

# El Paso – Teller County Enhanced 9-1-1 Authority Board

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Replaces:

Date Issued: August 24, 2006

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**Subject:** **EMERGENCY Notification System**

**Purpose:** The El Paso-Teller 9-1-1 Authority provides an **EMERGENCY** Notification System for use by all Public Safety Answering Points and the agencies they support.

**Definitions:** **EMERGENCY-Notification SYSTEM (ENS)** – System designed to send messages to wire line telephones, wireless devices, email addresses and SMS text, warning the public of impending disasters, both natural and man-made.

**Communicator! NXT** A web based in- house solution that provides complete automation of simple to highly complex list-based communications procedures. It facilitates immediate multi-modal notification of specific individuals, groups or teams and captures feedback from responders.

**GeoCast Web** –A map driven, high capacity system that can make notification by telephone, email and SMS messaging.

**Procedure:** **Prior to Use** – Any Public Safety Answering Point (PSAP) that is part of the El Paso-Teller County 9-1-1 Authority, may use the ENS once the following requirements have been met:

- 1.) All personnel using the system must have attended a 4 hour training class presented by the El Paso-Teller County E9-1-1 Geocast System Administrator.
- 2.) An agency policy governing the use of the ENS has been submitted and is on file at the El Paso-Teller County E9-1-1 Office.

**Information to be contained in the agency policy:**

- 1.) Statement outlining the chain-of-command process for authorization.
- 2.) System security implemented to protect the system from unauthorized use.
- 3.) Types of situations, both emergent and non-emergent, that the agency will allow the ENS to be activated for.

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- 4.) Message format. Clear and concise messages that will achieve a positive response to the public safety situation. Information shall clearly not incite panic or cause unnecessary fear for the citizens being notified.