



SACRAMENTO POLICE DEPARTMENT GENERAL ORDERS



510.03 COMMUNITY EMERGENCY NOTIFICATION SYSTEM 02-02-17

PURPOSE

The purpose of this order is to establish procedures governing the use of the Community Emergency Notification System as a means of facilitating emergency notifications to the community.

POLICY

It shall be the policy of the Sacramento Police Department to promote public safety by facilitating communication between the community and public safety service providers by utilizing a secure Internet-based emergency notification system to provide accurate and timely information.

PROCEDURE

A. DEFINITIONS

1. **COMMUNITY EMERGENCY NOTIFICATION SYSTEM** – An automated communication platform maintained by the Department to send emergency messages to specific geographic areas as well as to specific registered persons during a critical event.
2. **SAC-ALERT** – A message sent using the Community Emergency Notification System.
3. **POC** – A locale where the Police Operations Center is located.
4. **EOC** – A locale where the Emergency Operations Center is located.
5. **MOU** – Memorandum of Understanding between the Sacramento Police Department and participating agencies.
6. **USER AGREEMENT** – Guidelines established for participating agencies located at the SPD Communications Center.
7. **GEO ZONE** – A geographically defined area on a map.

B. ACCESS LEVEL

1. **ALL ACCESS DISPATCHER** – The system user's access level shall be such that his/her privileges allow baseline operational activation and control of an event.
2. **ORGANIZATION ADMINISTRATOR** – The system supervisor's access level shall include all functions allowed to the system user, with additional capabilities to add and/or modify user access levels, perform minor updates to system databases, and run statistical reports as required.
3. **ACCOUNT ADMINISTRATOR** – The system administrator's access level shall include all functions allowed to the system supervisor, with the added ability to delete user access levels, perform system database updates, perform compliance audits and other event statistical reports, back up system operations, and perform higher level functions common to system administrators.

C. GENERAL

1. The Community Emergency Notification System shall only be used for official public safety and/or emergency notifications including, but not limited to
 - a. Community evacuations or recommended action instructions for critical events, such as natural or man-made disasters.
 - b. Crime alerts providing urgent information pertaining to public safety with the intent of protecting lives and property.
 - c. Missing persons in imminent danger (e.g., AMBER Alert, Silver Alert).
 - d. Other types of time-critical messages deemed an emergency by the approving authority.
2. The system may be used for non-emergency and/or public service announcements; however, the 911 telephone data shall not be used for these types of notifications.
3. Inappropriate uses of the system include, but are not limited to



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- a. Notifications to neighborhoods regarding meetings or public events.
 - b. Political messages.
 - c. Notifications regarding minor incidents or missing persons where no immediate threat of death or injury to the missing party or the community is evident.
 4. Only agencies taking part in the MOU shall use the Community Emergency Notification System.
 5. Each participating agency has organization administrators and fully trained personnel.
- D. SACRAMENTO POLICE DEPARTMENT USE
1. Division commander(s) or watch commander(s) requesting to use the Community Emergency Notification System shall contact a supervising dispatcher, a Dispatcher III, or designee, to
 - a. Coordinate the geographical area where the Sac-Alert will be sent.
 - b. Initiate a cancellation or termination of the Sac-Alert if necessary.
 2. Communications shall
 - a. Make appropriate notifications of the outgoing Sac-Alert and other notifications to the watch commander and district sergeant.
 - b. Enter a CAD incident if an incident is not already active.
 - c. Send a Sac-Alert at the direction of either the Chief of Police, a division commander, or watch commander.
 - d. Evaluate staffing at the Communications Center and call in any additional personnel to the POC/EOC as directed.
 - e. Dedicate a radio channel if necessary.
 3. After sending the Sac Alert, Communications shall send a management notification and an email to CommCenterSups@pd.cityofsacramento.org detailing the
 - a. Circumstances of the request.
 - b. Geographic area where the Sac-Alert was sent.
 - c. Approving authority.
- E. OTHER CITY DEPARTMENT USE
1. Requests from another City of Sacramento department to send a Sac-Alert shall only be authorized by management within that department.
 2. The approving authority to send a Sac-Alert shall be the Communications Division manager or watch commander.
- F. PARTICIPATING OUTSIDE AGENCY USE
1. Participating agencies have been trained on how to send a Sac-Alert; however, they may require additional assistance from the Department in special circumstances.
 2. Request for assistance should be e-mailed to CommCenterSups@pd.cityofsacramento.org.
 3. The agency requesting assistance shall provide
 - a. Email that includes specific language requested in the Sac-Alert.
 - b. The geographic area where the Sac-Alert will be sent.
 - c. An agency contact number for the public.
 4. Communications shall notify the agency at the conclusion of the activation as to the results of the message.
- G. SYSTEM ADMINISTRATION
1. Selected Communications Division Personnel shall be designated as system administrators of the Community Emergency Notification System.
 2. System administration shall
 - a. Ensure the proper maintenance of the database as necessary.
 - b. Review all Sac-Alerts for accuracy and content.
 - c. Track all Sac-Alerts initiated by Sacramento Police Department.