

# 247. USE OF EVERBRIDGE COMMUNICATIONS SYSTEM



**RICHFIELD  
POLICE  
DEPARTMENT  
POLICY**

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Authority:	Chief Jay Henthorne

*NOTE: This policy is for internal use only and does not enlarge an employee's civil or criminal liability in any way. It should not be construed as the creation of a higher standard of safety or care in an evidentiary sense, with respect to third party claims. Violations of this policy, if proven, can only form the basis of a complaint by this Department, and then only in a non-judicial administrative setting.*

## I. PURPOSE

The purpose of this Policy is to explain the procedures to notify the community of Richfield using the Everbridge emergency communication system. The Everbridge emergency communication system is an internet based system that allows the Richfield Police Department to notify citizens in the community of emergency situations or administrative direction as defined by this Policy.

## II. POLICY

It is the policy of the Richfield Police Department to notify citizens in a timely manner of disasters, emergencies, or administrative functions by city departments that affect the community. Citizens and business owners can then take precautions to protect themselves or their property in an appropriate manner.

The Everbridge alerting system will be the department's primary source of communication to notify the community of information that is needed to protect the welfare and safety of the citizens living and working in the community.

## III. PROCEDURE

### Program Overview

The Everbridge Community Notification System is a high-speed telephone communication service available for community notifications. Everbridge employs a one-of-a-kind 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 and businesses at the rate of up to 60,000 calls per hour.

Although Everbridge Communication Notification System uses national databases to acquire subscriber information, citizens will also have the advantage of signing up for the service, at no cost, on the City of Richfield website. This information will be loaded onto the system so that citizens will have the opportunity to be informed via their choice of media to receive an emergency notification sent out by the City of Richfield.

Some of the incidents or events where the Everbridge system may be highly effective in notifying our citizens includes the following:

### Administration

- City government information of importance to the citizens

### **Environmental (Natural Disasters)**

- Fires
- Floods
- Dangerous Water Conditions
- Water Safety Alerts
- Tornadoes
- Snow Emergency
- Pandemic/Epidemics

### **Search and Rescue**

- Missing Children
- Missing Elderly
- Missing Disabled
- Evacuation Notices
- Evacuation Routes

### **Crime**

- Prisoner Escape Warning
- Neighborhood Crime Watch Support
- Sexual Predator Alert
- Hostage Situations

### **Man-Made Disasters**

- Terrorism Threats
- Bomb Threats
- Nuclear Hazards
- Bio Terrorism Threats
- Chemical Spills
- Gas Leaks
- HAZMAT Situations

### **Public Works**

- Drinking Water Contamination
- Viral Outbreaks
- Utility Outages
- Street Closings
- Public Notifications

In emergency situations the Police Command Staff, Public Works Staff, and the Police Sergeants are authorized to initiate usage of the Everbridge system when necessary. Police Dispatchers and the Crime Prevention unit may initiate the system if necessary. The Chief or Deputy Chief of the Police Department shall be notified as soon as practical once the authorization has been given to utilize the Everbridge system and must use their passwords and login information.

In non-emergency situations where the system is to be used a request shall come from the appropriate supervisor of the requesting department to a member of the police department command staff if available or the on-duty sergeant. The command staff member or sergeant will ask the requesting city department the following before initiating the system.

- Nature of the incident
- Message that is to be recorded and sent out
- Geographical area of the city that is affected.
- Department Contact Information

The Command Staff or on-duty sergeants shall complete a review of the audio message, geographical area affected by the Everbridge message, and the date/time that it is scheduled to be broadcast.



Citizen complaints regarding the use of the system shall be forwarded and handled by the department director or supervisor initiating the message in question.

System performance issues are the responsibility of the Richfield Police Department and shall be forwarded to the designee assigned by the police department for resolution with the vendor.

**Billing Information**

The requesting department within the City of Richfield will be \$1.00 per minute for the notification to be sent out. The average emergency notification will take approximately 180 minutes based upon the City of Richfield's population. A minute usage report will be compiled after the message is sent out and then forwarded with an invoice to the requesting department for payment.

By Order Of:

  
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Chief of Police

