Code Red Notification System

335.1 PURPOSE
The purpose of this policy is to establish authority for the use of the Code Red Notification System. The Code Red Notifications System may be used during public safety emergency events, as outlined in Lexipol Policy 355.5.

335.2 CODE RED EMERGENCY SYSTEM
The system may be used to provide citizens with critical information, warnings, and advisories concerning an emergency situation. The system notification is made based on geographic data (mapping information) and can be used for small or large scale emergency notifications. Emergency notifications can be made by phone, email, SMS (short or text message), or by all methods.

335.3 EMPLOYEE RESPONSIBILITIES
Employees of the Fontana Police Department should notify their supervisor, watch commander or investigations unit supervisor as soon as practicable upon learning of a situation where public notification is critical.

335.4 SUPERVISOR RESPONSIBILITIES
A supervisor apprised of the need for a public alert is responsible for making the appropriate notification to the on-duty Lieutenant or any higher ranking department official. In their absence, the request must be approved by the appropriate on-call command personnel.

335.5 ACTIVATION CRITERIA
The Code Red System can only be activated to assist in emergency community telephone notifications regarding:

a. Evacuations notices

b. Imminent threat to life or property

c. Disaster notification

d. Any notification to provide emergency public safety information to defined area(s) within the city.

The system utilizes 9-1-1 database information to complete the notifications. The use of 9-1-1 database information is regulated by California Public Utilities Code (CPUC) Sections 2872 and 2891.1. The information contained in the 9-1-1 database is confidential and proprietary and shall not be disclosed or utilized except by authorized personnel for the purpose of emergency notifications.

335.6 PROHIBITED USES
The Code Red System may not be used for the following;

a. Routine, informational, or educational messages

b. Any message of commercial nature

c. Any message of political nature

d. Any non-official business (e.g. articles, retirement announcements, etc.)

335.7   SYSTEM ACTIVATION

a. A request for activation must be approved by the on-duty watch commander or any higher ranking department official. In their absence, the request must be approved by the appropriate on-call command personnel.

b. The Chief of Police or his designee shall be notified of all Code Red System activations.

c. Requests for activation shall be made to the Communications Supervisor or the on-duty Dispatch Shift Supervisor.

d. The requestor shall provide the following information for an activation, preferably in writing, before initiating the system (does not preclude additional information if circumstances dictate):

- Reason for activation (i.e. type of emergency incident or event)
- The location of the incident (physical address or intersection)
- The physical address, radius, or geographical limits of the notification area(s)
  - If there are multiple areas, the priority sequence for notifying each area
- If the physical address is to be excluded from the notification
- If evacuation is required
  - Location of evacuation
  - Location of shelter
  - Recommended evacuation route to avoid danger
- Phone number for citizens to call for additional information
- If at all possible, the requester should provide a script with the pertinent details.

335.8   PREPARE THE MESSAGE

a. Using the information provided above, write the script of the message using plain language and avoiding acronyms or terms the public would not understand. It is important to remember that the language should be kept as simple as possible.

b. The message should always identify the agency

c. The message should contain a statement that instructs listeners, "DO NOT call 9-1-1 unless you have an emergency".

d. The message should include a phone number for the public to call for additional information. Depending on the circumstances, the number provided should not be a Public Safety Communications (Dispatch) telephone number.

e. If the event relates to a missing person/child, Amber Alert, or wanted persons where public assistance is needed, provide the telephone number to call with information on the concerned individuals.

f. The message should include an ending (i.e. "This concludes this emergency message.")

g. Practice reading the message script, speaking clearly and slowly enough to be understood, and time the length of the message.

h. Record the message

335.9 BROADCAST PRIORITIES
The severity of the emergency will dictate which broadcast will have priority in the event there are two or more urgent messages to broadcast. Priority will be decided by the department official authorizing the activation.

