

# ELIZABETH POLICE DEPARTMENT GENERAL ORDERS



VOLUME: 5

CHAPTER: 24

# OF PAGES: 4

**SUBJECT: INTERACTIVE COMMUNITY NOTIFICATION SYSTEM**

EFFECTIVE DATE:

**August 8, 2016**

ACCREDITATION STANDARDS:

N/A

BY THE ORDER OF:

Chief Patrick Shannon

BY AUTHORITY OF:

Police Director James Cosgrove

SUPERSEDES ORDER #:

**PURPOSE** The purpose of this general order is to codify this agency's policy and procedures regarding its Everbridge® interactive community notification system, commonly referred to as *Reverse 9-1-1*.

**POLICY** It is the policy of the Elizabeth Police Department to utilize the Everbridge® interactive community notification system to its fullest extent to facilitate public safety needs.

## PROCEDURES

### I. GENERAL

- A. This department shall utilize *Everbridge.net* as its primary emergency notification system for public alerts. Understanding that this telephone call public address system can have significant legal and economical ramifications, it is imperative that its use be limited to actual emergencies, imminent threats, and/or other instances necessitating mass notification to the public. Examples include, but are not limited to:
1. Active shooter/threat situations;
  2. Chemical, radiological, biological release;
  3. Natural gas leaks;
  4. At-large violent subjects;
  5. Severe weather alert;
  6. Impending floods, disasters, etc.;
  7. Missing high-risk missing persons (see *General Order V3C22 Missing and Unidentified Person Investigations*);
  8. Notification of community events (parades, road closures, etc.);
  9. Notification of crime prevention information specific to activities such as auto thefts, identity thefts, burglaries, scams, etc.).

### II. TRAINING REQUIREMENTS

- A. All supervisors assigned to the communications and front desk positions shall be initially trained in the *Everbridge.net* system. Training shall include log in information and practical exercises and shall be documented by the training division.
- B. Annual refresher training shall be completed concurrently with one of the supervisor's regularly scheduled qualification session.
- C. The training division shall ensure that supervisors of scheduled and that all such refresher training is documented.

### III. SYSTEM USAGE

- A. Emergency situations:
1. The communications supervisor or the front desk supervisor shall request permission from the highest-ranking officer on duty to initiate an *Everbridge.net* alert.

2. With such authorization, the requesting supervisor may initiate and send the emergency message.
  3. The highest-ranking officer on duty shall notify the Chief of Police, the Police Director, or their designees
- B. Non-emergency situations:
1. The communications supervisor or the front desk supervisor shall request permission from the highest-ranking officer on duty to initiate an *Everbridge.net*.
  2. The highest-ranking officer on duty shall receive permission from the Police Director, Chief of Police, or a deputy chief in order to send the message.
  3. The requesting supervisor must then provide a written copy of the message to the highest-ranking officer on duty prior to receiving final approval for the message broadcast.
  4. The highest-ranking officer on duty shall personally supervise the message broadcast.
  5. Standard messages, system tests, and routine drills must be processed through the training division supervisor.

#### **IV. EXAMPLES OF USE**

- A. Emergency Situation:
1. Example scenario:
    - a. The communications center is receiving numerous 9-1-1 calls of shots fired with the Outlet Collection Mall, Elizabethtown Gas Company, City Hall, etc. Calls suggest that there is ample evidence that there is an active shooter situation in progress.
  2. Proper response – Follow the emergency message situation protocol in section III.A of this general order, specifically:
    - a. Notify the highest-ranking officer on duty, get approval;
    - b. Send the proper message (e.g., evacuate, shelter-in-place, etc.);
    - c. Highest-ranking officer makes notifications to Chief, Director, etc.
- B. Non-emergency situation:
1. Example scenario:
    - a. It is a busy weekend at 1800hrs. A large fire has erupted in the 107 Trumbull Street area. Fire officials are warning that the lingering smoke cloud may contain toxic industrial chemicals. The fumes are settling in the hotel and mall area and traffic is blocked from the

Veterans Memorial Drive Bridge to Third Street. The situation dictates that a warning message should be sent to the area businesses.

2. Proper response – Follow the non-emergency message situation protocol in section III.B of this general order, specifically:
  - a. Notify the highest-ranking officer on duty;
  - b. Provide a written copy of the message for approval;
  - c. The highest-ranking officer on duty requests and receives approval;
  - d. The highest-ranking officer on duty must supervise the message broadcast.