	ANDOVER POLICE DEPARTMENT GENERAL ORDER	Number: P3115 Page: 1 of 5 Distribution: All
Title: Alert Andover		Section: Programs
Issued: 4/29/2014	Effective: 5/07/2014	Revised: 01/22/2016
Rescinds: All Previous	Amends:	
CALEA References:		
Review: Annual	Authority: Chief Michael A. Keller	

I. Purpose

The purpose of this General Order is to establish guidelines for the use of the Alert Andover mass publication notification system.

II. Policy

The City of Andover will utilize Alert Andover for the distribution of emergency and non-emergency messages to citizens and city personnel.

III. Definitions

A. **Alert Andover:** A system provided by the City of Andover to communicate emergency and non-emergency messages to the citizens of Andover. The Andover Communications Section will be responsible for the creation and delivery of all messages sent on behalf of the police department, regardless of type, and messages requested by a supervisor of another City of Andover department supervisor. The Alert system notifies citizens and employees through phone calls, both land line and cellular, text messages to cellular phones, email and fax.

B. **Emergency Alerts:** Messages that have immediate impact on life or property, such as Amber Alerts, Evacuations, Manhunts, etc. and are sent to all business and residential phone lines and to those citizens that have registered their cellular devices and email, within the selected notification area.

C. **Community Alerts:** Messages will be delivered to citizens based on their selections when they sign-up for Alert Andover and will include the following:
   1. Weather (i.e. Watches and Warnings that include the immediate area;)
   2. Law Enforcement (i.e. Police and Fire Festival, National Night Out;)
   3. Fire Department (i.e. Police and Fire Festival;)
   4. Traffic (i.e. road closings due to accidents or construction;)
   5. Utilities (i.e. water, electrical or gas outage due to repairs or damage;)
   6. City (i.e. City Hall closing for weather;)
   7. Community (i.e. Greater Andover Days, Hometown Christmas.)

IV. Regulations

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V. Procedures

A. Determining Alert requirements: Officers will determine if an Alert is needed based on their current situation. An Emergency Alert will be required if there is an immediate impact on life or property expected, such as Amber Alerts, Silver Alerts, Evacuations, Manhunts or where community-wide notification is required. An Emergency Alert should be sent immediately. Emergency Alerts will only be used if immediate action is required of citizens, not for traffic. If the Officer determines a Community Alert is required it can be sent immediately or scheduled for a later time if needed.

1. Use of Alert Andover: Any Police Department member or City of Andover Supervisor may request that an "Alert Andover" be sent out by contacting the on-duty communications officers and provide the appropriate information. Appropriate information will include, but not limited to the following:
   a. Nature of situation;
   b. Message to be sent;
   c. Location specific address;
   d. Radius or area of notification;
   e. What they want the citizen to do once the information has been received (i.e. evacuate, be on the look-out, etc.;)
   f. Duration of the Alert, if appropriate.

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2. Use of Emergency Alerts:
   a. All Emergency Alerts are only used in incidents where there is the potential of danger with an immediate impact on life or property.
   b. Emergency Alerts, when sent out are sent to all business and residential phone lines (similar to a reverse 911), as well as, to those citizens that have registered their cellular devices and emails.
   c. All Emergency Alerts will be approved by the on-duty Watch Commander or higher ranking officer prior to being sent out.
3. Use of Community Alerts:
   a. Community Alerts may be used to notify citizens of non-emergency information, such as weather updates, street closures, event cancellations, etc., and are sent to individual pre-requested categories such as Weather Alerts, Traffic Alerts, City Alerts, Community Alerts, etc.
   b. The Police Department member or City of Andover Supervisor requesting a Community Alert will identify the message to be sent out, which Community Alert category(s) the alert is to be distributed to, and whether or not confirmation of the alert will be required.
   c. On duty communications officers have the authority to routinely send out community alerts to the appropriate community alert category, i.e. Weather

Alerts, Traffic Alerts, Law Enforcement Alerts, etc. as needed and based on relevant information received during their shift.

d. Non time-sensitive, informational Community Alerts should only be sent out or scheduled for distribution between 8:00 a.m. and 8:00 p.m.

