Ames Fire Department
Standard Operating Guidelines

Book: 3 – Emergency Operations
Section: III – Command Operations
Chapter: 1 – **Story County Iowa Alerts Emergency Notification System**
Date Approved: 06/01/2015   Revision No.:1 (12-21-2009) Approved by: _SLB_
Review Date: 2018

PURPOSE:

The purpose of this policy is to establish guidelines for the administration and use of the Story County Iowa Alerts Emergency Notification System within the Fire Department.

POLICY:

These departmental policies parallel and *do not supercede* policies and procedures within the guidelines of the Story County Emergency Management Agency (EMA) or the City of Ames.

PROCEDURES:

Background

The Story County Iowa Alerts Emergency Notification System is a communication service for mass emergency notifications. Story County Iowa Alerts utilizes Internet mapping capability for geographic targeting of calls, coupled with a high speed telephone calling system capable of delivering customized pre-recorded emergency messages directly to homes, businesses, live individuals, or answering machines, at the rate of up to 60,000 calls per hour and 1,000 text messages per minute.

Administration

- The administration of Story County Iowa Alerts will be the responsibility of the Story County EMA and the COA Story County Iowa Alerts Team, and may include the following:
    - Maintaining an up-to-date roster of all trained users.
    - Requesting training or training materials as needed.
    - Limiting Story County Iowa Alerts to trained users.
    - Protecting and/or limiting the use of assigned user names and passwords to activate a Story County Iowa Alerts emergency notification.
    - Protecting information within the Story County Iowa Alerts database.
    - Notification of system breaches or suspected tampering.
    - Notification of performance issues for resolution with the vendor.
- Only Fire Department members who are trained and have access to Story County Iowa Alerts are authorized to activate an emergency notification.
    - Authorized users are selected at the will of the Fire Chief.
    - The Fire Chief maintains an official list of authorized users.
    - Current authorized users include selected members of the Fire Suppression Administrative Staff group.

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Primary Message Types

The Story County Iowa Alerts Emergency Notification System is to be activated for incidents where rapid and accurate notification is essential for public safety. Examples include:

- Isolated emergency incidents (e.g., fires, transportation-related accidents)
- Mass casualty incidents
- Natural disaster alerts
- Hazardous material releases or leaks
- Emergency evacuations
- Homeland security situations
- Weather related incidents, including emergency snow route notifications

Secondary Message Types

The Story County Iowa Alerts Emergency Notification System may be used for incidents where the Fire Department, Police Department, or Story County Sheriff's Office deems the situation suitable for activation. Examples include:

- Missing person alerts
- Amber alerts
- Special notifications

Usage

- The Story County Iowa Alerts Emergency Notification will be used for official emergency notification only.
- Usage of the Story County Iowa Alerts Emergency Notification System is unlimited.
- Authorized users, with prior approval from the COA Story County Iowa Alerts Team, will exercise the Story County Iowa Alerts Emergency Notification System annually to maintain proficiency and assure functionality of the system.

Scenario Templates

For standardization purposes, the following emergency notification system templates are available for use by authorized Fire Department users.

- *Natural Disaster*: A(n) {natural disaster condition} is reported to be occurring at {location(s)} and threatening {other location(s)}. Avoid {location(s)} or, if anywhere near these areas, take safe cover immediately.
    - o For tornados: If indoors, go to your basement of take cover under a sturdy desk or other furniture. If outdoors, or driving, move to a safe location immediately.

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- o <u>For flash floods</u>: If outdoors, get to higher ground immediately. If driving, don't attempt to drive through flooded roadways.
- *Hazardous Material Release or Leak*: A(n) {hazmat incident} is reported to be at/in {location}. Immediately evacuate going {direction} and avoid {location} and {other affected location(s)}.
- *Emergency Evacuation (Active Shooter)*: {Delivery Date and Time} An active shooter is reported to be at/in {location}. Please take safe cover immediately, and as far away from {location} as possible. Call 911 from a safe location to report shooter sightings.
- *Homeland Security Situations*: {Delivery date and time} A {terrorist threat} is reported to be at/in {location(s)}. Please take cover immediately, and as far away from {location} as possible. Call 911 from a safe location to report suspicious activity.
- *Isolated Emergency Incidents (Bomb Threat)*: {Delivery date and time} A bomb threat has been reported for {location}. If you identify anything suspicious, please do not approach, but evacuate immediately and call 911.
- *Test Message*: {Delivery date and time} This is a test message of the City of Ames' Story County Iowa Alerts Emergency Notification System. This is only a test. Please acknowledge receipt of this test message by pushing {number}.

Launching Story County Iowa Alerts
- Access internet and go to https://www.wensnetwork.com/login.cfm or https://www2.wensnetwork.com/login.cfm
- Login with your assigned user name and password.
- Follow instructions to initiate emergency call.