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

Number: 4.36

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Subject: **Early Warning Notification System**

Policy: The El Paso – Teller 9-1-1 Authority provides an Early Warning Notification System for use by all Public Safety Answering Points and the agencies they support.

Purpose: To provide for the proper operation and security of the Early Warning Notification System by requiring agency policy with certain specific items contained in that policy.

Definitions: **Early Warning Notification (EWNS)** - System designed to send messages to wire line telephones, wireless devices, email addresses and pagers warning the public of impending disasters, both natural and man-made.

Communicator! NXT- Web-based application that notifies citizens using various methods of communication; ie. Telephones, pagers, PDAs and other devices.

GeoCastWeb- A GIS-driven notification solution where a mapped area is selected and all communications devices in that area are notified.

Procedure: **Prior to Use-** Any Public Safety Answering Point (PSAP) in the El Paso – Teller County 9-1-1 may use the EWNS once the following requirements have been met:

- All personnel using the system must have attended a two-day training class presented by a company approved trainer OR been properly trained by a previously trained member of their agency.
- An agency policy governing the use of the EWNS 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-

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- Statement regarding the authorization procedure and chain-of-command process for authorization.
- System security implemented to protect the system from unauthorized use.
- Types of situations, both emergent and non-emergent, that the agency will allow the EWNS to be activated for.
- 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.

Reporting-

- Within twenty-four (24) hours of the completed EWNS activation a written report shall be filed with the El Paso – Teller E9-1-1 Authority containing:
 - Agency Activating the system
 - Date and time of the Activation
 - Approximate size of area notified if GeoCast was used or size of notification list if Communicator!NXT is used.
 - The message written out as it was broadcast over the EWNS system.