B. Issuance of an alert:

1. In the event of a Severe Thunderstorm/Flash Flood Watches and Warnings of potential or actual dangerous storms forecasted for the Andover and surrounding areas which may potentially affect Andover, the on-duty Communications Officer will notify the public assigned to the Weather Alert Group, as well as, the Police and Fire Department's designated command staff through the issuance of an Alert Andover-Community Weather Alert notification.
2. In the event of a Tornado Watch by the National Weather Service and/or AccuWeather that included any portion of the City of Andover, the on-duty Communications Officer will notify the public assigned to the Weather Alert Group, as well as, the Police and Fire Department's designated command staff through the issuance of an Alert Andover-Community Weather Alert notification.
3. In the event of a Tornado Warning by the National Weather Service and/or AccuWeather that included any portion of the City of Andover or Butler County, or an actual tornado has been sighted, the on-duty Communications Officer will notify the Chief of Police, Fire Chief, Director of Communications, Police Operations Commander, Police Special Services Commander and the Assistant Fire Chief via both e-mail and text message, using the Alert Andover notification system. Additionally, the on-duty Communications Officer will notify the public assigned to the Weather Alert Group, through the issuance of an Alert Andover-Community Weather Alert notification.
4. Upon the determination that an Alert will be sent out, the Communication Officers will proceed with the following steps:
   a. Sign into Everbridge Dashboard;
   b. Select the Universe icon;
   c. Select "Select Contacts" in the upper left hand corner of the map;
   d. Select "Filter Contacts";
   e. Select "Use Filters";
   f. Add Filter Search and Select the option that says "Check the alerts you want to receive (Community Alerts)";
   g. Select the alert value you are wanting, (ie. Weather Alerts, Traffic Alert;)
   h. Click Search, a screen will pop up advising how many contact(s) found, Click OK;
   i. Select "My Shapes" under the Highlighting contacts;

j. Select "Andover Created Shapes", then "Load" (Make sure to look at how many contacts you have selected, it should match the number listed in step "h", if it is an unusually large number you have made a mistake and start over);
k. Click on "New Notification" in the Yellow box in the right hand corner of the map;
l. Create Message, each * must be filled out accordingly;
m. Select "Edit" in the Settings Section;
n. Uncheck the "Confirm" box (except for Emergency Alerts or if directed to do so by the individual requesting the alert);
o. Send Completed Message.

C. Citizen Registration

1. Citizens will be able to register at www.Andoverks.com/Alert. During the registration process citizens will be required to provide a means to receive alerts (i.e. home phone, cellphone, and the delivery type; text, email or fax). In addition to the City web site, The City will provide assistance with the registration process by supplying trained employees and computer equipment as needed. Citizens also have twenty-four hour access to Andover Communications via telephone where they can get assistance with setting up and using the system.

D. Employee Alert

1. The Employee Alert portion is a separate part of the Alert Andover System and is reserved for City of Andover employee use only. The Employee Alert System is reserved for the notification of city employees for various reasons. Employee Alert may be used for, but not limited to emergency and internal notifications, recalls, hazardous weather closures, disaster response request, etc.
   a. Use; As with community alerts, once a need for an employee alert is established, Andover Communications will be contacted with the specific employees to be notified, the information to be relayed and how the information is to be relayed.
   b. Groups; Employee Alert groups have been created to assist in message distribution. These groups can be edited as needed by the system administrator. The system allows for additional employees to be notified along with the specified group or groups.
   c. Registration; upon hire or any change of phone number, employee will file an employee information change form for inclusion in the employee alert section. For those employees wishing to receive Emergency or Community Alerts, they will need to register separately, using an Andover address.

E. Training

1. All Andover Communications Officers will be trained on the set-up and user options for the citizen registration as well as the creation and transmission of alerts. Communications Officers will have refresher training as updates and changes mandate.