



Jefferson County - City of Port Townsend
COMPREHENSIVE EMERGENCY MANAGEMENT PLAN



Part 3: Emergency Operations Guide

EOG 3.2.01- Attachment D

“EMERGIN” KEY PERSONNEL NOTIFICATION SYSTEM (KPNS)

September 18, 2008

BACKGROUND - “Emergin” is an automated message management system that sends short messages to designated groups via text messages, phone (text-to-speech), and e-mail. The system allows group notification without the time consuming process of contacting individuals on a given list.

The Emergin automated system is suitable for notifying key personnel of in-progress events. Examples include advisement of command staff of a major event, on-call list notification, personnel recall, group mobilization, etc.

RESTRICTIONS ON USE - The planned use must be related to public safety incident in progress (law enforcement, fire, health, public works, emergency management). Non-emergency use of Emergin, (including personal use) is not authorized, except for training, authorized demonstrations and scheduled tests.

DATA MANAGEMENT AND LIMITATIONS - The accuracy of the contact data (phone numbers, email addresses, etc.) is the responsibility of the user agency. To reduce the calling cycle data is limited to 1 phone number per user (cell phone preferred). The number of text message and e-mail addresses per user are unlimited.

ELIGIBILITY FOR USE OF THE EMERGIN SYSTEM - Eligibility of groups will be determined jointly by Jeffcom and DEM. Eligible lists may include:

- Agency command personnel notification.
- Essential personnel notification.
- Event-specific notification.
- Staff mobilization.
- Others as may be determined by the coordinating agency.

AUTHORIZED USERS

- All Jeffcom served agencies.
- The Department of Emergency Management.
- Other agencies as may be determined based on the eligibility criterion developed by Jeffcom and the Department of Emergency Management.

JEFFCOM RESPONSIBILITIES

- Owns and maintains the Emergin equipment (resident server, software, and connectivity).
- Provides trained dispatch personnel in operation of the system.
- Activates group lists when requested by authorized agencies or automatically according to internal procedures for a specific incident type.
- Participates in determining the eligibility of users and groups.
- Provides a means for data entry to authorized agencies.
- Assures compatibility with Positron CAD for automatic event triggers.

EMERGENCY MANAGEMENT RESPONSIBILITIES

- Participates in determining eligibility of users and groups.
- Maintains data associated with eligible Emergency Management groups.
- Can activate the Emergin system from the EOC for eligible purposes.

RESPONSIBILITIES OF USER AGENCIES

- Recommend development of groups to meet agency emergency needs.
- Provide accurate and up to date user data to maintain currency.

ACTIVATION OF EMERGIN KPNS ALERTS - Emergin system will be activated from Jeffcom or the EOC via the designated computers. The system can be activated:

- Automatically as the result of a specific event according to protocol.
- Manually at the request of an authorized agency for an eligible group and purpose.
- For training, authorized demonstrations, or scheduled tests.

MESSAGE CONTENT - Messages sent may be from a standing list (canned) for specific agency or event, or original (scripted by the sender) as needed. Messages should not exceed 25 words. Message content should include a source and a description of requested action (an action that the contacted party should take when they receive an Emergin call).

TECHNICAL INFORMATION

- The maximum number of individual users is 250 (total for all lists and all agencies). Limiting the total number will require prioritization.
- For text-to-speech calls, there are four dedicated telephone lines that call out simultaneously. Calls to the numbers listed for each user are dialed and handled in real time. The average time to dial, ring, allow for answer and deliver a 25 word message is 15 to 30 seconds. The completion cycle for a group of 30 could take 10 to 15 minutes (making the same number of calls manually could take up to an hour).
- The system recognizes voice mail as a contact made and logs the number and time of successful completions.
- The synthesized voice message (text to speech feature) will repeat twice if the called party stays on the line. It will also be repeated on voice mail until the voice mail system disconnects.
- E-mails are sent via the Jeffcom access to the internet. Multiple e-mails to the same user does not extend the completion cycle time. The e-mail message is the same as the voice message.
- Text messages use internet protocols, and do not extend the cycle time.

CLARIFICATION OF SOME OF THE TERMS USED HERE

- Canned – pre-scripted messages in the CANNED message folder.
- Eligible – entitled to establish a group on the Emergin system.
- Group – designated list of personnel intended as recipients of a message or to be requested to take a desired action.
- KPNS – Key Personnel Notification System (using Emergin© software).
- User – member of a Group.