agency; however there may be an occasion whereupon the operations supervisor will make an activation determination based on the public safety impact. The requestor should be able to provide the following information when requesting activation:

- Geographic area, including any specific direction of activation (inside to outside, north to south, etc.)
- Message content
- Number of attempts to make to each number
- Ending time or time frame of callout, if applicable

4.2 Warning System (IPAWS)
4.2.1 Requests for IPAWS must be approved by an Operations Supervisor or above.

4.2.2 If a community notification includes an IPAWS request, the lead dispatcher will not delay the launch of the community notification while waiting for approval for the IPAWS.

4.3 After activation is complete, the system will automatically create and distribute an email message to the SCR9-1-1 management team as well as County Office of Emergency Services (OES) personnel. It is the responsibility of the Operations Supervisor to be sure all operations employees are notified of the activation in order to allow them to answer questions regarding the event from the public and user personnel.

5.0 Authorized Uses

5.1 Community Notifications
The emergency notification system will be used only for official agency business. Though not restricted to the following, the below list is an example of authorized uses:

- Evacuation or shelter in place orders
- Public Safety issues including Law Enforcement, Fire Service, Emergency Medical Service, and Public Health
- Crime Alerts
- Crime Prevention
- Internal, departmental notifications
- Neighborhood canvass or check
- Community notifications where failure to disseminate information may have a negative impact on the community
- Community or neighborhood surveys
- Neighborhood meeting notifications regarding critical incidents
- Missing child alerts

5.2 Warning System (IPAWS)
IPAWS may only be used for imminent threat situations. Events that alone pose a significant threat to public safety and/or property, probability of occurrence and location is high, and the onset time is relatively short. Though not restricted to the following, the below list is an example of authorized uses of IPAWS:

- Tsunami Warning
- Evacuate immediately (Tsunami, flood, fire, etc.)
- Active Assailant
- Radiological Hazard Warning
- Fire Warning
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6.0 Unauthorized Uses

The emergency notification system will not be used for any of the following purposes:

- Any message of a commercial nature

- Any message of a political nature
- Any message not related to official business