335.10 SYSTEM ADMINISTRATION AND MAINTENANCE
In the event there is a question regarding broadcast priority, the highest ranking authority on duty will make the final decision.

335.11 EVENT STATUS AND REPORTING
After successfully initiating the system, the event details screen will display allowing the user to watch the progress of the notification. The user has the option to "Pause" the event or "End" the event at any time. The user can also view the details on completed calls, calls that have failed, and the total number of calls made.

Reports are generated for each event launched, with a unique system generated event ID number appearing on all reports. The user will automatically receive a report sent to them via email when the event is complete. A copy of the report shall be printed and forwarded to the Communications Supervisor or designee at the completion of each event launched on the system.

335.12 CODE RED SCRIPTS
BARRICADED SUBJECT

"This is the Fontana Police Department with an emergency message. Due to police activity in your area, we are requesting that you stay inside your home until further notice. Please stay calm, stay inside, and close and lock windows and doors. If you see anyone suspicious in the area, please call the Fontana Police Department at 909-350-7700 as soon as possible. You will be updated as the situation requires. This concludes this emergency message."

Code Red Notification System

MISSING PERSON / CHILD

(Fill in the blanks PRIOR to recording)

"This is the Fontana Police Department with an emergency message. We are currently searching for a missing person/child believed to be in your area. The missing person/child is described as:

(Name)_____is a (Gender/Race)_____/_____, (Name)_____ is (yrs old)_____ and approximately (Height)_____, (weight)_____pounds, with (Color)_____hair. (Add any further description such as a beard, mustache, glasses, etc). (Name)_____was last seen wearing (Clothing description). _____(Name)_____was last seen in the area of (Location last seen) _____. (If needed, add any other important information such as; dangerous, injured, at risk due to age or medical condition, etc.)

If you believe you have seen this person/child or have any information regarding this person/child, please call the Fontana Police Department at 909-350-7700. Do not call 9-1-1 unless you have an emergency. This concludes this emergency message."

MANDATORY EVACUATION

(Fill in the blanks PRIOR to recording)

"This is the Fontana Police Department with an emergency message. There is a (Specify; fire, flood, etc) _____ affecting your area. You are now subject to a mandatory evacuation order. Residents in your area are to evacuate (immediately/within how many hours) via_____. There is a temporary shelter set up at (Location of shelter) _____. Please remain calm and follow any other direction given to you by Emergency Personnel on scene. If you need additional information, call the Fontana Police Department at _____. Do not call 9-1-1 unless you have an emergency. This concludes this emergency message."

VOLUNTARY EVACUATION

(Fill in the blanks PRIOR to recording)

This is the Fontana Police Department with an emergency message. There is a (Specify; fire, flood etc) _____ affecting your area. You are now subject to a voluntary evacuation order. Residents in your area are encouraged to evacuate (immediately/within how many hours) via_____. There is a temporary shelter set up at (Location of shelter) _____. Please remain calm and follow any other direction given to you by Emergency Personnel on scene. If you need additional information, call the Fontana Police Department at _____. Do not call 9-1-1 unless you have an emergency. This concludes this emergency message."

HAZMAT – STAY IN HOME

(Fill in the blanks PRIOR to recording)

"This is an emergency message from the Fontana Police Department.There is a hazardous material situation at (Location) _____ that is affecting your area. Residents are advised to stay in their homes. Please go inside, close all doors and windows, turn off all heaters, air conditioners, and fans. If not using your fireplace, close fireplace dampers and vents and cover cracks around doors and windows with tape or damp towels. You will be updated as the situation requires. If you need additional information call the Fontana Police Department at (Phone number)_____. Do not call 9-1-1 unless you have an emergency. This concludes this emergency message."

ALL CLEAR MESSAGE

(Fill in the blanks PRIOR to recording)

"This is the Fontana Police Department. The (Name of event)at (Location) _____ has been cleared. There is no further hazard or danger to the public. Thank you for your cooperation and patience. This concludes this "All Clear" message."