



Sheridan Police Department  
Policies and Procedures  
13.5  
Chapter 13 – Communications  
Section 5 – Emergency Notification System

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Signature:

The communications center contains the ability to provide notification services to the community for a number of situations or incidents with the assistance of Alerting Services. This policy establishes guidelines for the operation and maintenance of the City of Sheridan's Alerting Services. Alerting Services may consist of both emergency and non-emergency messages delivered to the community through various platforms such as telephone, cellular telephone, email, text, radio interruption and both cable television and satellite television interruption.

#### 13.5.1 Emergency Notifications

- A. Emergency Notifications shall utilize the Integrated Public Alert and Warning System, also known as IPAWS.
- B. IPAWS shall be used in emergency situations to notify the community in the City of Sheridan and Sheridan County of dangers to personal safety and the protection of property. Acceptable users for emergency notification may include, but are not limited to.
  - 1. Extreme Weather event (flood, fire, tornado, winter storm)
  - 2. Search and Rescue (missing person, kidnappings, Amber Alert, escaped fugitive)
  - 3. Man-Made Disaster (bomb threat, act or threat of terrorism, chemical spill, gas leak, HazMat emergency)
  - 4. Public Health related notification (drinking water contamination, boil water advisory)
  - 5. Public Safety Directed Evacuations.
  - 6. Major crime suspects in an area with potential of posing a threat to other residents.
  - 7. Any other events that poses a safety risk to a large number of residents or property.

#### 13.5.2 Non-Emergency Notifications

- A. Alert Services may be used for non-emergency situations when mass notifications are convenient and necessary.
  - 1. Water being shut off in an area.
  - 2. Road closures
  - 3. Power outages
  - 4. Any other event that is an imposition but not a hazard or putting anyone or any property at risk.

#### 13.5.3 System Description

- A. The City of Sheridan has implemented a rapid notification response system for Alerting Services to the public. Currently, the Alerting Services used by the City of Sheridan is CodeRED, though the City reserves the right to change systems in the future.
- B. The CodeRED Notification Service allows for the use of Reverse 911 technology, calling known land lines in a targeted area. In addition, the public can register with CodeRED to add additional contact information to the database, including landlines and cell phone numbers, as well as email addresses to enable calls, texts, and email alerts.
- C. CodeRED is a web-based platform with full integration with IPAWS. Both emergency (IPAWS) and non-emergency (CodeRed) notifications operate within the single program.

#### **13.5.4 Authorized Users and Emergency Service Coordinators**

- A. Only trained and authorized Sheridan Police Department personnel shall have access to launch a message through the CodeRED system.
  - 1. All communications technicians will be trained to send non-emergency messages on the CodeRED system.
  - 2. Any department employees authorized to launch emergency messages through IPAWS shall be required to take the necessary FEMA required trainings on-line.
- B. Patrol supervisors may authorize non-emergency messages.
- C. Emergency Service Coordinators must authorize any emergency (IPAWS) alerts.
- D. Emergency Service Coordinators are selected by the Chief of Police. The positions authorized by the Chief of Police as Emergency Service Coordinators are as follows.
  - a. Chief of Police
  - b. Captain
  - c. Patrol Operations Lieutenant
  - d. Special Operations Lieutenant
  - e. Administrative Services Manager

#### **13.5.5 Activation Procedure Summary**

- A. A request to activate any notification through CodeRED or IPAWS may be made by other City Departments, the Sheridan County Sheriff's Office, Sheridan Fire/Rescue, Sheridan County Emergency Management Coordinator, Sheridan County Fire Districts and other local and state or federal organization and/or emergency services.
  - 1. The Requesting Agency calls the Sheridan Police Department at 307-672-2413.
  - 2. The Requesting Agency requests an alert.
  - 3. The Sheridan Police Department Communications Technician collects and verifies the requestor's name, title, requesting agency name, contact information, and all appropriate details regarding the notification.
  - 4. The Duty Supervisor authorizes non-emergency notifications through CodeRED, or if the request is for an emergency notification, notifies one of the Emergency Service Coordinators, outlining the details of the request.

5. The Emergency Service Coordinator may authorize the launch of an emergency message through IPAWS.

#### **13.5.6 System Testing**

- A. System testing is crucial and must be done regularly to ensure that the system will operate when needed.
  1. Monthly proficiency tests for IPAWS are a requirement for accessibility to the program.
  2. Quarterly testing of CodeRED shall also be conducted to ensure viability of the program.
- B. The Patrol Operations Lieutenant shall designate a manager for the CodeRED and IPAWS system that conducts the monthly proficiency tests in IPAWS and quarterly CodeRED testing to the Emergency Service Coordinators.

#### **13.5.7 Emergency Notification System Review**

- A. Any use of IPAWS or CodeRED shall be reported to the Chief of Police. A review of the usage of either program will be conducted with the Emergency Service Coordinators to ensure policy compliance or make adjustments to the policies governing usage.
- B. As part of the review process, the department may also request the feedback of other public safety agency personnel or requesting entities.
- C. Should it be determined that changes to the policy and/or related procedures are necessary, this policy will be updated as needed.