

# Emergency Notification System Policy

## I. POLICY

It is the Emigration Canyon Metro Township's ("Township") mission to use the Emergency Notification System ("System") in accordance with the procedures set forth in this document to maintain the integrity and usefulness of the system, while limiting overuse.

## II. PURPOSE

- A. The purpose of this document is to establish policy and procedures governing the use of the System.
- B. The System shall be used for real-time communications to notify citizens and business owners (referred to as "the public") in the Emigration Canyon Metro Township. Communications may include, but are not limited to:
  - Evacuations
  - Missing and endangered children/persons
  - Police activity
  - Road closures
  - Severe weather warnings
  - Wildfire
  - Waterline break or repair
  - Changes to garbage pick up days
  - Marathon Notices

## III. DESCRIPTION OF SYSTEM

Emigration Canyon Metro Township has implemented a rapid notification response system for emergency notifications to the public. The System has the ability to notify large amounts of people in a short period of time. As of the date this policy was published, the System used by the Township is CodeRED, though the Township reserves the right to change systems in the future. Should a change in system occur, this policy will be updated as needed.

### The CodeRED System

CodeRED populates each customer's contact list by drawing from multiple sources, then geocoding the records to complete the database. The sources can include company-supplied data, customer-supplied data, 911 data and public enrollment data. Company-supplied data consists of national, residential and business phone data. Customer-supplied data can include utility billing data, business license data and any other customer data. Customer-supplied 911 data includes 911 data supplied by the customer.

Public enrollment is comprised of entries from residents and businesses that provide

their own contact information on the public enrollment page. Data collection and management are essential components of a successful emergency notification program. To help maintain accurate records, CodeRED offers each customer a web page (“public enrollment portal”) where staff and residents can go to update their own contact information, keeping it as accurate as possible. This helps minimize sending messages to outdated contact information and putting residents and staff at greater risk in a crisis. The system will also deliver routine reminders with links to the public enrollment portal. This feature streamlines the process of maintaining accurate information and saves valuable staff time.

#### **IV. USE OF NOTIFICATION SYSTEM**

The Township has the ability to issue alerts on behalf of law enforcement, fire service, public services, emergency medical services, and other collaborating organizations. However, if a non-emergency public announcement is needed, the requester must follow certain guidelines. Specifically, the notice must be submitted in writing and approved by authorized users. Additionally, a notification period of 48 hours must be given.

Approval from a minimum of two authorized users is required if the Township intends to utilize the system for this purpose.

#### **V. AUTHORIZED USERS**

Only trained and authorized personnel shall have access to launch a message through the System. Authorized users are selected by the Township. These individuals will be referred to as “Emergency Service Coordinators” for the purpose of this policy. The positions authorized by the Township Manager as Emergency Service Coordinators are as follows:

1. Mayor
2. Council Members

#### **VI. TRAINING REQUIREMENTS**

Authorized users must be trained in the system operation. The training will be developed based on the vendor’s recommendations and the specifics of the system as it is installed.

#### **VII. ACTIVATION PROCEDURE**

- An Authorized user will determine the content of the Emergency Notification by assessing the situation and, if appropriate, selecting the relevant pre-approved template message for the Emergency Notification or drafting a message specific to the situation.
- Emergency Notification status updates will be made when new information or instructions are available.
- An “All Clear” notification indicates the emergency situation has been contained. All Clear notifications must be approved by the current Incident Commander on-scene at the incident.

## **VIII. SYSTEM TESTING**

- Regular system testing is vital to ensure the system's readiness to operate when necessary. The testing procedures can be modified, but they should incorporate the following minimum requirement: conducting a full system check, with a recommendation to perform it annually.